



PORT STEPHENS
COUNCIL

Shine Bright





We're shining bright in Port Stephens, New South Wales.

You can see it in our treasured environment and feel it in the people you meet, whether you live here or you're just visiting. The spectacular sights and strong community spirit that were on display at our Illuminate festival in November 2017 are just one example. We hope you'll enjoy reading about it, as well as other successes and challenges, as we proudly present our Port Stephens Council Annual Report 2017-2018.

This report has been prepared in accordance with Section 428 of the Local Government Act 1993 and clause 217 of the Local Government (General) Regulation 2005. It comprises two (2) volumes:

- **Volume one** provides an overview of Council's operations, achievements and performance for the year together with statutory and governance information
- **Volume two** contains our audited financial accounts.

Port Stephens Council is committed to transparent reporting and accountability to our community. We use the integrated planning and reporting framework contained in the Local Government Act 1993 to regularly report on our progress towards implementing our Delivery Program 2013-2017.

Port Stephens Council acknowledges the Worimi people as the traditional custodians of this land.

An electronic version of this report is available at portstephens.nsw.gov.au

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Illuminate Festival, Boomerang Park, Raymond Terrace 2017



Year in review

2017-2018 highlights	8
Mayor and General Manager's reports	10
Financial summary	14
Community financial report	16
Scorecard	18

Our Port Stephens

Port Stephens snapshot	22
Our Council	24
Awards and recognitions	31

Achievements and activities

Our Citizens	34
1.1 Community safety	
1.2 Ageing population	
1.3 People with disabilities	
1.4 Children	
1.5 Young people	
1.6 Community planning and partnerships	
Our Lifestyle	44
2.1 Arts and culture	
2.2 Recreation and leisure	
Our Environment	53
3.1 Environmental sustainability	
3.2 Waste management	
3.3 Sustainable development	
Our Economy	62
4.1 Economic development	
4.2 Transport	
4.3 Education and training	
Our Council	69
5.1 A sustainable Council	
5.2 Infrastructure	
5.3 Governance and civic leadership	
5.4 Engagement	
5.5 Reputation	

Contents



Statutory statements

The relevant clause is highlighted beside each report



Attachment one

86

Election of Representatives on Council, Committees, Regional Committees and Groups

114



Attachment two

Capital works 2017-2018

124







Year in review

08

2017-2018
highlights

10

Mayor and
GM's reports

14

Financial
summary

16

Community
financial report

18

Scorecard

Highlights

2017-2018

We're proud of what we've been able to achieve for the community of Port Stephens over the past year. From providing valued community services to securing grant funding for major projects, we're working hard to achieve our Delivery Program objectives every day.

The following infographic represents our key achievements for each of our five focus areas.

01 Our citizens

44,856 childcare places
provided to families throughout Port Stephens

43 new citizens welcomed
during citizenship ceremonies in 2017-2018

New Community Strategic Plan
clarifying our community's vision for the future

85% community satisfaction
with our Council's performance

02 Our lifestyle

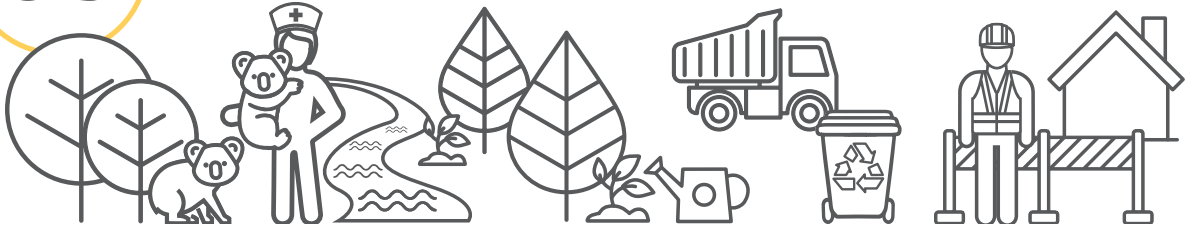
7000 people attended the Illuminate festival
in Boomerang Park, Raymond Terrace to celebrate the park's new facilities, including a skate park, playground, fitness hub, croquet court, amenities and Men's Shed

\$165,000 in grants
to local community organisations

320,000 library items loaned
to community members

03

Our environment



\$3 million funding

from NSW Government secured for Koala Sanctuary at Treescape, One Mile Beach

202 hectares

of bush regenerated

13,800 tonnes

of red bin waste diverted from landfill, thanks to our advanced resource recovery technology

1117 development applications

and modifications determined in a median time of 34 days

04

Our economy



Record number \$2000 scholarships

awarded to local young people on the path to tertiary education through the Mayoral Academic Scholarship program

23 Council sponsored events

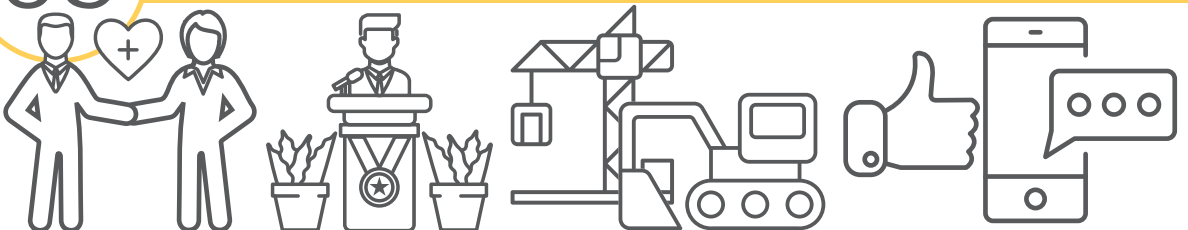
injecting \$8.26 million into our local economy

Over 1.5 million visitors

to Port Stephens in 2017-2018, bringing an injection of more than \$539 million to our local economy (source: Destination Port Stephens)

05

Our Council



70% employee engagement

in our staff survey

New Council elected

in September 2017

\$28.8m capital works

delivered in 2017-2018

Social growth

19,600 visitors to our online engagement hub, 45% growth in our social media audience, 1426 people had their say via our online engagement hub



Mayor Ryan Palmer

“A council that is prepared to look to the future, set bold visions and follow it through with the right decisions — even when they are tough ones to make.”

Mayor's message

Port Stephens is a place that I am proud to call home. But more than that, it's a place where I want to make a real difference. With that in mind, 9 September 2017 was a very significant moment for me personally as it marked my first foray into local government and a real opportunity to enact positive change for Port Stephens.

Being elected Mayor was undoubtedly a source of pride. However, I can't deny that coming into the chamber for the first time — particularly following the most experienced Mayor in Port Stephens' history, Bruce Mackenzie — did leave me a little daunted about what might lie ahead.

Joining me and helping in my new role was a council made up of another four 'newbies' and some old hands who have proved invaluable in guiding us. The result has been a dynamic, collegiate and committed elected body. A council that, I believe, Port Stephens can be very proud of.

Most importantly it's proven to be a council that has the courage of its convictions. A council that is prepared to look to the future, set bold visions and follow it through with the right decisions — even when they are tough ones to make.

I am the first to admit, it's difficult for the current Council to take too much credit for the amazing array of achievements and highlights you'll read in this Annual Report. Whilst the last financial year represents only our first nine months as a Council, it

is fair to say it also reflects the efforts and achievements of the previous Council under the leadership of Mayor Bruce MacKenzie. To that Council, I would like to offer my congratulations and sincere thanks.

I can claim, however, a significant effort during our time in the chamber to engage with our community. It's the people who live and play in Port Stephens that have made my first year as Mayor a truly memorable one.

Not long after the new Council was formed, we set about developing a new Community Strategic Plan. To do so, we went out to the community and asked them for their future vision of Port Stephens. We asked them whether Council had its priorities right. Whether we were focused on the things that mattered most to them, or whether we needed to shuffle some things up the order of importance.

The response was unsurprising but overwhelming nonetheless.

At the shops, in the cafés, on the sports fields and in workplaces, the message from the community was very clear. They needed and wanted more. More footpaths and cycleways, better roads, more effective drainage, rejuvenated town centres, more playing fields, more jobs and more business. It became increasingly clear that our community wanted a dynamic Port Stephens — with vibrant people-friendly places, strong local economies and quality facilities for all to enjoy.

A decade ago, your Council was in deficit to the tune of over \$12 million. Since then, the organisation has made incredible strides to turn that situation around. By diversifying our income streams, driving down costs and driving up efficiencies, Port Stephens Council

is one of the few councils of its size running a modest surplus.

As Mayor, I can't claim credit for that turnaround. But I can say I have felt the pulse of the community, and there is no doubt in my mind that a brave plan is required to see Port Stephens live up to its potential.

I hope you enjoy reading the contents of this Annual Report and are able to dwell positively on some of the great achievements and successes from the last year.

Equally I hope that you will sense the opportunities that lie before us and join me in helping convert them into a future that Port Stephens deserves in the years to come.

Ryan

Ryan Palmer



General Manager Wayne Wallis

“2017-2018 was a great year for the Port Stephens Council team. We received national, state and regional accolades for our approach to risk, safety, mental health, management, culture, planning and tourism.”

General Manager's message

2017-2018 has brought with it new perspectives, new challenges and plenty of achievements to celebrate.

After an extended five year council term due to proposed amalgamations, the September 2017 local government elections signified the end of a period of great uncertainty for our council and our community.

With the dark clouds of proposed mergers now dispersed, we've been able to focus on what really matters — delivering for our community by striving to do the right things in the best possible way.

Meeting our community's needs

We've worked hard to become financially sustainable, delivering a modest but important 1% surplus for the past four years. This is partly due to our comprehensive service review program in which we take a hard look at where we direct our energy and resources.

In 2017-2018 we carefully reviewed 22 services, asking if we are delivering the quality of services our community needs at the price they are prepared to pay. These reviews have provided substantial savings, improved service levels and driven efficiencies across the organisation. Our community approves of our approach, with a satisfaction score of 85% affirming that we're delivering what they're asking for.

We also delivered a record \$28.8 million in major projects for 2017-2018 and celebrated with our community along the way. It was incredible to see 7000 people attend our Illuminate festival to celebrate the improvements to Boomerang Park in Raymond Terrace. Volunteers and staff came together to put on a fantastic event, and the community spirit on display that night was clear to see.

Continuing our award-winning work

2017-2018 was a great year for the Port Stephens Council team. We received national, state and regional accolades for our approach to risk, safety, mental health, management, culture, planning and tourism.

These awards reflect the hard work our staff put into serving our community. Our teams continue to raise the bar and set the standard for best practice amongst our peers in both the private and public sector, and for that I congratulate them.

Our employee engagement score is also a source of pride at a strong 70%, placing us among the most engaged organisations in the country. This is something we have worked hard at. It means our staff are willing to do that little bit extra to achieve the best results — and our community reaps the benefits.

Planning for the future

Throughout 2017-2018, we asked our community to share their vision for the future as we developed our Community Strategic Plan. During the extensive consultation period, our community sent us a clear message — they want more for Port Stephens.

They told us they want safer roads, revitalised town centres, more paths and cycleways and better community facilities.

While this Council is financially fit and capable of maintaining our current services, we are now considering how we can best deliver the future investment our community wants. It will be a challenge but I am confident that we can find the right solution to meet our community's growing needs.

I want to take this opportunity to thank our outgoing Mayor Bruce MacKenzie and other long-serving Councillors who have devoted many years to representing our community.

Thank you to our new Mayor Ryan Palmer for his vision and leadership, as well as all of our Councillors, my executive team and staff for their hard work, passion and dedication.

I am incredibly proud of what we have been able to achieve over the past 12 months and I am excited for what's to come. The future certainly looks bright for the people of Port Stephens.

Wayne

Wayne Wallis



Financial summary

Port Stephens Council is financially sustainable and fit for the future. Despite some challenges, we have maintained our financial position in 2017-2018 while achieving the following:

- our rates are the lowest in the Lower Hunter region
- we have continued to meet our asset renewal targets and reduce our overall infrastructure backlog, while improving service delivery to the community.

While Port Stephens Council is currently in a stable financial position, community consultation has revealed a desire for

more investment in new infrastructure, revitalising existing infrastructure and enhancing services.

Each year, the Independent Pricing and Regulatory Tribunal (IPART) sets a limit on how much council rates can increase. We are now exploring several funding options, including a Special Rate Variation, to meet our community's growing needs.

Financial overview 2017-2018

Including capital income, our operating result was a surplus of \$20.3 million, which is consistent with the past two financial years.

When capital grants and contributions are excluded, our operating result is a surplus of \$4.9 million — lower than the 2016-2017 surplus of \$8.4 million.

Although total income from continuing operations was higher in 2017-2018 compared to 2016-2017, the reduced operating result excluding capital income is due to:

- increased spending on materials and contracts as a result of higher contractor, consultancy and legal costs
- increased operating expenditure from Newcastle Airport Partnership Pty Ltd (this is consolidated into the Port Stephens Council Financial Statements).

The balance sheet provided is a snapshot of our assets, liabilities and net worth (equity) at 30 June 2018. For detailed information on our financial performance, refer to Volume two of this report.

Income statement \$'000	2013– 2014	2014– 2015	2015– 2016	2016– 2017	2017– 2018
Total income from continuing operations	113,130	114,916	134,694	132,227	137,095
Total expenses from continuing operations	99,262	107,169	114,678	109,511	116,759
Operating result from continuing operations	13,868	7,747	20,016	22,716	20,336
Net operating result for the year before grants and contributions provided for capital purposes	481	(2,747)	8,032	8,407	4,949

Balance sheet \$'000	2013– 2014	2014– 2015	2015– 2016	2016– 2017	2017– 2018
Total current assets	49,580	50,918	59,197	72,902	65,380
Total current liabilities	27,711	28,938	24,989	28,173	32,107
Total non-current assets	748,917	890,064	886,034	927,128	981,134
Total non-current liabilities	23,233	25,595	22,412	24,145	25,708
Total equity	747,553	886,449	897,830	947,712	988,699



Our revenue | Where the money came from

We received \$137 million in revenue in 2017-2018. Our largest income sources were rates and annual charges (\$55.3 million), and user charges and fees (\$39.8 million). These were also our largest income sources in 2016-2017.



Our expenses | Where the money was spent

We spent \$153.7 million during the year — \$116.8 million on operations and \$36.9 million on major projects.



Our assets | What we own

Our infrastructure, property, plant and equipment was valued at \$930.6 million and our investment property assets were valued at \$31.5 million at 30 June 2018. The value of our infrastructure is:

- Roads \$407 million
- Drainage \$191.8 million
- Land \$111.7 million
- Buildings \$93.7 million
- Other infrastructure \$72 million
- Newcastle Airport Partnership Pty Ltd \$29.9 million
- Plant and equipment \$8.7 million
- Other assets \$8.2 million
- Land improvements \$2.1 million
- Office equipment, furniture and fittings \$1.3 million



Total equity | What we own, minus what we owe

Port Stephens Council community equity (defined as our net worth) was \$988.7 million at 30 June 2018.



Community financial report

Where do your rates go?

The cost of each item represents the amount in every \$100 of rates and charges that Port Stephens Council uses to deliver your facilities, programs and services in 2017-2018.

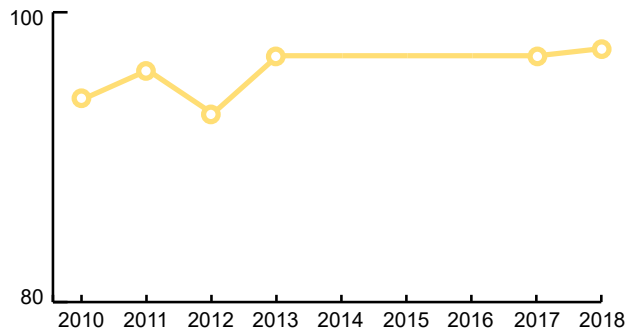


Scorecard

Service delivery

Target: > 90% Integrated Plans delivered on time

Achievement: 97.5% of actions in the Operational Plan achieved

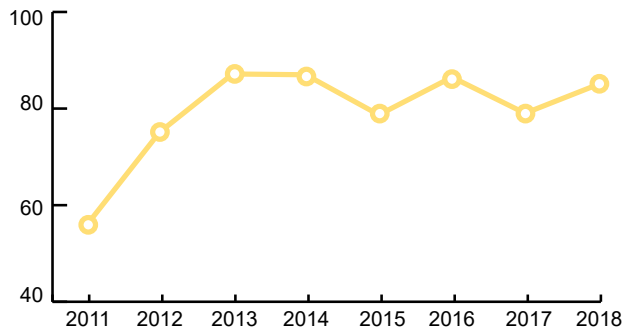


Community satisfaction

Target: > 75%

Achievement: 85% overall community satisfaction score

(Source: 2018 Community Satisfaction Survey)

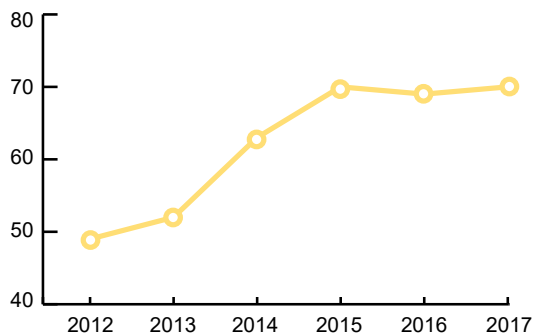


Employee engagement

Target: > 65% employee engagement

Achievement: 70%

(Source: AON Hewitt)



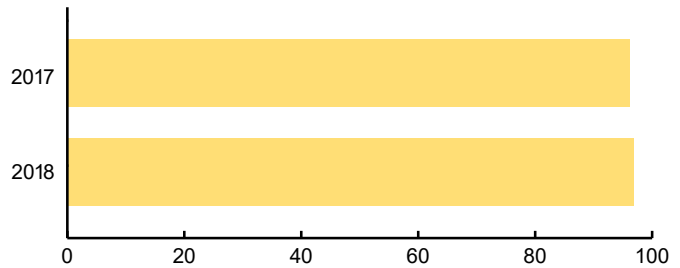
How well did we do?

In 2017-2018 we exceeded the set targets for our six main result measures, which underpin everything we do at Port Stephens Council.

Governance

Target: > 90% Governance Health Check

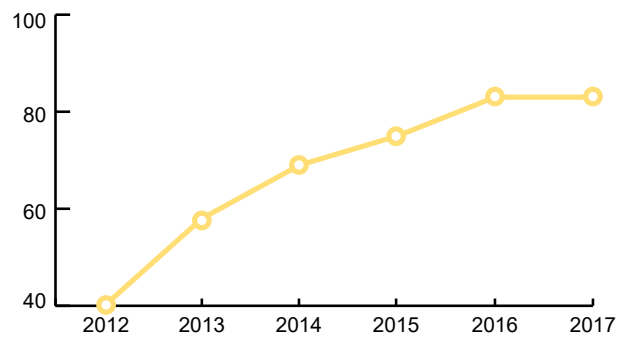
Achievement: 96.9%



Risk management

Target: > 65% Risk Management Maturity score

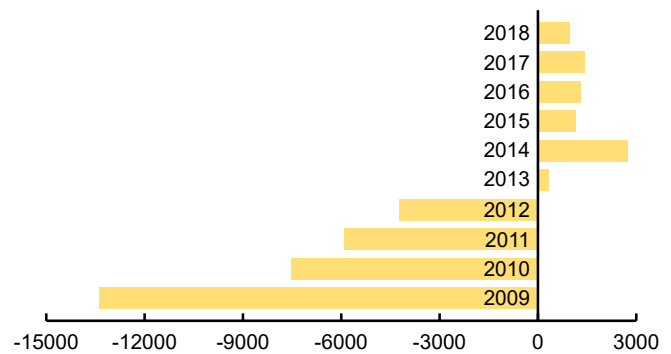
Achievement: 83%



Financial sustainability

Target: underlying financial surplus

Achievement: underlying financial surplus of \$1.078 million





Longworth Park, Karuah



Our Port Stephens

22

Port Stephens
snapshot

24

Our Council

31

Awards and
recognitions

Port Stephens snapshot

Located on the east coast of Australia about two hours north of Sydney, Port Stephens is known for its stunning natural beauty, unique wildlife and strong community spirit. These characteristics make it an ideal recreation, tourist and retirement destination as well as a great place to live, work and play.

The Worimi people are the traditional owners of the Port Stephens local government area (LGA). We value the unique status of Aboriginal people as the owners and custodians of these lands and waters.

Port Stephens was named after Sir Philip Stephens, First Secretary of the Admiralty in the late 1700s and later a Lord Commissioner of the British Admiralty between 1795 and 1806.

Region: Hunter

Area: 858.5 square kilometres

Population: 71,716 people (2017 Estimated Residential Population)

Population projection: 90,384 by 2038

Median age: 45

Population density (persons/ha): 0.81

Population by ward: West 36.58% (72.91% of the land area), Central 32.07% (21.33% of the land area), East 31.18% (5.17% of the land area)

Major population centres: Raymond Terrace, Medowie, Nelson Bay

Labour force: 29,754 (ABS 2016)

Unemployment: 5.1%

Number of businesses: 4653 (ABS June 2017)

Gross Regional Product: \$4.88 billion

Main employing industries: Public Administration and Safety (14.75%), Manufacturing (11.79%), Construction (11.41%)

Source: Remplan 16 August 2018

For more statistical information, visit the Port Stephens Economic Profile on our website: portstephens.nsw.gov.au/work/economic-development/economic-data-and-advice



Aerial view from North Stockton of Fern Bay and Williamtown, photo courtesy of Defence Housing Australia

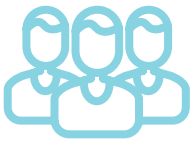


Our Council



Community's vision

A great lifestyle in a treasured environment.



Council's vision

Engaged people, working together, delivering valued services.



Council's purpose

To deliver services valued by our community in the best possible way.



Values

Respect

Creating a unique, open and trusting environment in which each individual is valued and heard.

Integrity

Being honest and inspiring trust by being consistent, matching behaviours to words and taking responsibility for our actions.

Teamwork

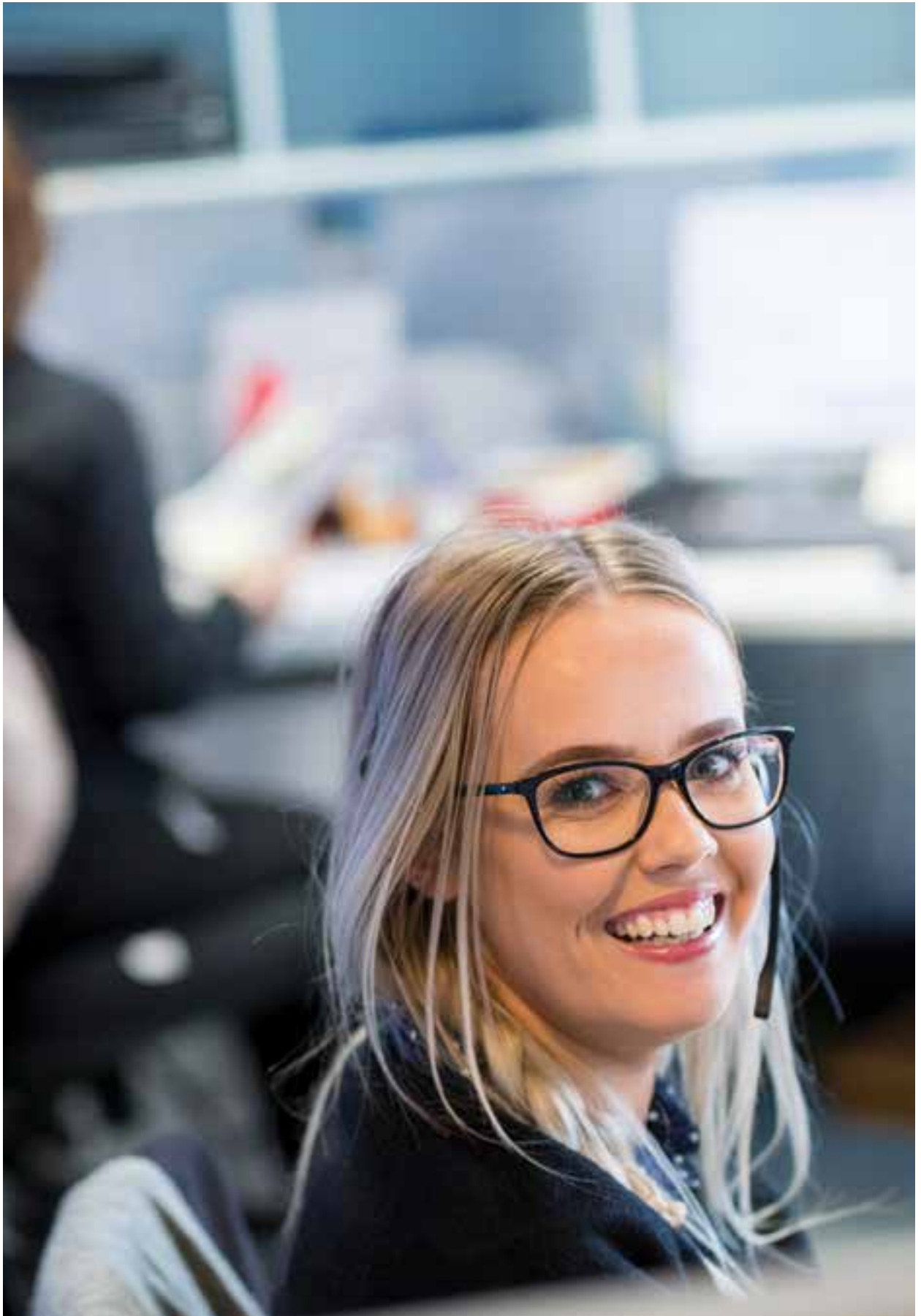
Working together as one Council, supporting each other to achieve better results for everyone.

Excellence

Improving the way we work to meet the challenges of the future.

Safety

Providing a safety focused workplace culture to ensure the wellbeing of staff, their families and the community.



Elected Council 17 September 2017 to current



Mayor
Ryan Palmer

East Ward

Central Ward

West Ward



Councillor
John Nell



Councillor
Steve Tucker



Councillor
Ken Jordan



Councillor
Glen Dunkley



Councillor
Chris Doohan



Councillor
Paul Le Mottee



Councillor
Jaimie Abbott



Councillor
Sarah Smith



Councillor
Giacomo Arnott

Elected Council

1 July 2017 to
8 September 2017



Mayor
Bruce MacKenzie

East Ward

Central Ward

West Ward



Councillor
John Nell



Councillor
Steve Tucker



Councillor
Ken Jordan



Councillor
Sally Dover



Councillor
Chris Doohan



Councillor
Paul Le Mottee



Councillor
John Morello



Councillor
Geoff Dingle



Councillor
Peter Kafer

Councillor attendance

17 September 2017 to 30 June 2018

	Ordinary meeting	Extra ordinary meeting	All meetings combined	Two way conversations ¹
Number of meetings	15	0	15	56
Mayor Palmer	14	0	14	45
Councillor Abbott	13	0	13	31
Councillor Arnott	15	0	15	35
Councillor Doohan	12	0	12	30
Councillor Dunkley	13	0	13	52
Councillor Jordan	12	0	12	25
Councillor Le Mottee	15	0	15	43
Councillor Nell	14	0	14	51
Councillor Smith	13	0	13	46
Councillor Tucker	13	0	13	49

Councillor attendance

1 July 2017 to 8 September 2017

	Ordinary meeting	Extra ordinary meeting	All meetings combined	Two way conversations ¹
Number of meetings	3	1	4	5
Mayor MacKenzie	2	1	3	1
Councillor Dingle	3	1	4	2
Councillor Doohan	2	1	3	1
Councillor Dover	3	1	4	5
Councillor Jordan	2	1	3	0
Councillor Kafer	3	0	3	2
Councillor Le Mottee	2	0	2	5
Councillor Morello	2	0	2	5
Councillor Nell	3	1	4	5
Councillor Tucker	2	1	3	3

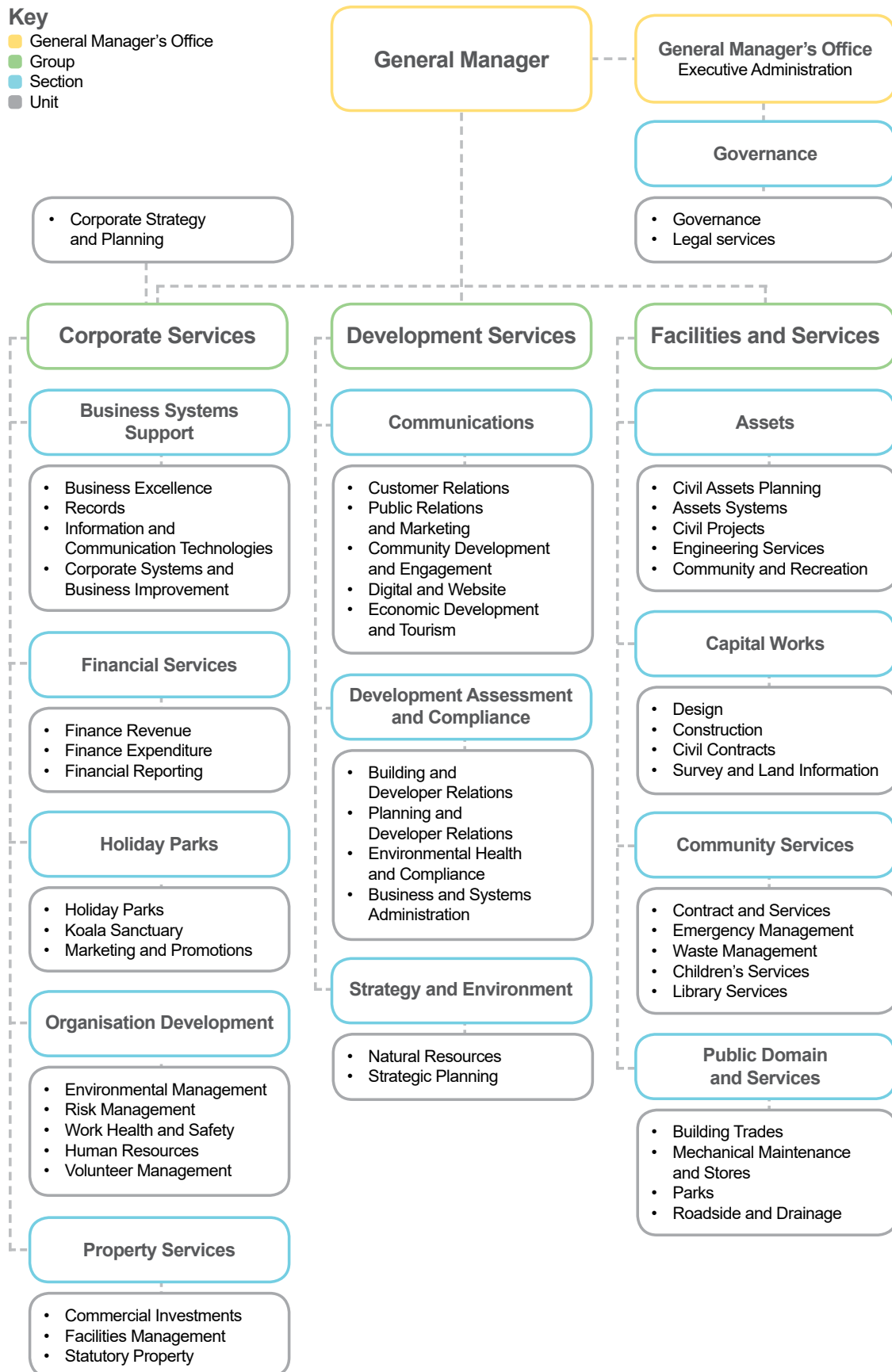
*Local Government election was held on 9 September 2017.

¹Two way conversations are informal meetings held between the Mayor, Councillors and staff with specific subjects that the Mayor or Councillors wish to discuss.

Organisational Structure

Key

- General Manager's Office
- Group
- Section
- Unit





The Home Interior, Nelson Bay

Having your say

We are committed to engaging our residents, stakeholders and staff in the development of policies, plans and the delivery of services for our community. Our Community Engagement Policy recognises that community information sharing, consultation and participation are vital for effective decision-making.

There are many ways you can have your say on the governing of Port Stephens and the future of our LGA:

You can:



Vote for Councillors every four years through the local government election for Port Stephens Council



Arrange to speak at a public access meeting



Write to or telephone elected members of the Council



Get social and connect with us on our social media channels, including Facebook, Twitter and Instagram



Make a submission on Council's Delivery Program including the one year Operational Plan when on exhibition each year, or on its Community Strategic Plan every four years

Make submissions on other major projects or notified consents that are consulted or advertised throughout the year



Participate in the annual Community Satisfaction Survey in April/May each year

Awards and recognitions

At Port Stephens Council, we believe in doing the right things in the best way possible. We are proud of our culture of excellence and the recognition we have received this year for achieving the best outcomes for Port Stephens.

Awarding body	Award
Statewide Risk Management Excellence Awards	Best Strategic Enterprise Risk Management Initiative (Large Regional Councils / Metropolitan Councils) – Integrated Risk Management System
Australasian Management Challenge	Second place in National Final
Cornerstone Converge Conference	Most Dramatic Business Impact Award
Australasian Management Challenge	First place in NSW Division
Australasian Reporting Awards	Silver award – Annual report
Hunter Safety Awards	Best Work Health and Safety Improvement (Large Organisation) – Mental health in the workplace program
Institute of Public Works Engineering Australasia	NSW Public Works Leader of the Year – John Maretich, Asset Section Manager
NSW Tourism Awards	Silver award – Unique Accommodation for Thou Walla Sunset Retreat
NSW Tourism Awards	Silver award – Best Caravan and Holiday Parks for Fingal Bay Holiday Park
NSW Premier's Award	Making Housing More Affordable Award for DA turnaround times
SafeWork NSW Awards	Excellence in Workplace Health and Safety Culture
Local Government NSW Planning Awards	Culture Change Innovation and Excellence award (Large Regional Council)
2017 Local Government Excellence in the Environment Awards	Finalist – Environmental Management System
Australia HR Awards	Finalist – Employer of Choice (Public Sector and Not-For-Profit)

 **LEARN MORE ABOUT HOW WE PUT SAFETY FIRST AT COUNCIL:**
bit.ly/portstephenssafety



Lifeguard at One Mile Beach

Achievements and activities

Section 428 (1) of the Local Government Act 1993 provides:
Within five months after the end of each year, a council must prepare a report (its 'annual report') for that year reporting as to its achievements in implementing its delivery program and the effectiveness of the principal activities undertaken in achieving the objectives at which those principal activities are directed.

34

Our citizens

44

Our lifestyle

53

Our
environment

62

Our economy

69

Our Council



Police display at Illuminate festival

Our citizens *We're shining bright*

1.1 Community safety

Let's face it, our sparkling surroundings and lifestyle here in Port Stephens are the envy of many. We're proud of our treasured environment and we don't take any part of it for granted. Protecting our citizens and visitors to Port Stephens on the water and on land is a responsibility we take seriously.

Huge rise in beach visitors

The number of recorded visitors to our patrolled beaches grew by a staggering 20% during 2017-2018. The official opening of our new One Mile Beach Lifeguard Facility was a great way to kick-start the surf patrol season. Its sensitive design includes an elevated shark tower, first aid room and safe storage for lifesaving equipment. Australian Lifeguard

Service Operations Manager Brett Manieri went so far as to say it was the best and safest in New South Wales.

Council built the \$840,000 facility using grants and funding we obtained through the Crown Reserve Trust, NSW Department of Primary Industries and developer contributions.

Clever thinking versus petty crime

We recognise that little problems can have a big impact on our people and environment. Petty crimes can negatively affect community spirit and wellbeing. That's why we introduced several small but innovative ideas designed to prevent crime such as theft in public places and illegal waste dumping. Feedback over the past year suggests some positive impact.

We installed cameras, lighting, signage and earth mounds to keep vehicles out of popular dumping hotspots, including Council stockpiles. We also launched community education and media campaigns to raise awareness. Early results were positive and over the past year there's been a major decrease in illegal dumping. Unfortunately, new areas continue to emerge but it's an ongoing challenge we're determined to overcome.

Another innovation we introduced is a trial that targets littering. Sure, it's a problem as old as the hills but we know littering causes great harm to our environment. At our highly popular skate park in Boomerang Park, Raymond Terrace, we installed a clever system that delivers free, solar generated Wi-Fi internet through the bin! It's a reward for putting rubbish where it belongs. Our rangers also conduct regular patrols in the area and hand out in-car litter bags. If successful, we'll roll this out in other problem areas.

We've introduced a simple system of portable lock boxes to prevent petty theft in public places and from parked vehicles. This has been an unfortunate problem in Port Stephens in recent years, affecting how safe locals and visitors feel as they enjoy time outdoors. Using a small NSW Crime Prevention grant of \$5300, we put the lock boxes in popular Port Stephens holiday locations. They can be hired for free from Council's chambers in Raymond Terrace, Nelson Bay Visitors Centre and all council-owned holiday parks.



617,469

people visited Port
Stephens patrolled beaches



64,024

preventative actions
and 33 rescues



271

first aid treatments



27,092

public relations releases
providing information and
advice to the public

1.2 Ageing population

Growing older, staying connected

There's a popular belief that living in Port Stephens keeps you young. Our natural environment and public facilities provide a powerful motivation to get outdoors, exercise and enjoy a healthy lifestyle. Technically speaking though, we're an ageing population.

The latest data shows 37% of our population is aged 55 years or over, compared to 28% across NSW. The 65 to 79 age group is forecast to experience the largest population increase of all age groups in Port Stephens between 2016 and 2036.

We've established a working group to help implement our Ageing Strategy and started the process of 'community prioritisation mapping' to identify vulnerable sectors of our community. This will help us plan future assets and services for older people, including advocating for improved transport services, and building accessible and resilient communities.

There's a high demand for programs in Port Stephens to help our seniors flourish in the digital age. Code Club, Tech Savvy Seniors and Movie Club were run by our libraries during 2017-2018 and proved extremely popular, creating a real sense of connection. We've set a strategic focus to bring more digital programs for our older citizens over the coming year.

 **READ MORE ABOUT UPCOMING LIBRARY EVENTS HERE:**

portstephens.nsw.gov.au/library-events

1.3 People with disabilities

Beach access for all

We're making progress to better include people with disabilities right across Port Stephens and our beaches are no exception.

Disability access audits have now been completed at four of our beaches, funded through Ability Links NSW. We've also secured funding for infrastructure to improve access, including:

- a non-slip underwater coating on the disability-accessible ramp into the water and fishing platform at Little Beach
- two wheelchair accessible picnic tables at Little Beach
- three new floating beach wheelchairs to complement existing sand wheelchairs at Birubi Beach, Fingal Beach and One Mile Beach.

During the year we finalised our Disability Inclusion Action Plan (DIAP) and submitted it to the NSW Disability Council for endorsement. We also established a DIAP working group to co-ordinate its implementation. Watch this space!

Our children's services currently care for up to 35 children who have a diagnosed need for disability support across family day care, pre-school and after-school care. During the year, our educators attended inclusion training to help us support these children within our early education services. Overall we received \$13,571 in Commonwealth Government subsidies to help pay for the additional educators who facilitate this important participation, in line with each child's individual support plan.



73 households utilising our wheel-in wheel-out garbage bin service

Green thumbs continue planting

Our Ngioka Centre at Little Beach, Nelson Bay has a proud history of working with people with disabilities to propagate native plants. Over the years, its activities have proved extremely popular for both the green thumbs who enjoy their time at the nursery and community members who use the plants. They're provided free of charge to our volunteer (section 355c) committees for planting in public spaces across Port Stephens.

Over the past year we've assured our community the Ngioka Centre will continue operating, albeit under a different system. An external provider, Endeavour Group, is now operating the disability service rather than Council.

Why the change? We are committed to doing the right things in the best way possible. The introduction of the National Disability Insurance Scheme (NDIS) resulted in many more service options for people with disabilities and 30% less clients were using our Council-run service. A series of financial losses culminated in a loss of \$115,548 in 2016-2017. Following a review and consultation with staff and volunteers, we ceased the service.

However, the Ngioka Centre's legacy of native plant propagation by (and for) the community continues thanks to the ongoing efforts of our wonderful network of volunteers. They nurture thousands of tiny native plants each year, which are used by parks, gardens and landcare committees to beautify Port Stephens.



Lakeside Leisure Centre



1613

children participating at the Mobile Preschool, up 4% from 2016-2017



6837

Family Day Care places, up 4.5% from 2016-2017



36,406

Before and After School Care places, up 9% from 2016-2017

1.4 Children

Just as children grow up quickly, the number of families who use our childcare services is growing quickly too.

Our childcare services help thousands of families across Port Stephens (as you can see in our info-graphic). We're proud to have achieved a community satisfaction score of 99% for children's services in 2017-2018.

1.5 Young People

Meet a Youth Advisory Panel member

While we like to believe the majority of our population is young at heart, officially speaking there are 10,132 young people between the ages of 12 and 24 years living in Port Stephens (Remplan 2017). That's around 15% of our total population.

In July 2017, we split our Youth Advisory Panel (YAP) into two areas, Tomaree and Raymond Terrace, to make it easier for panel members to access meetings.

"I decided to nominate and join the YAP to be the voice for my fellow peers at Tomaree High School as well as supporting the rest of the youth in our community!" says 16 year old Katerina Nicopoulos.

"I also believed that if I thought of any areas within our community that needed change or improvement, being a part of the YAP would enable me to share my thoughts and notify people within the council who are able to help."

Katerina has lived in Nelson Bay for the past 10 years after her family moved to Port Stephens from the Central Coast. She says the YAP is an important way for young people to be heard by local decision makers — and develop their leadership skills.

"The YAP is an incredible opportunity to be a part of and it is most certainly important to the Port Stephens community as it unites our leaders with the youth."



Youth Advisory Panel member, Katerina Nicopoulos



1.6 Community planning and partnerships

Supporting residents affected by contamination

Our community faces ongoing challenges caused by ground water contamination at Williamstown. We recognise affected residents are suffering through no fault of their own and during 2017-2018 we worked hard to support them. The contamination was caused by historical use of firefighting foam containing chemicals known as PFAS (per and poly fluoroalkyl substances) at the Williamstown Royal Australian Air Force (RAAF) base.

In June 2018, Council took the step of providing rate relief to residents within the management zone. This will save them an average of \$680 through a 50% reduction for residents in the primary zone, 25% in the secondary zone and 10% in the broader zone. "We're looking at any way we can help," says our Mayor Ryan Palmer.

The cost of this will be spread across our community, around \$2.71 per ratepayer for the year. On behalf of affected residents, we also initiated discussions with the banking sector and government about options such as a loan guarantee scheme. This would help residents overcome difficulties obtaining finance due to the location of their property.

Our General Manager Wayne Wallis is a member of the Williamstown Contamination Investigation Community Reference Group, which meets bi-monthly. Council also participated in a series of community drop-in sessions hosted by the NSW Environment Protection Authority EPA and Defence, to help identify community issues within the expanded zone (as of December 2017). Understandably, community concern is strong.

We're committed to community planning and partnership that achieves the best possible future for our citizens and environment.

"It's not going to solve everything but it is something we can do to help at a local level."

Scholarships for local women

On International Women's Day in March 2018 we awarded \$1000 scholarships to three local businesswomen:

- As the founder of a local drone company, Jackie Dujmovic is a shining light for young women who aspire to enter the fields of technology and innovation. She also volunteers with not-for-profit organisations like Humpbacks and Highrises, Sea Shepherd Marine Debris and The Plastic Tide.
- Allissa Hassett is a qualified clinical resource therapist and art therapist who helps people find empowerment through processing trauma. She is a passionate member of many volunteer groups, including Port Stephens Community Drug Action Team and Port Stephens Suicide Prevention Network.
- Skye Swan's passion is sharing her knowledge about health and wellbeing with the Port Stephens community. Through yoga and meditation she empowers women to care for themselves. Skye plans to use this scholarship to bring Frontline Yoga to Port Stephens to support people living with post-traumatic stress disorder.

Australia Day awards

Here in Port Stephens we have a total of 700 registered volunteers, some of whom helped organise Australia Day activities at four locations on 26 January 2018. This year we recognised nine community members with Australia Day awards, including two long-serving councillors.

Freeman of Port Stephens

Sally Dover Former Deputy Mayor and Port Stephens Councillor 2004 to 2017

Geoff Dingle Port Stephens Councillor 2004 to 2017

Citizen of the Year

Colleen Mulholland-Ruiz

Congratulations to Colleen, a member of the Raymond Terrace business community for more than 20 years and an active patron of the Raymond Terrace Community Positive Behaviour for Learning (or PBL) Committee. PBL is used by many schools in Raymond Terrace to improve learning outcomes for students.

Young Citizen of the Year

Mackenzie Bell

In 2017, Mackenzie completed her second swim in the MS 24-hour Mega Swim at Sydney Olympic pool raising \$1860. She competed in place of her mum Deanna who has multiple sclerosis.

Sportsperson of the Year

Colin Machon

Colin has been involved with the Newcastle and Hunter Rugby League for 25 years, many as Chairman, driving its growth and expansion to become the largest senior rugby league competition in the world.

Cultural Endeavour

Robyn Killen

Robyn is Secretary of the Port Stephens Community Arts Centre. Thanks to Robyn's expertise and hard work, its 400 members enjoy a safe and harmonious cultural space.

Port Stephens Medallists

Geoffrey Basser Tomaree Business Chamber, Nelson Bay Now, Tomaree Ratepayers and Residents Association, Rotary Nelson Bay and Salamander Bay
Leon Lindsay Probus Club Port Stephens
Peter Clough Nelson Bay Town Management Group, Nelson Bay Rotary Club, Tomaree Business Chamber

Our performance

Our citizens

Community Safety

1.1.1 Use Council's regulatory powers and government legislation to enhance public safety.

1.1.1.1	To conduct food, pool and commercial premises public health surveillance.	✓
1.1.1.2	Conduct on-site sewage management surveillance.	✓
1.1.1.3	Conduct the building fire safety program.	✓
1.1.1.4	Conduct the swimming pool safety program.	✓
1.1.1.5	Coordinate the illegal waste compliance strategy.	✓
1.1.1.6	Provide regulatory ranger services including parking surveillance, animal management, environmental regulation and local laws.	✓
1.1.1.7	Convene the Local Emergency Management Committee.	✓
1.1.1.8	Contribute to and implement the Emergency Management Plan as part of the Lower Hunter Emergency Management Committee.	✓
1.1.1.9	Maintain and upgrade Asset Protection Zones and fire trails.	✓
1.1.1.10	Provide buildings and funding support for Rural Fire Service and State Emergency Services.	✓
1.1.1.11	Provide professional lifeguard services at Fingal Beach, Birubi Point Beach and One Mile Beach.	✓
1.1.1.12	Implement the crime prevention plan.	✓

Ageing population

1.2.1 Identify and plan for the future needs of an ageing population.

1.2.1.1	Implement Council's ageing strategy.	✓
1.2.1.2	Provide facilities for senior citizens to use for association meetings and general recreational use.	✓

People with disabilities

1.3.1 Make future provision for people with disabilities, their families and carers.

1.3.1.1	Implement the recommendations from the review of the Ngioka Horticultural Therapy Centre.	✓
1.3.1.2	Provide facilities at Grahamstown Dam Aquatic Reserve for use by Sailability.	✓
1.3.1.3	Provide a wheel-in wheel-out garbage bin service (Blue Dot Service) for people with disabilities living at home.	✓
1.3.1.4	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.	✓
1.3.1.5	Provide large print books, talking books and audio and visual navigation aids at libraries.	✓
1.3.1.6	Implement the Disability Inclusion Action Plan.	✓

Children

1.4.1 Plan and provide facilities, services and opportunities for children.

1.4.1.1	Provide a mobile preschool service (Activity Van) for areas that have a demand for this service.	✓
1.4.1.2	Provide facilities for community based preschools and childcare centres through tenancy agreements.	✓
1.4.1.3	Provide Family Day Care services through Newcastle and Port Stephens Family Day Care units.	✓
1.4.1.4	Provide outside school hours care services for children at Raymond Terrace and Medowie.	✓
1.4.1.5	Provide Stories in the Street, Read and Rhyme Time, Story Time and children's holiday programs from libraries.	✓

Young people

1.5.1 Council will provide resources and support for young people appropriate to their needs in the Port Stephens local government area.

1.5.1.1	Deliver Council's youth program and support youth services provided by other agencies.	✓
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Community planning and partnerships

1.6.1 Council will engage its citizens in developing plans for the future of the Port Stephens local government area.

1.6.1.1	Work with Council's volunteer 355c committees to plan and prioritise capital works and manage facilities.	✓
1.6.1.2	Develop and implement a campaign to recruit, recognise and reward volunteers.	✓
1.6.1.3	Support activities and events that benefit the Port Stephens community.	✓
1.6.1.4	Complete a community planning survey. <small>Note: This survey was not undertaken in the period, however a survey will be conducted in 2018-2019 as part of the preparation of the Port Stephens Local Housing Strategy.</small>	✗
1.6.1.5	Participate in the Williamstown Contamination Investigation Community Reference Group.	✓
1.6.1.6	Convene the Port Stephens Interagency Network.	✓



On track

at least 90% of action target achieved



Monitor

between 70-90% action target achieved



Off track

less than 70% of action target achieved

Our lifestyle

Enjoying our vibrant culture and heritage

Here in Port Stephens, our community vision is to have a great lifestyle in a treasured environment. During 2017-2018 we brought our community together for a number of special events. We also made real progress to protect the vital history and traditional culture of the Worimi Aboriginal people, who've lived here for tens of thousands of years.

2.1 Arts and Culture

Important milestone for Birubi Point Aboriginal Place

Standing at Birubi Point, if you look to the south you'll see the world-famous shifting sand dunes that are home to middens, artefacts and burial sites belonging to the Worimi people. Look directly down to the shoreline and on most days, you'll see large numbers of locals and tourists lapping up every moment they can at this very special place.

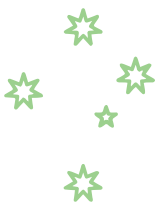
Birubi Point has been a declared Aboriginal Place since 2007. These 56 hectares of spectacular beach and foreshore, dunes, rocky shorelines, wetland and woodlands have supported its traditional inhabitants for countless generations — and the connection of the Worimi people to the area remains strong today. Being an Aboriginal Place means the land is protected by legislation to ensure it isn't harmed in any way, including by future development.

This year our Birubi Point Cultural Advisory and Heritage Panel worked hard to develop the Birubi Point Aboriginal Place

Management Plan. The plan's purpose is to ensure the protection of Worimi cultural and spiritual heritage, and enhance the environment with future works including viewing platforms, an interpretive walk, recreation area and revegetation in some areas. We estimate the total value of the works identified in the plan will be approximately \$20 million over 10 years and this will be overseen by the panel.

The Birubi Point Aboriginal Place Management Plan was released for community review and feedback, including a successful community drop-in day in August 2017, and endorsed by Council in October 2017. Its development has been a valuable process for our community, enabling detailed discussion with all stakeholders including the broader Anna Bay community on issues that impact contemporary use of this special land.

It's an important milestone as we do our best to look after Birubi Point Aboriginal Place.



Did you know Birubi means
Southern Cross?




Testing traffic changes

An unfortunate aspect of Birubi Point's enormous popularity in recent years has been the growing problem of traffic jams. This is due to large numbers of buses and cars moving in and out of the beach car park, sometimes parking illegally. The issue has plagued locals and visitors, especially on weekends and in holiday periods.

During the Easter 2018 holiday period, our Birubi Point Cultural Heritage Advisory Panel trialled some traffic management changes. They were designed in conjunction with residents of James Paterson Street (which leads to the beach) and included:

- restricted parking on the headland
- parking time limits for large buses and coaches
- no parking on the eastern side of James Paterson St from 9am to 3pm.

We've decided this trial system will continue all year round while we progress a development application for a \$6 million tourism transport interchange nearby, to be called the Birubi Information Centre. The centre is scheduled for development approval in late 2018 and was recently successful for a \$5.4 million grant from the NSW Government's Growing Local Economies Fund.



320,030
loaned items



215,775
people visited



25,642
used the internet and
16,864 used wi-fi



2,322
new library members and
33,312 enquiries

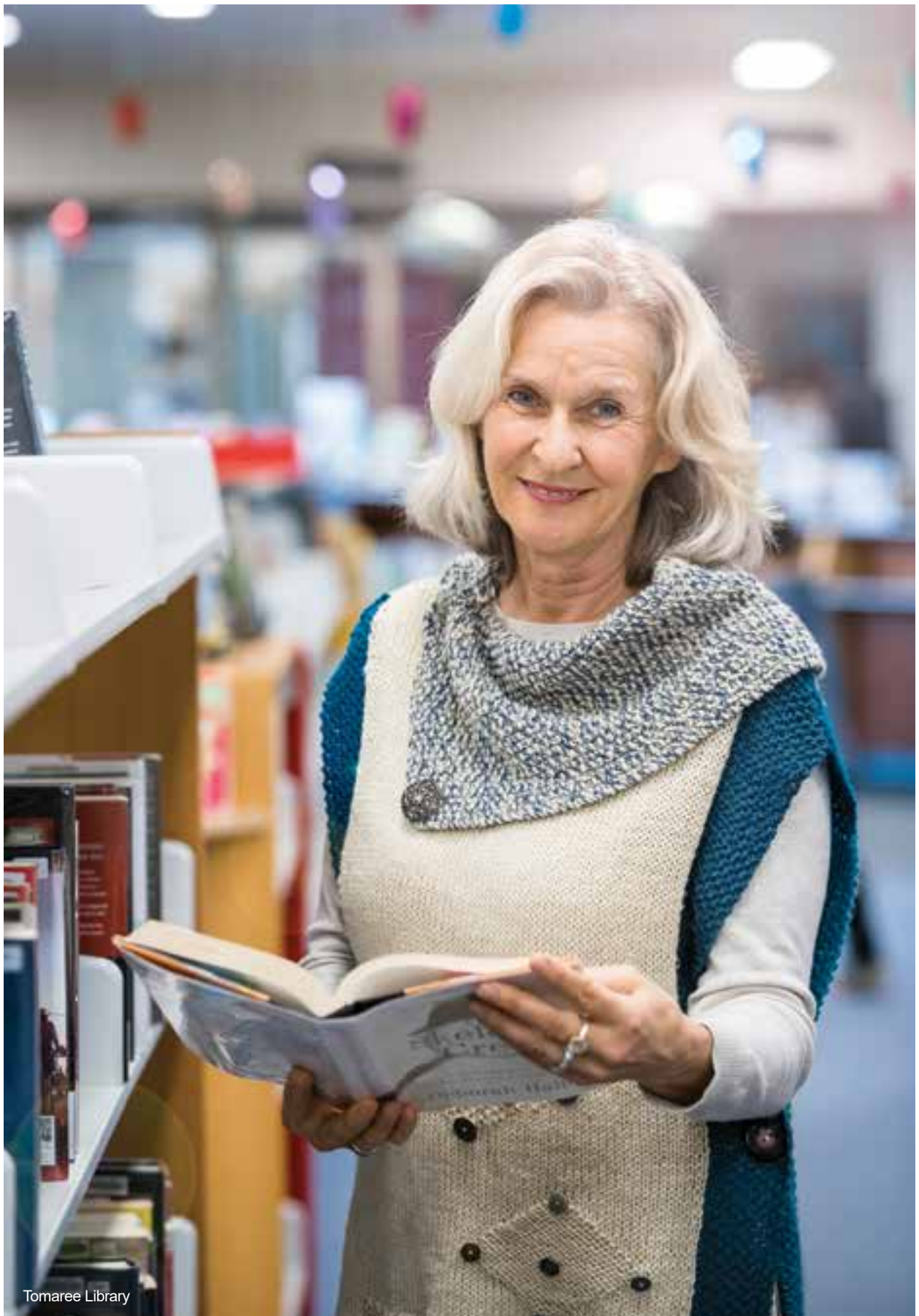
Library lovers

Just look at the number of library lovers and new members who used our libraries during the past year (see info-graphic). As well as our main libraries at Raymond Terrace and Salamander Bay, our mobile library visits 15 locations throughout Port Stephens on a fortnightly rotation.

A highlight this year was the introduction of Radio Frequency Identification (RFID). This self-service facility allows users to check out multiple loan items in a single transaction. By the end of the year Raymond Terrace achieved 30% of total loans using RFID and Tomaree 42%. The benefits are significant — freeing up staff to spend more time developing and delivering programs for our community. It also allows staff to offer more face-to-face help via our Readers Advisory and outreach services at nursing homes, retirement villages, schools and preschools.

To celebrate the lead up to Library Lovers Day, we again joined forces with Newcastle City Council for a campaign called One City One Book. It's designed to connect our neighbouring cities by the experience of reading the same book during summer. This year's book was *The Birdman's Wife* and author Melissa Ashley was our special guest at a series of author events at Port Stephens and Newcastle library branches.

We're proud to have achieved a community satisfaction score of 99% for our libraries in 2017-2018.





NAIDOC Week, smoking ceremony

Empowering local Aboriginal culture

We are proud of the strong relationship we have with our Local Aboriginal Land Councils. In fact, our Mayor Ryan Palmer describes the partnership as our greatest achievement.

One of the ways we showcase this each year is by hosting and supporting NAIDOC week events throughout Port Stephens (NAIDOC stands for National Aboriginal and Islanders Day Observance Committee).

Our annual march and flag raising ceremony at Council's Chambers marked the official start of NAIDOC Week in July 2017.

Members of the NSW Police, the RAAF and the Worimi community all coming together with Council staff to celebrate.

The sun was shining as approximately 3000 people enjoyed the Murrook Family Fun Day at Williamtown. Held at the Murrook Cultural Centre, it brought together Aboriginal and non-Aboriginal members of our community. The day was filled with family-friendly activities including music, activities and our own lantern-making stall.

Representatives of our Aboriginal Strategic 355c (volunteer) Committee met regularly throughout the year. They discussed a wide range of issues including a roadmap for the future, which sets out our shared objectives and priority projects to enrich the lives of local Aboriginal people.

“Getting together like this, this is what reconciliation means”
— local Worimi elder John Ridgeway OAM (as told to the Port Stephens Examiner).



Illuminate festival, lantern parade

Festivals filled with community and culture

We consider ourselves fortunate there are so many aspects of our local culture worth celebrating. This year we gave a total of \$60,000 to community agencies and individuals under our Port Stephens Cultural Plan to help with small community events such as the Karuah Oyster and Timber Festival (October 2017), Tilligerry Festival (November 2017), lantern-making as part of the Illuminate festival (November 2017), King Street Festival (May 2018) and the free Lemon Jam concert series at Lemon Tree Passage (December 2017 to January 2018). Other cultural fund recipients included

the Hunter Botanic Gardens for its artist-in-residence program, and Port Stephens Koalas for production of a book featuring the stories of koala carers.

 **CHECK OUT THE VIDEO HERE:**
bit.ly/psilluminate2017

2.2 Recreation and leisure



90% community satisfaction score
for swimming pools and recreation facilities



1350 learn to swim enrolments at our pools



2100 mowing services provided



350 hectares of sporting fields and parks



88% community satisfaction score
for playground equipment

Commercial activities make a splash

It's part of our job to provide Council land for community and commercial leisure opportunities. A highlight this year has been the introduction of a new Splash Water Park at Nelson Bay foreshore, which operated from October 2017 to April 2018. The brightly-coloured, giant inflatable obstacle course brought a carnival atmosphere marked by regular squeals of delight from children — and sometimes adults. The new venture proved extremely popular and exceeded the operator's projections.

Other commercial operators in 2017-2018 included fitness classes, a children's soccer academy, stand-up paddleboard hire and lessons, surf school, kayak hire and mountain bike tours. We're in the process of reviewing our policy to manage community and commercial leisure operators so we can include a wider variety of opportunities including mobile food sellers, retail vendors and markets. The revised policy is due to go before Council by December 2018.

Empty restaurant filled at Fingal Bay

During the year we ran a proactive expression-of-interest process to secure a new tenant for Fingal Bay Surf Life Saving Club's vacant restaurant. We were pleased to announce local restaurateurs Kylie Phillips and David Pollard shone through as the best option. This was in light of their 44 combined years of restaurant and hotel experience, and successful track record operating other local venues. The result is Saltwater Restaurant Fingal Bay, a sophisticated venue with a modern Australian menu operating seven days a week, and hosting corporate and private events such as weddings and parties.



Parks and Gardens staff

Our performance

Our lifestyle

Arts and Culture

2.1.1 Plan for and promote multiculturalism and Port Stephens' heritage, arts and culture.

2.1.1.1	Co-ordinate the Birubi Point Cultural Heritage Advisory Panel.	✓
2.1.1.2	Manage historic cemeteries to National Trust Guidelines at Raymond Terrace, Hinton, Birubi Point and Nelson Bay.	✓
2.1.1.3	Provide access to library services at Salamander Bay, Raymond Terrace, Lemon Tree Passage and the Mobile Library.	✓
2.1.1.4	Provide spaces for historical and family history societies to operate.	✓
2.1.1.5	Support and facilitate initiatives and projects to promote and empower local Aboriginal culture.	✓
2.1.1.6	Support and facilitate initiatives and projects to encourage and promote local cultural activities.	✓

Recreation and leisure

2.2.1 Maintain and develop recreational facilities for residents and visitors.

2.2.1.1	Provide areas of Council-managed land for community-based and commercial leisure operators.	✓
2.2.1.2	Provide facilities for volunteer surf lifesaving clubs to operate at Fingal Beach and Birubi Point Beach.	✓
2.2.1.3	Provide operational cemeteries at Anna Bay, Raymond Terrace, Karuah, Nelson Bay (Carumbah Memorial) and Seaham.	✓
2.2.1.4	Provide swimming pool facilities at Raymond Terrace, Salamander Bay and Mallabula.	✓
2.2.1.5	Maintain parks, reserves, sporting fields and foreshores managed and controlled by Council.	✓
2.2.1.6	Manage aquatic reserves according to licence arrangements.	✓



On track

at least 90% of action target achieved



Monitor

between 70-90% action target achieved



Off track

less than 70% of action target achieved



Our environment

Protecting our sparkling surroundings

3.1 Environmental sustainability

War on weeds

Noxious weeds aren't the sexiest topic and getting people to pay attention to the damage they cause is a big challenge. But once you start to learn why plants like African Olive, Chinese Violet and Giant Parramatta Grass are considered a biosecurity risk, it's alarming how often you'll recognise them lurking in our treasured local environment. We have a list of 27 priority noxious weeds and we'd love you to join our fight against them.

A new law called the Biosecurity Act 2015 came into force on 1 July 2017 and this means we now have a legal duty to manage and enforce weed control in the Port Stephens Council area. Our Invasive Species team's role is to educate our community — and enforce control where this fails. We also adopted a new Local Weed Prioritisation Policy in March 2018.

Our proactive approach to implementing changes under the new legislation has been recognised by the Hunter Regional Weeds

Committee and the NSW Department of Primary Industries as leading the way for other councils.

This year we exceeded our annual average of noxious weed treatments due to the dry seasonal conditions, conducting 471 treatments on council owned and controlled reserves. We also held a successful African Olive Field Day as a way to engage our community and enlist their help.

 **CHECK OUT THE VIDEO HERE:**
bit.ly/portstephensist



75% community satisfaction score for environmental management in Port Stephens

Hundreds of hectares regenerated

We're proud to have completed more than 202 hectares of bush regeneration works during 2017-2018, an increase of more than 25% compared to last year. We achieved this using our own funds as well as contributions from the NSW Environment Trust, Office of Environment and Heritage and volunteer contributions. Most of these areas of bushland, foreshore and wetlands are known koala habitat.

We also developed an innovative Bushland Assessment Tool to help us manage our bushland reserves. Our officers answer more than 80 questions about each site, including what species are present and whether there are threats like pests, illegal dumping or illegal tracks. The tool uses this data to rank the health and significance of the site, measure how it's changed over time and help us understand how to best allocate our resources. This innovative way of managing bushland is being rolled out across Port Stephens, beginning with 70 council owned and managed sites.

First ever Koala Gala huge success

Here in Port Stephens we share our home with one of the few remaining koala populations on Australia's east coast. We're doing all we can to educate our community and visitors about how to protect koalas so they're healthy — and here for generations to come.

We held our inaugural Port Stephens Koala Gala in July 2017. It was a great way to focus community attention on koalas, and our plans for a Koala Sanctuary at Treescape, One Mile Beach. We held the event during Naturefest at a prominent location (D'Albora Marinas, Nelson Bay) and were delighted it attracted 2500 participants in educational workshops, tree giveaways, activities and entertainment. This was one of 82 Environmental Education Program events we conducted during the year.

A highlight was the premiere screening of Journey of Steve the Koala, an animation sponsored by Council, designed by local artists and created with the help of 800 local primary school children. This educational animation will have ongoing benefits, helping us engage with our community about the importance of koala conservation and



Council staff and "Stuffie" the educational stuffed koala at Koala Gala, Nelson Bay

environmental sustainability. If you haven't seen the animation, you'll find it on our Port Stephens Council youtube channel.

 **CHECK OUT THE VIDEO HERE:**
bit.ly/portstephenskg

In May 2018, we secured \$3 million funding from the NSW Government to build our unique Koala Sanctuary in conjunction with Port Stephens Koalas. We'll contribute a further \$3 million and hope to start construction in 2019.

The new facility will include:

- a hospital for sick, injured or orphaned koalas
- scientific research and education
- a tourism and information centre
- unique overnight accommodation with close-up viewing.

During the year we made significant progress on our Draft Koala Strategy and continued our important research into the location and status of koala 'hubs' or source populations. We're working closely with NSW Office of Environment and Heritage on this project, as well as research into the best way to manage bushfires to protect core koala habitat.



Koalas are a critical part of our local **environment and identity.**





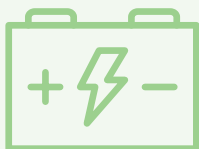
7000

tonnes of dry recycling collected (92% of which was recycled)



12,000

tonnes of waste at the Salamander Bay Waste Transfer Station



12

tonnes of e-waste



20

tonnes of chemicals (collected and recycled)

3.2 Waste management

We're seasoned waste warriors

While many local councils are just starting to compost food waste, we're proud to say we've been doing this for many years. We introduced our advanced resource recovery technology in 1999 and the system allows us to recycle 100% of green and food waste without the need for a separate green bin. This year we again diverted more than 50% of household and commercial rubbish away from landfill.

Our community continues to be enthusiastic about responsible waste management, delivering more than 12,000 tonnes in person (see info-graphic) to our Salamander Waste Transfer Station during 2017-2018, of which approximately 50% was recycled.

We again ran our school and preschool waste education program, visiting more than 20 local schools to teach children about sensible waste and recycling habits.

We worked to encourage less power and water consumption at our four aquatic centres. We focused on improving working relationships with pool operators and conducted comprehensive energy audits. This sets the tone for tangible greenhouse emission reductions at some of our largest assets. We've also determined to maximise the energy efficiency of all our new capital projects by including stormwater capture and reuse, solar power and LED lighting where possible. As well as looking after our treasured environment, it means we'll be less reliant on utility suppliers.



LEARN MORE ABOUT RUBBISH AND RECYCLING

portstephens.nsw.gov.au/waste



3.3 Sustainable development

What's next for Nelson Bay?

As we reported last year, our iconic tourist centre of Nelson Bay has struggled to attract significant private investment in recent years. While other NSW coastal towns like Port Macquarie and Coffs Harbour have flourished, Nelson Bay has stalled in some areas. Unit prices have stagnated and a number of businesses have moved out resulting in vacant premises, particularly during the off-peak tourism season.

Soon after being elected, our new Mayor Ryan Palmer declared “Most of our community agrees something has to change”.

This year, we continued consulting with our community on ways we can stimulate sustainable development in Nelson Bay. The result is a roadmap document titled *Progressing the Nelson Bay Town Centre and Foreshore Strategy — A Revised Implementation and Delivery Program*, which we publicly exhibited in the first half of 2018.

It proposes changes to key planning controls — including building height limits — to attract private investment while maintaining quality public spaces. Other key actions address parking, traffic management and public infrastructure upgrades to improve the experience of residents and visitors. The new document makes it clear this is not simply

a Council strategy, but one all stakeholders need to support so we can succeed in breathing new life into Nelson Bay.

We've since made some significant progress. We officially opened the new \$1.8 million Yacaaba Street extension, which connects the town centre to the foreshore and provides a new space for our community to enjoy.

In February 2018, we received \$70,000 in seed funding for the Public Domain Plan from the NSW Government's Tourism Demand-Driver Infrastructure program which has been matched by Council. As a result, we've been able to fast-track the Public Domain Plan, Street Tree Masterplan and Wayfinding Strategy.

We launched a new brand — Nelson Bay Next — to champion our strategy to attract public and private investment to the town centre and foreshore, as well as build community momentum. Nelson Bay Next encompasses all of our strategies, projects and initiatives to make the Bay a more attractive, liveable place — both now and into the future.



Nelson Bay

Fern Bay feedback

There is currently no supermarket or retail space in the vicinity of Fern Bay and North Stockton (noting North Stockton sits within our neighbouring council area Newcastle City). Residents have made it clear this is their number one priority for new land use over the next 10 years.

We received hundreds of responses to a community survey we ran as part of our initial consultation for a draft Fern Bay and North Stockton land use strategy. We're planning the sustainable development of this area in partnership with Newcastle City Council.

"It's clear that commercial development is seen as by far the most important priority for Fern Bay and North Stockton, followed by recreation facilities and pathways for pedestrians and bikes," explains our Strategy and Environment Section Manager, Steven Peart.

Other suggestions included improved beach access, an open-air concert and movie space, a short stay camping ground and building light rail from Newcastle Airport to the Stockton ferry terminal.

The draft Fern Bay and North Stockton Strategy is currently under review by NSW Government agencies. We expect it will go before Council and be placed on public exhibition in the first half of 2019.

Medowie's momentum

Things are moving fast at Medowie but that hasn't lessened our determination to prioritise environmental sustainability. Once considered a sparsely populated rural-residential hamlet, Medowie has continued to attract strong investment in new housing and development during 2017-2018.

Over the past year there have been a number of significant rezonings, which will free up land for approximately 650 new houses while still conserving our treasured environment. For example: the 300-lot Kingston Estate included land preserved for koala habitat, while the Bower Estate also set aside land to add to the Medowie State Conservation Area.

We rezoned land in the Medowie town centre for commercial development — a key action in our Medowie Strategy developed in 2016. By establishing the town centre as the focus of community and business activities, we hope to create a bustling and vibrant 'heart' for the community of Medowie.



Our performance

Our environment

Environmental sustainability

3.1.1 Develop and implement catchment and biodiversity programs.

3.1.1.1	Monitor environmental impacts from decommissioned landfill sites and manage the sites.	✓
3.1.1.2	Conduct noxious and environmental weed control on Council-owned and controlled reserves.	✓
3.1.1.3	Maintain and improve habitat across the Local Government Area.	✓
3.1.1.4	Provide environmental education programs to the community.	✓
3.1.1.5	Provide environmental management services for Council operations.	✓
3.1.1.6	Review, develop and co-ordinate the implementation of environmental strategies, plans and policies.	✓
3.1.1.7	Regulate noxious weed control on private land in accordance with legislative responsibilities.	✓
3.1.1.8	Monitor and report on environmental performance.	✓

Environmental sustainability

3.1.2 Implement initiatives that reduce Council's greenhouse gas emissions.

3.1.2.1	Develop energy, water and waste management plans for Council's largest assets.	✓
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Waste management

3.2.1 Provide waste and recycling services.

3.2.1.1	Continue to provide a two-bin waste service including collection and disposal.	✓
3.2.1.2	Manage the waste transfer station at Salamander Bay.	✓
3.2.1.3	Participate in Hunter Councils Regional Waste Group Strategy for regional collaboration.	✓
3.2.1.4	Provide an education program for schools and the community on waste minimisation and recycling.	✓
3.2.1.5	Provide drop-off events or facilities for electronic waste, mattresses, household hazardous waste and vehicle tyres at Raymond Terrace, Salamander Bay and Lemon Tree Passage.	✓
3.2.1.6	Provide garden waste drop-off services at Salamander Bay, Raymond Terrace, Lemon Tree Passage and Karuah.	✓
3.2.1.7	Provide two on-call bulky waste kerbside collections per domestic residence per year.	✓
3.2.1.8	Provide financial assistance for disposal of waste in accordance with the disposal of waste in Port Stephens policy.	✓

Sustainable development

3.3.1 Provide Strategic Land Use planning services.

3.3.1.1	Complete a review of the urban storm water and rural water quality plans. <i>Note:</i> Work has commenced, however reduced staff resources and higher priorities contributed to the project being progressed somewhat slower than originally envisaged. Staff resources are now back to normal and work on the project has recommenced.	⚠
3.3.1.2	Administer the Council's Section 94 Development Contribution Scheme.	✓
3.3.1.3	Maintain and manage Council's land attribute data (process planning 149 Certificates).	✓
3.3.1.4	Prepare and review strategic land use strategies, policies and plans.	✓
3.3.1.5	Review and prepare statutory plans (Local Environmental Plan, Development Control Plan and Planning Proposals).	✓
3.3.1.6	Oversee the economic development of the airport and surrounding precincts.	✓
3.3.1.7	Develop the Williamstown drainage implementation plan.	✓
3.3.1.8	Attract and enable investment in Nelson Bay.	✓
3.3.1.9	Develop and implement the Medowie flood plain risk management study and plan.	✓

Sustainable development

3.3.2 Provide Development Assessment and Building Certification Services.

3.3.2.1	Conduct Development Assessment services.	✓
3.3.2.2	Conduct Development Compliance services.	✓
3.3.2.3	Provide Development Application – pre-lodgement advice/enquiry services.	✓
3.3.2.4	Conduct Building Certification services.	✓
3.3.2.5	Complete scheduled flooding and drainage studies.	✓



On track

at least 90% of action target achieved



Monitor

between 70-90% action target achieved



Off track

less than 70% of action target achieved



Our economy

Investing in our community



Our gross regional product is worth about \$4.8 billion each year

(Remplan 2017)

Given our strong reputation as a tourist destination for more than 1.5 million people each year, you could be forgiven for thinking of Port Stephens as largely a tourist town — but you'd be mistaken. There's a whole lot more to our robust local economy.

Port Stephens is proudly part of Australia's largest regional economy — the Hunter Region. We have a diverse industry base with manufacturing as our biggest economic driver employing more than 3200 people, primarily at our Tomago industrial precinct.

We're also fast becoming a major centre for international aerospace research and development with a significant defence and aviation hub centred around Newcastle Airport and Williamtown RAAF Base. During 2017-2018, this

sector continued its fast expansion. To support future development, we secured a NSW Government grant of \$140,000 for an environmental assessment of the Williamstown Defence and Related Employment Zone (DAREZ) and Newcastle Airport.

We expect that some of Council's major projects will have a significant, positive impact on our economy in the coming years, including construction of the new Birubi Point Aboriginal Place Tourism Interchange, Tomaree Sports Complex and the Port Stephens Koala Sanctuary.

4.1 Economic development

Less red tape makes business easier

'Too much red tape' is a long running gripe from business owners all over Australia. This year we joined a NSW Government initiative called Easy to Do Business to assist the 4500 actively trading businesses in Port Stephens (Remplan 2017). It has clear benefits, dramatically reducing the number of:

- different processes business owners need to complete
- government agencies they need to liaise with.

Easy to Do Business provides operators with a single online portal hosted by Service NSW. Instead of searching for 48 forms and 75 different regulations across multiple agencies to start a new business, there's now a single form and point of contact.

"To give you an example, instead of taking 18 months to set up a new business such as a cafe, it now takes just three months," says our Mayor Ryan Palmer.

Initially, the program is open to cafes, restaurants and small bars across Port Stephens and it will be expanded to other business sectors in the near future.



1.5m

visitors to Port Stephens in 2017-2018



88,600

visitors welcomed by Visitor Information Centre



\$438m

tourism output and 2221 employed in Port Stephens by tourism



23

Council sponsored events generating \$8.26 million in economic benefit



Civic Pride day volunteer Jason Moss with Mayor Ryan Palmer
Photo by Henk Tobbe

Creating places people can be proud of

Nelson Bay was sparkling after members of the community and business owners joined us on a Sunday morning in May 2018 to clean up the town centre.

An initiative of the Nelson Bay Civic Pride Group and Council, the Civic Pride day attracted more than 80 volunteers and staff including our Mayor and General Manager. The team of volunteers rolled up their sleeves to clean pavers, replant garden beds and put on a fresh coat of paint.

The result was a cleaner, more appealing Nelson Bay town centre and a community full of pride in where they live. The day was so successful, we're already planning another working bee in our Raymond Terrace town centre. It's all part of our focus on creating vibrant and liveable places, which in turn supports local economic growth.

 **CHECK OUT THE VIDEO HERE:**
bit.ly/portstephenscp

“We’re lucky to have so many people willing to give their time, energy and resources to make our community a better place.”

- Mayor Ryan Palmer

4.2 Transport

Bypass negotiations ongoing

Our beautiful town of Fingal Bay has a single access road (via Nelson Bay) and for many years this has been a traffic bottleneck during holiday periods. Some members of our community fear it's also a safety risk should residents and tourists need to evacuate in an emergency. Around 1600 people live in Fingal Bay (Census 2016) however thousands more enjoy it as a holiday or day trip destination.

The NSW Government pledged \$3 million in 2015 to progress the proposed bypass that would connect Fingal Bay with Nelson Bay Road. This would allow vehicles to access Fingal Bay directly, instead of backtracking through Nelson Bay town centre. However, to date we've been unable to reach agreement to acquire a small parcel of land adjoining Nelson Bay Road that is critical to the proposed route. During the year, we continued discussions with the affected landholder, Worimi Aboriginal Land Council.

We also started investigating an alternate route and secured funding from NSW Roads and Maritime as part of the NSW Government's promised \$3 million. We've begun preliminary design works, though we understand this alternative proposed route would have a large impact on National Park land.

We're conscious that the total cost of constructing a Fingal Bay Link Road would far exceed our funding capacity as a council. Nevertheless, we plan to continue discussions with the NSW Government about a road we believe is an important piece of infrastructure for Port Stephens.

Mentoring young drivers

Not every young person has the opportunity to receive quality learn-to-drive training from an instructor, parent or family member. With this in mind, we partnered with local community and business groups to launch the Raymond Terrace Mentor Driver Program in August 2017. The brainchild of Raymond Terrace Rotary, this program is designed to help young people from low socio-economic backgrounds learn to drive and work towards achieving their licence. It gives them access to a car and a responsible adult who's willing to mentor them and help notch up their required number of learner logbook hours.

We contributed \$1400 to the program, which received positive feedback.

During the year, our Council rangers conducted School Zone Safety education to remind parents and carers about the road rules that apply in school zones, and the default speed limit of 50 kilometres per hour across Port Stephens.



2018 recipients and Mayor Ryan Palmer

4.3 Education and training



18 scholarships valued at \$2000 each

were awarded as a part of the 2018
Mayoral Academic Scholarship program

Record number of Mayoral scholarships

We're proud to say that 15 local businesses contributed a total of \$36,000 for scholarships to help Port Stephens residents who started studying at university or TAFE in 2018. This was a record amount and enabled us to award \$2000 scholarships to 18 students.

From student paramedics, doctors and chemical engineers to wildlife conservation and environmental studies, we believe the talent and determination of our students here in Port Stephens is something to be proud of.

 [READ MORE ABOUT THE PROGRAM HERE](http://portstephens.nsw.gov.au/mayoral-scholarships)
portstephens.nsw.gov.au/mayoral-scholarships

2018 Mayoral Academic

Scholarship recipients:

- **Abby Thomson:** Salamander Recycling Centre Scholarship, Bachelor of Education (Primary), University of Newcastle
- **Brittany Dawson:** Telstra Shop Salamander Bay Scholarship, Bachelor of Physiotherapy (Honours), University of Newcastle
- **Caitlin Field:** Suez Raymond Terrace Resource Recovery Centre Scholarship, Bachelor of Biomedical Science, University of Newcastle
- **Chloe Bell:** Macka's Sand and Soil Supplies Scholarship, Combined Bachelor of Medical Studies/Doctor of Medicine and Bachelor of Arts, University of NSW
- **Connor McIntyre:** Newcastle Airport Scholarship, Combined Bachelor of Journalism/Bachelor of International Studies, University of Wollongong
- **Hayley Thompson:** The Wests Group Scholarship, Bachelor of Education (Early childhood and primary), University of Newcastle
- **Joshua Archer:** McDonald Jones Homes Scholarship, Bachelor of Engineering (Electrical), University of Newcastle
- **Justine Bull:** Tomago Aluminium Scholarship, Bachelor of Engineering (Honours) (Chemical), University of Newcastle
- **Liam Kelly:** Ampcontrol Scholarship, Bachelor of Engineering (Honours) (Mining), University of NSW
- **Lydia Shaw:** The Wests Group Scholarship, Bachelor of Communication and Media, University of Wollongong
- **Maddison Alcorn:** Soldiers Point Bowling Club Scholarship, Bachelor of Nursing, University of New England
- **Nikki Manning:** Weathertex Scholarship, Certificate 3 in Captive Animals, Taronga Training Institute
- **Ruby Hansen-Tarrant:** Raymond Terrace Bowling Club Scholarship, Bachelor of Social Work, University of Wollongong
- **Sophie Burnett:** Destination Port Stephens Scholarship, Combined Bachelor of Laws (Honours)/ Social Science, University of Newcastle
- **Tahlia Madeline Marks-Woolley:** Weathertex Scholarship, Bachelor of Laws (Honours) Combined, University of Newcastle
- **Taylah Parker:** Newcastle Airport Scholarship, Bachelor of Business/ Bachelor of Commerce, University of Newcastle
- **Tyess Cook:** Hunter Readymixed Concrete Scholarship, Bachelor of General Studies (Science), Charles Sturt University
- **Yasmine Turner:** Hunter Land Scholarship, Combined Bachelor of Commerce with Bachelor of Laws, Macquarie University

Work experience

We love hosting work experience students across the various parts of our Port Stephens Council operations. This year our staff made an effort to inspire 17 students who came to learn about working in our libraries, Visitor Information Centre, planning, customer relations, community development, community services, environmental management, public domain and services, assets, engineering and human resources.

We also held an information evening for apprentices, trainees and cadets. The night was a huge success, attracting over 500 applicants for six new and vacant positions.

Our performance

Our economy

Economic development

4.1.1 Provide processes and services that deliver benefit to tourism in Port Stephens.

4.1.1.1	Conduct event approval services.	✓
4.1.1.2	Manage the Nelson Bay Visitor Information Centre.	✓
4.1.1.3	Provide funds, operational and strategic support to Destination Port Stephens.	✓
4.1.1.4	Sponsor major events that deliver economic benefit to the Port Stephens community.	✓
4.1.1.5	Facilitate Birubi Point Aboriginal Place Tourism Interchange development.	✓

Economic development

4.1.2 Provide economic development services to local business.

4.1.2.1	Provide advocacy and communications to support business engagement in Port Stephens.	✓
4.1.2.2	Provide economic development data and advice services to local businesses/industry.	✓
4.1.2.3	Provide funding support to initiatives that deliver economic benefit to the Port Stephens business community.	✓
4.1.2.4	Facilitate initiatives to support business growth and development, as well as investment and job creation in Port Stephens.	✓
4.1.2.5	Co-ordinate place management and activation services.	✓

Transport

4.2.1 Promote sustainable and improved, accessible and flexible transport modes.

4.2.1.1	Conduct road safety programs with the Roads and Maritime Services (RMS).	✓
4.2.1.2	Continue to progress discussions for the acquisition of land associated with development of the Fingal Bay Link Road project.	✓
4.2.1.3	Provide traffic engineering services.	✓
4.2.1.4	Process road closure applications in line with all statutory requirements.	✓

Education and training

4.3.1 Support identified needs for education and training in the Port Stephens local government area.

4.3.1.1	Provide the opportunity for work experience and vocational training programs.	✓
4.3.1.2	Support and facilitate initiatives and projects that support education and training opportunities especially for young people.	✓



On track

at least 90% of action target achieved



Monitor

between 70-90% action target achieved



Off track

less than 70% of action target achieved



Our Council

Building a brighter future for Port Stephens



34% of our revenue comes from rates



\$392,000 saved by reviewing services in 2017-2018

5.1 A sustainable council

Our financial results for 2017-2018 were sound with an underlying financial surplus of \$1.078 million at 30 June 2018. We have been consistently delivering a modest 1% surplus for the past four years, in part due to our comprehensive annual service review program.

Every four years, we review each of our 67 services — asking if we are delivering the quality our community needs at the cost they expect. Since they were introduced in 2010, these reviews have provided substantial savings which have been reinvested into delivering better services for our community.

However, during consultation on our Community Strategic Plan in December 2017 and April 2018, our community sent us a clear message.

They told us they want more investment in new and improved cycle ways, playgrounds, roads, sports facilities and libraries, along with revitalisation of town centres and neighbourhoods. Projects that will stimulate the local economy, drive business growth, attract visitors and add vibrancy to our streets.

In February 2018 we started financial modelling for a proposed Special Rate Variation (SRV). This would allow us to set higher than usual rates to pay for targeted projects. We've asked our ratepayers for feedback on four proposed SRV options, and we'll continue to consult with our community throughout 2018-2019.

Non-rate revenue

It's important for us (and all NSW councils) to focus on raising revenue in ways other than rates. As joint owners of Newcastle Airport Pty Ltd with Newcastle City Council, we're making every effort to maximise and future-proof its earning capacity.

In March 2018, we launched the Newcastle Airport Master Plan and introduced a new route from Newcastle to Adelaide by Fly Pelican. In line with the plan, Newcastle Airport acquired a 76 hectare parcel of land adjoining the airport. This is earmarked for a proposed business technology precinct to help secure the Greater Hunter region's air transport needs for generations to come.

Newcastle Airport already has a strong aviation and defence industry presence with tenants such as BAE Systems and Jetstar. The newly-acquired land makes way for an innovation hub for new defence and aerospace-related research, manufacturing and other non-aviation businesses, which continue to cluster near the airport.

"This expansion could allow for the growth of our region as a truly world-class tourism destination and business hub," says our Mayor Ryan Palmer.

We also focused on maximising revenue from other council-owned properties, particularly in Raymond Terrace. During 2017-2018 we secured leases for a number of unoccupied buildings. We'll continue our strong marketing push for the remaining small office tenancies vacant on Williams and Sturgeon streets.

"The decision is about the bigger picture."

- Mayor Ryan Palmer



Newcastle Airport, Williamtown



Tourism awards for holiday parks

Our council-owned holiday parks won two NSW Tourism Awards in 2017:

- Thou Walla Sunset Retreat won silver in the Unique Accommodation category
- Fingal Bay Holiday Park won silver in the Best Holiday Park North Coast category.

Our holiday parks at Fingal Bay, Halifax and Shoal Bay traded well and slightly increased their occupancy rates during the year. Survey results show 68% of guests were happy or extremely happy with our service. The benchmark for excellence is 70%.

Thou Walla Sunset Retreat has improved its position and will return a positive result.

This has been achieved through the dedication of staff and careful management of sensitive Aboriginal heritage. Port Stephens Treescape improved on last year's financial position but returned a negative result for 2017-2018. We predict this will turn around once our new Koala Sanctuary is built.

Workplace culture and mental health awards

We're proud to have employees who are engaged and passionate about serving our community — it's all part of our goal to be an employer of choice. By attracting, developing and retaining the right people, we can deliver the best results for our community. Our staff engagement results for 2017 were 70%, placing us among the most engaged organisations in the country. This means our staff are willing to do that little bit extra to achieve the best results — and our community reaps the benefits.

For the sixth year running we also won significant industry awards for our leading approach to workplace health and safety, including:

- winner of 2017 SafeWork NSW Awards for Excellence in Workplace Health and Safety (WHS) Culture for Big Business
- winner of 2018 Hunter Safety Awards Best WHS Improvement for a Large Organisation for our workplace mental health program.

5.2 Infrastructure



\$14.015m infrastructure backlog



35,000 potholes repaired



25,000m² of heavy patching



113km of unsealed roads graded



220km of drains excavated, mowed or sprayed



75% community satisfaction score for local road maintenance

Look around Port Stephens and you'll see new skate parks, playgrounds, roads and community halls — along with less obvious improvements such as upgrades to drainage.

Reflecting a total expenditure of \$28.8 million for the 2017-2018 financial year (note this includes contributing grants from other agencies) we completed more than 80 projects and improvements.

We also completed two significant processes that will help us prioritise future projects:

- development of our Port Stephens Recreation Strategy, which will go before Council in November 2018
- a comprehensive register of our assets.



READ THE RECREATION STRATEGY HERE

portstephens.nsw.gov.au/recreation-planning

Fern Bay Community Centre opening,
General Manager Wayne Wallis and Mayor Ryan Palmer



New infrastructure: highlights

You'll find a full list of capital works and actual costs in Attachment two of this report but here are some highlights and approximate costs:

- new road and bus interchange with traffic lights at 155 Salamander Way, Salamander Bay (\$5 million)
- extension of Yacaaba Street and new community space, Nelson Bay (\$1.8 million)
- sealing of East Seaham Road stage 4 (\$1.6 million)
- new Tanilba Bay roundabout at intersection of Lemon Tree Passage Road and Avenue of the Allies (\$1.3 million)
- One Mile Beach Lifeguard Facility (\$790,000)
- new Fern Bay Community Centre (\$1.6 million) and other hall upgrades
- new skate park, croquet court, accessible playground and fitness equipment at Boomerang Park, Raymond Terrace (\$611,000)
- new skate park, shade sail and other improvements at Lakeside Reserve, Raymond Terrace (\$120,000)
- new Fingal Bay Rural Fire Service building (\$745,000)

Important drainage works

Improving drainage across Port Stephens is a critical part of our job and Shoal Bay was a priority site this year. We've now completed works worth about \$2.1 million including:

- reconstruction of a stormwater pit in Horace Street
- large scale drainage works at Shoal Bay Rd, Government Rd and Bullecourt St as part of the road intersection upgrade
- conversion of vacant Council land in Horace Street (No.15) into a temporary detention/infiltration basin
- improvements to reduce the frequency of stormwater inundation at specific low-lying properties in Rigney Street and Horace Street.

We also completed drainage improvements at Woodville (Iona Lane), Hinton (Nulla Nulla Lane), Williamtown (Williamtown Drive), Nelson Bay (Tomaree Sports Complex) and Boat Harbour (Coryule St).

This year we developed a Flood Emergency Management Tool that will help our staff and emergency responders predict floodwaters across Port Stephens. Using specialist software, we can now identify assets and specific areas likely to be affected by inundation in each catchment.

5.3 Governance and civic leadership



43 new Australian citizens from UK, US, Canada, Philippines, India, South Africa, Germany, Thailand, South Korea and Syria



96.94% Governance Health Check rating, exceeding our target of 95%

Our Community Satisfaction Survey for 2018 revealed that a very high 85% of respondents were satisfied with our overall performance. The survey ran from 14 May to 8 June 2018 with total of 1300 surveys completed. While the overall satisfaction level with our services was pleasingly high, children's services (99%), libraries (99%) and garbage collection (95%) were standout performers.

As the closest level of government to the community, we take our responsibility to advocate on their behalf seriously. We are one of 10 councils in the Hunter Joint Organisation that work together to create a stronger voice for our communities at a state and federal level. You can read more about our involvement with Hunter councils in our Statutory Statements.

New Community Strategic Plan

We need to clearly understand what our community's priorities and vision are for Port Stephens over the next 10 years. Soon after our new Council was elected in September 2017 we started asking the questions to draw out those answers.

The result is a new Community Strategic Plan endorsed by Council in June 2018 called Port Stephens 2018-2028: our place, our plan. We now have a clear roadmap that we believe genuinely reflects our citizens' aspirations and expectations. It includes a three-year delivery program and annual operation plan, which outlines our works, objectives, challenges and opportunities.

"It's an exciting time to be in Port Stephens — our newly elected Council has a fresh and exciting vision for our region and it's keen to see positive changes across the entire local government area," says our Mayor Palmer.



READ THE PLAN HERE

portstephens.nsw.gov.au/integrated-plans

5.4 Engagement

Listening is the key

We believe engaging with our community isn't just about keeping our citizens informed about Council issues and business, it's about ensuring they have their say — and really listening to their input. Only 42% of respondents to our Community Satisfaction Survey believe they have an opportunity to contribute to Council's decisions. While it's an improvement on last year's score (37%), we recognise we still have a lot of work to do and we're committed to improving this perception over the coming years.

During the year we asked our community for input on a huge number of significant projects, including the Birubi Point Aboriginal Place Management Plan, Community Strategic Plan, Nelson Bay Strategy, Recreation Strategy and Tomaree Sports Masterplan to name a few. We also created engagement opportunities by celebrating when large projects were completed such as: One Mile Lifeguard Facility, Lakeside Skate Park and Playground, Fern Bay Community Centre, Salamander Bay Shopping Precinct, Boomerang Park Croquet Club and Raymond Terrace Men's Shed.

We closed a road at Tanilba Bay in May 2018 as a direct consequence of community engagement. During consultation about a proposed new roundabout, residents told us they'd prefer to see the intersection of Success Street and Lemon Tree Passage Road permanently closed to traffic for safety reasons.

Karuah residents also helped us decide the location of a new Rural Fire Service building. Our online poll attracted 102 submissions and more than 70% favoured a site on Engel Avenue over Lionel Morten Oval.

We asked our community to have their say on the proposed sale of a council-owned block of land at 109 Foreshore Drive, Salamander Bay. The land is zoned residential and adjoins a public reserve. We proposed using the proceeds to fund upgrades to Tomaree Sports Complex however our community told us they would like us to explore other options first. The decision to suspend the proposed sale was a great example of community consultation at work.



LEARN MORE ABOUT THE MEN'S SHED
portstephens.nsw.gov.au/RTmens-shed

5.5 Reputation

New approach to customer service

When you get down to basics, customer service is why local government exists. Here at Port Stephens Council, we've made significant changes to the way we operate after conducting an independent external 'health check' of our customer service delivery in 2017. This was followed by a full review by our Executive Leadership Team.

Our staff are now working to a framework called Customer First. This initiative places the customer at the heart of everything we do and provides accountability to make sure we 'close the loop' when dealing with the community. Staff now have key performance indicators to ensure they follow through on actions and resolve customers' issues quickly. We're working towards a monthly target of 90% of customer requests completed within 21 days. At the time of writing we achieved an average of 80%.

As part of introducing Customer First, staff underwent Customer Relationship Management (CRM) training. We relocated three staff from other areas of Council to better resource our frontline customer service team. We plan to introduce new online services during 2018-2019 to further enhance our responsiveness, access and reporting.

Improving our website

Early in 2018 we conducted a Customer First survey, asking our customers how user-friendly and useful they found our website. The survey told us we needed to make it easier for people to find information. So, we improved our website search function to make it more reliable and we're making sure our content is up-to-date, engaging and written in plain English.

The survey also revealed an increased demand for online self-service options. In response, we started a pilot Online Community Portal in May 2018. This is being tested by council staff, Councillors and selected community members before its anticipated roll-out in late 2018.





45%

increase in social media presence



63%

increase in engagement compared to last year



4453

job applications received for 193 vacancies

Our community says 'yes please' to social media

Here in Port Stephens we've witnessed significant change during 2017-2018 when it comes to using social media to help achieve our communication objectives. Social media has allowed us to:

- communicate openly and regularly with our citizens on matters big and small
- advertise career vacancies (see info-graphic)
- deliver regular messages from our new Mayor Ryan Palmer via video
- build recognition and awareness.

The success of our Illuminate festival at Boomerang Park, Raymond Terrace is a great example. We focused on promoting the event using our social media channels to maximum effect. The results were outstanding with three times as many people attending as we anticipated (approximately 7000).

We developed our Social Media Strategy, Digital Strategy and Economic Development Strategy to guide our brand and reputation-building initiatives into the future. Following an internal service review, we employed a new Digital Marketing Officer to manage our social media presence. Using various social media channels to enhance our traditional communication methods allows us to talk to our community in an effective, meaningful way on the platform they choose.

FOLLOW US

Facebook

 /PortStephensCouncil

Twitter

 @PSCouncil

LinkedIn

 /company/port-stephens-council

Instagram

 @pscouncil

Our performance

Our Council

A sustainable Council

5.1.1 Council will maintain its underlying financial performance to budget at break even or better.

5.1.1.1	Complete and present for audit Council's annual financial statements.	✓
5.1.1.2	Review, develop and implement budget processes, the Long Term Financial Plan and financial reporting to Council.	✓
5.1.1.3	Review, develop and implement the rating structure.	✓
5.1.1.4	Review, develop and implement the fees and charges.	✓
5.1.1.5	Review, develop and implement the payments system.	✓
5.1.1.6	Review, develop and implement the Cash Flow Management.	✓
5.1.1.7	Review, develop and implement the Procurement and Contractor Management system.	✓

A sustainable Council

5.1.2 Council will increase its revenue from non-rate sources.

5.1.2.1	Work with Newcastle Airport Partnership to grow shareholder value through the effective governance, operation and development of Newcastle Airport.	✓
5.1.2.2	Collate and sell bio-banking credits that have been established on the Office of Environment and Heritage register.	✓
5.1.2.3	Manage and expand Council's commercial property portfolio to meet or exceed industry standards.	✓
5.1.2.4	Prepare for sale or development appropriate portions of Council's operational land holdings as determined by market conditions.	✓
5.1.2.5	Complete Roads and Maritime Services (RMS) contract work on the State roads network.	✓
5.1.2.6	Operate the tourist accommodation properties (Beachside Holiday Parks, Thou Walla Sunset Retreat and Treescape Park).	✓

A sustainable Council

5.1.3 Manage risks across Council.

5.1.3.1	Manage an Environmental Management System for Council operations.	✓
5.1.3.2	Review, coordinate and deliver the Corporate Risk Management program of work.	✓
5.1.3.3	Review, coordinate and deliver the Work, Health and Safety Management program of work.	✓



On track

at least 90% of action target achieved



Monitor

between 70-90% action target achieved



Off track

less than 70% of action target achieved

A sustainable Council

5.1.4 Attract, retain and develop staff to meet current and future workforce needs.

- | | | |
|---------|-------------------------------------------------------------------------------------------------------------------|---|
| 5.1.4.1 | Develop and implement initiatives that support and promote career development capability across the organisation. | ✓ |
| 5.1.4.2 | Review, coordinate and deliver the Human Resource Management program of work. | ✓ |

A sustainable Council

5.1.5 Provide enabling business support services for Council's operations.

- | | | |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| 5.1.5.1 | Coordinate and deliver Councillors' and Executive support services. | ✓ |
| 5.1.5.2 | Review, coordinate, facilitate and deliver the Corporate Improvement and Business Systems program of work. | ✓ |
| 5.1.5.3 | Manage the Raymond Terrace Administration Building to provide appropriate and functional office and community space for Port Stephens Council.
<i>Note: The project has not been progressed to its full capacity and needs to be reviewed as a priority in the coming year, with appropriate funding required.</i> | ⚠ |
| 5.1.5.4 | Facilitate the four-year rolling Sustainability Review of Council's processes and services. | ✓ |
| 5.1.5.5 | Provide the administration support framework for the delivery of Council's facilities and services. | ✓ |
| 5.1.5.6 | Manage fleet assets. | ✓ |
| 5.1.5.7 | Manage depot assets. | ✓ |
| 5.1.5.8 | Provide depot, workshop and stores services for Council and external customers. | ✓ |
| 5.1.5.9 | Provide building trades services for Council's assets. | ✓ |

Infrastructure

5.2.1 Reduce the infrastructure backlog on all Council assets.

- | | | |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------|---|
| 5.2.1.1 | Annually review the resource strategy. | ✓ |
| 5.2.1.2 | Conduct condition rating and risk assessment on all categories of assets. | ✓ |
| 5.2.1.3 | Plan for and manage Council's civil assets. | ✓ |
| 5.2.1.4 | Plan for and manage community and recreation assets. | ✓ |
| 5.2.1.5 | Provide a development engineering assessment and advice service. | ✓ |
| 5.2.1.6 | Provide drainage / flooding investigation, planning and design services. | ✓ |
| 5.2.1.7 | Provide project engineering services. | ✓ |
| 5.2.1.8 | Review, coordinate and deliver asset management data and systems. | ✓ |
| 5.2.1.9 | Prepare a feasibility study for the redevelopment of the unused lower floor space at the Raymond Terrace Library. | ✓ |
| 5.2.1.10 | Prepare a feasibility study on the re-use options for the decommissioned Rural Fire Service Stations at Tanilba Bay and Lemon Tree Passage. | ✓ |

Infrastructure

5.2.1 Reduce the infrastructure backlog on all Council assets.

5.2.1.11	Facilitate the geographical naming of places within Port Stephens LGA.	✓
5.2.1.12	Facilitate land acquisition and leasing services to enable existing and new infrastructure projects.	✓
5.2.1.13	Complete the roads asset maintenance program.	✓
5.2.1.14	Complete the Capital Works program.	✓
5.2.1.15	Complete scheduled maintenance programs for drains and roadside vegetation.	✓

Governance and civic leadership

5.3.1 Manage the civic leadership and governance functions of Council.

5.3.1.1	Administer Code of Conduct processes.	✓
5.3.1.2	Conduct an internal audit program.	✓
5.3.1.3	Conduct citizenship ceremonies.	✓
5.3.1.4	Conduct the Governance Health Check.	✓
5.3.1.5	Coordinate and deliver governance and legal services.	✓
5.3.1.6	Coordinate Council's responses to state government discussion papers.	✓
5.3.1.7	Facilitate development of Council's Delivery Program 2018-2022 and annual Operational Plans.	✓
5.3.1.8	Manage access to information and privacy processes.	✓
5.3.1.9	Provide professional development opportunities for Councillors.	✓
5.3.1.10	Report to Council and the community on the progress of the Delivery Program, Operational Plans and associated Resource Strategy.	✓
5.3.1.11	Undertake an annual community satisfaction survey.	✓
5.3.1.12	Provide a governance structure for volunteers.	✓
5.3.1.13	Develop the Community Strategic Plan for 2017-2030.	✓
5.3.1.14	Manage access to information processes associated with those matters defined as 'open access information' surrounding development applications.	✓
5.3.1.15	Provide a financial assistance program in accordance with the Grants and Donations policy.	✓



On track

at least 90% of action target achieved



Monitor

between 70-90% action target achieved



Off track

less than 70% of action target achieved

Governance and civic leadership

5.3.2 Manage relationships with all levels of government, stakeholder organisations and Hunter Councils Inc.

5.3.2.1	Develop, participate in and manage relationships with all levels of government and stakeholder organisations.	✓
5.3.2.2	Work with Hunter Councils to grow value for the Hunter region.	✓
5.3.2.3	Participate in cooperative library service initiatives at regional, state and national levels.	✓

Engagement

5.4.1 Engage our community in conversations and provide timely and accurate information.

5.4.1.1	Conduct community engagement activities.	✓
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A sustainable Council

5.5.1 Strengthen Council's brand and reputation.

5.5.1.1	Continue to manage Council's employer brand.	✓
5.5.1.2	Develop, implement and monitor Council's Customer Service Framework. Note: The Customer First Project was put on hold early in the period due to a lack of staff resources and to engage a consultant to undertake a health check of the organisation in relation to customer service delivery. With approval given to relocate staff from within the organisation to recommence the project, over the next 12 months Council will drive a number of process and cultural improvements that will significantly enhance the organisation's customer service.	⚠
5.5.1.3	Manage and report the performance of the Customer Request Management System (CRM).	✓
5.5.1.4	Manage Council's corporate brand.	✓
5.5.1.5	Manage Council's website, intranet, and social media.	✓
5.5.1.6	Manage Council's external communications.	✓
5.5.1.7	Manage Council's internal communications.	✓



On track

at least 90% of action target achieved



Monitor

between 70-90% action target achieved



Off track

less than 70% of action target achieved



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portstephens.nsw.gov.au/library







Statutory statements

The following Statutory Statements are required by such instruments as Local Government (General) Regulation 2005 – REG 217 and other NSW Government acts. The relevant clause is highlighted beside each report.



Clause 217 (1) (a)

Overseas Travel undertaken by Mayor, Councillors and staff

No overseas travel was undertaken during this period by the Mayor, Councillors or staff.

Clause 217(1) (a1)

Mayoral and Councillors' fees and provision of facilities

Council's policy identifies the expenses that will be paid and the provision of facilities to the Mayor and Councillors in relation to discharging the duties of civic office. The policy was adopted on 26 September 2017 and is reviewed annually.

Our policy recognises that the Mayor and Councillors, in performing their civic functions, are entitled to be provided with certain facilities and be reimbursed for expenses noted in the policy.

Council is required under Clause 217 (1) (a1) of the Local Government Act 1993 to pay an annual allowance to the Mayor and Councillors. The following is a summary of the expenses incurred in performing the functions of Mayor and Councillors and associated allowances. A new Council term commenced in September 2017. Former Mayor and Councillors expenses for 1 July to September 2017 are also included in the table below.

Allowances	Costs
Mayoral allowance	\$57,497
Councillors' fees and allowances	\$184,039
Councillors' expenses (see below)	\$191,713
Total	\$433,249

Expenses	Costs
Mobile phone rental	\$31
Mobile calls	\$4721
Landline phone rental	\$62
Landline phone calls	\$259
Fax rental	\$-
Fax Calls	\$-
Internet	\$1803
Intrastate travel	\$24,850
Intrastate out of pocket expenses	\$-
Interstate travel (out of NSW)	\$-
Interstate out of pocket expenses	\$-
Interstate accommodation (out of NSW)	\$-
Intrastate accommodation	\$-
Conferences	\$33,652
Training	\$6950
Partners' expenses	\$737
Computers	\$20,336
Stationary	\$1579
Awards and ceremonies	\$4818
Child care expenses	\$1338
Communications bundle	\$8146
Catering	\$43,475
Cost of Mayoral Vehicle	\$38,956
Total	\$191,713

Clause 217 (1) (a2)

Major contracts

Council must report the details of each contract awarded that exceeds \$150,000.

Number	Contractor	Contract details and purpose	Contract Value (\$)
NSWBuy 2390	Colourworks	Imaging devices	479,952
RFQ25-2017	McGregor Coxall	Birubi Tourism Transport Interchange - architectural design concepts	266,000
T03-2017	Access Programs Australia Ltd Trading As Access EAP	Employee Assistance Program	171,000
T04-2017	Lindsay Taylor Lawyers Local Government Legal Sparke Helmore Lawyers	Provision of legal services	Schedule of Rates
T04-2018	Sea-Slip Pontoons and Products	Tomago Boat Ramp floating pontoon system - design and install	181,900
T05-2018	Stanley Security	Port Stephens Council CCTV camera upgrade	408,954
T08-2017	Flynns Haulage & Earthmoving Elbourne Plant Hire Pty Ltd Stabilised Pavements of Australia SS & LM Johnston Earthmoving Pty Ltd P & K Robinson Pty Ltd Atak Industries Tutt Bryant Equipment Conplant Pty Ltd Show Mow and All Go Specialised Pavement Services Pty Ltd Base Course Management Hunter Spraying & Slashing Dannenberg Earthmoving Pty Ltd Edser Plant & Civil Pty Ltd Hunter Tree & Lawn Care Pty Ltd	Plant and equipment (dry and wet) hire	Schedule of Rates
T11-2017	Commonwealth Bank of Australia	Transactional banking services	Schedule of Rates
T16-2017	Graph Builders Pty Ltd	Fern Bay Community Hall	1,230,730
T19-2017	Bell Rock Marine Pty Ltd	Taylors Beach Wharf design and construction	187,000
T20-2017	Hunter H2O Holdings Pty Ltd	Detail design and construction of flood and sewer pump remote monitoring system	253,051
T21-2017	Prosperity Salary Packaging Pty Ltd	Salary packaging services	1,800,000

Number	Contractor	Contract details and purpose	Contract Value (\$)
T22-2017	Gabes Cleaning Services Pty Ltd	Cleaning services of public amenities	360,000
T23-2017	Wendgold Pty Ltd	Halifax Holiday Park four bedroom villa	187,000
T25-2017	GWH Build Pty Ltd	Fingal Bay Rural Fire Station design and construction	608,658
T27-2017	Remondis Australia Pty Ltd	Garbage services - holiday parks and parks	661,834
T28-2017	Daracon Contractors Pty Ltd	Nelson Bay Yacaaba Street extension – road construction and streetscape works	1,009,980
T29-2017	Forsythes Recruitment Holdings Pty Limited Complete Staff Solutions Corestaff NSW Pty Ltd The Trustee for Gail Whipper Family Trust Trading As Whipper Recruitment People Fusion Pty Ltd	Provision of labour hire and recruitment services	Schedule of Rates
T30-2017	ERM Power Retail Pty Ltd	Supply of electricity for Council street lighting	350,000
T35-2017	CA technology Pty Ltd T/A CAMMS	Claim Management System, Risk Management System, Workplace Health and Safety System: provision of solution, implementation and support services	169,640

Definitions of contracts awarded:

- Port Stephens Council tenders for this period
- Port Stephens Council contract extensions for this period
- Contracts as executed using Regional Procurement agreements
- Contracts as executed using Local Government Procurement agreements
- Contracts as executed using NSWBuy Procurement agreements

*Schedule of rates refers to 'do and charge', anticipated to be in excess of \$150,000.

Clause 217 (1) (a3)

Legal proceedings

The table that follows provides a summary of the amounts incurred by Council in relation to legal proceedings taken by and or against Council during the period 1 July 2017 to 30 June 2018.

Workers Compensation and other employment matters, public liability and professional indemnity claims are not included in the summary.

Council recovered in legal costs \$171,261.

Category/legal matter	Status/comments	Costs (\$)
Supreme Court		
Shoal Bay Developments Pty Ltd, Snoogal Pty Ltd and Community Association DP 270468	Proceedings seeking declarations and damages regarding drainage at Nelson Bay — matter ongoing	272,955
Development Appeals		
Bowtell t/as Port Stephens Gardenland	Applications seeking to extend time for compliance with deferred commencement conditions of consent and to modify consent — part completed	826
Clippers Anchorage Pty Ltd	Appeal against refusal by Joint Regional Planning Panel to grant development consent for expansion of Soldiers Point Marina — consent refused, matter concluded	36,563
Morrissey	Appeal against refusal to grant development consent for two lot subdivision and shed — consent refused, matter concluded	17,018
Lojszczyk	Third party appeal against grant of development consent for two lot subdivision — matter discontinued by consent	1264
District Court		
Mathews	Appeal sentencing — appeal upheld in part, no conviction recorded	4660
Local Court Prosecutions		
Mathews	Dog attack matters — defendant pleaded guilty, fined \$1000 and given good behaviour bond	9107
Century 21 Paradise Waters	Development without consent — matter withdrawn by consent	1592
Benchmark Contracting	Development without consent — withdrawn by consent	3729
G Developments (NSW) Pty Ltd	Pollute waters — defendant pleaded guilty, fined \$18,000	3347
Toohill	Disobey no stopping sign — matter withdrawn by consent	550



Category/legal matter	Status/comments	Costs (\$)
Limpus	Not notify change in dog registration information – matter withdrawn by consent	770
Zacaropoulos	Not comply with requirement to attend scheduled interview – Defendant pleaded not guilty, fined \$1100 Not comply with requirement to attend scheduled interview – Defendant pleaded guilty, fined \$330	2588
Perkins	Dog attack matters — Defendant pleaded guilty, fined \$1540 in total	3292
Dates	Dog attack matter — ongoing	1266
Edwards	Unlawfully use place as waste facility – matter withdrawn by consent	2094
Tullipan Homes	Pollute waters — ongoing	5673
Other Matters		
Webb, McEwan	Administrative review applications in the NSW Civil and Administrative Tribunal (NCAT) — matters concluded	74
Webb	Proceedings commenced by Council in the NSW Civil and Administrative Tribunal (NCAT) to restrain applications under Government Information (Public Access) Act 2009 — not granted, matter concluded	8019
Webb, McEwan	Appeals to the NCAT Internal Appeal Panel against Tribunal findings in administrative review applications — ongoing	34,348
TOTAL		409,735

Clause 217 (1) (a4)

Private Works resolution

During 2017-2018 no private works were undertaken requiring a resolution under Section 67 of the Local Government Act 1993.

Clause 217 (1) (a5)

Financial assistance

Council is required to report the total amount contributed or otherwise granted under section 356 of the Local Government Act 1993.

During 2017-2018, Council made available the following financial assistance:

1. Hardship rate relief and rate donations

Council provided hardship rate relief and rate donations under sections 601 and 356 of the Local Government Act 1993 amounting to \$4041.34.

Under clause 132 Local Government (General) Regulation 2005 Council wrote off the following rates and charges:

- Pensioner concessions \$1,481,024.32
- Postponed rates \$8698.18
- Small debts \$1099.17
- Conservation agreements \$1911.65
- Uneconomical to recover \$1459.07
- Transfer of land for unpaid rates \$2167.27

2. Cultural Projects Fund

Council funded 27 projects, totalling \$60,000 supporting the Cultural Plan 2015-2018.

3. Aboriginal Projects Fund

Council funded seven projects, totaling \$35,000 supporting the Aboriginal community in Port Stephens.

4. Minor Works, (Including Ward funds and Community Projects Fund) - \$75,730

5. Mayoral Funds - \$47,262

6. Heritage Projects Fund - \$6000

7. Environmental Projects Fund – 355c Committee - \$18,790

8. Environmental Projects Fund – Schools - \$5615.50

9. Waste Services

Under Council's Financial Assistance for the Disposal of Waste in Port Stephens Policy, the following financial assistance was provided:

Organisation	Financial Assistance (\$)
St Vincent de Paul Society - Nelson Bay	14,152
Salvation Army - Port Stephens	10,318
1st Anna Bay Cubs and Scouts	7623
Salamander Bay Recycling	6671
St Vincent de Paul Society - Anna Bay	3949
St Vincent de Paul Society - Raymond Terrace	3538
Salvation Army Rehabilitation - Newcastle	3294
Salamander Men's Shed	2604
Port Stephens Home Modification	2113
Assembly Of God Fellowship - Medowie	1697
Raymond Terrace Men's Shed	948
St Vincent de Paul Society - Tanilba Bay	625
The Hunter Koala Preservation Society	584
Marine Rescue NSW Port Stephens Unit	540
Raymond Terrace Early Education Centre	475
Tilligerry Habitat Association Inc.	224
Port Stephens Uniting Church - Salamander Bay	215
All Saints Anglican Church Op Shop	107
TOTAL	59,677

Clause 217 (1) (a6)

External bodies exercising the functions delegated by Council

Council must report all external bodies that exercised functions of the Council.

There were no external bodies exercising the functions of Council.

Clause 217 (1) (a7)

External bodies of which Council has controlling interests

Council must report on all corporations, partnerships, trusts, joint ventures, syndicates or other bodies (whether or not incorporated) in which Council (whether alone or in conjunction with other councils) held a controlling interest during the reporting period.

Newcastle Airport Pty Ltd

Following the corporate restructure that occurred on 9 October 2013, the four partners of the Newcastle Airport Partnership are now:

Newcastle Airport Partnership Company 1 Pty Ltd (as trustee for Newcastle Airport Partnership Trust 1) and Newcastle Airport Partnership Company 2 (as trustee for Newcastle Airport Partnership Trust 2), both owned by Newcastle City Council, and Newcastle Airport Partnership Company 3 Pty Ltd (as trustee for Newcastle Airport Partnership Trust 3) and Newcastle Airport Partnership Company 4 Pty Ltd (as trustee for Newcastle Airport Partnership Trust 4), both owned by Port Stephens Council.

Newcastle Airport Pty Ltd operates the Newcastle Airport as agent for the Newcastle Airport Partnership. Under this structure, Newcastle City Council and Port Stephens Council hold the rights to their share of the assets and their share of the obligations in the partnership.

As defined in AASB 131 — Interests in Joint Ventures, joint control is the contractually agreed sharing of control over an economic activity and exists only when the strategic, financial and operating decisions relating to the activity require the unanimous consent of the parties sharing the control.

Before the restructure, each Council had joint control through their 50% share of Newcastle Airport Pty Ltd. After the corporate restructure

that occurred on 9 October 2013, this ownership structure ultimately remains the same and Council now owns new holding companies Newcastle Airport Partnership Company 3 (NAPC3) and Newcastle Airport Partnership Company 4 (NAPC4).

Council has elected to continue to apply the proportionate consolidation method allowed in AASB 131.

Therefore, there is no change in the accounting for Newcastle or Port Stephens Councils' share of the joint operation by each council as the impact of recognising the direct interests in the assets, liabilities, revenue and expenses of the joint operation is effectively the same as recognising their share under the proportionate consolidation method currently in place.

Newcastle Airport, Williamtown



Hunter Councils Incorporated

Hunter Councils Inc. is a public company limited by guarantee and does not have share capital. The purpose of the company is to provide local government resource sharing arrangements. Hunter Councils brings together 10 councils to promote cooperation and collaboration to benefit local communities. This has achieved strong communication between councils, sharing professional expertise and inter-council collaboration.

The General Managers' Advisory Committee, made up of all the Hunter Councils' general managers, meets monthly to progress issues of regional importance.

Strategic Services Australia Limited

(formerly Hunter Councils Limited)

The company provides shared services in procurement, training, legal, environmental and records storage services, and manages Screen Hunter. It is wholly owned by the 10 councils in the Hunter region.

Hunter Councils Legal Services Limited

Hunter Councils Legal Services Limited is an incorporated legal practice trading under the name Local Government Legal. Local Government Legal has been specifically developed by Hunter Councils to deliver cost-effective legal services to local councils in New South Wales. The practice only acts for local government and specialises in local government law.

Clause 217 (1) (a8)

External bodies in which Council has participated

Council must report on all corporations, partnerships, trusts, joint ventures, syndicates or other bodies (whether or not incorporated) in which Council participated during that year. Please refer to Clause 217 (1) (a7) on previous pages.

Clause 217 (1) (a9)

Equal employment opportunities and activities

Council is committed to developing an equitable and diverse workforce which is representative of our community and the region as a whole. We have an active Workplace Equity and Diversity Committee that meets on a quarterly basis.

Our commitment is based, in part, on the need to ensure that our organisation complies with equal opportunity legislative requirements. More importantly, we are committed to providing a pleasant working environment for all employees by encouraging good working relationships, valuing diversity and respecting differences to achieve our objective of being a 'best employer'.

The Workplace Equity and Diversity work plan 2015-2019 has been developed to focus on the following key areas:

- communication
- compliance
- recruitment and retention
- supportive resources
- monitor and review workplace culture.

The work plan focusses on minimising barriers for Council's equity and diversity target groups, including:

- Aboriginal and Torres Strait Islander people
- people with disabilities
- women
- people from non-English speaking backgrounds
- mature age workers
- youth
- people who identify as lesbian, gay, bisexual, trans or intersex.

The committee focusses on the implementation of the objectives of the work plan as well as raising awareness of equity and diversity throughout the organisation. We have conducted a number of programs for staff including anti-bullying, harassment awareness, managing equity and diversity, respectful workplaces and cultural awareness.

As part of its education program the Workplace Equity and Diversity Committee raised awareness with staff through promoting events including R U OK Day, Harmony Day and World Refugee Day. We also participate in the Elsa Dixon Aboriginal Employment Program and provide on the job training for a school based trainee, enabling them to gain a qualification as a component of their studies.

Council holds an annual Apprentice Trainee and Cadet Information Night as a part of our annual recruitment campaign for these positions. This assists anyone who has limited experience in applying for a career with Council by providing exposure to relevant recruitment and position information.

In our commitment to workplace equity and diversity, we support trained contact officers who are available to provide support to all staff members in equity and diversity matters.

Clause 217 (1) (b) and (c)

Senior staff remuneration

Section 332 of the Local Government Act 1993 provides the definition of senior staff. At Port Stephens Council, the senior staff team comprises the General Manager and the three Group Managers. All senior staff are employed under standard contracts.

The General Manager's total remuneration package was \$306,767.

The combined total remuneration for all Group Managers was \$745,194.

Clause 217 (1) (e)

Annual charge for stormwater management services

Council does not levy an annual charge for stormwater as it received a special variation to its general income in 1997-1998 for stormwater management activities.

Clause 217 (1) (e1)

Annual charge for coastal protection

During this year, Council has not levied an annual charge for coastal protection services.

Clause 217 (1) (f)

Companion Animals Act 1998 and Companion Animals Regulation 2008 reporting

Council provides an annual return to the Office of Local Government on activities to enforce and ensure compliance with the Companion Animals Act 1998 and regulations, including lodgement of pound data collection returns. Council also reports information on an incident-by-incident basis related to dog attacks.

In the past year, this information has been collected on the Companion Animals Register. Council spent \$310,059 related to companion animal management and activities (excluding ranger salaries and vehicle costs). Of this, \$107,032 was spent on education programs and training courses related to companion animals in the community. These programs included:

- continuation of Ranger Ralph mascot and themed companion animal educational program targeting juvenile audiences
- provision of reduced cost microchipping at the Council pound
- partnership with Hunter Animal Watch in providing subsidised de-sexing of companion animals for disadvantaged persons
- attendance at RAAF Williamstown fair day with approximately 200 interactions and Ranger Ralph class during children's concert
- attendance at four community day events, Ranger Ralph visit and class, distribution of promotional materials and a total of approximately 400 interactions
- two free microchipping days at Raymond Terrace and Nelson Bay, where 35 animals were microchipped and about 200 people interacted with rangers
- attendance at the Australian Institute of Animal Management workshop where Council made presentations on our barking dog policy and mascot Ranger Ralph
- production and distribution of promotional materials to schools and RAAF families – stickers, erasers, pencils, key rings,

dog leads, eco poo bags, poo bag dispensers, bounce balls and re-useable shopping bags

- Ranger Ralph education messages distributed via traditional and social media
- dangerous dog campaign consisting of two rounds of inspections targeting all declared dangerous/restricted/menacing dogs to ensure compliance with all control requirements and educate to reduce dog attack incidents.

Council contributes to Hunter Animal Watch, which carries out subsidised de-sexing of animals in the LGA. In an effort to reduce euthanasia rates, we actively promoted the sale to the community of suitable unclaimed dogs and cats from our pound through online advertising, via Dogs on Line, and through a partnership with a number of registered rescue organisations.

Council has continued to promote and improve the 13 off-leash areas within the LGA, including making upgrades to signage and facilities. The education opportunities and continued growth of the Ranger Ralph education program in 2017-2018 have assisted in awareness of responsible pet ownership and off-leash dog exercise areas.

Council collected \$52,610 in registration fees forwarded to the Office of Local Government. It received back \$39,494, plus \$59,119 residual payment from the last financial year, totalling \$98,613. These funds were put towards the Companion Animal Register, animal handling training and the specific initiatives undertaken over the reporting period.



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portstephens.nsw.gov.au/pets



Special Variation to Rates Expenditure (Local Government Act s508 (2) and s508A)

In 2008, the Minister for Local Government granted Council a special variation to the business category of rates of 5.3% to be applied for economic development within the local government area. The table below sets out the expenditure for 2017-2018.

The special rate variation levy collection 2017-2018 was \$765,567 allocated to elements of Council's economic development activity.

Destination marketing	\$395,070
Event sponsorship and marketing	\$155,237
Business Chamber funding and support	\$35,000
Screen Hunter	\$30,000
Salaries and administration	\$152,260

Privacy and Personal Information Protection Act 1998

The Privacy Management Plan was reviewed and adopted by Council on 28 March 2017. Council provides updates with respect to the Act to the relevant staff as required. There have been no internal reviews under the Act conducted by Council. There was no contravention by Council with respect to release of the information. No other contraventions of any information protection principles nor of privacy codes of practice, nor disclosure of personal information kept in a public register.

Government Information (Public Access) Act 2009

The Government Information (Public Access) Act 2009 has a number of mechanisms to access information, including mandatory, proactive, informal and formal release. During this period Council processed 343 informal requests for information, therefore removing the need to make a formal application, in most cases.

Council is required to produce an Annual Report under section 125 of the GIPA Act.

The following information has been produced to comply with this requirement.

Clause 7 (a): Details of the review carried out by the agency under Section 7 (3) of the Act during the reporting year and the details of any information made publicly available by the agency as a result of the review.

Reviews carried out by the agency	Information made publicly available by the agency
Yes	No

Review of proactive release program - Clause 7 (a)

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

Our agency's program for the proactive release of information involves:

- reviewing all formal applications and determining if the information sought should be released proactively in the future
- reviewing all informal requests and determining if the information should be released proactively in the future
- aligning Council's electronic records management system categories to the GIPA Act and determining if any further records should be released proactively in future
- monitoring matters raised by staff and determining if the information should be released proactively in future.

During the reporting period, Council reviewed this program by ensuring there is an ongoing monitoring program of all applications/requests for information whether they were formal, informal or other requests. The program also includes information from Council officers with respect to the information they are producing. As a result of this review, Council has not added any additional information to the proactive release provision.

Clause 7 (b): The total number of access applications received by the agency during the reporting year (including withdrawn applications but not including invalid applications.

Number of access applications received - Clause 7 (b)

Total number of applications received

46

Clause 7C: The total number of access applications received by the agency during the reporting year that the agency refused either wholly or partly because the application was for the disclosure of information referred to in Schedule 1 to the Act (information for which there is conclusive presumption of overriding public interest against disclosure).

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

Number of applications refused	Wholly	Partly	Total
	0	2	2
% of Total	0%	100%	

Statistical information about access applications – Clause 7 (d) and Schedule 2

Table A: Number of applications by type of applicant and outcome*	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/ deny whether information is held	Application withdrawn	Total	% of Total
Media	0	0	0	0	0	0	0	0	0	0%
Members of Parliament	1	1	0	0	0	0	0	0	2	3%
Private sector business	1	1	1	0	0	0	0	0	3	5%
Not for profit organisations or community groups	1	1	0	0	0	0	0	1	3	5%
Members of the public (application by legal representative)	5	4	1	2	0	0	0	0	12	18%
Members of the public (other)	16	9	10	4	0	2	0	4	45	69%
Total	24	16	12	6	0	2	0	5		
% of total	38%	25%	21%	9%	0%	3%	0%	7%		

Table B: Number of applications by type of application and outcome*	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/ deny whether information is held	Application withdrawn	Total	% of Total
Personal information applications**	1	0	0	0	0	0	0	0	1	2%
Access applications (other than personal information applications)	10	14	4	2	0	2	0	4	37	78%
Access applications that are partly personal information applications and partly other	0	9	0	0	0	0	0	0	9	20%
Access applications (other than personal information applications)	11	23	4	2	0	2	0	4	46	
% of total	23%	50%	9%	4%	0%	4%	0%	10%		

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. ** A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid Applications

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

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

	Number of times consideration used*	Percentage of total
Overriding secrecy laws	0	0%
Cabinet information	0	0%
Executive Council information	0	0%
Contempt	0	0%
Legal professional privilege	2	100%
Excluded information	0	0%
Documents affecting law enforcement and public safety	0	0%
Transport safety	0	0%
Adoption	0	0%
Care and protection of children	0	0%
Ministerial code of conduct	0	0%
Aboriginal and environmental heritage	0	0%
Total	2	

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

	Number of times consideration used*	Percentage of total
Responsible and effective government	4	11%
Law enforcement and security	2	5%
Individual rights, judicial processes and natural justice	22	62%
Business interests of agencies and other persons	8	22%
Environment, culture, economy and general matters	0	0%
Secrecy provisions	0	0%
Exempt documents under interstate Freedom of Information legislation	0	0%
Total	36	

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

Table F: Timeliness

Reason for invalidity	Number of applications	Percentage of total
Decided within the statutory timeframe (20 days plus any extensions)	45	98%
Decided after 35 days (by agreement with applicant)	1	2%
Not decided within time (deemed refusal)	0	0%
Total	46	

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

	Decision varied	Decision upheld	Total	Percentage of total
Internal review	0	0	0	0%
Review by Information Commissioner*	1	0	1	6.25%
Internal review following recommendation under section 93 of Act	0	1	1	6.25%
Review by NCAT	4	10	14	87.5%
Total	5	11	16	
% of total	31.25%	68.75%		

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

	Number of applications for review	Percentage of total
Applications by access applicants	16	100%
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0	0%
Total	16	

Table I: Applications transferred to other agencies

	Number of applications for review	Percentage of total
Agency-initiated transfers	0	0%
Applicant-initiated transfers	0	0%
Total	0	

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

SES volunteers



Public Interest Disclosures

Section 31 of the Public Interest Disclosures Act 1994 (PID Act) requires Council to report on the number of disclosures received and to what the disclosures related. The summary of disclosures as reported to the NSW Ombudsman is shown below.

Council has an Internal Reporting policy in accordance with the PID Act.

Statement	Number made by public officials performing their day to day functions	Number under a statutory or other legal obligation	All other Public Interest Disclosures
Number of public officials who made public interest disclosures to your public authority	0	0	0
Number of public interest disclosure received by your public authority	0	0	0
Of public interest disclosures received, how many were primarily about:			
Corrupt conduct	0	0	0
Maladministration	0	0	0
Serious and substantial waste	0	0	0
Government information contravention	0	0	0
Local government pecuniary interest contravention	0	0	0
Number of public interest disclosures (received since 1 Jan 2012) that have been finalised in this reporting period		0	
Have you established an internal reporting policy?			Yes
Has the head of your public authority taken action to meet their staff awareness obligations?			Yes

Staff have been made aware through:

- staff undertaking they have read and understood the organisation's internal reporting policy
- links on intranet
- links on internet
- messages in staff newsletters
- messages on bulletin board
- brochures
- posters
- training provided to new staff during induction

Code of Conduct

In accordance with Section 12.1 of the Procedures for the Administration of the Model Code of Conduct for Local Councils in NSW, Council is required to report complaints relating to the Mayor, Councillors and the General Manager. The following table shows Code of Conduct complaints from 1 July 2017 to 30 June 2018.

Model Code of Conduct Complaints Statistics Port Stephens Council			
Number of complaints			
1	a)	The total number of complaints received in the period about Councillors and the General Manager (GM) under the code of conduct	9
	b)	The total number of complaints finalised in the period about Councillors and the GM under the code of conduct	9
Overview of complaints and cost			
2	a)	The number of complaints finalised at the outset by alternative means by the GM or Mayor	9
	b)	The number of complaints referred to the Office of Local Government under a special complaints management arrangement	0
	c)	The number of code of conduct complaints referred to a conduct reviewer	0
	d)	The number of code of conduct complaints finalised at preliminary assessment by conduct reviewer	0
	e)	The number of code of conduct complaints referred back to GM or Mayor for resolution after preliminary assessment by conduct reviewer	0
	f)	The number of finalised code of conduct complaints investigated by a conduct reviewer	0
	g)	The number of finalised code of conduct complaints investigated by a conduct review committee	0
	h)	The number of finalised complaints investigated where there was found to be no breach	0
	i)	The number of finalised complaints investigated where there was found to be a breach	0
	j)	The number of complaints referred by the GM or Mayor to another agency or body such as the ICAC, the NSW Ombudsman, the Office or the Police	0
	k)	The number of complaints being investigated that are not yet finalised	0
	l)	The total cost of dealing with code of conduct complaints within the period made about Councillors and the GM including staff costs	\$3456
Preliminary assessment statistics			
3		The number of complaints determined by the conduct reviewer at the preliminary assessment stage by each of the following actions:	0
	a)	To take no action	0
	b)	To resolve the complaint by alternative and appropriate strategies	0
	c)	To refer the matter back to the GM or the Mayor, for resolution by alternative and appropriate strategies	0
	d)	To refer the matter to another agency or body such as the ICAC, the NSW Ombudsman, the Office or the Police	0
	e)	To investigate the matter	0
	f)	To recommend that the complaints coordinator convene a conduct review committee to investigate the matter	0

Investigation statistics		
4	The number of investigated complaints resulting in a determination that there was no breach , in which the following recommendations were made:	
a)	That the council revise its policies or procedures	0
b)	That a person or persons undertake training or other education	0
5	The number of investigated complaints resulting in a determination that there was a breach in which the following recommendations were made:	
a)	That the council revise any of its policies or procedures	0
b)	That the subject person undertake any training or other education relevant to the conduct giving rise to the breach	0
c)	That the subject person be counselled for their conduct	0
d)	That the subject person apologise to any person or organisation affected by the breach	0
e)	That findings of inappropriate conduct be made public	0
f)	In the case of a breach by the GM, that action be taken under the GM's contract for the breach	0
g)	In the case of a breach by a Councillor, that the Councillor be formally censured for the breach under section 440G of the Local Government Act 1993	0
h)	In the case of a breach by a Councillor, that the matter be referred to the Office for further action	0
6	Matter referred or resolved after commencement of an investigation under clause 8.20 of the Procedures	0
Categories of misconduct		
7	The number of investigated complaints resulting in a determination that there was a breach with respect to each of the following categories of conduct:	
a)	General conduct (part 3)	0
b)	Conflict of interest (part 4)	0
c)	Personal benefit (part 5)	0
d)	Relationship between council officials (part 6)	0
e)	Access to information and resources (part 7)	0
Outcome of determinations		
8	The number of investigated complaints resulting in a determination that there was a breach in which the council failed to adopt the conduct reviewers recommendation	0
9	The number of investigated complaints resulting in a determination that there was a breach in which the council's decision was overturned following a review by the Office	0

Condition of Civil Assets

Special Schedule 7 of Council's audited financial accounts in Volume two of this annual report contains details of the condition ratings of civil assets. Attachment two of this report contains Council's capital works for 2017-2018.

Carers Recognition Act

Council does not provide services directed at carers and/or people being cared for by carers and is therefore not considered to be a 'human services agency' as defined by the Carers Recognition Act.

Local Government Act 1993 s406 Environmental Upgrade Agreements

Council has not entered into any environmental upgrade agreements, in accordance with any requirements imposed under section 406.

Fisheries Management Act 1994

Council operates in accordance with and gives consideration to Fisheries Management Act related Threat and Recovery Abatement Plans. Council has no specific allocated tasks to report on and has not had any need to seek permits or make notifications as a public authority to the NSW Minister for Primary Industries relating to these plans.

Disability Inclusion Act 2014

Section 13 (1) of the Disability Inclusion Act 2014 requires Council, as soon as practicable after preparing its annual report, give the Minister a copy of part of the annual report relating to the department's or council's report on the implementation of its Disability Inclusion Action Plan. Actions are recorded in four categories in accordance with the Disability Inclusion Action Plan guidelines and are outlined as follows:

	Completed Actions	Underway	Ongoing	Not yet commenced
Liveable communities	4	3	5	4
Improving access to services through better systems and processes	1	0	1	1
Supporting access to meaningful employment	0	1	1	0
Attitudes and behaviours	0	1	1	0
Total	5	5	8	5

Highlights include:

- \$20,000 funding in partnership with Ability Links and Surf Life Saving Australia to improve beach access across the LGA
- \$24,445 to upgrade and improve accessibility at Little Beach, including two of the first wheelchair accessible picnic tables
- improvements to Council's public exhibition process, which now allows for submissions to be made in a range of formats including video or audio
- double the percentage of employees who identified themselves as having a disability from 2% in 2016 to 4% in 2017
- 38 sites upgraded to comply with the Disability Standards for Accessible Public Transport. The \$122,000 upgrades were funded by a Community Passenger Transport Infrastructure Grant. A further \$130,000 has been received for an additional 71 sites across the LGA.

Environmental Planning and Assessment Act 1979

Section 93G (5) of the Environmental Planning and Assessment Act 1979 requires Council to give details of planning agreements in force during the year under review. All planning agreements have been executed and remain in force for the period ending 2017-2018. The current planning agreements with Council are as follows:

Name	Date of Agreement	Parties to Agreement	Details	Status
Medowie McCloy Planning Agreement	28 September 2016	Office of Environment and Heritage, McCloy Medowie Pty Limited and Port Stephens Council	The agreement is in relation to satisfying clause 7.19 of the Port Stephens Local Environmental Plan 2013.	Concluded
103A Richardson Road, Raymond Terrace Planning Agreement	21 April 2016	Council and Robert Edwin Blackie and Barbara Blackie	The agreement provides details on funding contributions towards the cost of the construction of Halloran Way, Raymond Terrace.	Executed
Peppertree Road Planning Agreement	23 May 2014	Council and BD NSW Project BD075 Pty Ltd	The agreement provides details on funding contributions towards the purpose Council constructing a public road between Peppertree Road and Medowie Road.	Concluded
Fern Bay Seaside Village	18 March 2011	Department of Environment, Climate Change and Water and Fern Bay Seaside Village Limited and Winten Fern Bay No.2 Pty Ltd	The agreement provides details on public purpose works to be completed by the developer including track, trail and car park construction, rehabilitation, weed and waste removal as well as monetary contributions towards implementing the Vegetation Management Plan over a 20 year period..	Executed
Medowie Planning Agreement	26 July 2010	Council and Build Development (NSW) Pty Ltd	The agreement provides details on funding contributions towards the cost of a traffic study and drainage study to progress the completion of an infrastructure plan to complement the Medowie Strategy adopted by Council on 24 March 2009. The planning agreement also dedicates part of the site to enable the widening of Peppertree Road.	Concluded

 **LEARN MORE ABOUT POOL SAFETY**
portstephens.nsw.gov.au/pools



Swimming pool inspections

Under section 22f (2) of the Swimming Pools Act 1992 and clause 18B and C of the Swimming Pools Regulation 2008, Councils are required to inspect private pools as requested and issue compliance certificates. Councils must also inspect (at least once every three years) any tourist or visitor accommodation or property with more than two dwellings where a swimming pool is situated. The following is a list of inspections for 2017-2018:

Number of inspections of visitor accommodation	13
Number of inspections of premises with more than 2 dwellings	10
Number of inspections that resulted in issuance of a Certificate of Compliance (section 22D)	17
Number of inspections that resulted in issuance of a Non-compliance Certificate (clause 18BA)	0



Council Administration Building

The background features a photograph of a modern building with a glass facade and a brick-paved courtyard. A large, semi-transparent teal graphic shape, resembling a stylized leaf or a large drop, is overlaid on the right side of the image. The text 'Attachment one' is centered within this teal shape.

Attachment one

Election of Representatives on Council, Committees, Regional Committees and Groups

Council Committees

The 2017-2018 membership is listed in the following table.

Ref	Committee Name	Purpose of Committee	Delegates
1	Aboriginal Strategic Committee	To exchange information between the Aboriginal community and Council on issues affecting Aboriginal people. To promote mutual awareness and respect for the cultures of both Aboriginal and non-Aboriginal communities.	Mayor Ryan Palmer Alternate Cr Sarah Smith
2	Anna Bay/Birubi Community Hall and Landcare Group	To assist Council in the management of Anna Bay Hall. To undertake maintenance and improvements to designated parks and reserves (as per map included in 355c Committee Terms of Reference Appendix).	Cr Sarah Smith Cr Chris Doohan
3	Audit Committee	The Audit Committee is an advisory committee of Council comprising of two Council representatives and two external representatives. The objective of the Audit Committee is to enhance the corporate governance of Council through the provision of independent oversight, review and advice. The Committee will assist Council by providing independent assurance and assistance on the organisation's governance, risk, control and compliance frameworks.	Cr Glen Dunkley Cr Chris Doohan Alternate Cr Ken Jordan DLG guidelines preclude the Mayor from being a member of the Committee.
4	Boat Harbour Parks and Reserves Committee	To undertake maintenance and improvements to designated parks and reserves (as per map included in 355c Committee Terms of Reference Appendix).	Cr Sarah Smith Cr Chris Doohan
5	Bobs Farm Public Hall Committee	To assist Council in the management of Bobs Farm Hall.	Cr Steve Tucker Cr Sarah Smith
6	Corlette Headland and Hall Committee	To assist Council in the management of Corlette Hall and Corlette Headland (as per map included in 355c Committee Terms of Reference Appendix).	Cr Glen Dunkley
7	Corlette Parks, Reserves and Landcare Group	To undertake maintenance and improvements to designated parks and reserves (as per map included in 355c Committee Terms of Reference Appendix).	Cr John Nell
8	Fern Bay Hall Committee	To assist Council in the management of Fern Bay Hall.	Cr Giacomo Arnott Cr Ken Jordan Cr Paul Le Mottee
9	Fingal Bay Parks and Reserves Committee	To undertake maintenance and improvements to designated parks and reserves (as per map included in 355c Committee Terms of Reference Appendix).	Cr John Nell
10	Heritage Advisory Committee	This committee is run by Council and supported by funds from the Heritage Office. Community members meet to raise and make recommendation on local heritage issues.	Cr Paul Le Mottee

Ref	Committee Name	Purpose of Committee	Delegates
11	Hinton School of Arts, Parks and Foreshore Committee	To assist Council in the management of Hinton School of Arts. To undertake maintenance and improvements to designated parks and reserves (as per map included in 355c Committee Terms of Reference Appendix).	Cr Ken Jordan
12	Karuah Community Hall Committee (Formerly Karuah Hall Committee)	To assist Council in the management of Karuah Community Hall.	Cr Giacomo Arnott Cr Ken Jordan Cr Paul Le Mottee
13	Karuah Landcare Group	To undertake maintenance and improvements to designated parks and reserves (as per map included in 355c Committee Terms of Reference Appendix).	Cr Ken Jordan Cr Paul Le Mottee Cr Giacomo Arnott
14	Lemon Tree Passage Old School Centre Committee	To assist Council in the management of Lemon Tree Passage Old School Centre and surrounds.	Cr Steve Tucker Cr Sarah Smith Cr Chris Doohan
15	Lemon Tree Passage Parks, Reserves and Landcare Group	To undertake maintenance and improvements to parks in Lemon Tree Passage (as per map included in 355c Committee Terms of Reference Appendix).	Cr Steve Tucker Cr Sarah Smith Cr Chris Doohan
16	Mallabula Community Centre Committee	To assist Council in the management of Mallabula Community Centre.	Cr Steve Tucker Cr Sarah Smith Cr Chris Doohan
17	Mallabula Parks and Reserves Committee	To undertake maintenance and improvements to designated parks and reserves (as per map included in 355c Committee Terms of Reference Appendix).	Cr Steve Tucker Cr Sarah Smith Cr Chris Doohan
18	Mambo Wanda Wetlands, Reserves and Landcare Committee	To undertake maintenance and improvements to designated parks and reserves (as per map included in 355c Committee Terms of Reference Appendix).	Cr John Nell
19	Medowie Community Centre Committee	To assist Council in the management of Medowie Community Centre.	Cr Chris Doohan
20	Medowie Sports Council	To facilitate communication between the sporting public and Council in order to ensure that the existing and future needs and requirements of those persons participating and administering sports are accurately identified and brought to the attention of Council.	Cr Sarah Smith Cr Chris Doohan
21	Medowie Tidy Towns Committee	To undertake maintenance and improvements to designated parks and reserves (as per map included in 355c Committee Terms of Reference Appendix).	Cr Chris Doohan
22	Nelson Bay Community Hall Committee	To assist Council in the management of Nelson Bay Community Hall.	Cr Jaimie Abbott
23	Nelson Bay West Landcare Committee	To undertake maintenance and improvements to designated parks and reserves (as per map included in 355c Committee Terms of Reference Appendix).	Cr John Nell
24	Port Stephens Australia Day Committee	To co-ordinate the annual celebration of Australia Day in Port Stephens in line with recommendations from Australia Day Council.	Cr Chris Doohan Cr Sarah Smith Cr Jaimie Abbott Cr Giacomo Arnott Cr Ken Jordan

Ref	Committee Name	Purpose of Committee	Delegates
25	Port Stephens Native Flora Garden Committee	To undertake maintenance and improvements to the native flora garden (as per map included in 355c Committee Terms of Reference Appendix).	Cr John Nell
26	Port Stephens Sister Cities Committee	To promote positive and ongoing relationships between international communities providing opportunities for cultural exchange.	All Councillors
27	Raymond Terrace Parks, Reserves and Tidy Towns Committee	To undertake maintenance and improvements to designated parks and reserves (as per map included in 355c Committee Terms of Reference Appendix).	Cr Giacomo Arnott Cr Ken Jordan Cr Paul Le Mottee
28	Raymond Terrace Senior Citizens Hall Management Committee	To assist Council in the management of the Raymond Terrace Senior Citizens Hall.	Cr Ken Jordan Cr Paul Le Mottee Cr Giacomo Arnott
29	Salt Ash Community Hall, Park and Reserves Committee	To assist Council in the management of Salt Ash Community Hall and maintenance of nearby parks area (as per map included in 355c Committee Terms of Reference Appendix).	Cr Sarah Smith Cr Chris Doohan Cr Steve Tucker
30	Salt Ash Sports Ground Committee	To assist Council in the management, maintenance and improvements to Salt Ash Sports Ground.	Cr Sarah Smith Cr Steve Tucker Cr Chris Doohan
31	Seaham Park and Wetlands Committee	To assist Council in the management, maintenance and improvements to the park and wetlands (as per map included in 355c Committee Terms of Reference Appendix).	Cr Ken Jordan Cr Giacomo Arnott Cr Paul Le Mottee
32	Section 94 Panel	To oversee the allocation of section 94 contributions.	Mayor Ryan Palmer Cr Steve Tucker Cr Giacomo Arnott Cr Glen Dunkley Cr Chris Doohan Cr Ken Jordan
33	Shoal Bay Beach Preservation Committee	To undertake maintenance and improvements to designated parks and reserves (as per map included in 355c Committee Terms of Reference Appendix).	Cr Glen Dunkley
34	Soldiers Point Salamander Landcare Group	To undertake maintenance and improvements to designated parks and reserves (as per map included in 355c Committee Terms of Reference Appendix).	Cr Jaimie Abbott
35	Strategic Arts Committee	To provide input into Port Stephens Council strategic policy, plans and programs relating to culture and the arts. To assist Council identify the existing and future requirements for arts and cultural facilities across Port Stephens.	Mayor Ryan Palmer Cr Steve Tucker Cr John Nell Cr Paul Le Mottee
36	Tanilba Bay Parks, Reserves and Hall Committee	To assist Council in the management of Tanilba Bay Foreshore Hall. To undertake maintenance and improvements to designated parks and reserves (as per map included in 355c Committee Terms of Reference Appendix).	Cr Steve Tucker Cr Sarah Smith Cr Chris Doohan



Ref	Committee Name	Purpose of Committee	Delegates
37	Tilligerry Landcare Group	To undertake maintenance and improvements to designated parks and reserves (as per map included in 355c Committee Terms of Reference Appendix).	Cr Steve Tucker Cr Sarah Smith Cr Chris Doohan
38	Tilligerry Sports Council	To facilitate communication between the sporting public and Council in order to ensure that the existing and future needs and requirements of those persons participating and administering sports are accurately identified and brought to the attention of Council.	Mayor Ryan Palmer Cr Steve Tucker Cr Sarah Smith Cr Chris Doohan
39	Tomaree Cemeteries Committee	To undertake maintenance and improvements to cemeteries on Tomaree Peninsula.	Mayor Ryan Palmer Cr Jaimie Abbott
40	Tomaree Education Complex Multi-Purpose Centre Management Committee	To assist Council with the care, management and promotion of the facility. To make recommendation to Council as to the development, planning and management of Tomaree Education Complex Multi-Purpose Centre.	Mayor Ryan Palmer Cr Jaimie Abbott
41	Tomaree Sports Council	To facilitate communication between the sporting public and Council in order to ensure that the existing and future needs and requirements of those persons participating and administering sports are accurately identified and brought to the attention of Council.	Mayor Ryan Palmer Cr Jaimie Abbott Cr Glen Dunkley Cr John Nell Cr Sarah Smith
42	West Ward Cemeteries Committee	To undertake maintenance and improvements to cemeteries in West Ward.	Cr Paul Le Mottee Cr Giacomo Arnott
43	West Ward Sports Council	To facilitate communication between the sporting public and Council in order to ensure that the existing and future needs and requirements of those persons participating and administering sports are accurately identified and brought to the attention of Council.	Cr Ken Jordan Cr Paul Le Mottee Cr Giacomo Arnott
44	Williamstown Hall Committee	To assist Council in the management of Williamstown Hall.	Cr Ken Jordan Cr Paul Le Mottee Cr Giacomo Arnott

Regional Committees and Groups

The 2017-2018 membership is listed in the following table.

Ref	Committee Name	Purpose of Committee	Delegates
45	AGL Newcastle Gas Storage Facility Community Dialogue Group	The purpose of a Community Consultative Committee is to provide a forum for discussion between a proponent and representatives of the community, stakeholder groups and the local council on issues directly relating to a specific state significant project.	Mayor Ryan Palmer
46	Birubi Point Cultural Heritage Advisory panel	To advise Port Stephens Council on the management plan required to protect the Worimi cultural and spiritual heritage and enhance the environment of the Birubi Point Crown Reserve and Birubi Point Aboriginal Place.	Cr Sarah Smith
47	Brandy Hill Quarry Community Consultative Committee	The purpose of a Community Consultative Committee is to provide a forum for discussion between a proponent and representatives of the community, stakeholder groups and the local council on issues directly relating to a specific state significant project.	Cr Paul Le Mottee
48	Comprehensive Koala Plan of Management Implementation Committee	Responsible for overseeing the implementation of the Port Stephens Council Comprehensive Koala Plan of Management.	Cr Sarah Smith Alternate Cr John Nell
49	Community Projects Fund	To make recommendations to Council on applications received through the Grants process.	Mayor Ryan Palmer Cr Ken Jordan Cr Chris Doohan Cr Jaimie Abbott (1 Councillor from each Ward).
50	General Manager Performance Review Panel	To conduct evaluation of the performance of the General Manager.	Mayor Ryan Palmer Deputy Mayor Chris Doohan Cr Giacomo Arnott (nominated by the Council) Cr Ken Jordan (nominated by the General Manager)
51	Hunter Councils	To discuss regional issues in the Hunter.	Mayor Ryan Palmer (Delegate must be the Mayor)
52	Hunter Sub-Branch Crime Prevention Network Note: This is a Committee of the Port Stephens Local Area Command. Membership is by invitation from the Local Area Commander. Council's delegate is the Mayor.	To provide a forum for local community members, service providers, businesses and the police to discuss issues and appropriate strategies relating to crime and community safety. ** Attendees will be by invitation only, one representative will be invited by the Police from each peak body/organisation e.g. Hunter Water / Housing NSW. Council will hold two positions, one will be Community Planner Crime, and the other will be the Mayor or his representative if unable to attend.	Mayor Ryan Palmer

Ref	Committee Name	Purpose of Committee	Delegates
53	Hunter Water Corporation Community Consultative Committee	This committee is an advisory committee to Hunter Water Corporation.	Cr Paul Le Mottee Alternate Cr Giacomo Arnott
54	Joint Regional Planning Panel	To consider development applications referred to the panel under the legislation for development applications for the Port Stephens Local Government area. The panel comprises of three state members and two Councillors. The term is for three years for each panel member.	Mayor Ryan Palmer Cr Paul Le Mottee Alternates Cr Chris Doohan Cr Giacomo Arnott
55	Karuah Working Together Inc.	The Committee is a peak group comprising representation of key organisations, businesses and industry representatives in Karuah. The Committee is responsible for ensuring community and economic development activities are coordinated in accordance with local needs, trends and opportunities in accordance with Council's Economic Development Strategy and as specified in the Karuah Strategic Plan.	Cr Giacomo Arnott Cr Paul Le Mottee Cr Ken Jordan
56	Local Development Committee	To provide advice to Council staff on development regarding traffic matters.	Mayor Ryan Palmer
57	Local Traffic Committee	This is an RTA-based committee which allows Council to have delegated authority to install or remove regulatory sign posting on public roads.	Mayor Ryan Palmer Cr Steve Tucker
58	Lower Hunter Bushfire Management Committee	The committee is a legislative requirement and is to discuss direction across local government areas and across agencies in regard to bushfire management.	Mayor Ryan Palmer Alternates Cr Paul Le Mottee Cr Giacomo Arnott
59	Lower Hunter Community Advisory Group	The Group is managed by Hunter Local Land Services (HLLS). The purpose is to provide an opportunity the HLLS to engage with stakeholders on a range matters, including strategic direction and programs.	Cr Paul Le Mottee
60	Marine Parks Advisory Panel Ministerial Appointment	Community Consultative Committee regarding the proposed Marine Park in Port Stephens.	Cr John Nell
61	Nelson Bay Community College	This committee is an advisory committee for adult education.	Cr Glen Dunkley Cr Jaimie Abbott
62	Newcastle Airport Partnership Company No. 3 Pty Ltd	Special Purpose Vehicle for the part ownership of Newcastle Airport.	Mayor Ryan Palmer Deputy Mayor Chris Doohan (General Manager) (Financial Services Manager)
63	Newcastle Airport Partnership Company No. 4 Pty Ltd	Special Purpose Vehicle for the part ownership of Newcastle Airport.	Mayor Ryan Palmer Deputy Mayor Chris Doohan (General Manager) (Financial Services Manager)

Ref	Committee Name	Purpose of Committee	Delegates
64	Newcastle Airport Partnership	The partnership is responsible for the development and management of Newcastle Airport and related infrastructure.	Mayor Ryan Palmer (General Manager)
65	Newcastle Airport Pty Ltd	Shareholder delegate for Newcastle Airport.	General Manager (as Port Stephens Council appointed Director) Mayor (as Port Stephens Council Shareholder representative) Deputy Mayor (as Port Stephens Council Shareholder Representative proxy)
66	NSW Public Libraries Association (Central East Zone)	The purpose of the Association is to champion the public library cause, strengthen the public library network, advocate effectively, foster cooperation and collaboration, build trust and support, initiate partnerships and share relevant information.	Cr Steve Tucker
67	Port Stephens Council Depot redevelopment committee	To explore the options available for redevelopment of the Council depot at Raymond Terrace.	Mayor Ryan Palmer Cr Ken Jordan Cr John Nell Cr Giacomo Arnott
68	Port Stephens East Local Health Committee	To ensure that the population of the Tomaree Peninsula has appropriate access to a suitable baseline level of health services and facilities to meet their existing and future health needs.	Cr Glen Dunkley Cr Sarah Smith
69	Port Stephens Economic Development Advisory Panel	Act as a communication and advisory mechanism to Council on relevant Economic Development issues. Oversee the implementation of the Economic Development Strategy.	Mayor Ryan Palmer Cr Chris Doohan Cr Glen Dunkley Cr Giacomo Arnott (One Councillor from each Ward)
70	Port Stephens West Local Health Committee	To ensure that the population of the Western area of Port Stephens (west of Tomaree Peninsula) has appropriate access to a suitable baseline level of health services and facilities to meet their existing and future health needs.	Cr Giacomo Arnott
71	Port Stephens Floodplain Advisory Panel	To provide advice on flood/floodplain management studies/plans.	Cr Le Mottee Alternate Cr Giacomo Arnott
72	Port Stephens Holiday Parks Reserve Trust	To act as Trust Managers of the Crown land and Holiday Parks.	All Councillors
73	Port Stephens/ Myall Lakes Estuary and Coastal Zone Management Committee	This Committee includes representatives from Great Lakes Council and is responsible for long term planning for the estuary and the coastline.	Cr John Nell Alternate Cr Paul Le Mottee
74	Property Advisory Committee	To provide a forum for the Corporate Services Group Leadership Team to address relevant issues, encouraging a strategic approach to the management of the Group.	Mayor Ryan Palmer Cr Chris Doohan Cr Paul Le Mottee Cr Ken Jordan Cr Glen Dunkley

Meeting at Murrook Cultural Centre



Ref	Committee Name	Purpose of Committee	Delegates
75	Salt Ash Sand Project Community Consultative Committee	The purpose of a Community Consultative Committee is to provide a forum for discussion between a proponent and representatives of the community, stakeholder groups and the local council on issues directly relating to a specific state significant project.	Cr Tucker
76	RFS District Liaison Committee	To review the progress of the service level agreement between Port Stephens Council and NSW Rural Fire Service in the local government area.	Cr Arnott Alternate Mayor Ryan Palmer
77	Williamtown Consultative Committee Forum	To provide a forum for the residents of Williamtown area to discuss relevant issues with federal, state and local government elected members and agencies.	Mayor Ryan Palmer (General Manager)
78	Worimi Conservation Lands Board of Management Ministerial Appointment	To oversee the management of the lands owned by the Aboriginal owners and leased back to the NSW Government.	Cr Jaimie Abbott Alternate Cr Sarah Smith





Attachment two

Capital works 2017-2018

No.	Job description	Actual Costs (\$)
1	Information Technology improvements	838,137
2	Investment property improvements	253,374
3	Shoal Bay Holiday Park improvements	164,318
4	Treescape Holiday Park improvements	6088
5	Fingal Bay Holiday Park improvements	247,485
6	Thou Walla Holiday Park improvements	62,805
7	Halifax Holiday Park improvements	366,713
8	Plant upgrades	1,394,540
9	Flood studies	127,171
10	Minor drainage improvements	14,498
11	Library resources	260,476
12	Birubi Point Interchange	198,034
13	Depot improvements	82,260
14	Salamander Bay Transfer Station	208,540
15	CCTV improvements	136,600
16	Property development projects	4,977,692
17	Footpaths and cycleways improvements	321,786
18	Shoal Bay dinghy slide	8766
19	Karuah wharf	5418
20	Wharf sewer pumpout improvements	61,272
21	Nelson Bay foreshore	49,785
22	Tomago boat ramp	68,829
23	Longworth Park seawall improvements	34,746
24	Little Beach wharf	36,927
25	Karuah boat ramp	311,339
26	Taylor's Beach wharf	159,063
27	Henderson Park improvements	7545
28	Salamander wharf	5181
29	Waste facility improvements	246,282
30	SES Corlette	20,840
31	Tilligerry Arts Group	7500
32	Hinton School of Art	7685
33	Lemon Tree Passage old school centre	14,222
34	Corlette Hall	9126
35	Salt Ash Hall	11,139
36	Tanilba Bay senior citizens hall	48,389
37	Tanilba Bay Rural Fire Station	94,127
38	Fingal Bay Rural Fire Station	744,679
39	Karuah Rural Fire Station	26,132
40	Fern Bay Hall	1,490,488
41	Boomerang Park Men's Shed	29,269



Ted, age 93, at the Raymond Terrace Men's Shed

No.	Job description	Actual Costs (\$)
42	Anna Bay Cemetery	11,569
43	Ballat Close, Medowie	801,320
44	Iona Close, Woodville	132,039
45	Horace Street, Shoal Bay	108,990
46	Bullecourt Street, Shoal Bay	790,103
47	Coruyule Street, Boat Harbour	78,976
48	Nulla Nulla Lane, Hinton	144,107
49	Foreshore Drive, Corlette	70,179
50	Waterfront Road, Swan Bay	63,334
51	Tomaree Sports Complex	68,750
52	Ferodale Sports Complex	484,693
53	One Mile Surf Club	787,553
54	Boomerang Park croquet courts	319,136
55	Lakeside Sports Complex	120,931
56	Riverside Park	55,001
57	Lakeside skate park	120,451
58	Boomerang Park skate park	187,125
59	Boomerang Park playground	51,744
60	Raymond Terrace Pigeon Club	158,693
61	Amenities - Bob Cairns Reserve	101,315
62	Amenities - Boomerang Park	53,329
63	Shoal Bay Road, Shoal Bay	691,613
64	Benjamin Lee Drive, Raymond Terrace	140,610
65	East Seaham Road, East Seaham	1,640,849
66	Grey Gum Street, Medowie	417,609
67	Francis Avenue, Lemon Tree Passage	669,711
68	Yacaaba Street, Nelson Bay	1,881,616
69	Italia Road, East Seaham	724,081
70	Paterson Road, Woodville	517,631
71	Admiralty Avenue, Tanilba Bay	198,911
72	Russell Street, Lemon Tree Passage	178,797
73	Tomaree Road, Shoal Bay	187,312
74	Swan Bay Road, Swan Bay	428,311
75	Cassias Avenue, Medowie	180,407
76	Shearman Avenue, Lemon Tree Passage	196,617
77	Medowie Road, Medowie	306,691
78	Lemon Tree Passage Road, Salt Ash	824,484
79	Road Resealing Program	1,634,104
80	Council Building Improvements	126,301
81	Consolidated other (works less than \$5,000)	3418
TOTAL		28,814,260



Boomerang Park playground



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