



PORT STEPHENS
COUNCIL

ANNUAL REPORT

2019 to 2020

Volume 1

Connection

About this report

Welcome to our Port Stephens Council Annual Report 2019 to 2020. This year's theme is connection, which has been more important than ever during the COVID-19 pandemic. You can read more about why we chose connection as our theme on page 11.

This report is designed to show you our highlights, challenges and performance between 1 July 2019 and 30 June 2020. It also outlines our plans for the future and our local community.

Our annual report takes a plain English, honest and authentic approach to our 4 main focus areas, as identified in the Port Stephens Council Community Strategic Plan 2018 to 2028:

Our community | Our place | Our environment | Our council.

The report comprises 2 volumes:

- **Volume 1** provides an overview of Council's operations, achievements and performance for the year together with statutory and governance information
- **Volume 2** 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 in the Local Government Act 1993 to regularly report on our progress towards implementing our Delivery Program 2018 to 2021.

You can read these full reports at portstephens.nsw.gov.au:

- Port Stephens Council's Community Strategic Plan 2018 to 2028
- Delivery program and operational plans 2018 to 2021

We acknowledge the Worimi people as the traditional custodians of this land.

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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.

Our Port Stephens

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Our Port Stephens

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09 | Who are we?

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Our location

Located on the east coast of Australia about 2 hours north of Sydney, Port Stephens is known for its incredible natural beauty and vibrant community. These characteristics make our place an ideal tourist and retirement destination as well as a great place to live, work and play.

Region:

Hunter

Area:

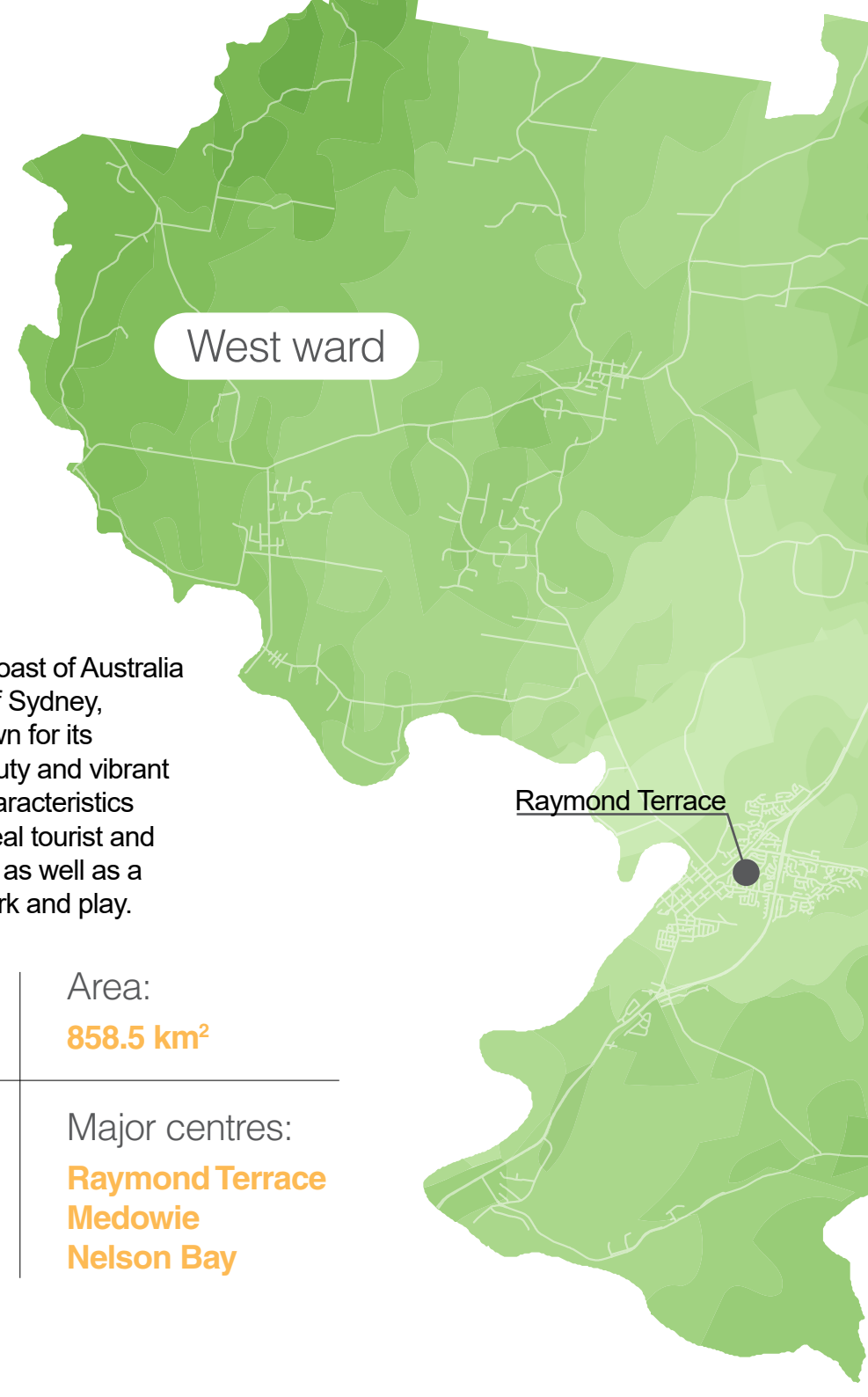
858.5 km²

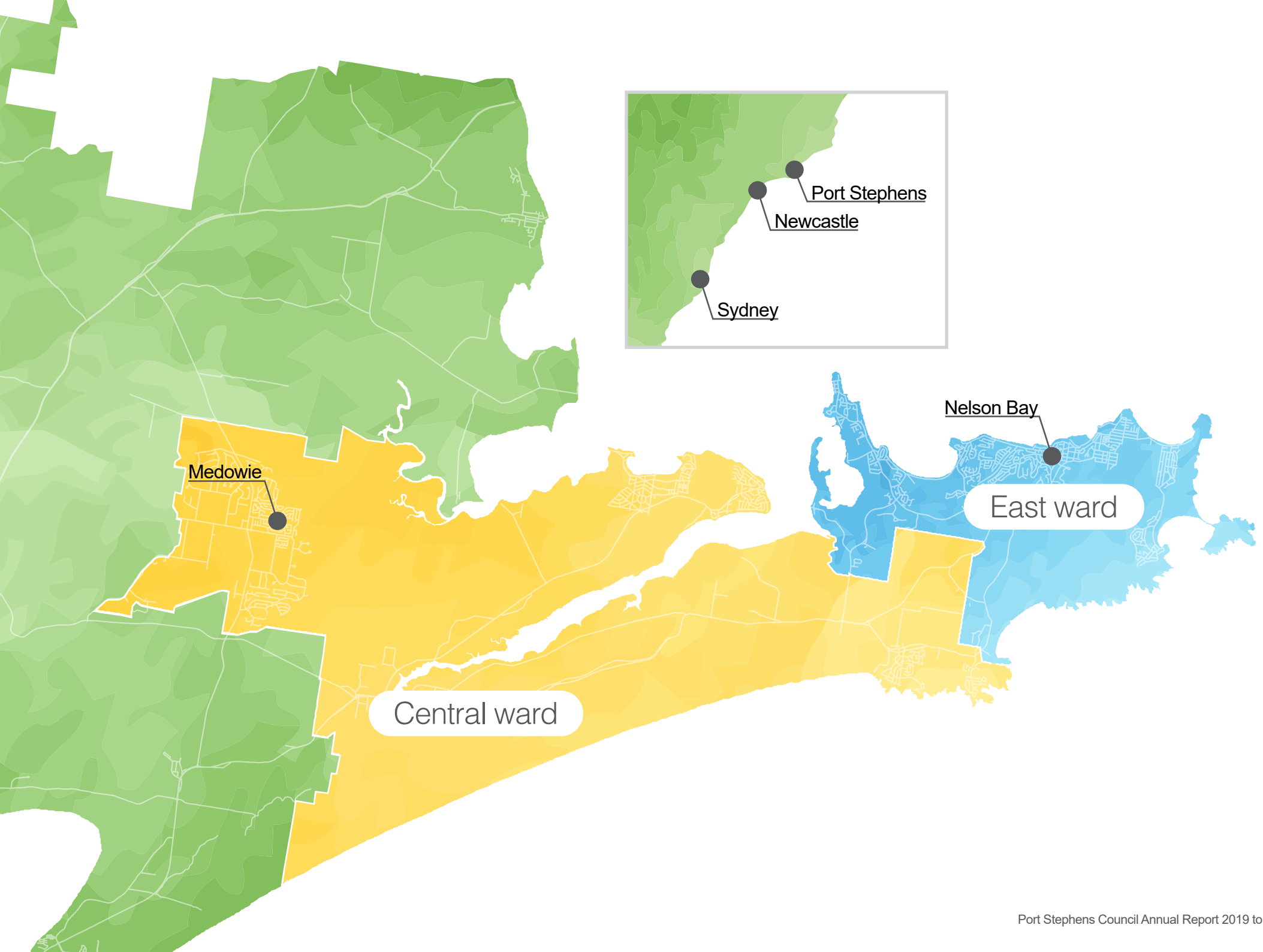
Population density:

0.81 persons/ha

Major centres:

Raymond Terrace
Medowie
Nelson Bay





Our history

Port Stephens is Worimi barray (country). We acknowledge the Worimi people as the traditional owners of the Port Stephens local government area (LGA).

There are a number of Aboriginal Places of special significance in Port Stephens. From the largest moving sand dunes in the southern hemisphere (known as the Worimi Conservation Lands) to Soldiers Point, a site of continuous Aboriginal settlement with evidence of burials, ceremonies and a strong connection with the water.

The earliest Europeans to live in Port Stephens were 5 escaped convicts shipwrecked in 1790. They were befriended by the Worimi and lived there for 5 years before being recaptured.

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.

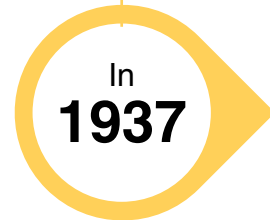
Our Council

Port Stephens Council's history stretches back almost

200 years



when the Raymond Terrace and Dungog District Council was formed.



Port Stephens Shire Council amalgamated with Raymond Terrace Municipal Council to form the modern Port Stephens Council.

Port Stephens has



A POPULARLY ELECTED MAYOR AND



9 COUNCILLORS REPRESENTING



3 WARDS

They are supported by

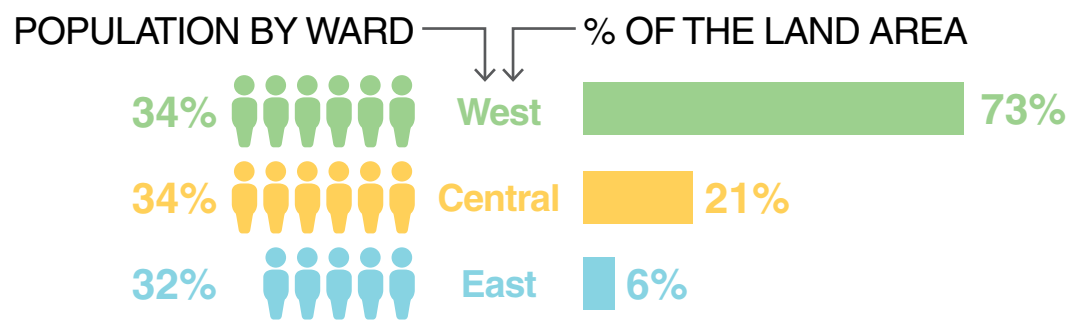
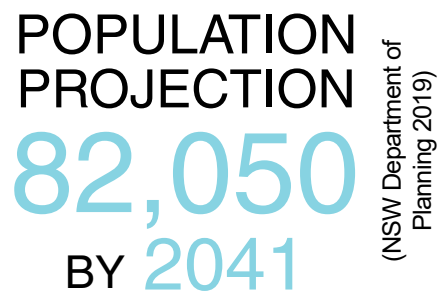
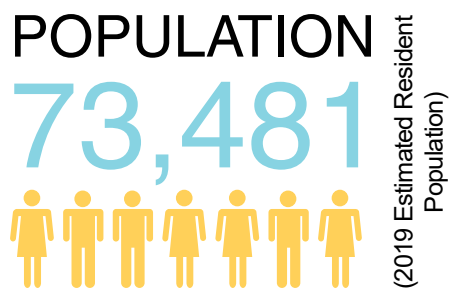
534

EQUIVALENT FULL-TIME EMPLOYEES

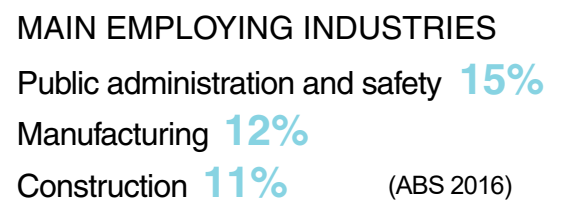
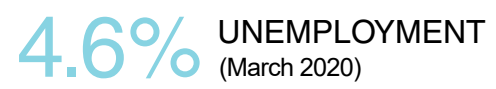
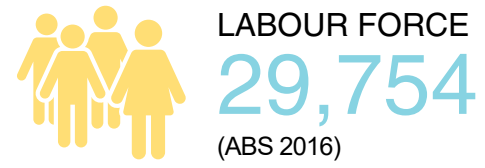
who work hard to deliver our community's vision of a great lifestyle in a treasured environment.



Our people



Our economy



Source: Remplan 13 August 2020.



You can read more about Port Stephens in our economic and community profiles:
portstephens.nsw.gov.au/your-council/port-stephens-profile

Our stakeholders

	Engagement	Why they are important	Our importance to them
Community	Website, social media, publications, community forums, community events, community funding, Council offices	Provide knowledge, cultural experiences, resources, engagement and feedback	Provide civic leadership, services, facilities, partnership and representation
Ratepayers	Rates notices, website, social media, publications, community forums	Provide knowledge, cultural experiences, resources, engagement and feedback	Generate sustainable growth, infrastructure and return to the community
Employees	Publications, weekly newsletters, General Manager communications, Toolbox talks, intranet, posters, email, staff events and training	Provide valuable knowledge, skills and labour essential to our operations	Provide employment, benefits training, career development opportunities, flexible working and supportive work arrangements
Business community	Our business development and advisory committees, economic development team, one-on-one meetings, focus groups, events, workshops, emails, website and social media	Build capacity and drive local economy	Provide guidance, support and opportunity
Community groups and volunteers	Advisory committees, workshops, focus groups, emails, meetings	Build trust with local communities through services, planning and contribution to developing strategies, plans and programs	Provide support and partnerships
Partners/ investors/Airport and Hunter Joint Organisation	Contract management, account management, relationships, networking, meetings and regular engagement through site visits	Provide shared knowledge, networks, cultural experiences and economies of scale, build and drive the economy in the community	Provide leadership, support, guidance, advocacy and resources in line with policy and legislation
Government	Formal meetings, correspondence, events, business forums, community forums, one-on-one meetings	Provide partnerships, funding, network, legislation and growth opportunities	Provide leadership, advocacy, resources, partnerships and networks
Visitors	Website, social media, Visitor Information Centre, visitor guide	Provide economic benefit, generate employment, local financial growth	Provide facilities, services, information and products
Media	Media releases, media briefings, social media, interviews	Build reputation, raise awareness of services, facilities and promotion	Enable partnerships and advocacy

Who are we?

Community's vision

A great lifestyle in a treasured environment.

Council's vision

Engaged and resilient people in strong healthy relationships, working collaboratively enhancing community wellbeing.

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.



Our year in review

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Lemon Tree Passage

Through all of the challenges and disruption we've faced this year as a result of the COVID-19 pandemic, one thing has kept Port Stephens going: connection.

Whether it's with connection with family, community or country, these ties have kept our people strong despite the physical distance.

You can see it in the beautiful knitted artworks created by our community during lockdown, as featured on our cover. You can feel it in the people you meet, even when it's only through a screen.

As the level of government closest to our community, we know the important role our Council plays during times of emergency.

We quickly found ourselves as the first point of call for our community members and businesses who didn't know where else to turn.

We connected our community and businesses with the information and support they needed, created programs to promote connection with each other and planned for how we'll help our people reconnect once it's safe to do so.

We hope you'll enjoy reading about these connections, as well as other successes and challenges, as we proudly present our Port Stephens Council Annual Report 2019 to 2020.

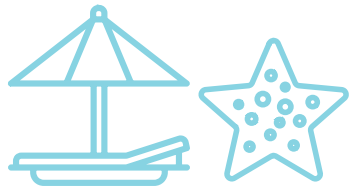
Our year in review

Our community highlights



70,926
CHILDCARE PLACES

in Port Stephens and
Hunter region



684,959
PEOPLE VISITED

our beaches and pools



\$670,399
IN GRANTS

Mayoral and Ward funds
for local community groups

243,337
LIBRARY ITEMS LOANED

to our community including 14,181 items loaned
during COVID-19 lockdown



Our place highlights



\$500,000
ALLOCATED

to help restart the Port
Stephens economy through
the Port Stephens Tourism
and Business Support Fund

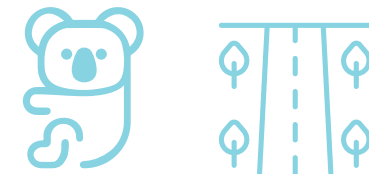


775 DEVELOPMENT
APPLICATIONS

determined with a median
turnaround time of 33 days
and a total capital investment
value of \$263 million

\$42 m
OF MAJOR PROJECTS

including Koala Sanctuary, Medowie Sport and Community Facility,
Robinson Reserve and significant road upgrades for Lemon Tree
Passage Road, Tomaree Road, Foreshore Drive and Seaham Road

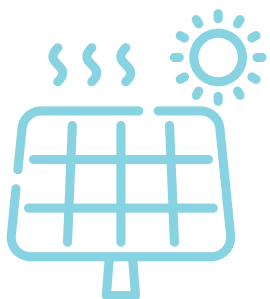


1 NEW DESTINATION
BRAND LAUNCHED

celebrating Port Stephens as
Incredible by Nature



Our environment highlights



1035 t

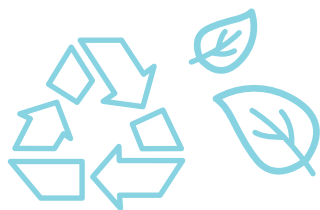
OF CARBON DIOXIDE SAVED

by installing solar panels and reducing our energy use — that's the equivalent of powering 150 homes for one year!



1540 m³ OF WASTE PICKED UP

by our kerbside collection service, saving it from being illegally dumped



5100 t

OF RECYCLING

and 1972 tonnes of green waste collected



3821

TREES PLANTED

to regenerate 327 hectares of bushland

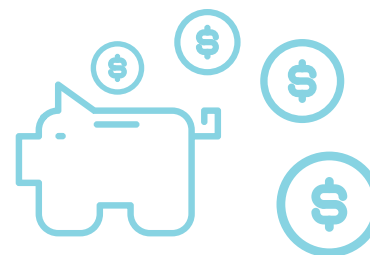
Our Council highlights



74%

EMPLOYEE ENGAGEMENT

in our survey of employees



\$18.8 m

GRANT FUNDING

received from state and federal governments (excluding Newcastle Airport grants)



87

NEW CITIZENS

from 25 countries welcomed during citizenship ceremonies

80%

COMMUNITY SATISFACTION

with our performance



Challenges

- Our greatest challenge has been managing the social and economic impacts of COVID-19 on our community and our Council. We've kept our community connected through regular communication and social inclusion programs, while helping our local businesses reopen safely by providing support, training and advice. Our Council cut back on non-essential projects and services to manage short-term cash flow. This meant revising our work programs and delaying some major projects to next financial year.
- Major events have been postponed and tourism numbers have declined as a result of COVID-19 travel restrictions. This has had a negative impact on our business and tourism sectors, which rely on seasonal and event tourism.
- We experienced a 25% increase in the number of customer requests due to COVID-19. This has impacted our ability to resolve enquiries at the first point of contact.
- Changes by the NSW Environment Protection Authority to waste regulations have continued to have a significant impact on our waste management process.
- The NSW Government removed the legislative requirement for councils to

advertise many public notices in local newspapers. While this presented the opportunity for significant cost savings by allowing us to publish notices on our website and tailor our communication to suit our community, it was not well received by media.

- The Williamstown Community Reference Group for those impacted by PFAS (per and poly fluoroalkyl substances) was abolished by the NSW Government despite protests from our Council and our community.

What's next?

We anticipate the effects of COVID-19 will be felt for many years to come.

Our focus is on supporting our community, businesses and key stakeholders as we restart Port Stephens.

We plan to create an environment that enables economic growth, strengthens social connections and injects vibrancy back into our local communities.

Our community's priorities for responding to COVID-19



Improve open spaces, parks, pathways and community facilities



Support local businesses through programs and funding



Focus on funding for big infrastructure projects including roads



Support community service providers and vulnerable people





Apex Park, Nelson Bay

Mayor's message

There's no doubt the past 12 months have been one of the most uncertain and unusual challenges we've faced as individuals and a community. But it has shown us the importance of resilience and connection in difficult times.

Connecting through COVID

I can't reflect on this year without acknowledging the social, economic and health impacts of the COVID-19 pandemic on our local community, like many others across the globe.

I'm incredibly proud of the way our community has dealt with these unprecedented times by supporting each other from a distance to keep us all safe and well. The community spirit of Port Stephens is truly second to none.



Delivering for our community

Our Council continued to work hard to deliver for our community while doing all we could to stop the spread of COVID-19.

While we didn't complete all of our scheduled major projects from March to June 2020, we still delivered our biggest ever works program at \$42 million. This includes the newly opened Koala Sanctuary, the new Meadowie Sport and Community Facility, a \$2 million revitalisation of Robinson Reserve plus major road upgrades.

Our Council is committed to delivering all remaining works in the coming financial year, which is shaping up to be another huge program.

Given the current difficult circumstances, it's pleasing to have received a Community Satisfaction score of 80%, up from 76% in 2019.

Investment and economic growth

Through the cloud of COVID-19, there have been some silver linings.

I was thrilled to announce a Special Activation Precinct for Williamtown — a huge economic boost for our region. Our

Council has long advocated to unlock Williamtown's potential as an aviation and aerospace hub, so it's fantastic to take this first major step.

This significant investment in our region will attract businesses, jobs and economic growth to ensure the future prosperity of Port Stephens.

Incredible new tourism brand

It's a crucial period for our local tourism industry and the launch of our new Incredible By Nature campaign couldn't come at a better time.

Aimed at inspiring young and active couples to our region, the campaign puts Port Stephens top-of-mind for domestic travellers. It's a key way we'll restart the visitor economy that our community thrives on while keeping our visitors and locals safe.

Restarting Port Stephens

While it's hard to tell what the future holds, I'm committed to delivering what matters most to our community — boosting wellbeing, creating more vibrant places for people to enjoy and supporting our local economy.

We've already invested \$1 million to kick starting our community and local business as part of our 2020 to 2021 grants program and our Business and Tourism Support Fund. This is just part of our plan to restart Port Stephens in the months and years ahead.

Whatever comes next, I know the strength and resilience of our community and our Council will see us through any challenge.

Ryan Palmer
Mayor of Port Stephens





General manager's message

Looking back, we certainly couldn't have predicted where 2020 would take us. The arrival of the COVID-19 pandemic was unprecedented and everyone, including Port Stephens Council, has felt its effects.

Major projects postponed

In July 2019, we were firmly focused on the future. Our community told us they wanted better roads, more shared pathways and vibrant town centres — and we were determined to provide these.

After an unsuccessful application to increase rates last year, our elected Council voted to fund as many community priority projects as possible by leveraging our reserve funds and finding new funding sources.

We committed an extra \$15.9 million to priority projects over 18 months, creating our Council's largest ever major projects program worth \$58.6 million.

We were on track to meet our ambitious target until COVID-19 hit. Suddenly, we had to adapt to meet our community's immediate priorities.

We did this by diverting resources to essential services and delaying some of our major projects. We remain committed to delivering these in the next financial year.

Protecting our community

Our community is used to dealing with emergencies — we've had our fair share of fires, storms and floods in recent years. But COVID-19 is unlike any emergency we've dealt with.

It has been a challenging time for us all. While the NSW Government closed businesses and asked us all to stay home, we too had to make some difficult decisions.

We closed public spaces, boat ramps and beaches to ensure the safety of our community and discourage tourists from coming to Port Stephens. In making these decisions we worked closely with our local emergency services, who praised our decisive response and clear communication.

While these decisions were unpopular with some, the low number of cases in our region tells us it was the right thing to do to protect our community.

Finances hit hard by COVID-19

To ensure our financial sustainability, our Council has developed a diverse range of income sources over the years including rates, charges, holiday parks, property, investments, grants and Newcastle Airport.

Despite being in a financially sustainable position at March 2020, COVID-19 impacted almost every one of these income sources.

In response, we had to quickly reshape our finances to prioritise essential community services. This meant revising our work programs and delaying some of our projects to next financial year.

On a positive note, our Council received \$18.8 million in grant funding this year and it couldn't have come at a better time. Many of these grants will help us reduce the impacts of COVID-19 on our community and restart the Port Stephens economy.

Showing our resilience

The resilience our employees have shown during this time has been inspiring. Many have continued to operate from COVID-Safe workplaces to provide essential services to our community, while others adapted to working from home.

With the help of our Information Technology and Human Resources teams, we managed to keep our employees connected and doing meaningful work. Considering these challenges, it's wonderful to have achieved 74% employee engagement.

Our commitment to excellence was recognised with several awards, including Employer of Choice from the Local Government Engineers' Association.

I want to take this opportunity to thank all of our employees, senior management, our Mayor and Councillors for their support and contributions over the past year.

I'm proud of the way we have pulled together as a team (from a safe distance) and shown that no matter what happens, Port Stephens Council will continue to deliver valued services to our community.

Wayne Wallis

General Manager of Port Stephens Council



Scorecard

Our 7 key result measures underpin everything we do at Port Stephens Council. You can read more about our performance at the end of each focus area on pages 60, 72, 80 and 90.



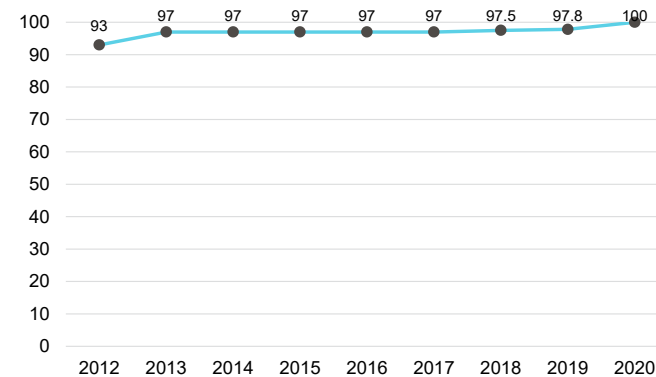
For more information, visit:

portstephens.nsw.gov.au/your-council/policies-forms-publications/integrated-plans

1. Service delivery

🎯 **Target:** > 95%
Integrated Plans delivered on time

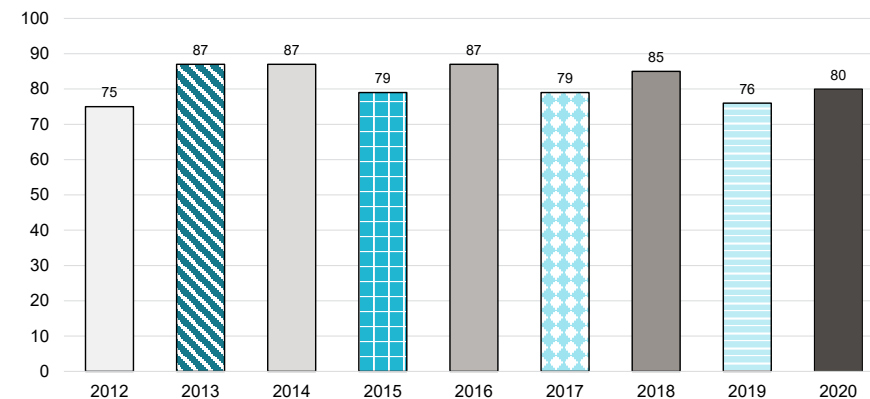
★ **Achievement:**
100% of actions in Operational Plan achieved after revising workplans due to COVID-19.



2. Community satisfaction

🎯 **Target:** > 80%

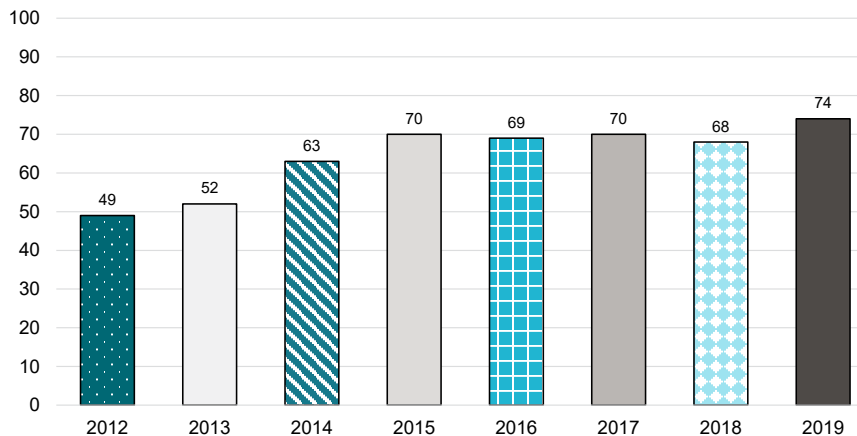
★ **Achievement:** 80%



3. Employee engagement

🎯 **Target:** > 70% employee engagement

☆ **Achievement:** 74%

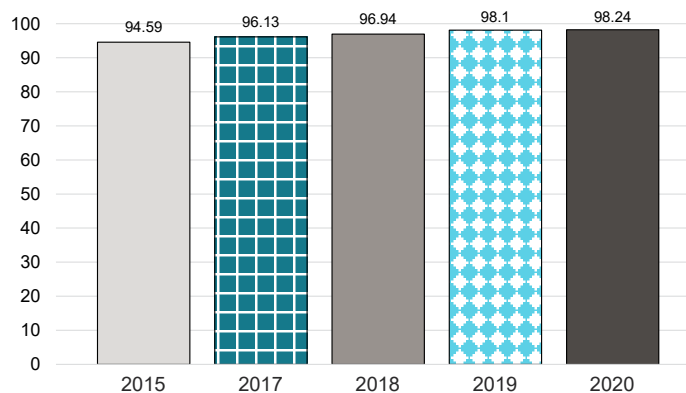


4. Governance

🎯 **Target:** > 95% Governance Health Check

☆ **Achievement:** 98.2%

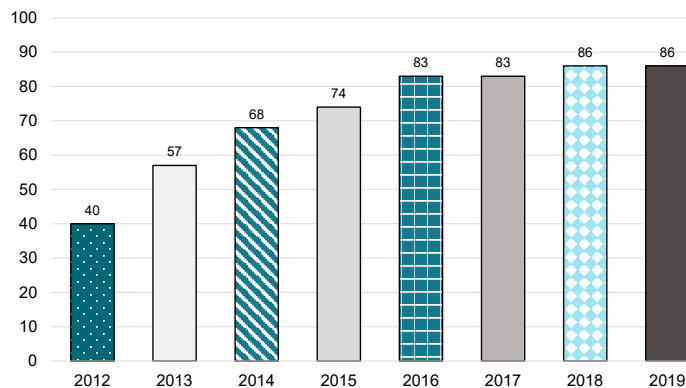
Survey was not conducted in 2016.



5. Risk management

🎯 **Target:** > 80% risk management maturity score

☆ **Achievement:** 86%

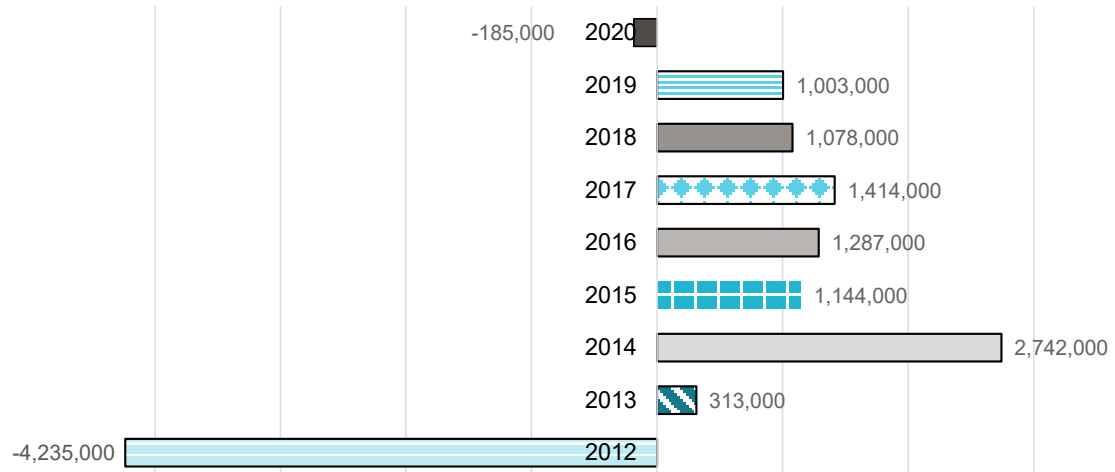


6. Financial sustainability

🎯 **Target:** underlying financial surplus

☆ **Achievement:** -\$185,000

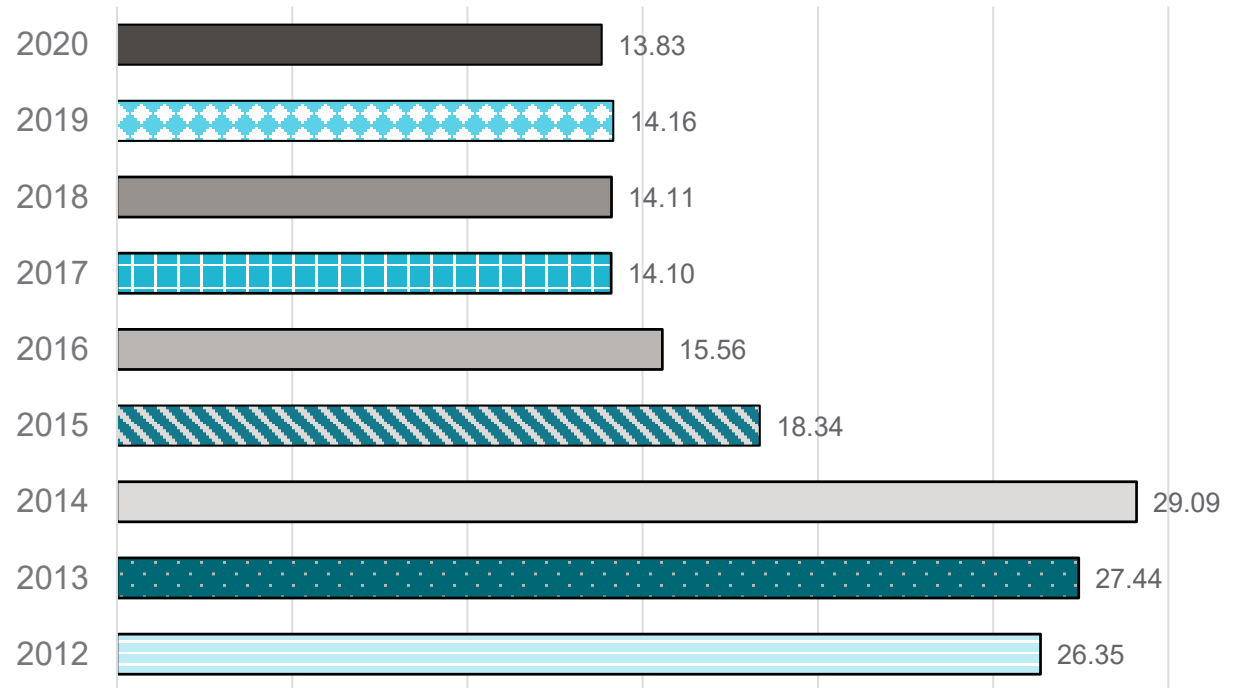
Result is due to COVID-19. Read more on page 84.



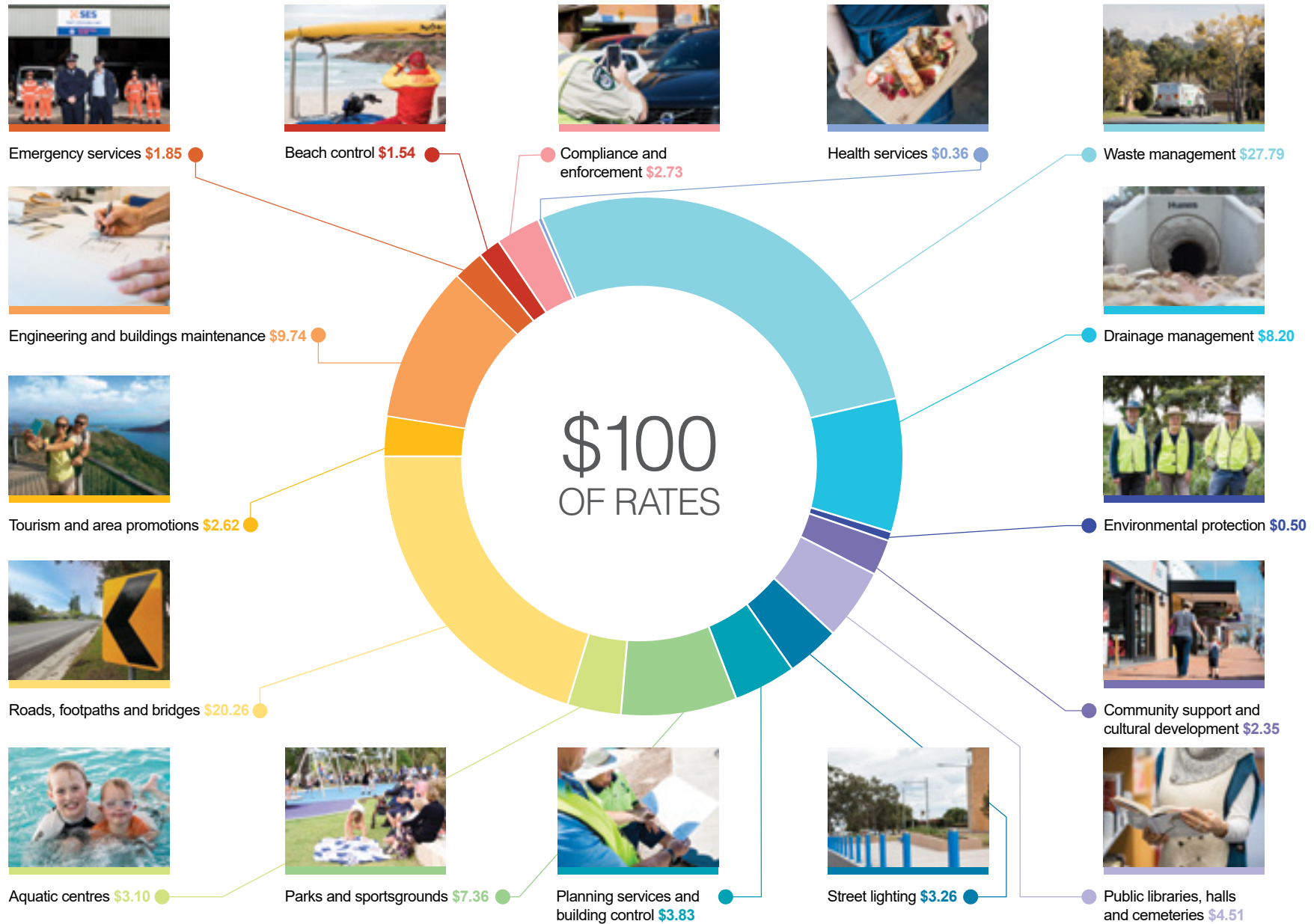
7. Infrastructure backlog

🎯 **Target:** Reduction in backlog

☆ **Achievement:** \$13.83 m



Where your rates go



Financial summary

Port Stephens Council, like many organisations around the world, has felt the financial impacts of COVID-19. Through carefully managing cash flow and reprioritising spending, we managed to achieve an underlying deficit of \$185,000. You can read more on page 84.

The balance sheet provided is a snapshot of our financial position including assets, liabilities and net wealth (equity) at 30 June 2020. For detailed information on our financial performance, refer to volume 2 of this report.

Financial overview 2019 to 2020

Including capital income, our operating result was a surplus of \$20 million — lower than last year's surplus of \$25.2 million but equal to our 2017 to 2018 result.

When capital grants and contributions are excluded, our operating result is a deficit of \$4.3 million. This is lower than the 2018 to 2019 surplus of \$3.9 million.

The operating result excluding capital income was lower in 2019 to 2020 compared to last year due to:

- total income from continuing operations decreasing — we experienced a decrease in user charges and fees, mostly because of the impacts of COVID-19 restrictions on Newcastle Airport
- total expenses from continuing operations increasing — including an increase in employee benefits and on costs, an increase in our Council's depreciation and amortisation expense, and net losses incurred from the disposal of assets.

Income statement \$'000	2015 to 2016	2016 to 2017	2017 to 2018	2018 to 2019	2019 to 2020
Total income from continuing operations	134,694	132,227	136,833	147,497	146,900
Total expenses from continuing operations	114,678	109,511	116,759	122,293	126,833
Operating result from continuing operations	20,016	22,716	20,074	25,204	20,067
Net operating result for the year before grants and contributions provided for capital purposes	8032	8407	4949	3892	-4251

Balance sheet \$'000	2015 to 2016	2016 to 2017	2017 to 2018	2018 to 2019	2019 to 2020
Total current assets	59,197	72,902	65,380	63,701	53,939
Total current liabilities	24,989	27,999	31,856	35,876	37,093
Total non-current assets	886,034	927,128	981,134	1,015,884	1,064,256
Total non-current liabilities	22,412	19,261	20,910	15,806	37,635
Total equity	897,830	952,770	993,748	1,027,903	1,043,467

Our revenue

Where the money came from

We received \$146.9 million in revenue in the 2019 to 2020 financial year. Our largest income sources were:

- rates and annual charges (\$59.8 million) including waste management levy
- user charges and fees (\$41.5 million) including holiday park fees and Roads and Maritime Services charges.

These were also our largest income sources last year.

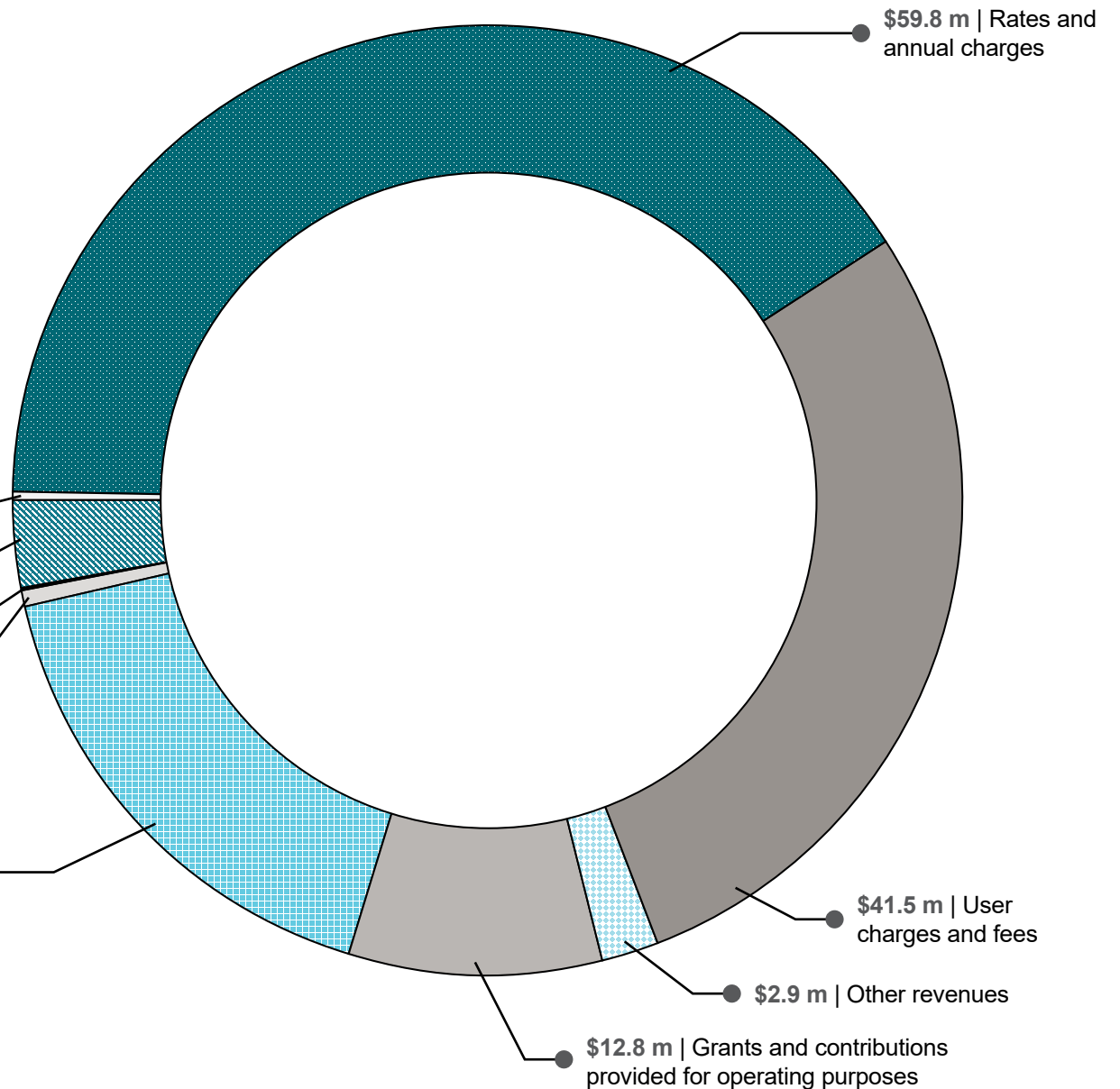
\$540,000 | Net share of interests in joint ventures and associates using the equity method

\$4.2 m | Rental income

\$13,000 | Fair value increment on investment properties

\$884,000 | Interest and investment income

\$24.3 m | Grants and contributions provided for capital purposes



Our expenses

Where the money was spent

We spent \$189.2 million during the year — \$126.8 million on operations and \$62.4 million on major infrastructure projects including:

-  Roads, bridges, footpaths and car parks \$11 million
-  Drainage \$2.9 million
-  Buildings \$11.3 million
-  Newcastle Airport \$18.7 million
-  Other open space or recreational assets \$1.8 million

The above figures include assets that have been dedicated to Council. The total amount of assets dedicated to Council in 2019 to 2020 is \$5.8 million.

Our assets

What we own

Our infrastructure, property, plant and equipment was valued at \$1 billion and our investment property assets were valued at \$37.6 million at 30 June 2020. The value of our infrastructure is:

-  Plant and equipment \$10.3 million
-  Office equipment, furniture and fittings \$1.4 million
-  Land \$123.4 million
-  Land improvements \$7 million
-  Roads, bridges, footpaths and carparks \$448.6 million
-  Buildings \$102.6 million
-  Drainage \$208.7 million
-  Other infrastructure \$37.6 million
-  Other assets \$2.2 million
-  Newcastle Airport \$38.9 million





Total equity

What we own, minus what we owe



Port Stephens Council community equity (defined as our net worth) was \$1 billion at 30 June 2020.

Major events



Doggie day out

Port Stephens 2020
community info sessions

Hustle Urban
Adventure Challenge

Street Food Social

Whale tales

Business Leaders Lunch

Mambo Wetland working bee



NAIDOC week
celebrations



Love Seafood Tastes
Port Stephens

Tastes at the Bay

Street Food Social Anna Bay

Mambo Wetlands Celebration

Tilligerry Peninsula
Community Day



Trex Cross Triathlon and
Tomaree Trail Run

Community working bee
Tomaree Library

Citizenship Ceremony



Tomaree Arts Festival

Cricket NSW Women's
Country Championships

NSW Ultimate Frisbee
Championships

Karuah Oyster and
Timber Festival

Hinton School of Arts turns 150

Community working bee
Tomaree Library

Business Leaders Lunch

Port Stephens Toyota
NSW Pro

Raymond Terrace
Marketplace Christmas
Show and Shine

Tilligerry Festival

ASIA Cup Footgolf
Championships

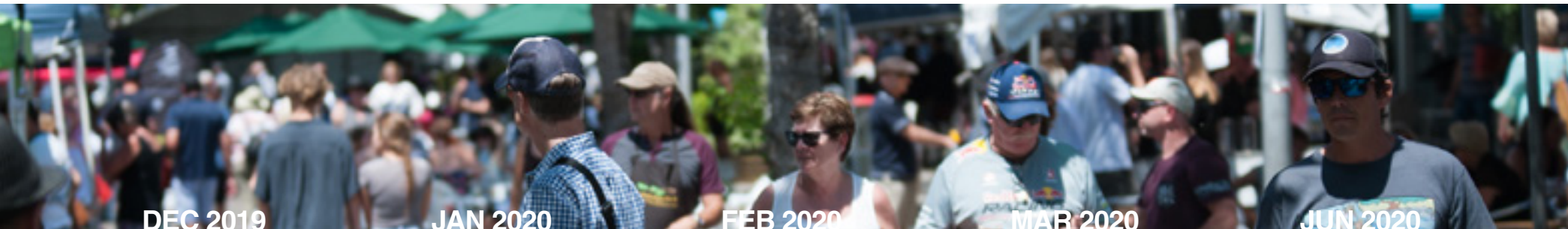
Bullarama

Fiesta at Fern Bay

Cultural conversations



Anna Bay 7 Day Makeover



Volunteer thank you lunch

Medowie Christmas Carnival

Carols at the Bay

Nelson Bay Next drop in session

Port Stephens Annual Awards
Citizenship ceremony



Australia Day celebrations



Seniors Festival



Port Stephens Mayoral Bushfire Appeal Golf Day

Live Port Stephens Medowie drop in session

Live Port Stephens Raymond Terrace drop in session

Live Port Stephens Tomaree drop in session

Working bee in Karuah



Start House Port Stephens Discovery Event



Trex Cross Triathlon and Tomaree Trail Run

No events in April and May 2020 due to COVID-19



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 Strategy recognises that community information sharing, consultation and participation are vital for effective decision-making. Read more on page 89.

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

-  Vote for Councillors every 4 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 yearly, or on our Community Strategic Plan every 4 years.
-  Make submissions on major projects or notified consents that are consulted or advertised throughout the year.
-  Participate in the annual Community Satisfaction Survey in May/June each year.

Awards and recognitions

At Port Stephens Council, we believe in doing the right things in the best way. 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
Local Government Engineer's Association Awards	Winner — 2019 Employer of Choice
Local Government NSW Environment Awards	Winner for invasive species management system
Hunter Business Awards	Winner — Newcastle Airport for its contribution to the region (Council is part shareholder)
NSW Local Government Excellence Awards	Winner — Community Development Services for Thrive Kids expansion and rebrand
NSW Local Government Excellence Awards	Finalist — Community Partnership & Collaboration for Anna Bay 7 Day Makeover
NSW Local Government Excellence Awards	Finalist — Innovative Leadership and Management
iTnews Benchmark Awards	Finalist



Family Day Care, Thrive Kids

Our leadership

SECTION 3

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Our elected council

Port Stephens Council has a popularly elected Mayor and 9 Councillors representing 3 wards — East, Central and West.

The community normally elects its Council for a 4 year term. The current Council term was originally 3 years because the State Government's council amalgamation process delayed elections in 2017. However, the election due to be held in September 2020 has been postponed until 2021 due to COVID-19.



Learn more about our elected council at:
portstephens.nsw.gov.au/your-council/about-council/mayor-and-councillors



Mayor Ryan Palmer

A lifetime resident of Port Stephens, Ryan Palmer was elected Mayor in 2017. He is passionate about Port Stephens and has brought a new level of transparency and consultation to the Council.

Since being elected, Ryan is proud of delivering the Council's largest ever capital works program and creating space for all generations to live an active lifestyle.

Ryan was previously President of the Tomaree Business Chamber, General Manager of Greater Bank Nelson Bay and Salamander Bay, and a tennis professional.

Ryan and his wife Jessica are raising another generation of Port Stephens locals — their 2 young children, Bella and Knox.

PO Box 42
Raymond Terrace NSW 2324
0402 749 467
mayor@portstephens.nsw.gov.au

Central Ward Councillors



Councillor Chris Doohan — Deputy Mayor

Chris has been a resident of Medowie for over a decade and has 2 children who attend school locally. He was elected as a Councillor in 2012 and has served as Deputy Mayor in 2015, 2016, 2017 and again from September 2019.

Chris is now employed in the aerospace industry after 12 years serving in the RAAF.

Chris is President of the Medowie Sports and Recreation Club and a member of the Medowie Sports Council. He is interested in improving local infrastructure and providing employment opportunities to allow locals to live and work in beautiful Port Stephens.

60 Sunningdale Circuit
Medowie NSW 2318
0434 601 957 or 0418 744 445
chris.doohan@portstephens.nsw.gov.au



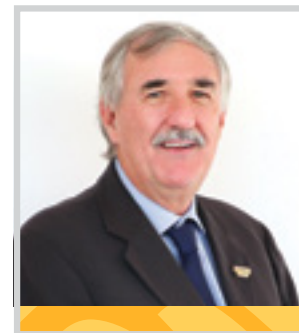
Councillor Sarah Smith

Having grown up in Mudgee, Sarah moved to Port Stephens in 2010 and currently resides in the Central Ward suburb of Anna Bay. With a strong career in hospitality behind her, Sarah and her husband opened Crest at Birubi Beach.

It's a love for interacting with the Port Stephens community, particularly local youth, that led Sarah to stand for Council in 2017. She served as Deputy Mayor for 2 years to September 2019.

As a first time Councillor, Sarah brings strong relationship building skills and a proven track record to the role.

PO Box 81
Anna Bay NSW 2316
0421 317 173
sarah.smith@portstephens.nsw.gov.au



Councillor Steve Tucker

Steve was elected to Council for the first time in 2004 and has been a member of Council ever since.

He has served as Deputy Mayor on 3 occasions in 2006, 2014 and 2015.

Steve is a proud resident of Tanilba Bay and is married with 3 children.

A retired engineer, Steve is most interested in building community and sporting infrastructure to support local communities.

8 Tanilba Avenue
Tanilba Bay NSW 2319
0437 045 940 or 02 4984 5274
steve.tucker@portstephens.nsw.gov.au

East Ward Councillors



Councillor Jaimie Abbott

Jaimie brings a wealth of experience from the commercial, government and not-for-profit sectors to her first term on Council.

A former journalist, Jaimie runs her own media training company. She has recently been identified for promotion to Wing Commander in the RAAF where she has worked as Communications Adviser since 2007 including 6 months in Afghanistan. She has also contributed extensively to not-for-profit organisations including Port Stephens FM and Hunter Animal Rescue.

A proud mum of 2 young boys, Jaimie has a Bachelor of Communication and a Master of Strategic People Management.

PO Box 584
Salamander Bay NSW 2317
0403 176 298
jaimie.abbott@portstephens.nsw.gov.au



Councillor Glen Dunkley

A lifetime Port Stephens resident of Port Stephens, Glen began his first term on Council in 2017 as a representative of the East Ward. The safety and environment manager holds a degree in Occupational Health and Safety.

A life member of the Fingal Bay Surf Life Saving Club and President from 2007 to 2011, Glen has picked up a number of National Awards for his outstanding service, which stretches back to 1992.

Glen is bringing up 2 young children in Port Stephens with his wife, Kate.

PO Box 42
Raymond Terrace NSW 2324
0438 550 356
glen.dunkley@portstephens.nsw.gov.au



Councillor John Nell

John is a retired marine biologist, having worked for the Department of Fisheries for 30 years after obtaining his PhD in Agriculture. He and his wife Adriana have lived on the Tomaree Peninsula since 1979, where they raised their family.

John was first elected to Port Stephens Council from 1983 to 1987. He has spent a total of 33 years as a Port Stephens Councillor including 2 as Mayor.

John is passionate about the Port Stephens environment and is a long-standing member in many committees including the Marine Park Committee, Estuary Management Committee and Tomaree Sports Council.

95 Sergeant Baker Drive
Corlette NSW 2315
02 4981 3310 or 0419 375 059
john.nell@portstephens.nsw.gov.au

West Ward Councillors



Councillor Giacomo Arnott

Giacomo has lived and worked in Raymond Terrace his whole life. He is a Law and Business graduate and holds a Diploma of Legal Practice.

Giacomo is a professional firefighter with Raymond Terrace Fire and Rescue and volunteers with many local groups and community-based initiatives.

Elected in 2017, Giacomo has spent his time on Council delivering for the ratepayers of Port Stephens, standing up for what's right and improving communications. He is continuing to try and improve transparency, while delivering valued services and infrastructure to the local community.

PO Box 144
Raymond Terrace NSW 2324
0468 391 459
giacomo.arnott@portstephens.nsw.gov.au



Councillor Ken Jordan

Born and raised in the rural west of Port Stephens, Ken grew up on the family farm.

He started his working life at the BHP in Newcastle and undertook a Bachelor of Education in Design Technology from the University of Newcastle. He is now a head teacher of technology and applied science at St Peter's Catholic High School Maitland.

Ken was first elected to Council in 2004 and in 2017 was re-elected for his third consecutive term. He has served as Deputy Mayor from 2011 to 2012 and is an active community group member. Ken is passionate about creating greater job opportunities for local young people.

PO Box 42
Raymond Terrace NSW 2324
0422 781 180
ken.jordan@portstephens.nsw.gov.au



Councillor Paul Le Mottee

Paul has enjoyed a lifelong association with Port Stephens in his family, business and civic life.

Elected to Council in 2012, Paul lives on a small farm at Butterwick with his wife Jenny and 2 daughters. He runs a successful surveying, civil engineering and town planning business in Raymond Terrace.

Paul has been actively involved in many community organisations and sporting clubs. He is also Vice President of the Housing Industry of Australia, a Director of the Association of Accredited Certifiers and a Director of Newcastle Airport.

4 Greenwattle Creek Road
Butterwick NSW 2321
0414 548 525
paul.lemottee@portstephens.nsw.gov.au

Councillor attendance 1 July 2019 to 30 June 2020

Port Stephens Council is required to meet at least 10 times a year. These meetings are known as Ordinary Meetings and are presided over by the Mayor or in their absence, the Deputy Mayor.

Our Council meetings are held on the second and fourth Tuesday of the month at the Council Chambers in Raymond Terrace. Meetings are live streamed online and the public is welcome to attend.

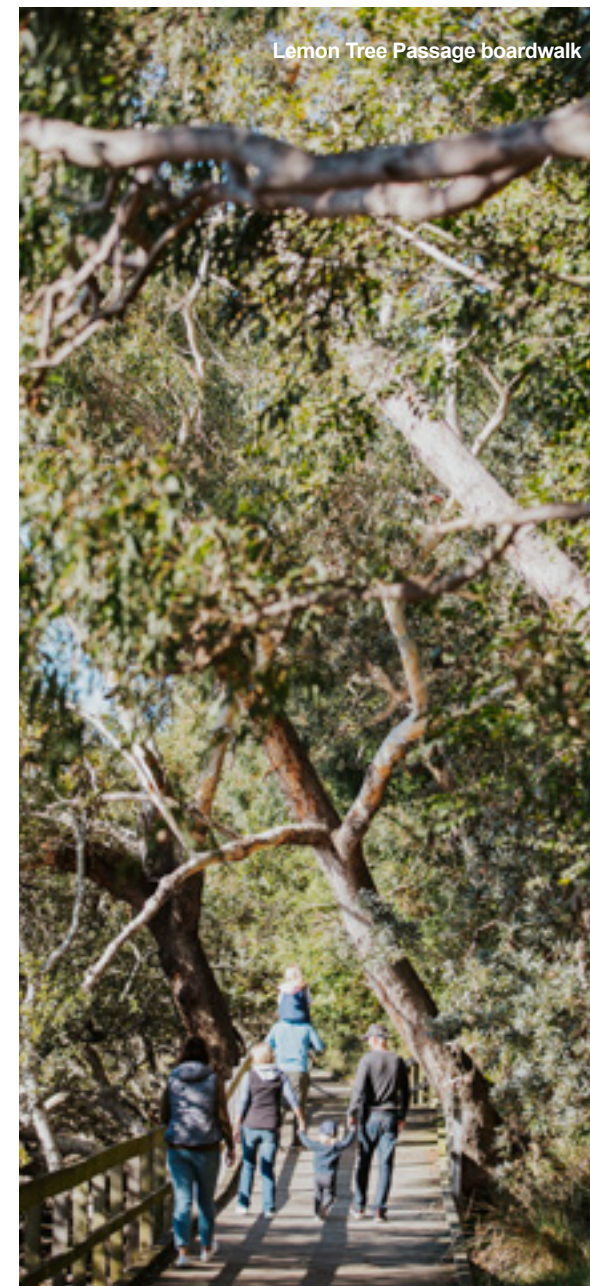
2 Way conversations are informal meetings held between the Mayor, Councillors and staff with specific subjects that the Mayor or Councillors wish to discuss.

Port Stephens also has 35 community committees and a further 35 groups in which councillors represent Council. These can be viewed on page 115.



Find out more about Council meetings including meeting dates, agendas and minutes: portstephens.nsw.gov.au/your-council/about-council/council-meetings-and-minutes

	Ordinary meeting	Extra ordinary meeting	All meetings combined	2 Way conversations
Number of meetings	18	1	19	60
Mayor Palmer	17	1	18	49
Councillor Abbott	14	1	15	30
Councillor Arnott	16	1	17	47
Councillor Doohan	16	1	17	48
Councillor Dunkley	11	1	12	40
Councillor Jordan	16	1	17	16
Councillor Le Mottee	17	0	17	49
Councillor Nell	17	1	18	56
Councillor Smith	16	1	17	44
Councillor Tucker	15	1	16	46





St John's Anglican Church, Raymond Terrace

Councillor Induction and Professional Development

Our Councillor Induction and Professional Development Policy (clause 5.17) requires an annual report on all councillor induction programs, ongoing professional development and training sessions provided.

The following professional development opportunities were provided to all elected members. The table shows those who participated.

There was no councillor induction program during this period.

Professional development	Attendees
2019 LGPA National Congress and Business Expo	Mayor Palmer and Cr Doohan
AICD Company Directors Course	Cr Nell
AICD Company Directors memberships	Mayor Palmer, Cr Abbott, Cr Dunkley, Cr Smith and Cr Tucker
AICD Company Directors: Making Decisions Under Pressure	Mayor Palmer and Cr Abbott
Planning Institute of Australia – Planning for Non-planners	Cr Le Mottee
Code of Conduct training	Mayor Palmer, Cr Abbott, Cr Arnott, Cr Doohan, Cr Dunkley, Cr Jordan, Cr Le Mottee, Cr Nell, Cr Smith and Cr Tucker
Code of Meeting Practice	Mayor Palmer
2019 Local Government NSW Annual Conference	Mayor Palmer, Cr Abbott, Cr Arnott, Cr Le Mottee, Cr Tucker
2019 NSW Coastal Conference	Cr Nell
Connecting to Country Program at Murrook	Mayor Palmer
Newcastle Business Club – Mayoral Panel	Mayor Palmer and Cr Smith
2020 LGNSW Tourism Conference	Mayor Palmer and Cr Le Mottee

Our governance

Port Stephens Council is a body politic under the Local Government Act 1993. The elected Council must abide by this Act and the associated State and Federal legislation.

Our governance framework is based on the Australian Public Service Commission's principles of public sector governance — accountability, transparency, integrity, stewardship, efficiency and leadership.

Code of Conduct

The overarching element of governance in council is the Code of Conduct. Training in the Code of Conduct is compulsory for all staff and councillors.

The code sets high standards for ethical behaviour and decision-making. It states councillors' roles and responsibilities and outlines the process for making and investigating allegations of breaches.

During 2019 to 2020, there were 9 Code of Conduct complaints about councillors and the General Manager — 7 were finalised at the outset by alternative means

by the General Manager or Mayor, 2 were referred to a conduct reviewer and addressed informally.

All complaints were handled in accordance with the Model Code of Conduct for Local Councils in NSW and were finalised in the period. You can read more on page 110.

Privacy and personal information

This year, there has been one internal review under the Privacy and Personal Information Protection Act 1998 conducted by our Council. There was one contravention by our Council with respect to release of the information as a result of the internal reviews.

There were no other contraventions of any information protection principles, privacy codes of practice or disclosure of personal information kept in a public register.

Internal Audit Committee

Our Audit Committee's aim is to enhance the corporate governance of our Council. It provides independent oversight, review and advice on our organisation's governance, risk, control and compliance framework.

The Audit Committee comprises 2 Councillors and 3 independent external representatives:

- Ben Niland
- Frank Cordingley
- Shaun Mahony
- Councillor Chris Doohan
- Councillor Glen Dunkley

The 2019 to 2020 Internal Audit program included 7 audits into:

- contractor management
- payroll and leave management
- cash handling
- Children's Services processes
- project funds
- National Heavy Vehicle Accreditation Scheme
- RMS Drives compliance report.

13 ACTIONS IDENTIFIED

8 (62%) ACTIONS COMPLETED

5 (38%) ACTIONS DUE TO BE COMPLETED POST JUNE 2020



Find out more about our audit committee: portstephens.nsw.gov.au/your-council/about-council/our-organisation/audit-committee

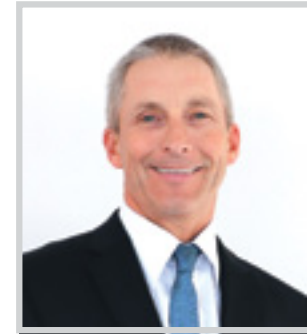


Our Executive Team

Port Stephens Council is led by General Manager Wayne Wallis, who is supported by 3 group managers.



Learn more about our Executive Team at:
[portstephens.nsw.gov.au/
your-council/about-council/
our-organisation/executive-
management](http://portstephens.nsw.gov.au/your-council/about-council/our-organisation/executive-management)



General Manager Wayne Wallis
Appointed 2014

Wayne Wallis joined Port Stephens Council as Group Manager Corporate Services in January 2009 with over 35 years experience in executive roles across local governments in Queensland and Victoria.

He has led initiatives including a review program to eliminate our Council's underlying deficit, the establishment of a long-term financial plan and the successful pursuit of new and significant non-rate revenue streams.

Wayne holds a Bachelor of Business and is a Graduate of the Australian Institute of Company Directors.

Wayne's leadership has given the organisation a clear direction — to be known for its excellence in service delivery and customer first approach.



Facilities and Services Group Manager
Greg Kable

Appointed 2017

Greg Kable joined Port Stephens Council in 2011 and soon became Section Manager Capital Works in 2013.

With over 30 years experience in local government and 20 years managing large operational workforces, Greg enjoys leading and motivating multi-disciplinary teams to deliver building, engineering and maintenance programs.

He holds post graduate qualifications in Commerce, Engineering and Management.

Greg is passionate about the delivery of quality infrastructure and customer service to the people of Port Stephens.



Development Services Group Manager
Tim Crosdale

Appointed 2018

Tim has extensive experience at senior and executive level management in private consulting and local government. He previously fulfilled the role of Section Manager Strategy and Environment at our Council in 2015. Tim brings extensive knowledge of development and strategic planning, impact assessment, policy development and project delivery.

Tim holds a Master of Business Administration with Distinction, a Bachelor of Natural Resources (Hons 1) and Bachelor of Urban and Regional Planning. He is also a Graduate of the Australian Institute of Company Directors.

Tim is focused on working collaboratively with stakeholders to facilitate the ongoing development of Port Stephens.



Corporate Services Group Manager
Carmel Foster

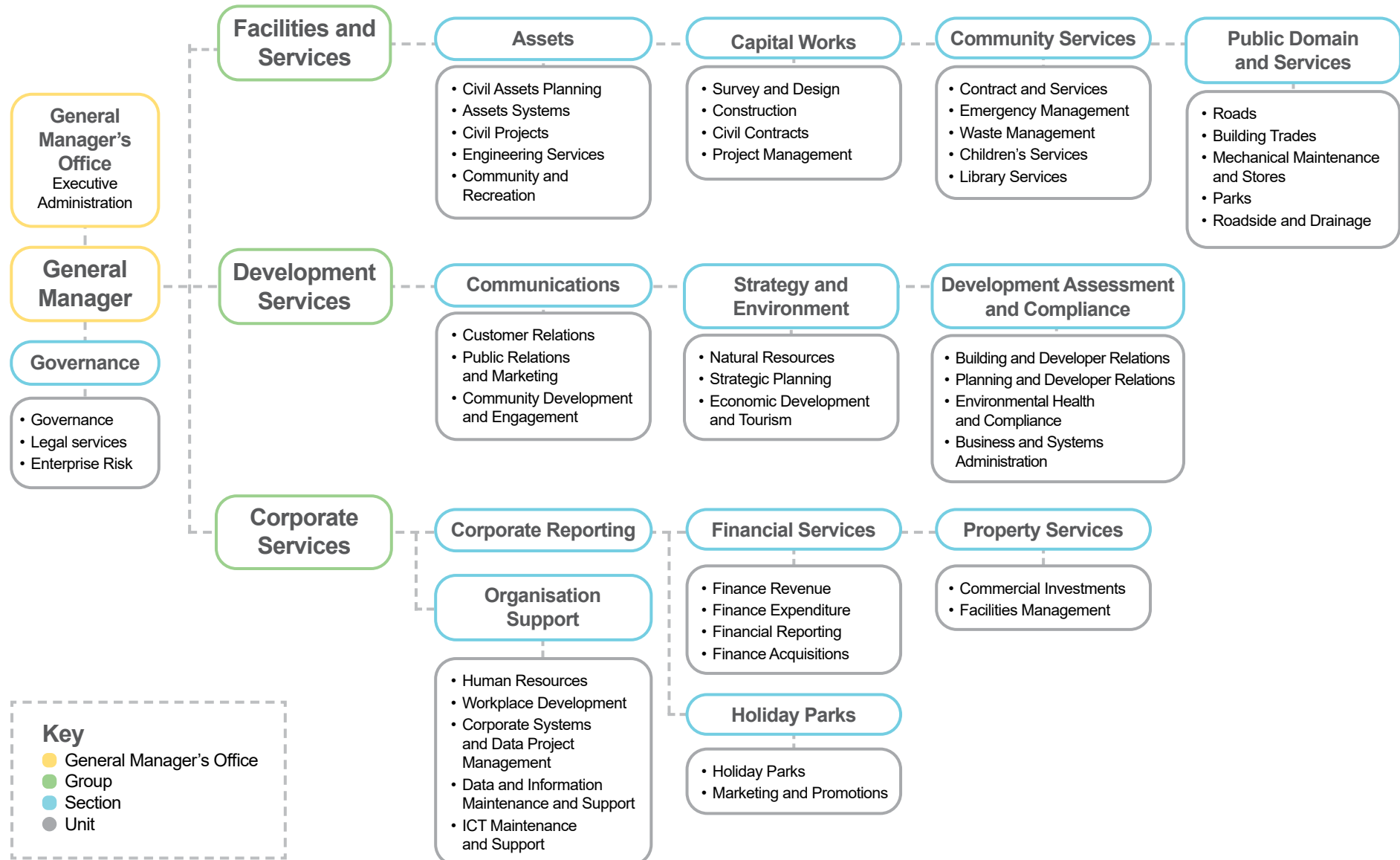
Appointed 2014

Carmel Foster brings 10 years experience in local government to her role as Corporate Services Group Manager. She has previously worked as a Property Valuer and in land management/development with State Government.

Carmel is a Registered Valuer with a postgraduate degree in Urban Estate Management and master's degrees in Planning and Property Development. Carmel is a Graduate of the Australian Institute of Company Directors and an Associate of the Australian Property Institute.

Carmel resigned in September 2020. We're now recruiting for this key executive role.

Our organisational structure



Our employees

We're committed to ensuring our workforce has the skills and experience to deliver valued services to our community.

Our Workforce Plan outlines how we'll achieve our community's vision while our Enterprise Agreement 2018 sets out our commitment to being an employer of choice.

It's important that our Council's workforce reflects the community we serve. As at 30 June 2020, we employed:

3 GROUP MANAGERS OF WHICH **1 IS FEMALE**

12 SECTION MANAGERS OF WHICH **5 ARE FEMALE**

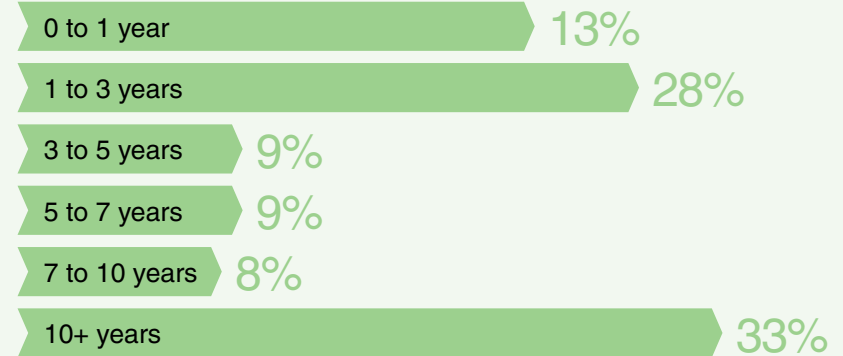
534 EQUIVALENT FULL-TIME POSITIONS (585 EMPLOYEES) OF WHICH

51% ARE FEMALE
49% ARE MALE

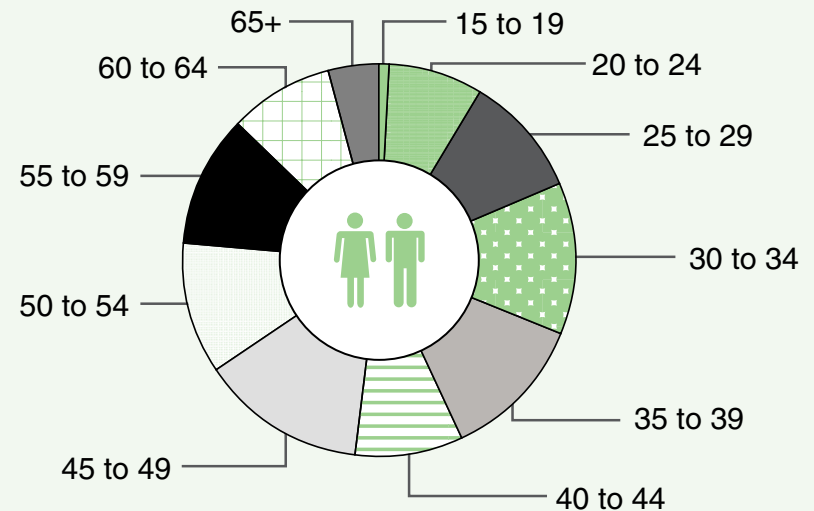
Almost three quarters of our workforce are employed on a full-time basis.



Half of our employees have been with Port Stephens Council for 5 or more years.



Our workforce is made up of people of all ages — from 15 to over 65. We have worked hard to attract younger employees over recent years.



Equity, diversity and inclusion

We're committed to creating a workplace where all employees have equal access to opportunities including learning and development, promotion and recruitment.

This year, our Workplace Equity and Diversity Committee changed its name to the Equity Diversity and Inclusion (EDI) Committee. The change reflects our desire to ensure our Council is a place where people from all walks of life are valued and able to participate fully in all activities.

We have conducted a number of programs for employees including anti-bullying, harassment awareness, and managing equity and diversity. We provide trained contact officers to support employees in equity, diversity and inclusion matters.

This year, many employees participated in cultural awareness training by the Worimi Local Aboriginal Land Council to further their understanding of our local history.

Support during COVID-19

To help employees through COVID-19, we:

- created a scenarios document on what to do in a range of situations
- facilitated employees with no meaningful work to help in other areas of Council

- adjusted working from home guidelines and improved technology to allow employees to quickly adapt
- adopted the Local Government Splinter Award 2020
- provided leaders with access to the online coaching series, Leading in Difficult Times by Steve Griffith.

Work health and safety

We are committed to providing a safety-focused workplace that ensures the wellbeing of our employees, their families and our community.

Psychological safety

Safety is one of our Council's core values but we know there are still some gaps.

In 2019 to 2020, we put a greater focus on psychological safety by partnering with external specialists to review our practices. The report found our Council has a positive culture where employees are encouraged to build resilience through mental and physical health initiatives. It also found opportunities for improvement.

We've now developed a more strategic approach to addressing all of the factors that influence psychological health. One improvement has been inviting guest speakers to motivate our employees and provide tools to tackle everyday life.

Safety observations

Our safety observation program aims to proactively prevent injuries by positively reinforcing safe behaviour and providing constructive feedback. All managers must conduct 2 safety observations per month. This year, we conducted over 1700 safety observations that identified 162 actions to enhance worker safety.

Employee consultation

Our Health and Safety Committee and 16 Health and Safety Representatives have an important role in consulting with employees on health and safety matters.

The committee consists of 13 employees — half appointed by management and the remainder appointed by employees.

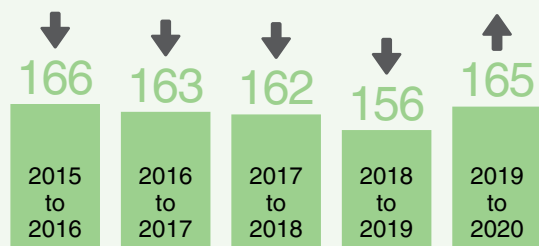
Our injury profile

In 2019 to 2020, we recorded a total of 165 incidents — consistent with previous years.

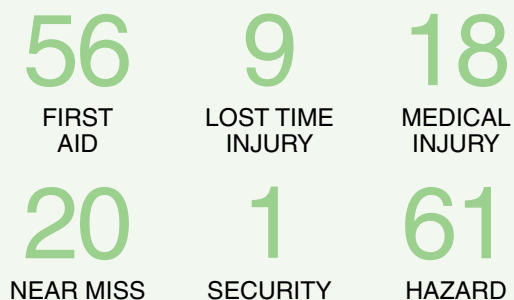
The main type of injury were sprains and strains (16), followed by laceration (4) and mental health (2).

Lost time injury hours have increased over the past 2 years. This is due to an increasing complexity of claims, such as mental health, which often require more recovery time. To address lost time hours, we've made mental health a key focus of our wellness program.

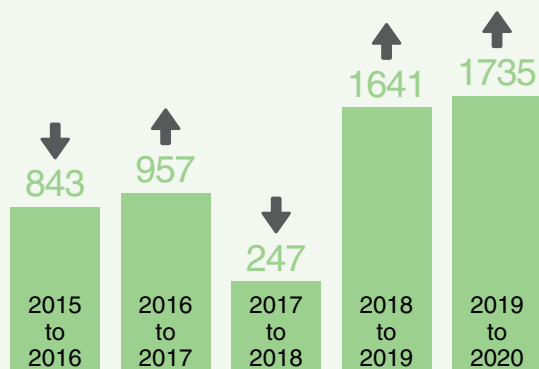
Number of incident and injury reports



Incidents by type — 2019 to 2020



Lost time hours



Our volunteers

Our 640 volunteers give their time and energy to make Port Stephens a better place. They contribute to:

- keeping our parks, reserves and cemeteries pristine
- improving our natural bushland areas
- participating in our advisory councils and cultural committees
- running our community centres, halls, libraries and Visitor Information Centre.

Many of these services and programs could not happen without our volunteers.

How COVID-19 affected our volunteers

COVID-19 meant our volunteers couldn't take part in their regular activities during March and April. Many volunteers told us it was a tough period and they felt socially isolated during this time.

In May 2020, we worked with volunteers to develop COVID-Safe Plans so activities could return to normal as soon as possible.

Thanking our volunteers

We know that giving back is just as beneficial for our volunteers as it is for our community. Volunteering gives people a sense of purpose, an opportunity to socialise and the chance to contribute to our community. Our volunteers also have access to a comprehensive learning and development program to improve their skills and knowledge.

We thank our volunteers regularly through cards, letters and certificates, media promotion and an annual awards event, in line with our Volunteer Recognition Policy.

It's easy to become a volunteer. Find out how to get involved:
portstephens.nsw.gov.au/volunteers

Our performance

SECTION 4

- 47 | Our planning process
- 48 | Our focus areas
- 50 | Our community
- 62 | Our place
- 76 | Our environment
- 82 | Our Council



Our planning process

We use the Integrated Planning and Reporting (IP&R) Framework. It comprises:

- **Community Strategic Plan** — our community's long-term vision.
- **Council's Delivery Program** — our Council's objectives for the elected term to help achieve the community's vision.
- **Operational Plan** — yearly actions to implement the Delivery Program.



Read more about our integrated planning process:
portstephens.nsw.gov.au/your-council/policies-forms-publications/integrated-plans



Overview: our focus areas

The Port Stephens Council Community Strategic Plan 2018 to 2028 outlines our 4 main focus areas. Each goal is a key direction in our Delivery Program 2018 to 2021.



Our community

Port Stephens is a thriving and strong community respecting diversity and heritage.

Goal 1: Community diversity

Our community accesses a range of services that support diverse community needs.

Goal 2: Recognised traditions and lifestyles

Our community supports the richness of its heritage and culture.

Goal 3: Community partnerships

Our Council works with community to foster creative and active communities.



Our place

Port Stephens is a liveable place supporting local economic growth.

Goal 1: Strong economy, vibrant local businesses, active investment

Our community has an adaptable, sustainable and diverse economy.

Goal 2: Infrastructure and facilities

Our community's infrastructure and facilities are safe, convenient, reliable and environmentally sustainable.

Goal 3: Thriving and safe place to live

Our community supports a healthy, happy and safe place.



Our environment

Port Stephens' environment is clean, green, protected and enhanced.

Goal 1: Ecosystem function

Our community has healthy and dynamic environmental systems that support biodiversity conservation.

Goal 2: Environmental sustainability

Our community uses resources sustainably, efficiently and equitably.

Goal 3: Environmental resilience

Our community is resilient to environmental risks, natural hazards and climate change.



Our Council

Port Stephens Council leads, manages and delivers valued community services in a responsible way.

Goal 1: Governance

Our Council's leadership is based on trust and values of Respect, Integrity, Teamwork, Excellence and Safety (RITES).

Goal 2: Financial management

Our Council is financially sustainable to meet community needs.

Goal 3: Communication and engagement

Our community understands Council's services and can influence outcomes that affect them.

Performance key

We've used subheadings to show you:



highlights



challenges and



what's next?

Look for KP to identify our key priorities for the Delivery Program period of 2018 to 2021.

At the end of a focus area, we rate our performance on each operational plan action as we work to implement our delivery program.

Visit portstephens.nsw.gov.au to read these documents.

Our community

Port Stephens is a thriving and strong community respecting diversity and heritage.



Goal 1: Community diversity

Our community accesses a range of services that support diverse community needs.

Helping local kids thrive

Raising children is an important and rewarding job but it's not always easy. That's why we've proudly supported local families to help children thrive for almost 40 years.

'When people see Thrive Kids, they know that's quality childcare services offered by Port Stephens Council,' said our Children's Services Coordinator Lynette Fitz Henry.

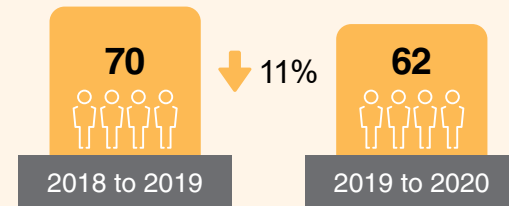
Our trusted OOSH (out of school hours and vacation care) service now offers more than 61,000 childcare places — up 23% from last year.

We also increased our number of family day care places by 16% to 7843.

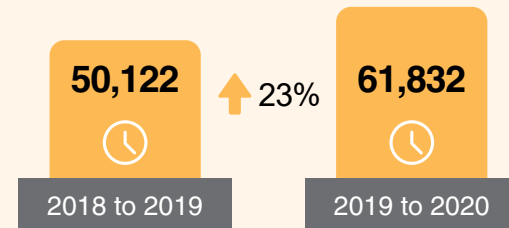
We must be doing something right. This year, we're proud to have achieved a community satisfaction score of 99%.

Our Children's Services team also won the 2020 NSW Local Government Excellence Award for the rebranding and expansion of Thrive Kids. This is wonderful recognition for the work our team does to support local families.

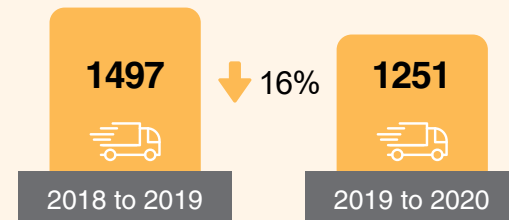
Family day care educators



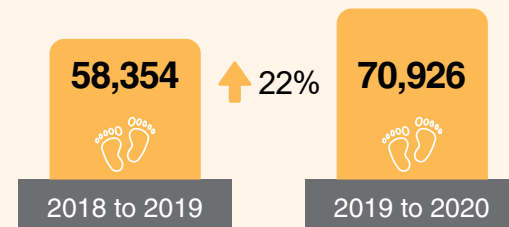
Before and after school care



Mobile preschool children



Total childcare places



We offered 70,926 childcare places this year through our OOSH, family day care and mobile preschool services.



Keeping our youth connected

It's important at the best of times for our young people to feel connected. During COVID-19, it's more important than ever.

'To any young person who is doing it tough right now, we want them to know they are not alone,' said our Youth Advisory Panel (YAP) member, Fletcher Gallimore.

Since receiving a \$19,000 grant for the Pathways and Possibilities project in January 2019, our YAP has been working on defining the key priorities for local young people.

Connection is a strong theme that has come up as part of their consultation including the need for more youth spaces across Port Stephens.

That's why in December 2019 we launched The Lounge — a new space at Raymond Terrace Library where young people can hang out, share ideas and connect. It was growing in popularity until COVID-19 forced the closure of our libraries in March 2020.

'Given that we also had to cancel all Youth Week events we thought it would be a good time to recognise our youth through a mural,' said our Community Development and Engagement Officer James Campbell.

Fishermans Bay street artist Nick Stuart used the wall of our Raymond Terrace Library as a canvas to depict 3 types of connection — online connection, professional support and social connection.

The connection artwork was also used to create postcards and an animation to advocate for a youth hub on the Tomaree Peninsula.



What's next?

Our YAP's hard work has paid off. The NSW Government has announced \$700,000 to improve youth spaces in Port Stephens. With this funding, we'll construct a state-of-the-art multipurpose building at Tomaree Sports Complex for our local sporting community and youth services.

We're using the feedback we received from young people on their priorities to create the new Port Stephens Youth Plan 2020 to 2022. This is scheduled to be drafted in late 2020.



Making our place more inclusive ^{KP}

Whether it's leafy green or ocean blue, Port Stephens is blessed with incredible natural assets and we want to help more people get outside and enjoy their surroundings.

Thanks to a \$600,000 grant from the NSW Government, we built a new 750 metre-long shared pathway to increase access to one of our most popular parks.

'Boomerang Park covers over 20 hectares and this pathway makes it easier to access more areas of this incredible regional park,' said our Mayor Ryan Palmer.

The pathway has been designed to meet accessibility requirements and provides better connections to accessible playground equipment, public toilets and rest areas.

This is a key action in our Disability Inclusion Action Plan (DIAP) — a commitment from our Council to create an inclusive and accessible community for all people.

What we did to promote inclusion in 2019 to 2020:

- We opened a new playground at Bagnalls Beach East with inclusive play elements and accessible pathways connecting the car park, playground and BBQ.
- We made access improvements to our public amenities at Raymond Terrace and Mallabula tennis club. They now include an accessible toilet, shower and adult change facilities.

- We built a new recreation area at Robinson Reserve Anna Bay. The new park includes accessible public amenities and an accessible basket swing.
- We drafted a Public Domain Plan for Raymond Terrace. It includes accessible parking and ways to promote accessibility and mobility in the town centre and along the riverside.
- Our Council endorsed the Port Stephens Local Strategic Planning Statement — a long-term vision for land use. It includes actions to encourage accessible tourism and the development of a Community Wellbeing Plan to promote accessibility and inclusivity.
- We built a new multipurpose amenities building at Karuah’s Lionel Morton Oval including accessible public amenities and accessible car parking.
- We’re continuing to make our communication channels user-friendly for all by writing in plain English, making our website and social media content accessible, and creating easy-read summaries for complex documents.

Disability Action Inclusion Plan — 2019 to 2020 action status

✓	COMPLETED OR MET ANNUAL TARGET	22
—	NOT COMMENCED OR NOT DUE TO COMMENCE	2



CASE STUDY

Bringing our commu-knitty together

We're fighting social isolation with... knitting needles!

'The pandemic has impacted our way of life, connections and social networks, creating a sense of isolation and loneliness for many,' said our Community Development and Engagement Coordinator Amber Herrmann.

During the lockdown, we asked our community to pick up their knitting needles, dial up a friend and Have a Yarn.

'This is a fun, inclusive and creative project that gives people a feeling of contributing to the broader community, a sense of pride and connection to their local area while maintaining a physical distance,' Amber said.

We received over 600 knitted and crocheted pieces — from simple squares to koalas, flowers and hearts.

'I wanted to give back to the community I grew up in,' remarked a 92-year-old participant.

'The best thing was picking up my knitting needles for the first time in 50 years and sharing the experience with my friends, family and partner,' said another.

The finished designs have been installed across public spaces in Port Stephens, adding vibrancy and fun to our streets.

The project has been funded by the NSW Department of Communities and Justice to provide social inclusion for seniors — a key priority of the NSW Ageing Strategy.



Read more here:
portstephens.nsw.gov.au/your-council/news/commu-knity-connects-post-lockdown-by-having-a-yarn



Raymond Terrace Library



Tilligerry Peninsula



NAIDOC Week flag raising ceremony, Raymond Terrace

Goal 2: Recognised traditions and lifestyles

Our community supports the richness of its heritage and culture.

Yii Worimi-guba barray ^{KP}

In the Gathang language of the Worimi people, yii Worimi-guba barray means this is Worimi country.

Our locals and visitors love Port Stephens for its incredible natural beauty but many don't know about its equally incredible history and culture.

'I think it's important to share this country of ours with people so they are educated on Aboriginal culture,' said Aunty Beryl Cowan from the Worimi Conservation Lands.

In June 2020, we completed a year-long project to create and install interpretive and wayfinding signage at 2 of our Aboriginal Places — Birubi Point and Soldiers Point.

Our Communications team worked closely with the Worimi Local Aboriginal Land Council and Worimi artist Jason Russell to create the signs, which were funded by the NSW Government and our Council.

The result is a series of 9 wayfinding signs that tell the dreaming stories of Birubi Point and Soldiers Point in words and paintings.

It's our hope they will help locals and visitors connect to country and understand the significance of these special places.

What's next?

As part of the project, we installed a digital sign that will display videos of Worimi Elders telling these dreaming stories in Gathang and English. To protect the health of the Elders during COVID-19, we postponed filming until later in 2020.

Update on Yabang Gumba-Gu

Together with our Local Aboriginal Land Councils, we're working on better outcomes for Aboriginal people as we walk along Yabang Gumba-Gu — the road to tomorrow.

This is the name of the unique agreement our Council signed with the local Worimi and Karuah Aboriginal Land Councils during NAIDOC Week in July 2018.

Last year we were proud to report we had achieved many of the initial objectives of the 3 year roadmap.

To reflect our progress and plan for the future, we're in the process of renewing the Yabang Gumba-Gu agreement and setting new priority actions. These include:

- investigating language programs to encourage more people to speak Gathang
- creating opportunities for public art projects by Aboriginal artists
- working collaboratively when planning for future land use to get the best outcome for our community.



You can view the agreement here: portstephens.nsw.gov.au/live/community/our-community/aboriginal-and-torres-strait-islander-people

Transforming Robinson Reserve

What a difference a year makes! The long-awaited \$2.2 million upgrade of Anna Bay's Robinson Reserve is finally complete.

What was a rundown park is now a recreational precinct with a new playground, gym equipment, skate park, accessible amenities, picnic facilities, car park and interpretive signage celebrating the significance of this place.

Robinson Reserve is part of the Birubi Point Aboriginal Place, meaning the land is protected by legislation to ensure it is properly managed and the cultural heritage is preserved.

The redevelopment shows how understanding the cultural values of an Aboriginal Place and following the appropriate approval process can lead to great community outcomes.

We'll be taking the valuable lessons we learnt from this project to improve our processes for working in Aboriginal Places across Port Stephens.

What's next?

Around the point from Robinson Reserve is the site of the future Birubi Information Centre. We hit a major milestone in September 2019 when our development application (DA) was approved by the Hunter and Central Coast Regional Planning Panel.

We're now working on detailed designs and getting the appropriate environmental and Aboriginal heritage approvals so that we're ready for construction in 2021.

Libraries key to surviving COVID

We know the important role libraries play in connecting our community, bringing together all walks of life.

When COVID-19 forced the closure of our libraries in March 2020, we knew we had to do something to help our community through this difficult time.

Our quick-thinking Library team pulled together a Call and Collect Service for customers to access books and items from our collection. We also increased our home delivery service to 39 people who were unable to leave their homes.

During the COVID-19 lockdown in April and May, we loaned out 14,181 items.

For those who couldn't get to a library, we filmed a number of tutorials on how to access our huge eLibrary of music, movies, ebooks and more.

To connect with our younger customers, our Library team took turns presenting online Storytime and Read and Rhyme programs. We published these on our website and social media channels for families to enjoy in the safety of their own homes. Our videos reached 28,000 views at the time of writing.



Watch Storytime on our Port Stephens Library Facebook Page: facebook.com/PSLibrary/



Love for libraries remains strong

Monday 1 June 2020 was an exciting day for our libraries. After being closed for 2 months to help stop the spread of COVID-19, the library doors finally reopened to our community.

'Having no library was worse than closing the beauty parlours,' remarked one of our happy customers.

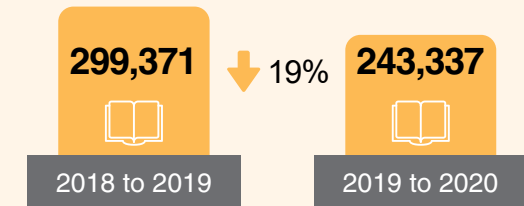
Despite the closure, the number of new library members remains steady at 1793 bringing our total membership to 26,858.

Some of our library highlights for 2019 to 2020:

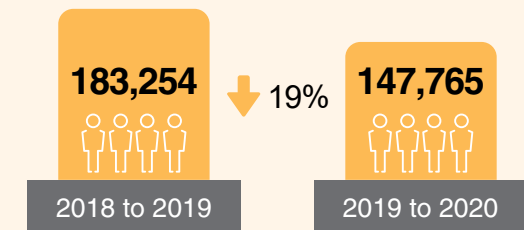
- Our Stories in the Street early literacy program visited 270 families thanks to our 17 dedicated literacy volunteers and their coordinator.
- Volunteers generously gave 1125 hours of their time to help at our libraries.
- We gave Tilligerry Community Library a much-needed renovation. It was funded by a \$5000 grant from the Australian Government's Stronger Communities Programme and \$12,000 from our library budget.
- We expanded our BaRK Reading program, where children practice reading to a trained therapy dog.

Our libraries received a community satisfaction score of 93%.

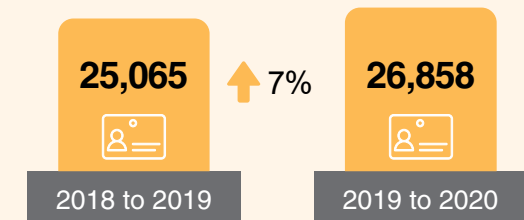
Loaned items



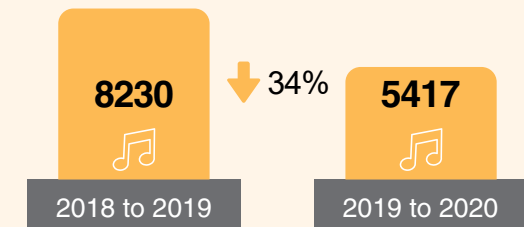
People visited



Total library members



Children's programs attendance



Goal 3:

Community partnerships

Our Council works with community to foster creative and active communities



Aussie spirit alive and well

As bushfires continued to rage across our country in January, Australia Day celebrations centred on the theme of the Australian spirit.

'It's uplifting to know that people like you and me will do whatever's needed for our fellow Australians,' remarked our Australia Day ambassador Ron Delezio.

In his moving address to large crowds at Raymond Terrace and Nelson Bay, Ron likened the support he received after his daughter Sophie was badly burned to the generosity of Australians during the bushfire crisis.



Celebrating our diversity

'Today is a day for community, it's a day to celebrate diversity, it's a day for celebrating everyone,' said our Mayor Ryan Palmer at Australia Day celebrations.

We welcomed 56 new citizens in citizenship ceremonies at Raymond Terrace and Nelson Bay, and presented our Annual Awards to:

Citizen of the Year — Alicia Cameron

Alicia is the founder of Plastic Free Port Stephens. She established Plastic Free to help local residents and businesses find innovative ways to reduce single-use plastics and educate the community on waste reduction.

Young Citizen of the Year —

Tasmyn Fellows

Tasmyn is a member of the Raymond Terrace Junior Rugby League Club and an outstanding role model for women in sport. At 17 years old, she successfully coached a team of young girls, most of whom had never played rugby league before, to the second round of the semi-finals against all-boys teams.

Freeman of the Year — Lorraine Nicol

Lorraine has been described as a 'pocket rocket of our community — small in stature and large in energy!' She has given her time to organise countless functions and events, raising thousands of dollars for Port Stephens charities. Lorraine is a past president of the Nelson Bay VIEW club, a founding member of the Breast Cancer Support Group and Chairperson of Corlette Hall and Headland Committee.

Port Stephens Medallists

Kenyon Windeyer is the backbone of the Port Stephens Suicide Prevention Network. Ken has been instrumental in championing several initiatives including Suicide Prevention training and the annual Boat Harbour Walk With Us event, raising suicide awareness and promoting community connections.

Donald 'Steve' Jones has worked tirelessly for the Seaham community as Fire Chief for over 30 years. Steve has been responsible for fighting and coordinating fires, organising the all-important Christmas Santa run and — despite now being in his mid-60s — is still being deployed to fight fires.

Mambo Wanda Wetlands, Reserves and Landcare Committee has worked to conserve and protect the wetlands since 1999. The committee has been responsible for koala tree planting, weed reduction, revegetation and water quality testing. They have received several awards and significant grants to support their ongoing work.

Sportsperson of the Year — Dion Cooper

Since joining the Nelson Bay Rugby Union Club in 2009, Dion has supported the running of the club in every way you can imagine. He has been coach, manager, trainer, referee, vice president, secretary, grant writer, grounds manager, merchandise coordinator and line marker! Dion is an outstanding example of local volunteering.

Cultural Endeavour — Rhys Fabris

Rhys is a talented local artist who uses his creative expertise to add colour and life to our town centres. Rhys is responsible for several murals across Port Stephens, including works at the recent Anna Bay 7 Day Makeover.

Environmental Award — Nigel Waters

Nigel is a community champion of Port Stephens who has given his time to numerous volunteer groups. They include EcoNetwork Port Stephens, Port Stephens Greens, Climate Action Port Stephens, the Tomaree Ratepayers and Residents Association and the recent Anna Bay 7 Day Makeover.

🎯 COVID closes beaches and pools

With 26 beaches and a port more than twice the size of Sydney Harbour, it's no wonder Port Stephens has a strong connection with the water.

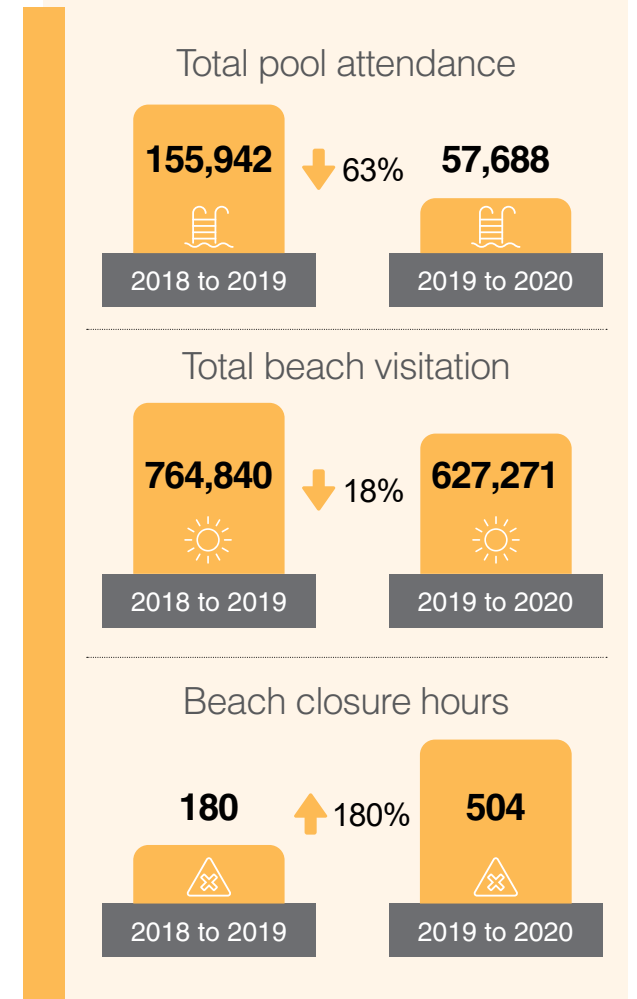
That's why it was a struggle for many in our community when our 3 patrolled beaches and 3 pools were forced to close in March 2020 under the COVID-19 public health order.

The closures had a significant impact: beach attendance was down 18% compared to last year while pool attendance was down 63%.

'We know this is a challenging time for our community, and we're doing all we can to help our residents stay well and keep a positive outlook through all of this,' said our Community Services Section Manager Tammy Gutsche.

To help our members keep well, we introduced a range of online resources including workout videos by fitness professionals.

Our team also brought forward the annual winter maintenance to ensure we could safely reopen our pools as soon as we were allowed to in June.



🎬 What's next?

We've signed a contract with Surf Life Saving that will see patrols operate at One Mile Beach during the winter season for the next 2 years. This means Port Stephens will have life savers looking out for swimmers and surfers year-round.

Our performance

Operational plan items
on track after revising
workplan due to COVID-19



Community diversity

What we said we'd do	How effective were we?	Target	2017 to 2018 [#]	2018 to 2019	2019 to 2020	
C1.1.1 Deliver early education and care of children	Customer satisfaction with Thrive Kids	≥ 85%	99%	99%	99%	✓
	Annual accreditation	Compliant	100%	100%	100%	✓
C1.2.1 Deliver youth projects and support youth services provided by other agencies	Actions completed or commenced in Family & Community Services delivery schedule	≥ 95%	95%	100%	100%	✓
C1.3.1 Identify and plan for an inclusive and access friendly community	Actions completed in Disability Inclusion Action Plan	≥ Baseline	5 of 24 [*]	7 of 24 [*]	14 of 24 [*]	✓
C1.4.1 Identify and plan for the needs of an ageing population	Actions completed in Ageing Strategy	≥ Baseline	2 of 7	4 of 7	6 of 7	✓
C1.5.1 Coordinate Council's volunteer program	Variety of activities volunteers support at Council	Maintain	6 ^{**}	6 ^{**}	6 ^{**}	✓

[#] Baseline

Recognised traditions and lifestyles

What we said we'd do	How effective were we?	Target	2017 to 2018 [#]	2018 to 2019	2019 to 2020	
C2.1.1 Support and facilitate initiatives and projects to promote and empower Aboriginal culture	Scheduled actions implemented in the Yabang Gumba-Gu Agreement	≥95%	100%	95%	95%	✓
C2.1.2 Support the planning and management of Aboriginal Places in Port Stephens	Develop Aboriginal Place Advisory Panel annual works plan	100%	90%	100%	100%	✓
C2.2.1 Support initiatives and projects to encourage local cultural activities	Actions completed in Cultural Plan	≥ 90%	90%	90%	90%	✓
C2.3.1 Support the preservation of Port Stephens heritage	Providing Heritage Projects Funds grants	Maintain	\$6000	\$6000	\$5500 [^]	✓

[#] Baseline

Recognised traditions and lifestyles continued

What we said we'd do	How effective were we?	Target	2017 to 2018 [#]	2018 to 2019	2019 to 2020	
C2.4.1 Deliver public library services, resource and community literacy programs	Community Satisfaction with Library Services	≥ 85%	99%	99%	93%	✓
Comment: Due to COVID-19, we didn't undertake our Library Customer Satisfaction Survey. Result is reflective of resident satisfaction with libraries rather than customer satisfaction.						
	Use of resources (collection items borrowed)	320,000	320,000	299,371	243,337	✗
Why weren't we effective? All of our Port Stephens Library branches were closed from 24 March to 1 June 2020 due to COVID-19.						

Baseline

Community partnerships

What we said we'd do	How effective were we?	Target	2017 to 2018 [#]	2018 to 2019	2019 to 2020	
C3.1.1 Assist community service providers to deliver services for vulnerable people and families	Refer to C1.2.1					
C3.2.1 Provide financial, logistical and marketing support for local events	Community-run events supported and managed by Council	Maintain	7	9	5	✗
Why weren't we effective? Due to the COVID-19 public health order restrictions on public gatherings, fewer community events were held across Port Stephens.						
C3.3.1 Initiate and manage leisure contracts with recreational and leisure services	Community satisfaction with Council swimming pools	≥ 90%	90%	91%	90%	✓
	Maintain a score above NSW 3 year average in the Royal Life Safety Assessment Audit	≥ 84.62%	91.67%	91.67%	Results not available	
Comment: Audit not completed due to COVID-19.						
C3.4.1 Provide financial assistance for the community	Annual grant funding (comprises Community project funds and Mayoral funds)	Maintain	93 grants \$122,992	120 grants \$91,815	101 grants \$123,011	✓

Baseline

 On track target achieved or on track to be achieved  Monitor < 5% off the target  Off track > 5% off the target
--

* 8 of 24 are ongoing ** Parks, halls, sports, community engagement, Library, Visitor Information Centre ^ State Government grant funding to Council reduced to \$5,500. Council provides matching funding

Our place

Port Stephens is a liveable place supporting local economic growth.



Goal 1: Strong economy, vibrant local businesses, active investment

Our community has an adaptable, sustainable and diverse economy.



Creating vibrant places and spaces ^{KP}

Port Stephens has a vibrant and active community and we want our town centres to reflect this. That's why we've made place activation a key priority for our Council.

We want to bring vibrancy to public spaces by creating a lively setting where people want to spend time.

Place activation is not about big budgets and infrastructure. It's about creating

unique and innovative experiences that reflect the local identity of our community.

A great example is Fern Bay Fiesta held in November 2019. We created a family-friendly event to support consultation on the Fern Bay and North Stockton Strategy. By bringing food trucks and entertainment for the community to enjoy, we encouraged a diverse range of people to have a say on their suburb's future.

Place activation highlights in 2019 to 2020:

- The Port Stephens Hustle attracted 200 people to Nelson Bay in July 2019 to take part in an 'Amazing Race' across the Tomaree Peninsula.
- We brought separate community events together to create the inaugural Tomaree Arts Festival in October 2019. We used the opportunity to celebrate the revitalisation of Apex Park.
- To create a festive atmosphere and encourage residents to shop in Nelson Bay and Raymond Terrace this Christmas, we launched a Festive Season Shop Local campaign. This included twilight shopping nights, entertainment, prizes, decorations and supporting media about the value of shopping local.

▶ What's next?

COVID-19 has put a halt to our planned place activations for the moment. But we're busy planning for when we can bring activity back to our streets and help restart Port Stephens.



Supporting business through COVID-19

When COVID-19 hit our shores in March 2020, it sent shockwaves through our business and tourism sectors.

'The tourism industry is worth \$621 million to Port Stephens every year and it's estimated that up to 20% of the workforce could be lost over the next 12 months,' said Mayor Ryan Palmer.

Having seen the economic devastation in other countries, Mayor Palmer put forward a notice of motion to create a \$500,000 Port Stephens Tourism and Business Support Fund.

Funds are going towards heavily subsidised training to support businesses through the pandemic and destination marketing when the time is right.

Our Council launched a Small Business Support Service in March 2020 — a helpline and dedicated webpage with up-to-date information for business.

This was initially in high demand but once the Australian Government's support packages were announced, demand for the service reduced.

Our Environmental Health team visited over 200 businesses to help with COVID-Safe plans and distribute business support tools.

These included COVID-Safe messages and signage to welcome back customers while encouraging physical distancing and good hygiene.

We know the impacts of COVID-19 will be felt for years to come. As businesses reopen and face new challenges, we're continuing to adapt our approach to ensure we are supporting them in the best way.

▶ **What's next?**

To help support our local community and restart the Port Stephens economy, we redesigned our community funding programs for 2020 to 2021. We're making more than \$500,000 available across 11 streams over the next year.

We'll also launch the Port Stephens Investment Prospectus to encourage more investment in our region.

🎯 **Major events postponed** ^{KP}

Just like any great sporting match, this year has been a game of 2 halves — before COVID-19 and after COVID-19.

From July 2019 to March 2020, our Council sponsored 20 events to bring people to our region and ease seasonal fluctuations.

We hosted Nations of Origin, Love Sea Food Tastes, Ultimate Frisbee, Asian Footgolf Championships, the Port Stephens Pro and the Real Film Festival to name a few. These events had an economic impact of \$7.9 million across Port Stephens.

Between March and June 2020, our team worked closely with event organisers to reschedule or postpone 11 sponsored events due to COVID-19 restrictions. We hope to host these events in Port Stephens once it's safe to do so.

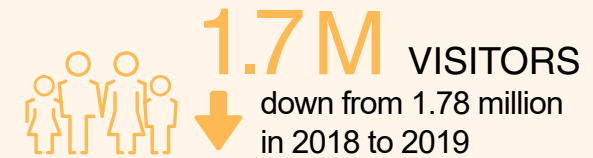


Jewellery store, Raymond Terrace



Shoal Bay, Port Stephens
Destination NSW

Here's how COVID-19 affected Port Stephens tourism:



Our Visitor Information Centre welcomed



In partnership with Destination Port Stephens, we generated



Travel restrictions impact tourism

After a bumper tourist season in 2018 to 2019, it's no surprise visitor numbers are down this year.

Our focus remains on protecting the health of our community from COVID-19 while supporting local businesses by encouraging domestic travel where it's safe to do so.

Our incredible new destination brand

We've always known Port Stephens is incredible. Now everyone else does too!

Following extensive research and development, we helped Destination Port Stephens (a non-profit industry body supported by our Council) launch a new destination brand in June 2020.

Incredible by Nature perfectly captures what locals love about Port Stephens — the clear waters, the epic sand dunes and the leafy bushland. The campaign is designed to attract young and active couples to experience all our region has to offer.

To be incredible by nature is to be born with a natural gift and Port Stephens certainly was.

Destination Port Stephens successfully applied for funding from the Destination NSW Regional Tourism Fund to develop the brand and marketing campaign.

While COVID-19 impacted plans to launch the brand more widely, it is still providing a much-needed boost for our local operators.

'This exciting new campaign will put Port Stephens top-of-mind for domestic travellers at a crucial time — when we need to restart the visitor economy that our community thrives on,' said our Mayor Ryan Palmer.

When the time is right and it's safe for our community and visitors, we'll launch an extensive domestic marketing campaign with our incredible new brand.

Koala Sanctuary set to open ^{KP}

After years of planning and months of construction, our vision of a Koala Sanctuary in Port Stephens is now a reality.

For Maree the blind koala, Patu the joey and the many other koalas in care, the Sanctuary couldn't come soon enough.

The much-needed \$9 million facility has been made possible through a partnership with the NSW Government and volunteer group Port Stephens Koalas.

'This sanctuary has been uniquely designed to combine conservation with tourism,' said our Mayor Ryan Palmer.

The Koala Sanctuary includes a hospital for sick, injured or orphaned koalas, as well as a tourism centre and café.

An elevated viewing platform allows visitors to see koalas in their natural habitat, while the Sanctuary story walk educates guests about the threats facing our koala population.

For those who wish to stay a little longer, deluxe 'glamping tents' offer a unique overnight experience for our guests.

What's next?

We officially opened the Port Stephens Koala Sanctuary on 25 September 2020. We're excited to finally be able to welcome locals and visitors alike to learn about the plight of our local koala population.

We'll continue to support Port Stephens Koalas to preserve our local koala population — one of the few remaining on the east coast of Australia.

Goal 2: Infrastructure and facilities

Our community's infrastructure and facilities are safe, convenient, reliable and environmentally sustainable.

Funding our priority projects ^{KP}

Better roads, more pathways and cycleways, improved community amenities, vibrant town centres — these are requests we commonly hear from our community.

While these are on our list of things to do, our Council doesn't have the financial means to accomplish all of these tasks as quickly as some would like.

In February 2019, after 6 months of community consultation, we applied for a rate rise to deliver a \$100 million program of works.

The Independent Pricing and Regulatory Tribunal (IPART) rejected our application, saying the proposed rate increase was not critical to our financial sustainability or needed to meet an infrastructure backlog.

Determined, we decided in June 2019 to fund as many projects as possible by optimising our investment returns, taking out low-interest loans and applying for grant funding.

After further community engagement, we committed an extra \$15.9 million to priority projects over 18 months. These are known as our Port Stephens 2020 projects.

Small speedbump for projects

This year we set out to deliver our Council's largest-ever major projects and works program — 110 projects valued at \$58.6 million.

We knew it would be a challenge but it was one we were up for. To deliver these projects efficiently and meet the increased demand, we brought in staff from across the organisation and used contractors for additional works.

Our ambitious plan was on track until March 2020 when COVID-19 hit.

Like other businesses, we felt the economic impacts immediately. Project funding was redirected to keep other essential community services running, while sourcing materials became difficult.

Our community's priority projects were kept on track but we needed to postpone a number of projects to ensure our Council's financial sustainability.

We've kept our community informed of these changes through newsletter updates and a Facebook live discussion that reached 14,000 people.

Our team still managed to complete 70 projects as part of our \$42 million of capital works. Among our completed projects in 2019 to 2020:

- construction of Port Stephens Koala Sanctuary (read more on page 65)
- major upgrade of Anna Bay's Robinson Reserve featuring a new skate park, gym equipment, accessible amenities, car park and signage (read more on page 56)
- building the new Medowie Sport and Community Facility (read more on page 69)
- new pathways, lighting, banner poles and irrigation at Apex Park Nelson Bay
- construction of shared pathways at Anna Bay's Gan Gan Road, Raymond Terrace's Boomerang Park ^{KP} and stage 1 of Medowie's Waropara Road
- new multipurpose amenities building at Karuah's Lionel Morten Oval
- significant road upgrades of Lemon Tree Passage Road, Foreshore Drive Salamander Bay, Port Stephens Drive Anna Bay, Abundance Road Medowie, Seaham Road Nelsons Plains, Vardon Road Fern Bay, Cabbage Tree Road Williamtown ^{KP} and stage 1 of Tomaree Road Shoal Bay



This year, we repaired more than 20,000 potholes, fixed 5292 defects across our facilities and renovated 306 hectares of fields and reserves.

- new multisport court at Fern Bay
- new playground at Bagnalls Beach East, Nelson Bay.

You'll find a full list of our major projects and works for 2019 to 2020 on page 124.

What's next?

We're still committed to delivering all of our Port Stephens 2020 projects in the next financial year, which is shaping up to be another significant program of works.



View our upcoming major projects at:
portstephens.nsw.gov.au/projects

Progress is also being made on our plans for the long-term redevelopment of our Council's Raymond Terrace works depot ^{KP}. We've decided the depot will remain in its current location and we anticipate works will begin in 2021.

Bold makeover for Anna Bay

They say many hands make light work — that's certainly true for Anna Bay's town centre.

Hundreds of community volunteers, councillors and employees worked day and night to rejuvenate Anna Bay's town centre as part of a 7 Day Makeover in December 2019.

Among the improvements are a bold new town entrance sign, 'Whale Tail Trail' wayfinding path, freshly painted amenities and new seating.

The 7 Day Makeover is the brainchild of David Engwicht, an urban planner and placemaker.

'This has been our biggest ever makeover both in terms of volunteers and what we've attempted to do — we've been ambitious,' said David.

'The best thing to have come out of this for Anna Bay is the community spirit and seeing locals take a sense of ownership with the work that's been done.'



See the results of the makeover on YouTube: youtube.com/watch?reload=9&v=v1R736XPmyU



A smarter way to park

We know that during busy holiday periods, parking in Nelson Bay can be in short supply.

That's why our Council established an Independent Parking Panel in 2018, comprising 17 randomly selected community and business representatives.

Facilitated by the University of Technology Sydney, the independent panel came up with ideas to improve parking at peak times in the Bay using technology.

After consulting extensively with the community and businesses, in May 2020 our elected Council voted to install smart parking in the Nelson Bay town centre.

Smart parking isn't just about new meters — it includes number plate recognition, sensors, signage to help drivers find a park and a new app. The system is designed to make parking easier and more accessible for all.

We're also introducing a park free scheme for residents, ratepayers and workers in the Nelson Bay town centre.

What's next?

Soon we'll be launching a campaign to educate our community and visitors about smart parking and how to use it. Funds collected from smart parking will be reinvested into Nelson Bay to fund improvements to the public domain, landscaping, increased car parking and place activation.



Find out more about smart parking:
portstephens.nsw.gov.au/smartparking

HIGHLIGHT — KEY PRIORITY

Fielding interest for Medowie facility

With a population of 9684 that's set to almost double by 2036, this growing suburb has seen huge investment in housing developments and a new school.

The local community is now looking for better facilities to meet their growing needs — like the Medowie Sport and Community Facility.

Situated on Ferodale Oval, we designed this facility to be a central place for our community to come together. It includes multipurpose events spaces, bistro, bar, synthetic bowls green, playground and 100 car parking spaces.

Construction of the facility finished in February 2020 but our initial search for an operator was hindered by COVID-19. Several high quality operators were not able to proceed as they needed to focus on their existing operations.

'We're very aware of the challenges facing businesses at the moment and we're committed to supporting the successful operator to drive the success of this unique community facility,' said Mayor Palmer.

▶ What's next?

At the time of writing, our Council is negotiating a lease agreement after again seeking expressions of interest from innovative and experienced operators.

We've also sought expressions of interest to hold a regular produce market in the grounds of the Medowie facility. This will support the wide range of farmers and growers across Port Stephens.

Read more here:
portstephens.nsw.gov.au/your-council/news/council-fielding-inquiries-for-new-medowie-sport-and-community-facility



Goal 3: Thriving and safe place to live

Our community supports a healthy, happy and safe place.

Planning for future housing ^{KP}

About 73,000 people call Port Stephens home and it's expected that number will rise by 13% in the next decade.

We're planning for the future housing needs of our area in our Local Housing Strategy: Live Port Stephens. It's a roadmap for how we'll accommodate people who want to live in here in the next 20 years.

The strategy will ensure suitable land supply, improve housing affordability, increase the diversity of housing available and help create liveable communities close to jobs and services.

Last year we reported developing our Local Strategic Planning Statement (or LSPS), a 20 year vision for land use in Port Stephens.

Live Port Stephens does not replace the LSPS. Rather, it gives greater detail to guide land use planning decisions for new housing in Port Stephens.

What's next?

In July 2020, our elected Council endorsed Live Port Stephens and the LSPS.

We'll now get to work implementing the actions outlined in these 2 key planning documents. This will include a planning proposal to support housing diversity and more affordable housing choices, as well as preparing a Commercial and Employment Land Study.



Read the LSPS and Live Port Stephens:
portstephens.nsw.gov.au/grow/port-stephens-planning-strategies

Making 'the Terrace' a better place

Beautiful, historic, riverside — these are a few of the words used to describe Raymond Terrace during community engagement on a new public domain plan.

We spoke to 700 people who visit, work and live in what locals call 'the Terrace' to hear what they love about this place.

They told us the river, parks and shopping were key drawcards but we could improve green spaces, provide more pathways and create opportunities for public art and events.

We've used this feedback to draft a Public Domain Plan Raymond Terrace town centre, which sets a long-term vision for the streets, paths, parks and riverside.

What's next?

We'll take our draft Public Domain Plan back to the community to make sure we're on the right track before finalising the plan in late 2020.

We'll be trialling public space improvements in the town centre soon. This will allow us to test key actions in the Public Domain Plan before committing funding to a permanent solution.



Read our local planning strategies:
portstephens.nsw.gov.au/grow/local-area-planning-strategies

Dog attacks on the rise

While COVID-19 has led to less traffic and parking issues for our rangers to deal with, they have shifted their focus to dog attacks.

We have investigated 63 dog attacks this year — more than double last year's total of 28.

This increase is partly due to process improvements to better capture incidents. It may also be because more people have been walking their dogs during COVID-19.

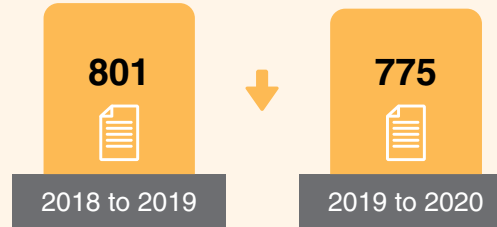
To address these worrying numbers, our rangers conducted a blitz on dangerous dogs. They checked dangerous dog owners were complying with legal requirements and educated owners on responsible dog ownership to help reduce the number of dog attacks.

We asked our mascot Ranger Ralph, an oversized plush pooch, to help us spread the word about responsible pet ownership. He shared our educational messages with more than 800 people at schools and events throughout the year.

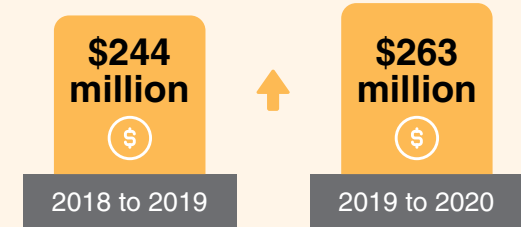
You can read our full report on companion animals on page 103 .

Development and planning highlights

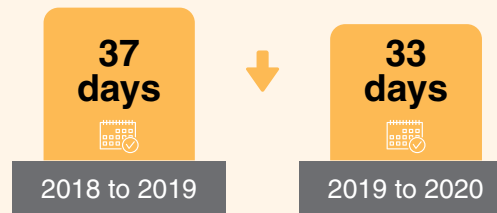
Development applications (DAs) determined



Total capital investment value of approved DAs



Turnaround for DAs (net median)



This was under the Premier's target of

40 DAYS



Only

29 DAs

ON THE 100-DAY LIST was achieved by processing larger scale developments more efficiently.

INTRODUCED PRE-LODGEMENT REVIEWS



by internal stakeholders to streamline process and improve turnaround times.

225 CONSTRUCTION CERTIFICATES ISSUED



with a turnaround time (net median) of

4 DAYS



Our performance

Operational plan items
on track after revising
workplan due to COVID-19



Strong economy, vibrant local businesses, active investment

What we said we'd do	How effective were we?	Target	2017 to 2018 [#]	2018 to 2019	2019 to 2020	
P1.1.1 Support sustainable business in Port Stephens	Number of active businesses in Port Stephens	Annual increase	New	4591	4955	✓
P1.1.2 Provide funding support to business initiatives that create economic benefit	Business satisfaction survey — Port Stephens is a good place to conduct business	≥ Good	New	57%	No result*	
P1.1.3 Coordinate place management and activation	Refer P3.3.1					
P1.1.4 Develop the Port Stephens Koala Sanctuary	Delivery of project on time and on budget	Maintain	New	100%	100%	✓
P1.2.1 Manage an integrated event licensing process	Number of licences issued	Annual increase	127	123	112	✗
	Why weren't we effective? Due to COVID-19 restrictions, 23 events were either cancelled or postponed.					
P1.2.2 Manage Nelson Bay Visitor Information Centre	Visitor Information Centre attendance	Maintain	88,682	77,968	52,799	✗
	Why weren't we effective? Our VIC was closed from April to June due to COVID-19. We've also experienced an ongoing trend of decreasing visitors as information and booking services move online.					
	Visitors to www.portstephens.org.au	% annual increase	New	12% increase	10.5% decrease	✗
	Why weren't we effective? Less people visited the website for travel information because of COVID-19.					
	Tour and accommodation bookings on behalf of operators	Maintain	5627 bookings	6523 bookings	4586 bookings	✗
Why weren't we effective? Less people made bookings for activities and accommodation due to COVID-19.						
P1.2.3 Provide strategic and financial support to Destination Port Stephens	Financial support for Destination Port Stephens	Maintain	\$397,500	\$397,500	\$407,962**	✓
	Visitor expenditure per annum [^]	Annual increase	\$535 m	\$606 m	\$568 m	✗
Why weren't we effective? Visitor expenditure was down due to COVID-19.						
P1.2.4 Attract and facilitate major events that deliver economic benefit	Economic benefit from major events	Annual increase	\$8,260,000	\$10,071,000	\$7,897,243	✗
	Why weren't we effective? Many events were postponed or cancelled due to COVID-19 restrictions.					

Baseline

Infrastructure and facilities

What we said we'd do	How effective were we?	Target	2017 to 2018 [#]	2018 to 2019	2019 to 2020	
P2.1.1 Plan for and initiate civil assets	Asset Management Plan complies with IP&R checksit	Compliant	Compliant	Compliant	100%	✓
	Proportion of works of civil assets initiated prior to agreed timeframe	100% ^{^^}	100%	100%	100%	✓
P2.1.2 Plan for the operation, maintenance and replacement of Council's fleet	Fleet Utilisation hours per annum	≥ 67,080	75,264	67,540	77,741	✓
P2.1.3 Plan for the operation, maintenance and renewal of Council's civil assets	High risk civil assets inspection program up to date	100%	100%	100%	100%	✓
P2.1.4 Plan, design and provide advice services for drainage and flooding	Flooding and drainage development application referrals completed on time	Achieve	100%	100%	100%	✓
P2.1.5 Provide traffic engineering services and conduct road safety programs	Road Safety Projects conducted (funded by RMS) and completed on time	100%	100%	100%	100%	✓
P2.1.6 Provide development engineering assessment and advice services	Engineering development application referrals completed on time	100%	100%	100%	100%	✓
P2.1.7 Provide, manage and maintain community and recreation assets	Community and recreation asset inspection program up to date	100%	100%	100%	100%	✓
P2.1.8 Coordinate and report on asset finances and data systems	Meeting customer needs	90%	90%	92%	100%	✓
P2.2.1 Provide survey services	Deliver Capital Works program on time and on budget ⁺	≥ 95%	100%	100%	100%	✓
P2.2.2 Provide design and specialist engineering services	Deliver Capital Works program on time and on budget ⁺	≥ 95%	100%	100%	100%	✓
P2.2.3 Provide project and contract management services	Deliver Capital Works program on time and on budget ⁺	≥ 95%	100%	100%	100%	✓
P2.2.4 Construct Council's Capital Works projects	Deliver Capital Works program on time and on budget ⁺	≥ 95%	100%	100%	100%	✓
P2.3.1 Provide roads maintenance	High priority roads defects fixed within required timeframes	Maintain	100%	92%	100%	✓
	Community satisfaction with roads maintenance	≥ Baseline	75%	71%	68%	✗
<p>Why weren't we effective? The survey was conducted during a time of inclement weather however a record number of potholes were completed during the reporting period.</p>						

[#] Baseline

* Survey not carried out annually in 2019 to 2020 ** Maintained slight increase due to CPI ^ Due to an administrative error, records for 2017 to 2018 and 2018 to 2019 have been updated.

^{^^} 100% project pre-initiated prior to agreed timeframe + Including approved variations

Infrastructure and facilities continued

What we said we'd do	How effective were we?	Target	2017 to 2018 [#]	2018 to 2019	2019 to 2020	
P2.3.2 Provide roadside and drainage maintenance	Community satisfaction with roads and drainage maintenance	≥ Baseline	84%	81%	79%	⚠
	High priority roadside drainage and maintenance defects fixed within required timeframes	Maintain	100%	100%	100%	✓
P2.3.3 Provide open space and foreshore maintenance	Community satisfaction with maintaining parks	≥ Baseline	85%	84%	85%	✓
	High priority open space and foreshore maintenance defects fixed within required timeframes	100%	100%	95%	100%	✓
P2.3.4 Provide building trades services	High priority actions fixed within required timeframes	≥ Baseline	92%	88%	100%	✓
P2.3.5 Provide depot, stores and workshop services	Number of pre rego check repairs conducted	≥ Baseline	142	184	172	✓
P2.3.6 Provide cemetery administration and cemetery maintenance services	Community satisfaction with cemetery services	Maintain	94%	85%	92%	⚠
P2.4.1 Maintain roads as contracted with RMS	Average RMS contractor performance grading	≥ Good	Good	Good	Good	✓

[#] Baseline

Thriving and safe place to live

What we said we'd do	How effective were we?	Target	2017 to 2018 [*]	2018 to 2019	2019 to 2020	
P3.1.1 Manage Council's key planning documents	Adoption of Community Participation Plan (CPP) December 2019, Local Housing Strategy (LHS) September 2020, and Local Strategic Planning Statement (LSPS) July 2020	100% adoption	New	CPP 80% LHS70% LSPS70%	100%*	✓
P3.1.2 Optimise land use to maximise social, economic and environmental needs of area	No overdue planning certificates (issued within 7 days)	None overdue	0	0	0	✓
P3.2.1 Provide development assessment services	Median net determination time for development applications	< 40 days	34 days	37 days	33 days	✓
P3.2.2 Provide building certification services	Market share of certification	Maintain	Maintain	Maintain	43.8%	✗
	Why weren't we effective? The number of construction certificates determined has been impacted by a general industry downturn at the start of the financial year as well as the impacts of COVID-19.					
	Premises added to the fire safety program	Increase	1095	1103	1672	✓

[#] Baseline

Thriving and safe place to live continued

What we said we'd do	How effective were we?	Target	2017 to 2018 [#]	2018 to 2019	2019 to 2020	
P3.2.3 Provide environmental health services	Onsite sewer management systems (OSMS) inspected	≥ Baseline	881/800 (110%)	892/800 (111%)	717/800 (89%)	⊗
Why weren't we effective? Due to COVID-19, OSMS inspections were suspended from March to June.						
P3.2.3 Provide environmental health services	Food premises inspected**	≥ Baseline	514/*500 (103%)	657/*636 (103%)	428/800 (53.5%)	⊗
Why weren't we effective? Due to COVID-19, food shop inspections were suspended from March to June.						
P3.2.4 Provide land use compliance services	Development compliance customer requests closed	≥ 95%	89%	96%	113%^	⊙
P3.2.5 Provide regulatory ranger services	Ranger customer requests closed within timeframe	≥ 95%	99%	99%	98%	⊙
P3.2.6 Provide illegal waste compliance services	Number of successful^^ waste investigations	≥ 85%+	91%	88%	84%	⊖
Comment: 76 of 90 were successfully investigated.						
P3.3.1 Develop and monitor Town Centre strategies	Completed actions in Town Centre Strategies Medowie (M), Nelson Bay (NB), Raymond Terrace & Heatherbrae (RTH)	Annual increase	New	M 5 of 10 NB 19 of 27 RTH 4 of 15	M 7 of 10 NB 19 of 27 RTH 10 of 15	⊙
P3.4.1 Maintain facilities for Rural Fire Service and State Emergency Service	RFS and SES facility maintenance defects carried out within best practice levels	100%	100%	100%	100%	⊙
P3.4.2 Manage asset protection zones and fire trails on Council property	Contractor's performance against agreed program	Maintain	100%	100%	100%	⊙
P3.4.3 Maintain and implement a Local Emergency Management Plan	Review Local Emergency Management Plan every 3 years	100%	100%	100%	100%	⊙

[#] Baseline

 **On track** target achieved or on track to be achieved
  **Monitor** < 5% off the target
  **Off track** > 5% off the target

* All documents adopted ** Schedule changes each year depending on number of inspections and inspection frequency ^ More CRMs closed than opened, due to carry over from an earlier reporting period ^^ Perpetrator found + Include total number of reported incidents as well as proportion successfully investigated.

Our environment

Port Stephens' environment is clean, green, protected and enhanced.



Goal 1: Ecosystem function

Our community has healthy and dynamic environmental systems that support biodiversity conservation.

War on weeds a winner


To win our war on weeds, we need to work smarter.

That's why our Natural Resources team developed an innovative model for prioritising and managing weeds.

'With 2700 introduced species to Australia, there are always going to be more weeds than there are resources,' said our Natural Resources team leader Jordan Skinner.

'Our model ensures that efforts are focused on managing the most significant weeds while maximising efficiency. It helps us work out what time and resources we'll need to make a real difference on the ground.'

The success of the model and the hard work of our team was recognised at the Local Government NSW Excellence in the Environment Awards this year.

 Find out more about how we manage weeds in Port Stephens: portstephens.nsw.gov.au/live/environment-and-sustainability/weeds-and-pests

Protecting Mambo Wetlands

It's one of our most significant environmental assets and we're committed to protecting it.

'The Mambo Wetlands play a crucial role in maintaining the health of Port Stephens,' said our Natural Resources team leader Jordan Skinner.

'It filters water, provides a nursery for fish and crustaceans, and is a vital food source for birds, insects and other native animals.'

Last year we received a \$100,000 grant from the NSW Government's Environmental Trust to rehabilitate the wetlands and protect it from invasive species over 3 years.

We're proud to report significant progress has been made in 2019 to 2020:

- We designed a series of signs to educate visitors about the environmental and cultural significance of the wetlands.
- We held monthly volunteer working bees to rehabilitate the wetlands and encourage more people to join the local Landcare group.
- We educated neighbours about the threats to the wetlands including invasive species and domestic animals.

- We held an event to mark National Threatened Species Day which included an evening stroll through the wetlands to spot koalas and possums.

▶ What's next?

We're planning more events to educate our community about how they can help protect this significant environmental asset once it's safe to have public gatherings.

Goal 2: Environmental sustainability

Our community uses resources sustainably, efficiently and equitably.

💡 Our solar savings

We're lucky enough to enjoy sunshine for most of the year in Port Stephens. So, it makes sense to harness that energy to reduce our carbon footprint and save our ratepayers.

Our Council's energy consumption was 7.1 million kilowatt hours this year — a 15%

decrease from last year or the equivalent of 1035 tonnes of carbon dioxide.

This reduction is like taking 193 cars off the road or powering 150 homes for one year.

These savings can be partly attributed to the new solar photovoltaic system we installed on the roof of our Administration Building last year. It's also likely COVID-19 has impacted on our energy usage, with more employees working from home and the closure of many of our facilities for several months.



- 327 hectares regenerated
- 1646 times volunteers regenerated bushland
- 3821 trees planted
- 555 sites treated to control priority weeds
- 834 sites inspected for weed compliance
- 17 educational events

Volunteers at Bagnalls Beach

▶ What's next?

We're preparing a Sustainability Strategy and action plan to help our Council manage resource and energy consumption. The aim is to achieve quadruple bottom line outcomes — social, economic, environmental and governance.

We're also in the process of joining the City Power Partnership, which will align our Council's sustainability targets with neighbouring councils in the Hunter region.

🎯 Update on waste changes

Last year we reported the NSW Environment Protection Authority (EPA) made a surprise announcement that has significantly impacted how we manage waste in Port Stephens.

For 20 years, our domestic waste was composted with our state-of-the-art system. It allowed us to recycle 100% of green and food waste without the need for a separate green bin, diverting more than 50% of waste from landfill.

In October 2018, a regulation known as the Resource Recovery Exemption Order was revoked for mixed organic waste. The order had allowed this compost to be used on land for grazing agriculture, forestry plantations and rehabilitated mine sites.

Suddenly, this was forbidden due to potential physical contaminants and environmental risks. This meant an immediate stop to an important part of our waste management process.

This year the NSW Government announced several financial support packages to help councils in our position.

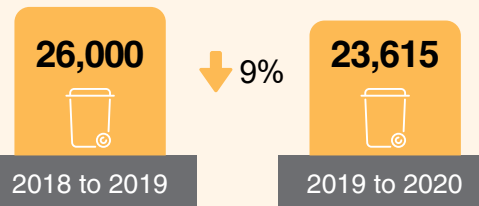
The levy for sending waste to landfill will be waived until 1 May 2022, meaning our ratepayers won't be unfairly charged for this change. We've also applied for grant funding to help with our transition to a new waste service.

▶ What's next?

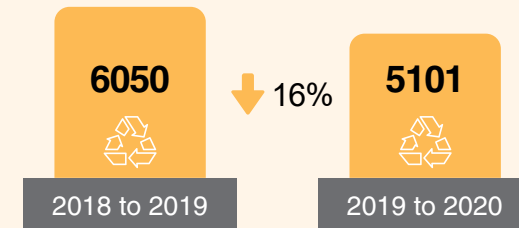
We're in the process of developing a new long-term waste strategy to determine what our future waste services will look like. We'll be asking our community their vision for this essential service in late 2020.

Explanation: The amount of recycling collected has decreased over the past 2 years with the introduction of the Container Deposit Scheme. We've also seen a reduction in general waste partly because of the scheme and partly due to COVID-19 restrictions leading to less events and tourism in Port Stephens.

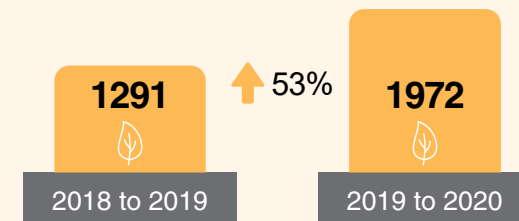
Red bin waste (tonnes)



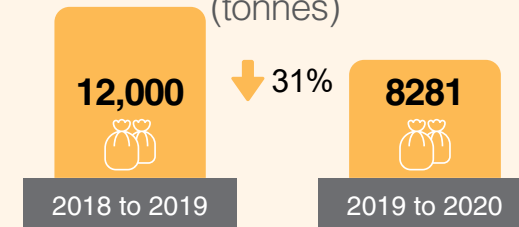
Recycling yellow bin (tonnes)



Green waste drop off (tonnes)



Salamander Bay Waste Transfer (tonnes)



Goal 3: Environmental resilience

Our community is resilient to environmental risks, natural hazards and climate change.

Taking action on climate change

Australia's climate is changing. You can see it in the raging bushfires that took the lives of people and animals, destroyed homes and burnt millions of hectares of land in December and January.

We need to act now to ensure a sustainable future for Port Stephens. Climate change action benefits everyone — it reduces potential damage to community and council assets, protects our environment and improves community wellbeing.

In June 2020, our elected Council endorsed a draft Climate Change Policy for public exhibition. This is the overarching guide for how our Council will respond to climate change now and in the future.

We're committed to working in partnership with other councils, our community and all levels of government to respond to the challenges of climate change.

What's next?

We're genuine about seeking and responding to our community's feedback on climate change. After the initial public

exhibition, we have revised the draft policy and will seek further community feedback.

We're also in the process of updating our Climate Change Adaptation Action Plan to identify our priority actions to address climate change risks.



Read the plan:
portstephens.nsw.gov.au/live/environment-and-sustainability/sustainability-and-climate-change



Sand on the move

Little Beach near Shoal Bay is home to one of the most popular boat ramps in NSW. It's also known for often being covered in sand despite regular maintenance by our Council.

This year, we took action to address the cause of the problem — sand migrating around from Shoal Bay and inundating the boat launch site.

For the first time, we used drones to survey the beach and find where to remove sand from and how much to take. This proved to be an accurate and cost-effective way to ensure we get the best result.



What's next?

We've been successful in receiving a \$1.7 million grant from the NSW Government's Boating Now program to upgrade Little Beach boat ramp. This complex and

environmentally sensitive project will help us address sand inundation more permanently.

Our 10-year Coastal Management Program^{KP} is on track. Coastal experts are undertaking technical studies as part of stage 2. This will inform potential solutions and actions we discuss with our community in stage 3.



Update on PFAS contamination

It has been 5 years since Williamtown residents were told their land had been contaminated by PFAS (per and poly fluoroalkyl substances) from the historical use of firefighting foam at RAAF Williamtown.

A Community Reference Group was created to keep affected communities informed and provide a forum to raise issues with government agencies — with our General Manager participating since its inception.

Despite opposition from the community and our Council, the NSW Government abolished the group in October 2019 in preference of agencies speaking directly with the community as required.

Our Council asked the Premier to reinstate the Community Reference Group so that we could continue to support those who have been impacted by PFAS. However the response indicated this is unlikely. We'll continue to monitor the Department of Defence's remediation activities and support the affected communities however we can.

Our performance

Operational plan items
on track after revising
workplan due to COVID-19



Ecosystem function

What we said we'd do	How effective were we?	Target	2017 to 2018 [#]	2018 to 2019	2019 to 2020	
E1.1.1 Develop and monitor environmental policies, strategies and technical information	Refer to E1.1.2, E1.1.3, E3.1.2 and E3.3.1					
E1.1.2 Develop and implement a range of nature conservation programs	Scheduled actions completed in the Bushland Enhancement Program	> Baseline	New	71 work programs*	175 work programs**	✓
E1.1.3 Provide environmental impact assessment services	Number of Environmental Impact Assessments conducted within agreed timeframes	Maintain	New	66%	82% Env Planning 76% Tree Management	✓
E1.1.4 Manage biosecurity risks (weeds and pests)	Actions completed in the Hunter Strategic Weed Management Plan 2017 to 2022	Increase	New	29/37	36/37	✓
E1.2.1 Provide environmental education programs to the community	Number of environmental education programs developed and implemented	Maintain	New	28	20	✗
	Why weren't we effective? Programs could not be run as scheduled due to COVID-19.					
	Number of participants	Increase	New	312	503	✓

Baseline

Environmental sustainability

What we said we'd do	How effective were we?	Target	2017 to 2018 [#]	2018 to 2019	2019 to 2020	
E2.1.1 Reduce waste going to landfill	Community satisfaction with garbage collection and access to waste depot/transfer stations	≥ 90%	91%	92%	92%	✓
	Participation in 'problem waste' days	Increase	New	42%	43%	✓
	Waste diverted from landfill	≥ 40%	50%	33%	41%	✓
E2.1.2 Improve Council's energy usage	MWh usage year on year	Maintain	8,400MWh	8,400MWh	7137MWh	✓

Baseline

Environmental resilience

What we said we'd do	How effective were we?	Target	2017 to 2018 [#]	2018 to 2019	2019 to 2020	
E3.1.1 Implement coastal, estuary and foreshore management projects	Draft plan endorsed by external agencies and adopted by Council	Refer E3.1.2				✓
E3.1.2 Develop a Coastal Management Program	Development and Implementation of Stages (1 to 3) of the Coastal Management Program. 2018 to 2019 Delivery of a scoping study and community engagement plan 2019 to 2020 Delivery of a coastal risk assessment and options paper 2020 to 2021 Exhibition, certification and adoption of finalisation program	Maintain	New	Stage 1 completed	Stage 2 in progress and to be completed by end of 2020	✓
E3.1.3 Develop an emergency response coastal management plan for priority coastal area	Draft plan endorsed by external agencies and adopted by Council	Refer E3.1.2				
E3.2.1 Support affected communities in the Williamstown PFAS Management Area and surrounds	Participation in consultation/advocacy activities	Maintain	Yes	Yes	Yes	✓
E3.2.2 Monitor and manage environmental impacts from decommissioned waste landfill sites	Scheduled gas and water monitoring undertaken	100%	100%	100%	100%	✓
E3.3.1 Review Climate Change Adaptation Action Plan	Development and implementation of actions in the Climate Change Adaptation Action Plan	Maintain	New	13/35 [^]	26/35 [^]	✓

[#] Baseline

 **On track** target achieved or on track to be achieved
  **Monitor** < 5% off the target
  **Off track** > 5% off the target

* 479 ha of natural areas under restoration, 5527 trees planted ** Covering 327 ha of natural area management, 3821 trees planted ^ Recommended actions commenced

Our council

Port Stephens Council leads, manages and delivers valued community services in a responsible way.



Goal 1: Governance

Our Council's leadership is based on trust and values of Respect, Integrity, Teamwork, Excellence and Safety.

Community satisfaction rating on target

The results are in! We received a satisfaction rating of 80% in the 2020 Community Satisfaction Survey.

As part of our commitment to continuous improvement, we increased our target to an ambitious 80% last year. It's a high target for a local government organisation and we're proud to have achieved it.

Our services with the highest level satisfaction are:

- children's services at 99%
- garbage collection services at 95%
- libraries and maintaining parks and gardens at 93%

We also took the opportunity to ask how our community has been impacted by COVID-19 and how we can best help Port Stephens in the recovery phase.

What's next?

We've used the feedback on COVID-19 to create our Restart Port Stephens plan — a framework to manage the impacts of the pandemic and map our Council's response.

The plan was adopted by our Council in July 2020 and we're now implementing actions to drive the immediate and long term rebuilding of Port Stephens.



Read more about our response to COVID-19: portstephens.nsw.gov.au/your-council/covid-19/our-response



We're an employer of choice!

Being an employer of choice is about creating a positive work culture and workplace that attracts and retains the best employees.

We're proud to have received the Employer of Choice award from the Local Government Engineers' Association for 2019.

'Port Stephens Council is committed to being an employer of choice and we're continually developing strategies to enhance working conditions for our staff,' said our General Manager Wayne Wallis.

'Our award-winning Enterprise Agreement recognises and rewards the whole person — it doesn't just focus on money. We offer the broadest range of flexible work practices in NSW local government.'

Human resources highlights:

- We reviewed our Council's approach to learning and development.
- We made improvements to our main Human Resource system, Cornerstone.
- We started a review of our salary system to ensure equity and fairness for all.
- We supported employees through COVID-19 by offering redeployment to other areas of our Council, training, flexible working conditions and leave.

Sky's the limit for Williamstown

Our Council has long known Williamstown's potential as a centre for defence and aviation. In May, its potential was realised with the announcement of a Special Activation Precinct by NSW Deputy Premier John Barilaro.

This is a dedicated area in a regional location identified by the NSW Government to become a thriving business hub.

The Special Activation Precinct is expected to create 15,000 jobs.

'The jobs and economic opportunities this precinct will create across organisations will employ our kids — some of them not even born yet,' said our Mayor Ryan Palmer.

'During this time of uncertainty, there's no doubt this investment in our region will

ensure future prosperity and security for our local community.'

After more than 20 years of our Council advocating for a defence and airport employment zone, we're proud to have achieved this outcome for our community.

What's next?

The NSW Government has set aside \$5 million to create a precinct masterplan over the next 12 months. We're working with our state counterparts to refine the investigation area, which currently covers 10,000 hectares around Newcastle Airport and RAAF Base Williamstown.

To support this future development, our Council is seeking to re-establish a direct discharge point from Dawson's Drain to Fullerton Cove. This complex work requires assessment by 3 levels of government and a wide range of permits and approvals.

Planes grounded

Newcastle Airport was flying high at the start of this year after landing the Hunter Business Award for 2019 for its contribution to the region.

Use of the airport has grown steadily for the past 5 years until March 2020 when COVID-19 restrictions forced the grounding of planes. Unsurprisingly, the number of travellers passing through the airport

dropped from 1.28 million last year to 930,000 in 2019 to 2020.

As co-owners with City of Newcastle, we're focused on ensuring this essential asset is equipped to deal with the impacts of the pandemic. This includes being accredited as a COVID-Safe business and implementing aviation industry protocols endorsed by the Australian Health Protection Principal Committee.

'What's important for us as an airport is to ensure we are doing the little things that matter to help ensure every passenger feels as safe as possible on their journey,' said Newcastle Airport CEO Dr Peter Cock.

As a result of the financial impacts of COVID-19, we won't be receiving a dividend payment for 2020. This was \$2 million last year for comparison.

What's next?

Construction of stage 1 of the Astra Aerolab aerospace business park, located next to Newcastle Airport, is nearing completion. We're pleased to report we've signed Memorandums of Understanding with anchor tenants for when the new precinct is ready to take off.

Goal 2: Financial management

Our Council is financially sustainable to meet community needs.

COVID-19 impacts budget bottom line

For the past 5 years, our Council has been consistently delivering a modest 1% surplus — in part due to our diverse non-rate revenue streams.

Despite being in a financially sustainable position at December 2019, COVID-19 significantly impacted almost every facet of our operations.

In just 4 months, our projected underlying result went from a surplus of \$944,000 to a deficit of \$185,000 at June 2020. This was largely due to a \$4 million downturn in revenue because of the pandemic.

By carefully managing our cash flow and reprioritising spending, we've still been able to meet our Council's financial obligations while keeping people employed in meaningful work. This has meant revising our work programs and delaying some major projects to next financial year.

What's next?

We're focused on returning to our financial target of 1% surplus as soon as possible. You can read our full financial report in volume 2.

Hardship support available

We know this continues to be a tough time for many ratepayers, so we offered a number of measures to increase access to financial hardship. This included creating a new online form to apply for hardship and giving our 34,500 ratepayers 6 months interest free on outstanding rates.

This year, we received 170 requests for additional time to pay rates. We received 46 requests for rent relief from businesses, of which 16 requested for rent to be waived.

Holiday parks hit by closures

Our Council-owned holiday parks started 2019 to 2020 on a high.

We upgraded amenities at Shoal Bay and Halifax holiday parks, while our sales team set a new record of over \$100,000 of sales in one week.

But come March 2020, the high quickly dissipated when COVID-19 restrictions forced the closure of our holiday parks for 2 months.

During the shutdown, our staff made the best of the situation by working on improvement projects. They painted, cleaned, gardened, repaired, made process improvements and created COVID-Safe plans ready for guests to return.

We safely welcomed back guests in June with contactless check-ins, online guest declarations and increased cleaning measures.

To promote the reopening of our holiday parks and encourage travellers to return, we launched a Reconnect Now campaign. The response has been encouraging, with revenues for June increasing by 39% compared to last year.

What's next?

We're continuing to keep our guests and staff COVID-Safe while preparing for the return of more travellers during our peak period at the end of the year.

HIGHLIGHT

We're grant gurus

Most people think councils are solely funded by rates. While about 40% of our revenue comes from rates, we have a range of other funding sources to ensure our financial sustainability including grants.

To find even more grant opportunities and increase our chances of success, we employed a Grants Officer in 2018.

Our approach is paying off. Since July 2018, we've increased our annual average grant income from competitive grants by 70% to \$6.4 million.

We've received a total of \$18.8 million grant funding from state and federal governments in 2019 to 2020.

Grants have been a particularly important source of funds during

COVID-19, as many of our diverse income streams were impacted.

▶ What's next?

We're continuing to find innovative ways to save money and improve our services.

As a result of a service review of our Financial Services section, we'll be creating an Acquisitions team to centralise purchasing and procurement. We anticipate this will save our Council about \$200,000 each year.



We also offer a grants portal for our community to quickly search for grant opportunities:

portstephens.grantguru.com.au



Goal 3: Communication and engagement

Our community understands Council's services and can influence outcomes that affect them.

Council first point of call during COVID-19

In an emergency, people turn to sources of information they can trust.

From April to June 2020, our Customer Relations team experienced a significant increase in the number of enquiries by phone, email and social media — up 25% on our normal workload.

We saw a similar increase in traffic to our dedicated COVID-19 webpage as our community sought information about the public health order, travel restrictions and changes to our services.

This demonstrates how our community comes to us first for information on all levels of government. It also shows the value of our Council's website as a primary tool to quickly and effectively communicate with our community.

What's next?

With a large number of our community working from home for the first time, we're continuing to see an increase in

the number of customer requests. These have related to trees, roads, waste, noise, animals and overgrown properties.

We expect the number of customer requests will reduce to normal levels as people return to more traditional work patterns.

Continuing our Customer First journey

Big changes take time and we've spent 3 years working on transforming the way we provide customer service.

Our organisational framework called Customer First puts our customers (ratepayers, community and colleagues) at the heart of everything we do. In practice this means doing what we say we'll do and resolving customer requests in the promised timeframes.

We're well on our way to becoming a Customer First organisation.

We're proud to say that we achieved 99% of customer requests completed within 21 days this year, exceeding our target of 90%.

However our success rate for team members handling calls without needing to transfer customers to other Council sections dropped from 69% in June 2019 to 37% in June 2020 due to increased

demand. We anticipate this will return to normal levels soon and we'll continue to chase our ambitious target of 80%.

What we did to improve our customer service in 2019 to 2020:

- created a Customer First Toolkit to help staff deliver a better customer experience
- updated our A to Z of customer service — a list of frequently asked questions and answers to enable all staff to help customers at the first point of contact
- streamlined our customer complaint processes
- rolled out comprehensive training to customer-facing staff.

What's next?

We'll give renewed focus to key projects of the Customer First Framework including the Active Community Citizen program and online services.

13,642

CUSTOMER REQUESTS (CRM) RAISED THIS YEAR



7912

(58%) WERE FROM APRIL TO JUNE 2020

29,335

customer interactions during COVID-19 from April to June:



7912

CUSTOMER REQUESTS (CRM)



14,757

TELEPHONE CALLS



243

SOCIAL MEDIA DIRECT MESSAGES



5776

EMAILS



647

FACE-TO-FACE ENQUIRIES

Website users

226,011



2018 to 2019

↑ 11%

251,897



2019 to 2020

Website page views

734,529



2018 to 2019

↑ 23%

906,080



2019 to 2020

COVID-19 LANDING PAGE

OUR TOP VIEWED WEBSITE PAGE WITH

29,527

 VIEWS

portstephens.nsw.gov.au/covid19

Our website traffic:



55%

MOBILE



37%

DESKTOP



8%

TABLET



Council in the media

In 2019 to 2020, there were 347 significant mentions of Port Stephens Council in the mainstream media. Of these, 97% were positive or neutral.

We issued 54 media releases and 28 community notices to keep our community informed. This year, we received significant media coverage about:

- announcement of a Special Activation Precinct in Williamtown (page 83)
- smart parking approved in Nelson Bay (page 68)
- \$500,000 tourism and business support fund (page 62)
- 7 Day Makeover of Anna Bay (page 68)
- ground broken on Koala Sanctuary (page 65).

POSITIVE STORIES

18%

NEUTRAL STORIES

57%

NEGATIVE STORIES

3%

Lagoons Estate case settled

After almost 20 years of ongoing legal proceedings, our Council came to an agreement with the current owners of Lagoons Estate in January 2020.

Since 2002, the cost to ratepayers has been \$7.15 million on public drainage works, settlements and legal costs. We estimate we'll spend a further \$2 million on public drainage works.

While these numbers are high, they are significantly lower than many media reports. All costs have been disclosed in Council's financial statements and annual reports.



You can read our full statement at: portstephens.nsw.gov.au/your-council/news/council-statement-on-lagoons-estate



Improving how we communicate

The media landscape is changing, and fast. As more of us carry mobile devices in our pockets, it's no surprise digital has overtaken newspapers as our main source of information.

In response to COVID-19 and many regional newspapers closing, the NSW Government removed the legal

requirement for public notices to be placed in newspapers. These notices can now be published on a council's website.

Our Council took this opportunity to be more transparent in our communication with our community. Instead of publishing notices only in the local paper, we now:

- publish all public notices on our website
- make notices available in hard copy at our libraries
- give residents the option to have notices sent directly via email or mail.

Previously, we spent about \$90,000 each year to advertise legislated public notices. We can now redirect these funds to improving our communications and achieving our Council's objectives.

We've since seen a 350% increase in traffic to our public exhibitions webpages, showing our community is adapting and engaging with our communications.



You can view our public exhibitions at: portstephens.nsw.gov.au/your-council/public-exhibition

Psst! We launched our new community enews

Celebrating the stories of local people is an important part of our role as the level of government closest with our community.

This year, we rebranded our e-newsletter Informe to PSToday and shifted its focus from council news to good news in our community.

In light of the COVID-19 pandemic and recent changes to advertising, our audience has appreciated having a source of positive community news.

We're steadily growing our subscribers and have seen our average open rate increase about 10 points to 38% this year.

New community engagement strategy

- 57 completed engagement projects
- 39 open and ongoing engagement projects

We're committed to listening to our community and ensuring they are actively involved in shaping the future of Port Stephens through community engagement.

The benefits are clear — we earn our community's trust, identify solutions to complex problems and get the best result for all.

Our new Community Engagement Strategy, endorsed in November 2019, reflects this commitment and our approach.

It includes a community participation plan that sets out how we'll consult with our community on planning documents and development applications — a new legislative requirement for NSW councils.

Here's a few of the projects we engaged our community on this year:

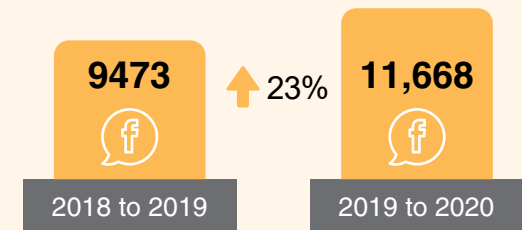
- Nelson Bay parking changes
- Local Strategic Planning Statement and Local Housing Strategy
- Fern Bay and North Stockton Strategy
- Port Stephens 2020 projects and other major works
- Raymond Terrace Public Domain Plan
- Boomerang Park off leash dog park ^{KP} — this is due to be constructed in in 2021

What's next?

Due to COVID-19, our Community Engagement team has shifted many of their engagement activities online to protect the health of staff and our community.

This has been challenging to ensure our projects are accessible for those without the internet. We're trialling new tools to offer a mix of online and in-person engagement activities where it's safe to do so.

Facebook fans



330,000

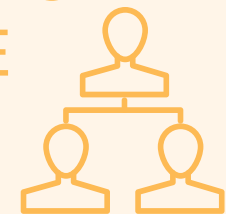
LIKES, COMMENTS
AND SHARES ON
FACEBOOK



70,000

PEOPLE

Our post with the largest reach was about COVID-19 changes



1300

PSTODAY
SUBSCRIBERS



Our performance

Operational plan items
on track after revising
workplan due to COVID-19



Governance


What we said we'd do	How effective were we?	Target	2017 to 2018#	2018 to 2019	2019 to 2020	
L1.1.1 Manage and deliver the Human Resources program	Employee engagement	≥ 70%	70%	68%	74%	✓
	Complies with IP&R checklist for workforce plan	Maintain	Compliant	Compliant	Compliant	✓
L1.2.1 Coordinate and deliver Councillor and executive support services	Councillor satisfaction with services	Maintain	100%	100%	100%	✓
L1.2.2 Conduct citizenship ceremonies	Number of citizens conferred	Citizens conferred	61	68	87	✓
L1.2.3 Develop and manage relationships with all levels of government and stakeholders	Participation in consultation/advocacy activities with other levels of government or agencies	Maintain	Yes	Yes	Yes	✓
L1.2.4 Develop shareholder value through an effective partnership with Newcastle Airport	Participation in NAPL/GNAPL Board meetings	Maintain	Yes	Yes	Yes	✓
	Airport traveller numbers per annum	≥ Baseline	1,272,634	1,277,473	930,000	⚠
	Comment: COVID-19 impacted travel and airport traveller numbers.					
	Airport dividends received per annum	≥ Baseline	\$1,903,000	\$1,943,000	\$2,000,000	✓
	Comment: The dividend for 2020 to 2021 is unlikely due to impacts of COVID-19.					
L1.2.5 Work with Hunter councils to enhance the Hunter region	Participation in Hunter Joint Organisation meetings	Maintain	Yes	Yes	Yes	✓
L1.3.1 Coordinate and deliver governance and legal services	Governance Health Check score	> 95%	97%	98%	98%	✓
L1.3.2 Coordinate and report on the internal audit process	Audit-identified issues resolved within expected timeframe	≥ Baseline	83%	100%	100%	✓
L1.3.3 Undertake a community satisfaction survey	Overall community satisfaction with Council	> 80%	85%	76%	80%	✓

Baseline

Governance continued

What we said we'd do	How effective were we?	Target	2017 to 2018 [#]	2018 to 2019	2019 to 2020	
L1.3.4 Manage the Integrated Planning & Reporting Framework	Integrated Plans delivered on time	> 95%	97%	98%	100%	✓
	IP&R documents conform with IP&R checklist	Compliant	Compliant	Compliant	Compliant	✓
L1.3.5 Manage access to information and privacy processes	Number of privacy complaints/breaches	< Baseline	5	4	1	✓
L1.4.1 Facilitate the 4-year rolling Service Review of Council's processes and services	Number of reviews completed — Service Reviews (SR) and mini reviews (ADRI)	Completion	19 SRs 3 ADRI	16 SRs 17 ADRI	24 SRs 14 ADRI	✓
L1.4.2 Manage the Corporate Improvement and Business Systems program of work	Maintain system uptime	Maintain 99.99%	100%	100%	100%	✓
L1.5.1 Manage the Integrated Risk Management System program of works	Maintain risk management maturity score	≥ 80%	83%	86%*	86%*	✓
	Rolling projected workers compensation deposit premium (rounded)	Pay < base < 100%	Base \$1m Paid \$0.7m 67%	Base \$1.2m Paid \$0.8m 70%	Base \$1.2m Paid \$1.2m 104%	⚠
	Percentage of incidents reported to Corporate Risk outside 24 hours	< Baseline	12.8%	13%	14%	✗
Why weren't we effective? In 2019 to 2020, there were 45 incidents reported outside 24 hours compared to 44 in 2018 to 2019.						

Baseline

 **On track** target achieved or on track to be achieved
  **Monitor** < 5% off the target
  **Off track** > 5% off the target

* As at August 2019

Financial management

What we said we'd do	How effective were we?	Target	2017 to 2018 [#]	2018 to 2019	2019 to 2020	
L2.1.1 Manage Council's financial resources	Underlying financial surplus of 1% of budget	Maintain	Achieved	Achieved	Not achieved	✘
	Why weren't we effective? Due to COVID 19 our financial position was affected by a \$4 million downturn in revenue. Read more on page 84.					
	Unqualified Annual Financial Statements	Achieve	Unqualified	Unqualified	Unqualified	✔
	Complies with IP&R checklist for Long Term Financial Plan	Maintain	Compliant	Compliant	Compliant	✔
L2.2.1 Manage Council's commercial businesses and investment assets	Maintain yield on commercial investment portfolio	7 to 10%	7%	8%	7%	✔
	Property vacancy rate	< 20%	20%	14%	6%	✔
L2.2.2 Deliver the Property Services capital works program	Scheduled works delivered on time, on budget	≥ Baseline	100%	100%	100%	✔
L2.2.3 Manage land acquisition, development projects and biodiversity sites	Scheduled works delivered on time, on budget	≥ Baseline	100%	100%	100%	✔
	Review and develop Property Investment Strategy	30 June 20	New	100%	80%	✘
	Comment: Requires a further review.					
L2.2.4 Manage Council's tourist accommodation	Average nightly rate (per site/cabin)	≥ Baseline	Cabins \$173 Sites \$51	Cabins \$192 Sites \$52	Cabins \$217 Sites \$52	✔
	Net promoter scores for Council's Holiday Parks	≥ Baseline	63.95%	64.20%	64.95%	✔

[#]Baseline

Communication and engagement

What we said we'd do	How effective were we?	Target	2017 to 2018#	2018 to 2019	2019 to 2020	
L3.1.1 Develop, implement and monitor Council's Customer First Framework	Scheduled actions in Customer First Framework completed (Stage 1)	≥ 95%	100%	100%	100%	✓
	Customer first point of contact resolution	≥ Annual target	Target 70% Actual 52%	Target 80% Actual 69%	Target 80% Actual 37%	✗
<p>Why weren't we effective? Due to COVID-19, customer requests have increased dramatically resulting in less first point of contact resolutions. There has also been a change to the method of calculating this statistic. This metric and others will be developed in line with the development of a Customer First Framework Project Management Plan for 2020 to 2021.</p>						
L3.2.1 Manage Council's communications	Proportion of internal and external communication plans completed on time	≥ 95%	90%	95%	95%	✓
L3.2.2 Manage Council's digital services	Growth in website users per year	> 2%	2%	1.7%	11.4%	✓
L3.3.1 Manage Councils brand and reputation	Refer to L3.2.1					
L3.4.1 Conduct Council's community engagement activities	Scheduled community engagement activities in Capital Works program completed or started	≥ 95%	85%	100%	100%	✓

Baseline



Hunter River, Raymond Terrace

Statutory Statements

SECTION 4

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.



Statutory information

Our Council is committed to open and transparent reporting. The information in this section is legislated and supplements information provided elsewhere in the report.

Our general reporting requirements are set out in section 428 of the Local Government Act 1993 (the Act) and clause 217 of the Local Government (General) Regulation 2005 (the Regulations). References to 'section' refer to the Act, while references to 'clause' refer to the Regulations, unless otherwise stated. To access copies of the Act and Regulations visit legislation.nsw.gov.au

Overview of reporting requirements

Below is an overview of reporting requirements that have been achieved, reported elsewhere, are not required or the service was not provided.

Legislation	Achieved
Implementing the Delivery Program 2018 to 2021 — Section 428(1)	Yes
Implementing the Community Strategic Plan 2018 to 2028 — Section 428(2)	Not required A full report will be prepared for the outgoing Council in the year the election is held.
Integrated Planning and Reporting Guidelines — Section 428(3)	Yes
Audited financial reports — Section 428(4)	Yes — see volume 2
Annual report copies — Section 428(5)	Yes Copies will be made available on our website, at our libraries and provided to the Minister for Local Government's office.
State of the Environment Report — Section 428(A)	Not required
Equal employment opportunities activities — Clause 217(1)(a9)	Yes — read our report on page 44
Coastal protection — Clause 217(1)(e1)	Not levied
Special Variation to Rates Expenditure — Section 508(2) and 508A	Not levied
Privacy and Personal Information Protection Act 1998	Yes — read our report on page 39
Condition of Civil Assets	Yes — view special schedule 7 of volume 2
Carers Recognition Act 2010	Did not provide service
Environmental Upgrade Agreements — Section 54P(1)	Did not provide service
Disability Inclusion — Disability Inclusion Act 2014, section 13(1)	Yes — read our report on page 52

Rates and charges written off during 2019 to 2020

Clause 132

Type	Amount	Type	Amount
Pensioner concessions	\$1,521,726	Uneconomical to recover	\$1219
Postponed rates	\$8115	Not legally recoverable	\$31
Small debts	\$310	Interest on late payments beyond ratepayer's control or hardship	\$1087
Conservation agreements	\$2337	Total	\$1,534,825

Overseas travel undertaken by Mayor, Councillors and staff

Clause 217(1)(a)

Mayor Ryan Palmer, Councillor Glen Dunkley and General Manager Wayne Wallis attended the 10th Anniversary of Sister Cities celebrations in Tateyama, Japan from 14 to 16 November 2019. Participants personally met all travel and accommodation costs, with no cost to Council.



Finnan Park at Grahamstown Dam

Mayoral and Councillors' fees and provision of facilities

Clause 217(1)(a1)

The following is a summary of the expenses incurred in performing the functions of Mayor and Councillors and associated allowances in 2019 to 2020.

Our policy recognises the Mayor and Councillors, in performing their civic functions, are entitled to be provided with certain facilities and be reimbursed for certain expenses. The policy was adopted on 26 September 2017 and is reviewed annually.

Allowances	Costs
Mayoral allowance	\$63,075
Councillors' fees and allowances	\$183,974

Expenses	Costs
Mobile phone rental	-
Mobile phone calls	\$1381
Landline phone rental	-
Landline phone calls	-
Fax rental	-
Fax calls	-
Internet	\$1173
Intrastate travel	\$17,796
Intrastate out of pocket expenses	-
Interstate travel (out of NSW)	\$32
Interstate out of pocket expenses	-
Interstate accommodation (out of NSW)	-
Intrastate accommodation	\$6481

Allowances	Costs
Councillors' expenses (see below)	\$103,740
Total	\$350,787

Expenses	Costs
Conferences	\$5505
Training	-
Partners' expenses	\$288
Computers	\$7484
Stationery	\$1378
Awards and ceremonies	\$3441
Child care expenses	\$470
Communications bundle	\$8978
Professional development	\$5378
Catering	\$40,250
Cost of Mayoral Vehicle	\$3705
Total	\$103,740

Contracts awarded greater than \$150,000

Clause 217(1)(a2)

Name of contractor	Contract details and purpose	Number	Contract value
SUEZ Recycling and Recovery Pty Ltd	Waste recycling processing	T01-2018	\$7,680,048
Workforce Road Services Pty Limited Jenalad Pty Ltd Fenworx Pty Ltd Slip Away Australia Holdings Pty Ltd	Provision of line marking services	T02-2018#	Schedule of rates*
Balanced Security Solutions	Security services	T09-2018	Schedule of rates*
Hanson Holcim Hunter Readymixed Concrete Hymix Australia	Ready mix concrete	T51192 0HUN	Schedule of rates*
Soil Conservation Service	Riverside Park revetment wall, Raymond Terrace	RFQ15-2019	\$331,640
Enviroculture Maintenance Services Pacific Facilities Asplundh Tree Expert	Bushfire management and cemetery maintenance	T01-2019	\$479,724
Flick-Anticimex	Hygiene services	T04-2019	\$116,220
Daracon Contractors Pty Ltd	Birubi Point Aboriginal Precinct landscape construction	T08-2019	\$1,372,696
North Construction & Building Pty Ltd	Port Stephens Koala Sanctuary stage 2	T10-2019	\$3,826,402

Name of contractor	Contract details and purpose	Number	Contract value
Trinity Quality Interiors	437 Hunter Street Base building and facilities upgrade	T12-2019	\$742,067
GWH Build Pty Ltd	Karuah Rural Fire Station	T14-2019	\$754,600
GWH Build Pty Ltd	Lionel Morten Oval amenities	T17-2019	\$920,200
Amenity Urban and Natural Environments Pty Ltd Moir Landscape Architecture SHAC The Design Partnership	Urban Design Panel	T30-2019	Schedule of rates*
Complete Staff Solutions GWG Partners Labour Co-operative PeopleFusion Workforce Recruitment and Labour Services	Labour hire and recruitment services	T31-2019	Schedule of rates*
MJ Pool Repairs Pty Ltd	Tilligerry Pool resurfacing	T02-2020	\$175,682
Spotless Facility Services Pty Ltd	Linen services agreement	SA2019-02	\$224,000
Refer to lgp.org.au for the live service providers and schedule of rates	Plant, machinery and equipment	LGP419~	Do and charge

*Schedule of rates refers to 'do and charge', anticipated to be in excess of \$150,000. Definitions of contracts awarded: ° Port Stephens Council tenders for this period # Port Stephens Council contract extensions for this period ~ Contracts as executed using Local Government Procurement agreement.

Legal proceedings

Clause 217(1)(a3)

The following is a summary of the amounts incurred in relation to legal proceedings taken by and or against Council from 1 July 2019 to 30 June 2020. Workers Compensation and other employment matters, public liability and professional indemnity claims are not included. Our Council recovered \$205,447 in legal costs.

Legal matter	Details	Status	Cost
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. Proceedings dismissed by consent.	Completed	\$33,030
Shoal Bay Developments Pty Ltd, Snoogal Pty Ltd v The Registrar- General, Community Association DP 270468 and Port Stephens Council	Proceedings seeking to sever land from a Community Title at Nelson Bay.	Ongoing	\$10,713
Development Appeals			
Anna Bay Resort	Appeal against Council Order to complete development. Orders by consent.	Completed	\$5930
Kobra & Shevket	Appeal against Council Order to demolish. Orders by consent.	Completed	\$5444
Salsands (NSW) Pty Ltd	Appeal against Conditions of Development Consent. Orders by consent.	Completed	\$54,659
Deemay Enterprises Pty Ltd	Appeal against Council Order to remove/demolish structures and cease using premises.	Ongoing	\$10,804
Tomasic	Appeal against Council refusal to grant Development Consent.	Ongoing	\$5567
District Court			
Dates	Appeal against sentencing and conviction – appeal part upheld and part dismissed.	Completed	\$2042
Local Court Prosecutions			
Webb	Application in Small Claims Division for reimbursement of fees.	Ongoing	\$2055
Other matters			
Webb	Appeals to the NSW Civil and Administrative Tribunal (NCAT) Internal Appeal Panel against Tribunal findings in administrative review applications and subsequent redetermination hearing.	Ongoing	\$44,470
Webb	Applications for Administrative Review in NCAT. Proceedings dismissed.	Completed	\$8689
Webb	Council application for order to restrain unmeritorious GIPA applications. Appeal allowed, order made.	Completed	\$28,454
Webb	Appeal to the NCAT Internal Appeal Panel against Tribunal findings in administrative review and order to restrain proceedings.	Ongoing	\$14,535
Webb	Application to NCAT seeking leave to submit GIPA application to Council.	Ongoing	\$3991
Total			\$230,383

Private works resolutions

Clause 217(1) (a4)

Our Council did not carry out any work on private land requiring a resolution under section 67 of the Act in 2019 to 2020.

Financial assistance

Clause 217(1)(a5)

Each year, our Council provides financial assistance to community and cultural groups in Port Stephens in accordance with section 356 of the Act.

Annual grant programs, Ward and Mayoral funds

Category	Amount
Cultural projects fund	\$54,050
Aboriginal projects fund	\$30,370
Community projects fund (including Ward funds)	\$46,054
Heritage projects fund	\$3970
Environmental projects fund (355c committees)	\$2500

Category	Amount
Environmental projects fund (schools)	\$13,536
Mayoral funds	\$76,957
Business Growth Projects Fund	\$35,000
Tourism Project Funds	\$407,962
Total	\$670,399

Hardship rate relief and rate donations

Our Council provided \$3758 in hardship rate relief and rate donations under sections 601 and 356 of the Act.

Waste services

Under our Council's Financial Assistance for the Disposal of Waste in Port Stephens Policy, \$50,120 was provided to the following organisations:

Organisation	Amount
1st Anna Bay Cubs and Scouts	\$1175
Marine Rescue Lemon Tree Passage	\$23
Marine Rescue NSW Port Stephens Unites	\$23
Medowie Assembly of God Fellowship	\$1005
Scope Home Access Hunter Region	\$2535
Port Stephens Uniting Church	\$147
Raymond Terrace Early Education Centre	\$150
Raymond Terrace Mens Shed	\$247

Organisation	Amount
Salamander Bay Recycling	\$7616
Salamander Mens Shed	\$5264
Salvation Army - Port Stephens	\$2533
Salvation Army - Raymond Terrace	\$277
St Vincent De Paul - Anna Bay	\$5110
St Vincent De Paul - Nelson bay	\$13,368
St Vincent De Paul - Tanilba Bay	\$813
St Vincent De Paul - Raymond Terrace	\$1580

Organisation	Amount
Port Stephens Koalas	\$4668
Tilligerry Habitat Association	\$694
All Saint Anglican Church Op-shop	\$253
Lemon Tree Passage Rural Fire Service	\$154

Organisation	Amount
Salvation Army Hope Centre	\$1721
Centre for Hope	\$430
Raymond Terrace Historical Society	\$334
Total	\$50,120

External bodies exercising the functions delegated by Council

Clause 217(1)(a6)

There were no external bodies exercising the functions of our Council.

External bodies of which Council has controlling interests

Clause 217(1)(a7)

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

Newcastle Airport Partnership Company 3 Pty Ltd

Newcastle Airport Partnership Company 4 Pty Ltd

Following the corporate restructure of the Newcastle Airport Ltd on 9 October 2013, there are 4 partners of the Newcastle Airport Partnership. City of Newcastle owns 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). Port Stephens Council owns 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).

Following the incorporation of the Greater Newcastle Aerotropolis Pty Ltd on 20 December 2018, there are 4 partners of the Greater Newcastle Aerotropolis Partnership. City of Newcastle owns 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). Port Stephens Council owns 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).

Port Stephens Council holds 100% interest in Newcastle Airport Partnership Company 3 Pty Ltd and Newcastle Airport Partnership Company 4 Pty Ltd.

External bodies in which Council has participated

Clause 217(1)(a8)

Our Council must report on all corporations, partnerships, trusts, joint ventures, syndicates or other bodies (whether or not incorporated) in which we participated during that year.

- **Newcastle Airport Pty Ltd (NAPL)**
- **Newcastle Airport Partnership (NAP)**
- **Greater Newcastle Aerotropolis Pty Ltd (GNAPL)**
- **Greater Newcastle Aerotropolis Partnership (GNAP)**

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

Greater Newcastle Aerotropolis Pty Ltd manages the development of the Astra Aerolab aerospace park (76 hectares of land adjacent to Newcastle Airport) on behalf of the Greater Newcastle Aerotropolis Partnership. City of Newcastle and Port Stephens Council hold the rights to their share of the assets and their share of the obligations in the partnership.

Port Stephens Council has a 50% interest in NAPL, NAP, GNAPL and GNAP and the City of Newcastle has an interest in the remaining 50%.

Hunter Joint Organisation Group Entities

The Hunter Joint Organisation and its group entities are the hub for local government collaboration. They strengthen our communities by being the local voice on regional strategic issues and delivering tailored local government solutions.

There are 4 key entities that operate as part of the current enterprise offering:-

Hunter Joint Organisation — a statutory body under the Act established in 2018 to identify, advocate for and collaborate on regional strategic priorities. Its statutory mandate includes identifying key regional strategic priorities, advocating for these priorities and building collaborations around these priorities with other levels of government, industry and community.

Strategic Services Australia Limited and its wholly owned subsidiary **Hunter Councils Legal Services Limited** — companies limited by guarantee under the Corporations Act 2001 and established to improve the quality and efficiency of local government services in the Hunter. These organisations offer tailored local government services through 5 divisions:

- Local Government Training Institute
- Local Government Legal
- Regional Procurement
- Screen Hunter — licenses film production on council owned and controlled land
- Regional Policy & Programs Division — delivers on the strategic priorities of the Hunter Joint Organisation, including the Hunter and Central Coast Regional Environment Program, on behalf of both Hunter JO member councils and Central Coast Council.

Hunter Councils Incorporated — an incorporated association under the Associations Incorporation Act 2009 that holds property assets for the Hunter Joint Organisation group.

We have representation on each entity's board, and shares ownership and governance of the entities with the other 9 councils of the Hunter region.

NSW Local Government Mutual Liability Scheme (Statewide)

Our Council is a member of the NSW Local Government Mutual Liability Scheme, known as Statewide. It started in 1993 as a joint venture forming a 'self-insurance mutual' covering public liability and professional indemnity insurance. Membership includes 117 member councils across NSW.

StateCover Mutual

Our Council is a member of StateCover Mutual. This body was established as a not-for-profit workers compensation insurer to partner with NSW local government in the management of workplace risk. StateCover Mutual provides an integrated injury prevention and injury management service model to minimise the overall cost of members' workplace risk.

Senior staff remuneration

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

Our Council's senior staff consists of the General Manager and 3 Group Managers. All senior staff are employed under standard contracts.

- General Manager \$344,998
- Senior staff (excluding the General Manager) \$914,410

Stormwater management services

Clause 217(1)(e)

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

Companion animals

Clause 217(1)(f), Companion Animals Act 1998, Companion Animals Regulation 2008

Our 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 Companion Animals Regulation 2018, including lodgement of pound data collection returns. We also report information on an incident-by-incident basis in relation to dog attacks.

Our Council provides the full suite of companion animal functions. This year, the following information has been collected on the Companion Animals Register:

- a total of 63 dog attacks. See page 70.
- a total of 447 companion animals were impounded.

Of the companion animals impounded:

- 180 animals were either collected by their owner or returned to their owner by our Council prior to being transported to the pound
- 73 were sold to new owners or released to rescue organisations
- 130 animals were surrendered to the pound by the public.

Companion animal management and activities

In 2019 to 2020, we spent \$223,336 on companion animal management and related activities (excluding ranger salaries and vehicle costs). Of this, \$9829 was spent on community education programs, personal protective equipment, tools and training. You can read about our community education programs on page 70 of this report.

Other related companion animals activities included:

- officer training at annual ranger workshop to ensure best practice and information sharing with industry experts.
- a restricted, dangerous and menacing dog project. Read more on page 70.
- the design, production and distribution of promotional materials at schools and community events.

Desexing initiatives

We promote the services of Hunter Animal Watch and the National Desexing Network, which carry out subsidised desexing of animals in Port Stephens.

Alternatives to euthanasia

To reduce euthanasia rates, our Council conducted a companion animal registration project. We sent 756 notices to owners

of unregistered dogs to encourage lifetime registration. This is a legislative requirement which also helps us return missing animals to owners and decrease euthanasia rates.

We also actively promote the sale of suitable unclaimed cats and dogs from our pound online and through partnerships with registered rescue organisations.

Off-leash areas

We continue to promote, improve and enforce the rules in the 13 off-leash areas in Port Stephens, including making upgrades to signage and facilities.

The education opportunities and growth of the Ranger Ralph program has raised awareness of responsible pet ownership and the use of off-leash dog exercise areas.

Managing and controlling companion animals

Our Council collected \$63,794 in registration fees, which we forwarded to the Office of Local Government. We received \$81,826 back from the Office of Local Government including payments for transactions made by customers online. This was put towards Companion Animal Register administration, impound facility functions, tools and equipment, and other initiatives undertaken this year.

Capital Expenditure Guidelines 2010

Section 12, Division of Local Government Department of Premier and Cabinet

The following is a summary of capital works in progress as at 30 June 2020.

Name of project	Progress	Budget as at 30 June 2020 (excluding GST)	Expenditure 2018 to 2019 (excluding GST)	Expenditure 2019 to 2020 (excluding GST)
Medowie Sport and Community Facility	In progress — practical completion of construction. Read more on page 67.	\$5.9 m	\$2.4 m	\$3.5 m
Birubi Information Centre	In progress — planning underway. Read more on page 56.	\$5.8 m	\$200 k	\$20 k
Koala Sanctuary	In progress — practical completion of construction. Read more on page 65.	\$8.6 m	\$900 k	\$7.3 m
Depot	In progress — project delivery program in development. Read more on page 69.	\$250 k	\$0	\$42 k

Government Information (Public Access) (GIPA) Act 2009

The GIPA Act 2009 has a number of mechanisms to access information — mandatory, proactive, informal and formal release.

In 2019 to 2020, our Council processed 374 informal access for information requests, removing the need to make a formal application in most cases.

The following is our annual report as required under section 125 of the GIPA Act:

Review of proactive release program — clause 7(a)

Agencies must review their programs for the release of government information at least once every 12 months to identify the kinds of information that can be made publicly available. Our program for the proactive release of information involves:

- reviewing all formal applications and informal requests to determine if the

information sought should be released proactively in future

- aligning our Electronic Records Management systems categories to the GIPA Act and determining if any further records should be released proactively in future
- monitoring matters raised by employees and determining if the information should be released proactively in the future.

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

Government Information (Public Access) (GIPA) Regulation 2018

Clause 8, Schedule 2

Review of proactive release program — clause 8(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	Yes

Number of access applications received — clause 8(b)

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

Total number of applications received
27

Number of refused applications for Schedule 1 information — clause 8(c)

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

Number of Applications Refused	Wholly	Partly	Total
	1	0	1
% of total	100%	0%	



Hinton Bridge over Paterson River

Access application statistics — clause 8(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	Percentage of total
Media	0	0	0	0	0	0	0	0	0	0%
Members of Parliament	0	0	0	0	0	0	0	0	0	0%
Private sector business	2	1	0	0	0	1	0	1	5	13%
Not for profit organisations or community groups	1	0	0	0	0	0	0	0	1	3%
Members of the public (by legal representative)	1	4	0	0	0	1	0	1	7	18%
Members of the public (other)	1	11	4	5	3	0	0	1	25	66%
Total	5	16	4	5	3	2	0	3	38	100%
Percentage of total	13%	42%	11%	13%	8%	5%	0%	8%	100%	

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	Percentage of total
Personal information applications**	0	0	0	0	0	0	0	0	0	0%
Access applications (other than personal information applications)	4	11	4	4	3	2	0	3	31	82%
Access applications that are partly personal information applications and partly other	1	5	0	1	0	0	0	0	7	18%
Total	5	16	4	5	3	2	0	3	38	100%
Percentage of total	13%	42%	11%	13%	8%	5%	0%	8%	100%	

* More than one decision can be made in respect to 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

Reason for invalidity	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	3	75%
Excluded information	1	25%
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	4	100%

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

Reason for invalidity	Times consideration used*	Percentage of total
Responsible and effective government	3	7%
Law enforcement and security	3	7%
Individual rights, judicial processes and natural justice	23	51%
Business interests of agencies and other persons	16	35%
Environment, culture, economy and general matters	0	0%
Secrecy provisions	0	0%
Exempt documents under interstate Freedom of Information legislation	0	0%
Total	45	100%

Table F: Timeliness

Reason for invalidity	Number of applications	Percentage of total
Decided within the statutory timeframe (20 days plus any extensions)	31	100%
Decided after 35 days (by agreement with applicant)	0	0%
Not decided within time (deemed refusal)	0	0%
Total	31	100%

* 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 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	1	0	1	7%
Review by Information Commissioner*	5	4	9	65%
Internal review following recommendation under section 93 of Act	0	2	2	14%
Review by NCAT	0	2	2	14%
Total	6	8	14	
Percentage of total	43%	57%		100%

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

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

	Number of applications for review	Percentage of total
Applications by access applicants	9	100%
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0	0%
Total	9	

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	



Oakvale, Salt Ash

Public Interest Disclosures Act 1994

Section 31

Our Council is required to report on the number of disclosures received and to what the disclosures related. The below summary is reported to the NSW Ombudsman.

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 disclosures 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

Employees have been made aware through:

- employees undertaking that they have read and understood our internal reporting policy
- links on intranet and website
- messages in internal newsletters and on bulletin boards
- brochures and posters
- training to new employee during induction
- internal online training using the NSW Ombudsman training package for all employees, principal officer and management.

Code of Conduct

Section 11.1, Procedures for the Administration of the Model Code of Conduct for Local Councils in NSW

Our Council is required to report complaints relating to the Mayor, Councillors and the General Manager in the year to September. In addition to this, we provide the below details for 2019 to 2020. Read more on page 39.

Model Code of Conduct Complaints from 1 July 2019 to 30 June 2020			
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	7
	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	2
	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	2
	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	2
	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	\$20,226
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

Model Code of Conduct Complaints from 1 July 2019 to 30 June 2020			
	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	2
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 6/7)	0
	e)	Access to information and resources (Part 7/8)	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

Fisheries Management Act 1994

Our Council operates in accordance with and gives consideration to Fisheries Management Act related Threat and Recovery Abatement Plans. We have no specific allocated tasks to report on and have 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.

Environmental Planning and Assessment Act 1979

Section 7.5(5)

Our Council is required to give details of compliance with and the effect of the planning agreements executed and in force during 2019 to 2020.

Name	Date of agreement	Parties to agreement	Details	Status
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

Swimming pool inspections

Swimming Pools Act 1992 section 22f(2), Swimming Pools Regulation 2008 clause 18(b)(c)

Councils are required to inspect private pools as requested and issue compliance certificates. We must also inspect (at least once every 3 years) any tourist or visitor accommodation or property with more than 2 dwellings where a swimming pool is situated. The following is a list of inspections for 2019 to 2020.

Number of inspections of visitor accommodation	15
Number of inspections of premises with more than 2 dwellings	8
Number of inspections that resulted in issuance of a Certificate of Compliance (section 22d)	207
Number of inspections that resulted in issuance of a Non-compliance Certificate (clause 21)	21



Port Stephens Koala Sanctuary

Appendix

SECTION 6

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Port Stephens Street, Raymond Terrace

Election of representatives on Council, committees, regional committees and groups

Council committees

Ref	Committee name	Purpose	Current 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.	Cr Sarah Smith Cr Chris Doohan
3	Audit Committee	An advisory committee of Council comprising 2 Council representatives and 2 external representatives. Its purpose is to enhance the corporate governance of Council through the provision of independent oversight, review and advice on the organisation's governance, risk, control and compliance frameworks.	Cr Glen Dunkley Cr Chris Doohan Alternate Cr Ken Jordan (OLG 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.	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.	Cr Glen Dunkley

Ref	Committee name	Purpose	Current delegates
7	Fern Bay Community Centre Committee	To assist Council in the management of Fern Bay Community Centre.	Cr Giacomo Arnott Cr Ken Jordan Cr Paul Le Mottee
8	Fingal Bay Parks and Reserves Committee	To undertake maintenance and improvements to designated parks and reserves.	Cr John Nell
9	Heritage Advisory Committee	This committee is run by Council and supported by funds from the Heritage Office. Community members meet to raise and make recommendations on local heritage issues.	Cr Paul Le Mottee
10	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.	Cr Ken Jordan
11	Karuah Community Hall Committee	To assist Council in the management of Karuah Community Hall.	Cr Giacomo Arnott Cr Ken Jordan Cr Paul Le Mottee Cr Chris Doohan Cr Sarah Smith Cr Steve Tucker
12	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
13	Mallabula Community Centre Committee	To assist Council in the management of Mallabula Community Centre.	Cr Steve Tucker Cr Sarah Smith Cr Chris Doohan
14	Mallabula Parks and Reserves Committee	To undertake maintenance and improvements to designated parks and reserves.	Cr Steve Tucker Cr Sarah Smith Cr Chris Doohan
15	Mambo Wanda Wetlands, Reserves and Landcare Committee	To undertake maintenance and improvements to designated parks and reserves.	Cr John Nell
16	Medowie Community Centre Committee	To assist Council in the management of Medowie Community Centre.	Cr Chris Doohan
17	Medowie Sports Council	To facilitate communication between the sporting public and Council to ensure the existing and future needs of those persons participating and administrating sports are accurately identified and brought to the attention of Council.	Cr Sarah Smith Cr Chris Doohan

Ref	Committee name	Purpose	Current delegates
18	Nelson Bay Community Hall Committee	To assist Council in the management of Nelson Bay Community Hall.	Cr Jaimie Abbott
19	Port Stephens Australia Day Committee	To coordinate 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
20	Port Stephens Native Flora Garden Committee	To undertake maintenance and improvements to the native flora garden.	Cr John Nell
21	Port Stephens Sister Cities Committee	To promote and have ongoing relationships between international communities providing opportunities for cultural exchange.	Mayor and all councillors
22	Raymond Terrace Parks, Reserves and Tidy Towns Committee	To undertake maintenance and improvements to designated parks and reserves.	Cr Giacomo Arnott Cr Ken Jordan Cr Paul Le Mottee
23	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
24	Salt Ash Community Hall	To assist Council in the management of Salt Ash Community Hall.	Cr Sarah Smith Cr Chris Doohan Cr Steve Tucker
25	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
26	Seaham Park & Wetlands Committee	To assist Council in the management, maintenance and improvements to the park and wetlands.	Cr Ken Jordan Cr Giacomo Arnott Cr Paul Le Mottee
27	Local Infrastructure Contributions Panel (Formerly Section 94 Panel)	To inform Council of any proposed and/or requested changes to Council's Contributions Plan and associated systems and processes.	Mayor Ryan Palmer Cr Steve Tucker Cr Giacomo Arnott Cr Glen Dunkley Cr Chris Doohan Cr Ken Jordan

Ref	Committee name	Purpose	Current delegates
28	Soldiers Point - Salamander Landcare Group	To undertake maintenance and improvements to designated parks and reserves.	Cr John Nell
29	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
30	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.	Cr Steve Tucker Cr Sarah Smith Cr Chris Doohan
31	Tilligerry Landcare Group	To undertake maintenance and improvements to designated parks and reserves.	Cr Steve Tucker Cr Sarah Smith Cr Chris Doohan
32	Tilligerry Sports Council	To facilitate communication between the sporting public and Council to ensure the existing and future needs 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
33	Tomaree Sports Council	To facilitate communication between the sporting public and Council to ensure the existing and future needs 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
34	West Ward Sports Council	To facilitate communication between the sporting public and Council to ensure the existing and future needs 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
35	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

Ref	Committee name	Purpose	Current delegates
36	AGL Newcastle Gas Storage Facility Community Dialogue Group	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
37	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
38	Brandy Hill Quarry Community Consultative Committee	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
39	Comprehensive Koala Plan of Management Implementation Committee	To oversee the implementation of the Port Stephens Council Comprehensive Koala Plan of Management.	Cr Sarah Smith Alternate Cr John Nell
40	Community Projects Fund	To make recommendations to Council on applications received through the Grants process.	Mayor Palmer Cr Ken Jordan Cr Chris Doohan Cr Jaimie Abbott (1 councillor from each Ward).
41	Floodplain Risk Management Committee	To review the Floodplain policy.	Mayor Ryan Palmer Cr Chris Doohan Cr Dunkley Cr Nell Cr Le Mottee
42	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) Plus a councillor nominated by the General Manager

Ref	Committee name	Purpose	Current delegates
43	Holiday Parks Advisory Panel	To provide a forum for meaningful discussion, facilitating appropriate consultation and engagement to assist in the effective management and strategic direction of the Port Stephens Beachside Holiday Parks comprising Fingal Bay Holiday Park, Shoal Bay Holiday Park, Halifax Holiday Park, Thou Walla Sunset Retreat and Port Stephens Koala Sanctuary.	Mayor and all councillors
44	Hunter Joint Organisation	To discuss regional issues in the Hunter.	Mayor Ryan Palmer
45	Local Government Community Safety & Crime Prevention Network NSW	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.	Mayor Ryan Palmer
46	Hunter Water Corporation Community Consultative Committee	This committee is an advisory committee to Hunter Water Corporation.	Cr Paul Le Mottee Alternate Cr Giacomo Arnott
47	Hunter and Central Coast Regional Planning Panel (Formerly 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 3 State members and 2 Councillors. The term is for 3 years for each Panel member.	Mayor Ryan Palmer Cr Paul Le Mottee Alternates Cr Chris Doohan Cr Giacomo Arnott
48	Local Traffic Committee	A Transport for NSW-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
49	Lower Hunter Bushfire Management Committee	To discuss direction across local government areas and across agencies in regard to bushfire management. The committee is a legislative requirement.	Cr Giacomo Arnott Cr Paul Le Mottee
50	Lower Hunter Community Advisory Group	To provide an opportunity for Hunter Local Land Services to engage with stakeholders on a range matters, including strategic direction and programs.	Cr Paul Le Mottee
51	Marine Parks Advisory Panel Ministerial Appointment	Community Consultative Committee regarding the proposed Marine Park in Port Stephens.	Cr John Nell Alternate Cr Paul Le Mottee
52	Medowie Planning Strategy Implementation Panel	To provide community advice to Council on the implementation of the Medowie Planning Strategy.	Mayor Ryan Palmer Cr Chris Doohan Cr Sarah Smith Cr Steve Tucker

Ref	Committee name	Purpose	Current delegates
53	Nelson Bay Strategy Implementation Panel	To provide community advice to Council on the implementation of the Nelson Bay Planning Strategy.	Mayor Ryan Palmer Cr Jaimie Abbott Cr G Dunkley Cr John Nell
54	Newcastle Airport Partnership Company No. 3 Pty Ltd	Special Purpose Vehicle for the part ownership of Newcastle Airport.	Mayor Ryan Palmer Cr Paul Le Mottee (General Manager) (Financial Services Manager)
55	Newcastle Airport Partnership Company No. 4 Pty Ltd	Special Purpose Vehicle for the part ownership of Newcastle Airport.	Mayor Ryan Palmer Cr Paul Le Mottee (General Manager) (Financial Services Manager)
56	Newcastle Airport Partnership	The partnership is responsible for the development and management of Newcastle Airport and related infrastructure.	Mayor Ryan Palmer (General Manager)
57	Greater Newcastle Aerotropolis Partnership	The partnership is responsible for Astra Aerolab.	Mayor Ryan Palmer (General Manager)
58	Newcastle Airport Pty Limited	To manage the operations of Newcastle Airport.	Mayor Ryan Palmer as Port Stephens Council Shareholder representative Cr Paul Le Mottee as Port Stephens Council Shareholder Representative proxy Mayor Ryan Palmer as Port Stephens Council appointed Director General Manager as Port Stephens Council appointed Director

Ref	Committee name	Purpose	Current delegates
59	Greater Newcastle Aerotropolis Pty Limited	To manage the operations of Astra Aerolab.	Mayor Ryan Palmer as Port Stephens Council Shareholder representative Cr Paul Le Mottee as Port Stephens Council Shareholder Representative proxy Mayor Ryan Palmer as Port Stephens Council appointed Director General Manager as Port Stephens Council appointed Director
60	NSW Public Libraries Association (Central East Zone)	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
61	Port Stephens Council Depot Redevelopment Committee	To explore the options available for re-development of the Council depot at Raymond Terrace.	Mayor Ryan Palmer Cr Ken Jordan Cr John Nell Cr Giacomo Arnott
62	Port Stephens Economic Development Advisory Panel	To act as a communication and advisory mechanism to Council on relevant Economic Development issues. To oversee the implementation of the Economic Development Strategy.	Mayor Ryan Palmer Cr Chris Doohan Cr Glen Dunkley Cr Giacomo Arnott
63	Port Stephens Floodplain Advisory Panel	To provide advice on flood/floodplain management studies/plans.	Cr Paul Le Mottee Alternate Cr Giacomo Arnott
64	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

Ref	Committee name	Purpose	Current delegates
65	Property Advisory Committee	To provide a forum to address property management and development matters.	Mayor Ryan Palmer Cr Chris Doohan Cr Paul Le Mottee Cr Ken Jordan Cr Glen Dunkley
66	Raymond Terrace and Heatherbrae Strategy Implementation Panel	To provide community advice to Council on the implementation of the Raymond Terrace and Heatherbrae Strategy 2015 to 2031.	Mayor Ryan Palmer Cr Giacomo Arnott Cr Ken Jordan Cr Paul Le Mottee
67	Salt Ash Sand Project Community Consultative Committee	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 Steve Tucker
68	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 Giacomo Arnott Alternate Mayor Ryan Palmer
69	Williamstown Consultative Committee Forum	To provide a forum for the residents of Williamstown area to discuss relevant issues with Federal, State and Local Government elected members and agencies.	Mayor Ryan Palmer (General Manager)
70	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

Capital works projects

Capital works project expenditure in 2019 to 2020.

Classification	Job description	Cost (\$)
Aquatic structures	Foreshore erosion and accretion management	165,908
Aquatic structures	Nelson Bay Marina sea wall stabilisation (sand clearing)	159,999
Aquatic structures	Riverside Park seawall replacement	353,559
Aquatic structures	Foreshore improvements — Conroy Park, Corlette	40,627
Aquatic structures	Revetment work — Soldiers Point	52,320
Council buildings	Council building improvements	130,685
Council buildings	Depot relocation	41,927
Council buildings	Brandon Park shade awning and sight screen	31,545
Council buildings	Raymond Terrace netball clubhouse disabled amenities	54,774
Council buildings	Raymond Terrace tennis clubhouse disabled amenities	81,846
Council buildings	Tilligerry tennis clubhouse upgrades	218,836
Council buildings	Vi Barnett athletics clubhouse disabled amenities	111,419
Council buildings	Karuah RFS building construction	993,056
Council buildings	Fingal Bay RFS building construction	34,350
Council buildings	Medowie Sport and Community Facility	3,480,568
Council buildings	Raymond Terrace pigeon club	195,089
Council buildings	Lionel Morten amenities construction	1,192,087
Council buildings	Raymond Terrace SES install backup power generator	27,500
Council buildings	Tomaree Aquatic Centre replace fibreglass pool liner	208,840
Council buildings	Nelson Bay Senior Citizens Hall upgrade to switchboard, handrails	31,524
Council buildings	Vi Barnett amenities	12,692
Council buildings	Tanilba Bay Hall external upgrades	21,917
Council buildings	Boat Harbour amenities upgrades and paint	11,879
Council buildings	Roy Wood amenities upgrades and paint	10,173

Classification	Job description	Cost (\$)
Council buildings	Lakeside Leisure Centre upgrade cafe and outdoor dining facilities	28,201
Council buildings	Lakeside Sports Complex grandstand upgrades	135,531
Council buildings	Boyd Oval clubhouse new amenities	52,820
Council buildings	George Reserve amenities replacement	19,556
Council buildings	Little Beach amenities replacement	20,819
Council buildings	Tomaree Sports Complex amenities replacement	10,376
Council buildings	Lee Thompson park amenities	40,497
Council buildings	Stuart Park amenities and clubhouse upgrade	27,029
Council buildings	Seaham School of Arts lining and roof upgrades	11,038
Information technology	Information technology improvements	308,464
Car parks	Birubi Information Centre	20,446
Car parks	Parking meter upgrade — 17 of 25 meters	70,632
Car parks	Stage 1 East Donald Street carpark demolition and at grade car parking	1,308,077
Investment and property	Investment property improvements	3,156,848
Drainage	Shoal Bay drainage study	31,520
Drainage	Nelson Bay cemetery drainage upgrade	109,606
Drainage	Remote monitoring of pump stations	18,359
Drainage	Shoal Bay infiltration system and associated drainage	47,847
Drainage	Hough Street, Nelson Bay replacement of flood pump	14,007
Drainage	Seabreeze Estate drainage improvement works	181,290
Drainage	Sandy Point Road foreshore reconstruction	112,945
Holiday parks	Shoal Bay Holiday Park improvements	1,816,334
Holiday parks	Fingal Bay Holiday Park improvements	304,048
Holiday parks	Halifax Holiday Park improvements	1,903,088
Holiday parks	Treescape Holiday Park improvements	106,083
Holiday parks	Thou walla Holiday Park improvements	70,781
Holiday parks	Port Stephens Koala Sanctuary	7,295,458
Libraries	Library resources	250,115

Classification	Job description	Cost (\$)
Open spaces	Bowthorne Park spectator seating	42,466
Open spaces	Ferodale playground	102,162
Open spaces	Nelson Bay croquet club new court expansion	298,315
Open spaces	Lakeside Sports Complex drainage upgrade	79,387
Open spaces	Apex Park, Nelson Bay revitalisation	230,338
Open spaces	Bagnalls Beach East playground upgrade	138,190
Open spaces	Fern Bay park furniture and multisport court	168,741
Open spaces	Pirralea Gardens boardwalk upgrade	66,964
Open spaces	Robinson Reserve, Anna Bay redevelopment	1,940,948
Open spaces	Yulong Oval upgrade	205,268
Open spaces	King Park Sports Complex Master Plan	14,901
Open spaces	Soldiers Point Aboriginal Place interpretive signage	13,132
Open spaces	Fingal Bay playground relocation	14,197
Open spaces	Fingal Bay Oval access paths	17,989
Open spaces	Mallabula Sports Complex light tower replacement	61,936
Open spaces	Birubi Point Aboriginal Place interpretive signage	32,780
Open spaces	Henderson Park barbeque replacements	14,212
Open spaces	Nelson Bay tennis club lighting	86,080
Open spaces	George Reserve picnic shelter and seating	39,447
Open spaces	Tanilba Park outdoor gym	25,115
Landfill	Newline Road landfill capping	1,092,349
Paths and cycleways	Footpath and cycleway improvements	214,207
Paths and cycleways	Boomerang Park, Raymond Terrace shared pathway	558,548
Paths and cycleways	Waropara Road, Medowie shared pathway	159,446
Paths and cycleways	Gan Gan Road, Anna Bay shared pathway (Nelson Bay Road to dune access)	506,694
Paths and cycleways	Lemon Tree Passage Road shared pathway	107,730
Paths and cycleways	Anna Bay (7 day makeover) town centre revitalisation - capital	127,340
Paths and cycleways	Gan Gan Road, Anna Bay (number 269 to 304)	203,632

Classification	Job description	Cost (\$)
Plant	Plant upgrades	922,531
Roads	Reseal program	1,376,689
Roads	Stage 1 Tomaree Road reconstruction — Marine Drive to Garden Place	2,405,231
Roads	Swan Bay Road rehabilitation	98,019
Roads	Hinton Road, Nelsons Plains blackspot upgrades	52,576
Roads	Gan Gan Road blackspot upgrades — design only	36,399
Roads	Hinton Road, Osterly blackspot upgrades	18,502
Roads	Nelson Bay digital wayfinding sign installation	25,756
Roads	Abundance Road, Medowie from Ferodale Road south	375,348
Roads	Italia Road — Caswells Creek Bridge to number 465	258,296
Roads	Lemon Tree Passage Road, Salt Ash	522,545
Roads	Shoal Bay Road pedestrian crossing safety upgrade	128,975
Roads	Vardon Road, Fern Bay	522,115
Roads	Magnus Street and Donald Street intersection upgrade	99,378
Roads	Port Stephens Drive, Anna Bay safer roads grant works	305,345
Roads	Newline Road, Raymond Terrace safer roads grant works	149,227
Roads	Masonite Road, Tomago blackspot upgrades	182,932
Roads	Seaham Road, Nelson Plains safer roads grant works	400,754
Roads	Green Wattle Creek Road sealing	400,000
Roads	Lemon Tree Passage Road, Tanilba Bay blackspot upgrades	1,271,437
Roads	Foreshore Drive, Salamander Bay safer roads grant works	572,705
Roads	Wilga Road and Wellard Close, Medowie intersection upgrade	42,246
Roads	William Street Raymond Terrace town centre improvements (road upgrade and streetscape)	84,570
Roads	East Seaham Road landscaping works	21,733

Wallalong



Glossary of terms and acronyms

ABS: Australian Bureau of Statistics.

Advocacy: The act of speaking or arguing in favour of something like a cause or idea.

Biodiversity: The variety of all living things including plants, animals and microorganisms, their genes and the ecosystems of which they are a part.

Capital works: Major projects undertaken to either renew, upgrade or construct assets owned by Port Stephens Council.

Community Strategic Plan (CSP): A strategic document with a minimum 10-year outlook, which outlines our community's long term vision and priorities.

COVID-19: The disease caused by a new coronavirus.

Customer First: An organisational framework which puts our customers (ratepayers, community and colleagues) at the heart of everything we do.

DA: Development application.

Delivery Program: A document with a minimum 4-year outlook, which outlines our Council's objectives in achieving the Community Strategic Plan.

Disability Inclusion Action Plan (DIAP): A plan outlining the actions we'll take to remove barriers for people with disability.

Financial year: The financial year we are reporting on in this report is from 1 July 2019 to 30 June 2020.

Gathang: The language of the Worimi people of Port Stephens.

Integrated Planning and Reporting Framework (IP&R): A framework used by NSW councils to report on progress in meeting the community's vision and objectives. It incorporates the Community Strategic Plan, Delivery Program, Operational Plan, Long Term Financial Plan, Strategic Asset Management Plan and Workforce Plan.

IPART: Independent Pricing and Regulatory Tribunal.

LGA: Local government area.

Long Term Financial Plan: A plan for how we'll fund the objectives and strategies in the Community Strategic Plan.

OLG: Office of Local Government NSW.

OOSH: Out of School Hours Care.

Operational Plan: An annual action

plan for how we'll implement the Delivery Program plus budgets, fees and charges.

PFAS: Per and poly fluoroalkyl substances. A synthetic chemical that has been linked to the historical use of firefighting foam.

Risk management: A discipline for developing appropriate procedures to reduce the possibility of adverse effects.

RMS: Roads and Maritime Services.

Special Activation Precinct: A dedicated area in a regional location identified by the NSW Government to become a thriving business hub.

Strategic Asset Management Plan (SAMP): A 10-year framework for managing our Council's assets so appropriate services are effectively delivered to the community.

Worimi: Our Council acknowledges the Worimi people as the traditional owners of the Port Stephens local government area.

Workforce Plan: A plan to ensure we have the right people and skills to deliver the objectives in the Community Strategic Plan.

YAP: Youth Advisory Panel.

Yabang Gumba-Gu: Meaning 'road to tomorrow', this is an agreement and 3-year action plan our Council has signed with the local Worimi and Karuah Aboriginal Land Councils.

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