Shoalhaven
Information Booklet
2012-2013

Shoalhaven City Council

COUNCIL

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Deputy Mayor

Clr Andrew Guile

Assistant Deputy Mayor

Clr Greg Watson

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Peter Adams

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Shoalhaven City Council

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Council and Committee Meetings

Generally Council meetings are held on the 3rd Tuesday of the month with Committee meetings held on the 1st and 2nd Tuesdays. Meetings are held at the City Administrative Centre, Bridge Road Nowra unless Council has resolved to meet at another venue. Information about dates, times and venues agendas and minutes of meetings may be found under "Your Council" on our website.

Community Consultative Bodies

Council has recognised 24 organisations throughout the City as Community Consultative Bodies (CCBs) for their respective areas.

- Basin Villages Forum.....4443 7665
- Bawley Point/Kioloa Progress Association 4457 2929
- Berry Alliance.....0449 569 059
- Budgong Community Group 0419 909 707
- Callala Bay Community Association 4446 6624
- Callala Beach Progress Association.....4446 6536
- Cambewarra Residents & Ratepayers Association ...4446 0127
- Conjola District Lakecare Association 4456 4141
- Culburra Beach Progress Association 4447 4953
- Currarong Progress Association.....4448 3073
- Friends of 2538.....4455 5254
- Get to the Point (Greenwell Point)..... 4447 1029
- Huskisson/Woollamia Community Voice 0408 676 550
- Murramarang Progress Association 4472 5325
- Orient Point Progress Association 4447 4266
- Red Head Villages Association.....4456 5191
- Shoalhaven Heads Community Forum.....4448 7165
- Sussex Inlet Community Forum 4441 2066
- Tabourie Lake Ratepayers & Res Association.....4457 3154
- Tomerong Community Forum 0402 235 497
- Ulladulla & Districts Community Forum 4454 4014
- Vincentia Ratepayers & Residents Association.....4441 6431
- Wandandian Progress Association.....4443 4274

CCBs act as a communication channel between Council and the local community. Council provides them with information relating to current Council issues, (such as Development Applications, documents on exhibition, proposed Council works, etc.) and the CCBs have an opportunity to communicate the views of the residents and ratepayers back to Council and assist in the decision making process.

Residents and ratepayers are encouraged to participate in this process by attending the CCB meeting for their particular area. CCB names, meeting times and contact details are available on **Council's website: www.shoalhaven.nsw.gov.au/MyCommunity/ResidentsGroups.aspx**

Privacy

The Privacy and Personal Information Protection Act, 1998 and the Health Records & Information Privacy Act, 2002, provide for the protection of personal and health information and the privacy of individuals generally.

In carrying out its functions, Council collects and holds a broad range of personal and health information which may be used and disclosed in various circumstances.

Council's Privacy Management Plan details how Council will comply with the requirements of the privacy legislation and enquiries could be directed to the Privacy Officer by telephoning (02) 4429 3111.

Delivery Program & Operational Plan

Shoalhaven Vision 2020

"We will work together in the Shoalhaven to foster a safe and attractive community for people to live, work, stay and play; where sustainable growth, development and environmental protection are managed to provide a unique and relaxed lifestyle."

Council's Mission

To enhance Shoalhaven's strong communities, natural, rural and built environments and appropriate economic activities through strategic leadership, good management, community engagement and innovative use of resources.

Core Principles

The objectives and strategies of Council's Community Strategic Plan are based on core principles addressing:

- Ecologically sustainable development
- Social Justice
- Effective Governance

Delivery Program & Operational Plan

Council has prepared a Delivery Program and Operational Plan for the period 2012 – 2013. The Delivery Program outlines what activities, services and projects Council proposes for the period. It also identifies the proposed revenue policy, budgets, capital works programs and fees and charges for the period. The Delivery Program and Operational Plan are available to view on Council's website **www.shoalhaven.nsw.gov.au**

What New or Increased Services/Projects are in the Plan?

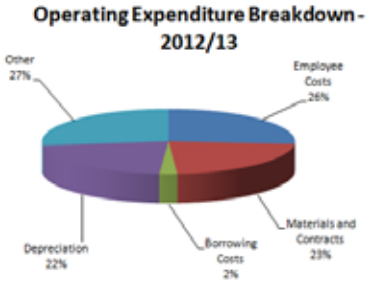
There are a number of functions and services that will be provided in the 2012/2013 year including new projects/programs in response to community demands. The operational programs mentioned below exclude depreciation and loan repayment expenses.

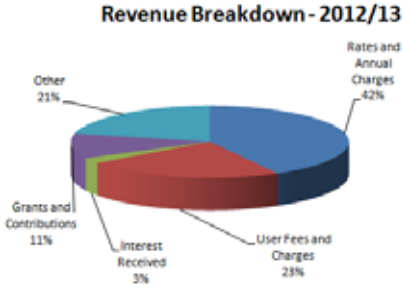
A total budget for roads and transport maintenance and construction of $22,852,431. This includes:

- Capital expenditure of $6,348,592 on local roads repair and Roads to Recovery Program
- $638,000 on road strategy projects
- $1,462,000 on drainage
- $315,000 on bridges
- $9,503,957 for general road maintenance programs
- An increase in Council buildings and property maintenance from $3,325,297 to $3,443,384
- An increase in Parks and reserves maintenance from $6,192,918 to $6,329,312

Some of the Major Capital Works Proposed to be Undertaken During 2012/2013

Bendalong Local Rd Renewal	300,000
Matron Porter Drive Renewal	300,000
Hanigans Lane Renewal	300,000
Panaroma Rd St Georges Basin Drainage	330,000
Watersedge Ave Basin View Drainage	340,000
Junction court opening	400,000
Coolangatta Road Renewal	400,000
Low Cost Seals to roads	425,000
Culburra Rd 7.25-7.95 Rehabilitation	443,000
Ison Park carpark access road sealing	450,000
Local Road Resheet	488,000
Quinns Lane South Nowra Renewal	500,000
Construction of Porters Creek Mini Hydro	500,000
Ison Park Upgrade Amenities	600,000
Replacement of the Strongs Road Water Scheme	600,000
Asbestos Management Plan & Building Repairs	850,000
Upgrade of water and sewer monitoring equipment	870,000
AATP electricity and fire provisions	1,000,000
Upgrade of Sewer Pumping Station St Anns Street	1,000,000
Replacement of Water Mains	1,500,000
Integrated Software Implementation	1,000,000
Local Road Reseals	2,500,000
Public Land Acquisition	2,620,000
Relining of Sewer Mains	2,900,000
Southern Shoalhaven Library/Civic Centre	3,450,000
Nowra Pool Rehabilitation	4,860,000
Completion of Kangaroo Valley Sewerage Scheme	7,200,000
Northern Shoalhaven Indoor Sport Centre	9,000,000





Rates & Charges

For general rate enquiries please call (02) 4429 3210, fax (02) 4429 3161, or email: council@shoalhaven.nsw.gov.au

2012/2013 Type of Rate or Charge			
	Rates Base Amount	Rates Cents in $	Charge
Residential	$439.90	0.0019820	
Residential - Non Urban	$26.75	0.0010795	
Farmland	$439.90	0.0015645	
Farmland - Dairy Farmers	$439.90	0.0008265	
Business - Nowra	$439.90	0.0092745	
Business	$439.90	0.0027875	
Business - Ulladulla	$439.90	0.0041855	
Business - Permit	$0.00	0.0026415	
Sussex Area Special	$0.00	0.0002885	
Stormwater Charge			$25.00
Stormwater Charge – Strata's			$12.50
Domestic Waste Management (240 Litre)			$455.00
Domestic Waste Management (120 Litre)			$263.00
Domestic Waste Management (80 Litre)			$205.00
Administration/New Works (Vacant Land Charge)			$56.00

Rating Issues

Council has resolved to maintain the current rating structure, which prevailed during 2011/2012. This rating structure utilised both base amounts and ad-valorem rates in the dollar levied on land value for rating categories Residential, Farmland and Business.

The total ordinary rate yield for 2012/2013 has been calculated on a rate pegging increase of 3.6%. The rate peg percentage for 2012/2013 was set by IPART based on a Local Government Index and a productivity factor. The rate peg amount was announced by IPART on 6th December 2011.

Land Revaluation

The Valuer Generals Department completed its 3 yearly property revaluation for the Shoalhaven Council area in 2011. These valuations will be used for the levying of rates from 2012-2013 through to 2014-2015. Should you have any queries regarding the manner in which your property has been valued or you wish to lodge an objection to the valuation please contact the **Valuer Generals Office on 1800 110 038.**

Rates Assistance for Pensioners

Council assists eligible pensioners by providing a pensioner rate rebate and by allowing pensioners an interest free period to the 31st May each year to finalise their current rate account, interest free.

Note: Should there be a change to ownership details or pensioner card eligibility, please contact Council's Rates Department on (02)4429 3210.

Am I Eligible for a Pension Rebate?

If you have been issued with a Pensioner Concession Card or a 'TPI' Gold Repatriation Health Card or an 'EDA' Gold Repatriation Health Card, you may be eligible for a rebate on your rates and charges. You must however own the property at the time the rate notice is served and it must be your sole or principal place of residence. If you have been issued with one of the cards mentioned above after the rate notice has been served, you may still be eligible for a rebate but it will be proportional to the number of rate instalments left payable, please contact Council's Rates Department on (02) 4429 3210.

Payment Options

Council has a number of payment methods that are available for customers to pay their accounts. Payments can be received at Council's Nowra or Ulladulla Offices, which also have EFTPOS facilities available. Other payment options include – Australia Post, B-Pay or Direct Debit. Should you wish to utilise the Direct Debit scheme please download the information from Councils website or call the Rates Department on 4429 3210 for assistance. Alternatively you may wish to pay your account by credit card online at Council's website or by phoning **1300 662 025.**

Please note that payments made using a credit card attract a 1% surcharge.

Shoalhaven Entertainment Centre

The Shoalhaven Entertainment Centre is a state of the art facility, which is versatile and innovative, stylish and modern. Indeed, the Shoalhaven Entertainment Centre has the ability to accommodate any event from intimate acoustic concerts to major expositions.

For the patrons, The Shoalhaven Entertainment Centre has lots of events for you to come and see. There is live music, theatre performances, sporting events, community events and comedy. You can view all this entertainment with a closeness and intimacy that you will love.

The Shoalhaven Entertainment Centre has many spaces and rooms for hire including two brilliant theatres. The Main Auditorium, which seats 914 and the more intimate Studio, which seats 192, are designed to have lots of different functions including; conferences, presentations, expos, dinners, auctions, community and professional theatre and concerts.

The cafe is open from 8am - 2pm weekdays. Bar and cafe open one hour prior to performances. Box Office open 9am – 4pm weekdays and 1 hours prior to performances.

For all ticket enquiries or to book the venue:
Phone: 1300 788 503
Email: info@shoalhavenentertainment.com.au
Web: www.shoalhavenentertainment.com.au

Traineeships and Apprenticeships

A 2010 Finalist in the HR Leader Compass Awards for Employer of Choice (Public Sector) and award winner in the 2011 Illawarra Group Training Awards, Council actively supports young people wanting to start their career working for the Shoalhaven community. Local government offers a wide range of career opportunities in interesting and challenging roles – and choosing Shoalhaven also means great lifestyle and workplace benefits.

Council has a long-standing commitment to training and developing young people in the Shoalhaven through numerous trade apprenticeships and career traineeships in a diverse range of areas.

Each year many local school, TAFE and university students gain valuable ‘hands on’ experience for their potential career in local government through our work experience placement program.

For further information on traineeships, apprenticeships, cadetships and work experience please contact us on 4429 3111 or visit www.shoalhaven.nsw.gov.au/mycouncil/careersatcouncil.aspx

Shoalhaven Mechanical Services

Shoalhaven Mechanical Services is a Category 1 Business (under National Competition Policy Guidelines) and operates at Council's workshops at Bomaderry, Woollamia and Ulladulla to provide the following:

- mechanical fitting/machining/ fabrication/welding;
- maintenance of Council's mobile fleet;
- child restraint fitting & installation;
- RTA light & heavy vehicle inspection station;
- support for Council's static plant eg. water and wastewater reticulation systems;
- support for Emergency Services operations & NSW Rural Fire Service.

For further information please telephone: (02) 4429 3761

City Maintenance & Graffiti Reporting

HELP US TO HELP YOU!

Scheduled maintenance programs are designed to provide residents and visitors with a clean, safe and well presented City. Regular inspections are made to record the condition of assets such as roads, parks, footpaths, buildings etc.

Council also relies on residents for timely information regarding changes to the condition of these public facilities. To report any maintenance needs or graffiti, please phone:

Northern area ..... **(02) 4429 3821**
Bay & Basin area ..... **(02) 4429 3400**
Sussex Inlet & Ulladulla area..... **(02) 4429 8902**
Parks Maintenance (Northern Area) ..... **(02) 4429 3339**
or (02) 4429 3397
Parks Maintenance (Southern Area) ..... **(02) 4429 8902**

The operator will record your request in Council's 'Customer Request Management System', for staff to inspect, assess, prioritise and action. For online reporting go to: www.shoalhaven.nsw.gov.au/MyProperty/Reportaproblem.aspx

Alternatively, please telephone the Maintenance & Graffiti Reporting Line

(02) 4429 3506

24 hours/day, 7 days/week, and an automated system will record your concern.

Ranger Services

Ranger Services administer and enforce Acts, Regulations under various legislation and Council Policies. They also provide education to ensure Council and community compliance.

Rangers and Compliance

Rangers patrol the Shoalhaven focusing on environmental protection of public spaces and compliance on private land. Information from residents can greatly assist officers to enforce the regulations and provide education to the community. If you see someone harming trees, dumping rubbish or hazardous waste (e.g. asbestos), damaging property on public land, or undertaking unauthorised works on private land please contact Ranger Services.

Parking

Parking officers enforce regulations in Council and private car parks under lease and also for on-street parking. Schools are regularly patrolled to detect and deter parking offences which assists with safety for children entering and leaving school grounds.

Animal Management

The animal management team patrols the Shoalhaven and enforces provisions of the Companion Animals Act and Council's Access Areas for Dogs Policy. The team aims to reduce the incidents of dog attacks by focusing on dogs that are not under effective control in public areas.

Officers also pick up and return stray companion animals where possible – so if you have found a dog or cat please contact us.

Council's Animal Management Plan aims to effect compliance with State Government legislation and improve facilities for companion animals.

Attention All Cat and Dog Owners!

A reminder that all dogs and those cats born after 1st July, 1999 in NSW must be identified (microchipped) and lifetime registered.

Fee schedule for lifetime registration

Undesexed dog or cat	$150
Desexed dog or cat	$40
Desexed dog or cat owned by a pensioner	$15
Recognised breeder	$40
Assistance animal	free

Please notify Council Ranger Services if you no longer own the animal, it dies or goes missing, or your address details change.

Shoalhaven Animal Shelter

Contact the shelter if you want to surrender your animal or purchase a pet.

To find out more about animal management please visit Council's website – www.shoalhaven.nsw.gov.au/MyProperty/PetOwnership.aspx

Ranger Services contact: ..... (02) 4429 3433
After Hours Emergency No: ..... (09) 4421 3100
Shoalhaven Animal Shelter and Pound: ..... (02) 4429 3410

Community Centres & Public Halls for Hire

Shoalhaven City Council has a range of affordable community facilities from Shoalhaven Heads to Kioloa that provide suitable meeting places for the community to gather to undertake recreational, leisure and community service activities.

Many of the Shoalhaven's community centres and public halls are managed by volunteers providing services on behalf of Council directly to their communities. New volunteers are always welcome.

If you would like to hire a venue, have an interest in volunteering or require further information, contact the Community Facilities Officer on telephone **(02) 4429 3463 or visit our website www.shoalhaven.nsw.gov.au/MyCommunity/CommunityFacilities.aspx**

Shoalhaven Bereavement Services

A wide range of bereavement related services are offered through the modern lawn cemetery, crematorium, memorial gardens and cemeteries administration complex at Worrigee Road, Worrigee.

Advice on traditional burial sites and services in the general cemeteries at Nowra, Berry, West Cambewarra, Kangaroo Valley, Conjola, and Sandridge Memorial Gardens (Mollymook) is also available.

Shoalhaven Bereavement Services maintains the official records of burials and cremations in the Shoalhaven, which can be accessed online or by contacting our office. Family historians and genealogists are most welcome.

For assistance and information about burial, cremation, remembrance, memorials, monuments, dedications, epitaphs or perhaps locating the graves of loved ones from the past, please contact our courteous and experienced staff:

Cemeteries Administration Office

Worrigee Road, Worrigee NSW 2540
Office hours are 8.30am to 4.30pm, Monday to Friday.
Telephone: (02) 4429 5788 Fax: (02) 4429 5951
Email: smglc@shoalhaven.nsw.gov.au
Website: http://bereavement.shoalhaven.nsw.gov.au

Recycling & Waste Collection

No Charge Tipping Vouchers

Two annual 'No Charge Tipping Vouchers' are provided to residential property owners. These vouchers may be redeemed for the disposal of domestic waste at any of Council's Recycling & Waste Depots during normal operating times OR redeemed as payment for a Bulky or Garden Organic Waste pick up service. Waste should be separated into its recyclable components and should not exceed 1 cubic metre per voucher. Builder's, commercial and hazardous wastes are not accepted with a voucher.

Recycling & Waste Depots

Ten conveniently located depots are available for depositing specified waste and separated recyclable materials across the Shoalhaven.

REMEMBER . . . to save money, separate materials before you visit a Council Recycling and Waste Depot and you will pay a lower gate charge.

There is NO CHARGE for these separated items:

- steel and aluminium cans
- paper
- milk & juice cartons
- recyclable plastic containers
- motor oils (less than 20 litres)
- scrap metal (all types including whitegoods)
- glass containers
- cardboard
- car bodies
- car batteries
- some re-usable household items & fittings (at gatekeeper's discretion)

Annual Household Chemical Clean Out Day – No Charge

Held in November, this is a once a year opportunity for residents to

dispose of hazardous waste at no charge and in an environmentally safe manner.

Use Our Domestic Bulky & Garden Organics Waste Pick-Up Service.....

It's Easy and Convenient! Take the hassle out of going to the Waste Depot yourself! Just phone 4421 5786 and we'll come to your place and pick it up!

Home Sustainability Workshops

Throughout the year, Council offers a series of free workshops designed to teach residents how to live "more sustainably". Workshops include composting, worm farming, natural cleaning and organic veggie gardening. Dates and venues are advertised in the local media and on the Council website.

Council also sells compost bins and worm farms made from recyclable plastic.

Recycling **Get it Sorted.**

Shoalhaven Beachwatch Program

Council's Environmental Health Officers undertake water quality monitoring at beaches throughout the Shoalhaven which helps identify health risks to swimmers.

During summer, 'star ratings' are generated weekly for each beach. The results are updated regularly on Council's website.

General Warnings for Safe Swimming

- Avoid swimming during and at least one day after heavy rain at ocean beaches, and for at least three days at harbour beaches, due to the possibility of pollution from stormwater drains.
- Avoid swimming near storm water drains or sewage outfalls.
- Avoid swimming if you see signs of pollution such as discoloured water, oil or scum on the water, and litter or other debris floating in the water or on the tide line.

New Draft Shoalhaven Local Environmental Plan and Development Control Plan

The new draft Shoalhaven Local Environmental Plan or LEP took a huge stride forward in 2011 with the draft Plan being publicly exhibited for 13 weeks. The 3000+ submissions received during the exhibition period covered a large range of issues which were considered at a series of Special Development Committee meetings in March and April 2012. It is intended that the draft LEP be publicly re-exhibited for a further 4 weeks in 2012 so that the community can view and comment on the amendments made to the Plan based on the issues raised in the submissions.

For the latest updates on the draft LEP, please view the dedicated LEP website at www.slep2009.shoalhaven.nsw.gov.au.

Council is also preparing a single, consolidated Development Control Plan (DCP) for the City. It is also likely to be placed on public exhibition in 2012 for comment so that it can be finalised in parallel with the new LEP.

Any queries regarding the new LEP or DCP should be directed to Council's Strategic Planning and Infrastructure Group.

Urban Design

Council has adopted the strategic direction of the Nowra CBD Master Plan and is working on a number of initiatives to implement the strategy - the opening of Junction Court, precinct planning for the riverfront, development framework for CBD key development sites and planning for new car parks and transport infrastructure.

Council has commenced construction of the Ulladulla board walk and continuing design and construction for the Ulladulla Civic Centre redevelopment.

Council can provide local heritage assistance grants to owners of heritage listed properties.

Recreation & Community Facility Planning

The Recreation and Community Facility Planning Unit are focused on delivering projects for the whole community. Planning of social infrastructure includes sportsgrounds, playgrounds, urban spaces and places, transport infrastructure, environmental spaces and places, cultural facilities and community hubs.

Shoalhaven residents will have an opportunity to express their ideas on current issues related to their local and district community and recreational facilities, during the future master planning phases.

Current infrastructure projects include Ulladulla Sports Park, additional fields at Ison Park and St Georges Basin, and guiding the redevelopment of the Ulladulla Civic Centre and Library. Policy reviews include a draft Plan of Management for Kangaroo Valley Showground.

Natural Resources & Floodplain Management

Coastal Zone Management Plan – The aim of the Plan is to manage and protect in a sustainable manner, the natural and man-made resources in the coastal zone. Community involvement will again be encouraged through workshops and public exhibition during 2012. Details of the Plan and its status can be found on Council's website.

Flood Management – Council is progressing with the implementation of its flood management program. Flood Risk Management Studies and Plans are currently being completed for Burrill Lake, Conjola Lake and Broughton Creek. Further community consultation will occur during 2012. Flood Risk Plans will be developed for other areas including Kangaroo Valley, Nowra Browns Creek and Lake Tabourie.

Estuary Management – Following extensive community surveys, the review of the Estuary Management Plans for St Georges Basin, Tabourie Lake, Lake Wollumboola and Conjola Lake will be exhibited for public comment during 2012.

Help Stamp Out Noxious Weeds

Noxious Weeds are a serious environmental and economic problem and need to be controlled. Council is responsible for the control of noxious weeds on its roadsides and reserves and for the inspection of privately owned land within the City.

Coloured brochures are available from Council showing which weeds have been declared noxious and what your responsibilities are as a landowner. Council can arrange for weeds to be sprayed on your property on a fee for service basis.

For further information or advice on weed control, please contact Council's Noxious Weeds Unit on telephone (02) 4429 3832 or visit www.shoalhaven.nsw.gov.au

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Land Clearing & Tree Removal

Before clearing land or removing trees it is important to consult with Council and other government departments on whether prior approval is required. Shoalhaven City Council has a Tree Preservation Order that protects trees while also providing exemptions in some circumstances for removal of trees that are in close proximity to approved buildings. You can check if you need approval by obtaining a Tree Information Pack by phoning (02) 4429 3610.

Vegetation is also protected through zoning provisions in Council's Local Environmental Plan. This means that a development application may be required to be submitted to Council if a property owner wants to clear vegetation. You can check if you require approval by contacting Council on telephone (02) 44293111. Approval to clear vegetation is also controlled by the Southern Rivers Catchment Management Authority. Exemptions are provided under the Native Vegetation Act 2003 to undertake some routine activities. To check if you require approval, you can phone the SRCMA on (02) 42249700. Trees and native vegetation provide habitat for threatened species or may be part of an endangered ecological community listed on the Threatened Species Conservation Act 1995. Assessment of vegetation to determine if it is threatened species habitat or part of an endangered ecological community needs to be undertaken prior to any clearing of vegetation. This would normally be done as part of the development application process or through a licence from the Department of Environment and Conservation. Failure to get appropriate approvals prior to removing trees or clearing vegetation can attract large fines, with penalties up to $220 000 or two years in prison for destruction of threatened species habitat, and up to $1.1 million for unauthorised clearing of native vegetation.

Development Advisory Unit

Council operates a Development Advisory Unit (DAU) to provide multi-disciplinary expert advice on complex development proposals prior to the submission of a development application. In this way issues that may arise during the assessment of your application can be identified (and in some cases resolved) before the application is prepared, thus avoiding costly delays.

For more information please contact the Development and Environmental Services Group of Council on telephone (02) 4429 3486.

Indian Myna Birds

Due to ongoing concerns from the community about the increase of the Indian Myna Bird population, the Shoalhaven supports its Community Consultative Bodies myna bird program. Anecdotal evidence suggests this bird reduces biodiversity by competing with our native species for nesting hollows, destroying their eggs and killing their chicks. Colonies establish in urban areas where food is plentiful and from there they invade the surrounding countryside to the detriment of our native wildlife.

We have several volunteer coordinators to assist you with understanding and trapping the Indian Myna Bird. Traps, which are being made at local mens sheds, are available for you to purchase. To obtain the details of your local myna bird coordinator and a trap supplier near you please contact Council's Ranger Services on (02) 4429 3578.

For more information about myna birds please see Council's website: www.shoalhaven.nsw.gov.au/Environment/PestManagement.aspx

Council's Foreshore Reserves Policy

The Shoalhaven is home to an impressive 160km of coastline and estuary foreshore – an active part of our natural environment, responsible for providing the vital link between aquatic and land based ecosystems. Within the Shoalhaven, Council manages a large proportion of this foreshore as a public reserve.

Recognising the environmental and recreational importance of our foreshore reserves, Shoalhaven City Council has reviewed its Foreshore Reserves Policy. The policy provides a management framework to guide decision making and determine how foreshore reserves should be used and managed. The policy is available on Council's website.

On-line Services - DA Tracking

The DA Tracking on-line system is proving popular with applicants and building owners. Accessed through Council's website **www.shoalhaven.nsw.gov.au**, the progress of a development application (DA) and a number of associated documents can be viewed on-line.

Managing Wastewater

Development and Environmental Services undertakes regular inspections of on-site effluent disposal systems within the City as part of the requirements to have an approval to operate each system.

There are over 7000 systems in the LGA. Council's focus is on assessment of the systems for the purposes of protecting public health, surface waters, ground waters, community amenities and promoting appropriate re-use of resources.

The performance of the system, it's ability to minimise environmental impacts and the location of the system in proximity to sensitive environmental receivers determines how frequently the approval to operate must be renewed; either 1, 3 or 5 years.

The long term performance of a system may be improved through regular maintenance. System owners should contact their local plumber or service contractor for specific advice on the operation and maintenance of their system. Alternatively, please contact council on **(02) 4429 3111** for any general information or advice.

State Environmental Planning Policy (Exempt and Complying Development Codes) 2008

Some minor development, called Exempt Development, does not require development consent; eg, carports, rainwater tanks, etc. Another type of small-scale development, called Complying Development, requires a Complying Development Certificate prior to commencing the use; eg, a new home, renovation or improvement. This certificate may be given by either Council or a Private Certifier.

Detailed information on Exempt and Complying Development is available on the NSW Department of Planning & Infrastructure website.

To determine if your property is suitable for such minor or small-scale development, Council suggests that you apply for a Section 149 (2) certificate which will provide this information.

Shoalhaven Contributions Plan

Council has overhauled its Contributions Plan and it is now fully available on Council's website. It provides full information about the Plan and the projects contributions are used for. There is also a facility to enable prospective developers to estimate contributions. The Plan won the Planning Institute of Australia (NSW Division) President's Award for Planning Excellence.

Bushcare

In the Shoalhaven we are lucky to share our home with a diverse and wide range of native plants and animals, some of which are rare and unique. We all love to work, live and play on our coast, rivers, lakes and escarpment. The bushland in the Shoalhaven is a part of our everyday life and it's one of the draw cards that attract so many visitors to our City. The Shoalhaven Bushcare Program is a way of bringing together the resources of Council and the Community to better manage our unique natural areas. Bushcare is also a great way of meeting new friends and learning about what lives and grows in your local area. So grab your friends and get involved, there are over 70 Bushcare Groups working across the Shoalhaven. All groups work to an approved plan and are supported by Council.

If you are interested in being involved please contact Council's Bushcare Coordinator at (02) 4429 3592 or bushcare@shoalhaven.nsw.gov.au or visit www.shoalhaven.nsw.gov.au

Environmental Weeds

Madiera Vine

Environmental weeds are a major threat to the health of the natural bushland reserves throughout the Shoalhaven. Council implements control programs for priority environmental weeds at strategic locations. Current projects focus on madiera vine, sea spurge, bitou bush and lantana. If you know of any outbreaks of these weeds, please call Parks Operations staff on 4429 3397.

Many environmental weeds are escaped garden plants. The species that threaten to invade our bushland are described in the booklet *Grow Me Instead – A Guide for Gardeners on the NSW South Coast*. This publication also recommends attractive, non-invasive garden replacement plants. To receive a free copy of this publication, please ring 4429 3397.

Rabbit Control

Council will conduct rabbit baiting programs between April and October, at sites on and adjoining public reserves, where rabbits have become a problem and where sufficient local volunteers are available to help with the free feeding and monitoring. Training will be provided to volunteers who would need to have 8 hours available during the fortnight of the baiting program. Baiting is undertaken on a Monday and Thursday evening during these programs

It you are interested in assisting, contact the Parks Operations staff on 4429 3291.

Development & Building Services

The Development and Environmental Services Group provides a range of services to the development/building industry and to owner-builders in the Shoalhaven. A full range of building certification functions are provided at competitive rates, including Construction Certificates and Complying Development Certificates. You can also appoint Council as the Principal Certifying Authority for your project. Council's experienced Building Surveyors will carry out all mandatory critical stage inspections and will ensure that the building works are in compliance with the requirements of the Building Code of Australia and relevant Australian Standards. Council has a wide range of Codes, Policies and Guidelines available at the Administrative Offices in Nowra and Ulladulla and also online via Council's Internet Site to help in the preparation of development applications.

For more information please telephone (02) 4429 3111 or (02) 4429 8999 (Ulladulla Office).

Flood Planning & Enquiries

If you live close to a lake, creek, river, major stormwater drain, or in a low-lying area, you may be at risk from flooding even if you haven't experienced it personally. Find out if you're flood affected. Flood information and flood maps showing flood affected areas are available on Council's website (www.shoalhaven.nsw.gov.au/Environment/Floodrisk.aspx) and also available from your local library and Council offices. Flood certificates, providing detailed information such as flood levels, can be purchased from Council to ensure you are fully aware of the risk from flooding to you and your property. You can also contact Council's Floodplain Engineers on 4429 3392.

What to do BEFORE a flood - know if your property is flood affected and if a flood guide has been prepared for your area. This can be done by contacting Council and your local SES (www.ses.nsw.gov.au). Early preparation before a flood can save lives and help decrease the amount of damage done to your property. Floods can happen quickly - prepare a family emergency kit. The SES can provide further advice on what to pack. Some items would include: torch, batteries, candles, waterproof matches and a laminated map of safe evacuation routes.

What to do DURING a flood.

- listen to local ABC radio for updates (FM97.3).
- you can also consult flood warnings, rainfall and river levels on the Bureau of Meteorology's website (www.bom.gov.au).
- listen to, and act on, advice from the SES and Police. Be prepared to evacuate.
- prepare yourself and your property by:
    - stacking furniture and other possessions beyond the reach of the water (place electrical goods on top);
    - securing objects that might float away and cause damage; and
    - moving stock and equipment to high ground.
- if you need assistance from the SES, call 132 500.
- for life-threatening emergencies, call 000.
- don't walk or drive through even shallow flood water.

Grow your business Love the lifestyle

Regional Projects - Although the economy of the Shoalhaven continues to grow slowly, affected by the global economic slowdown, important investments are underway. Major upgrades to the Princes Highway have commenced at South Nowra and the new Gerringong to Bomaderry route. Council's website is regularly updated with information and links on major infrastructure and investment projects www.shoalhaven.nsw.gov.au/business

Council has several industrial land estates in key locations throughout the City, supporting the growth, start-up and relocation of business:

- Flinders Industrial Estate, South Nowra
- Woollamia Industrial Estate, Huskisson
- Albatross Aviation Technology Park, Yerrigong.

Sustaining Our City – Shoalhaven Business Treading Lightly is providing assistance to local businesses and Council to introduce energy and water sustainability programs to reduce impacts on the environment and improve the trading bottom line.

Digital Economy Strategy - Council has recently adopted the Digital Economy Strategy which will help see Council and the Shoalhaven move into the future. The Digital Economy is about using the internet, applications and the digital marketplace to develop new business skills and models. The announcement of Nowra being part of the 3 year roll-out of the National Broadband Network (NBN) has further enhanced the need for increasing skills in this important and developing industry sector.

South Coast Harvest Experience - 23 local agribusiness operators have combined under the Hawkesbury Harvest Farm Gate Trail to provide seasonal experiences for visitors and residents alike. Trail brochures are available online at www.shoalhaven.nsw.gov.au/business or from the Shoalhaven Visitors Information Centre, Pleasant Way, Nowra.

For more information on any of the above or to develop and enhance your business please see www.shoalhaven.nsw.gov.au/business

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Tourism

Tourism is worth over $678 million per year to the Shoalhaven's economy and generates over 7800 jobs (directly and indirectly) in our community.

Council's Tourism Section operates two fully accredited Visitor Information Centres, provides leadership to the tourism industry, operates an On-Line Real Time Booking Service and annually implements multi media mix marketing programs.

Telephone (02) 4429 3248 for more details or visit our websites: www.shoalhaven.nsw.gov.au/DiscoverShoalhaven/Visitorinformation.aspx or www.shoalhavenholidays.com.au

Leisure Lifestyle

Facilities for aquatic, leisure and recreation activities in the Shoalhaven include four year round Centres - Bay and Basin Leisure Centre in Vincentia, Ulladulla Leisure Centre, Bomaderry Aquatic Centre and Sussex Inlet Aquatic Centre – all pools maintain a minimum of 26 degrees water temperature for pleasant swimming all year round and maintain a 5 Star rating Awarded by the Royal Lifesaving Society. Council also provides a further 6 supervised seasonal pools and 2 unsupervised sea pools.

Council's range of services include the Royal Lifesaving Society accredited "Learn to Swim and Survive" program taught by experienced AustSwim qualified staff, an essential for all parents/guardians who would like their children to be safe in and around water. Modern fitness gyms at Ulladulla and Bay and Basin Leisure Centres also help improve community health, well being and lifestyle.

During Financial year 2012 – 2013 the following projects are proposed:

- Provision of professional lifeguard services during the school summer holidays at 8 of the City's most popular beaches;
- The latest exciting fitness programs including spin classes and zumba.

For more information about Council's Aquatic and Leisure facilities, opening hours and programs please call the Aquatics Hotline on 44293652 or go to our website **www.shoalhaven.nsw.gov.au/DiscoverShoalhaven/Swimmingpools.aspx**

Parks & Sportsgrounds

Council manages and maintains over 44 sportsgrounds, 130 playgrounds, 530 parks, 114 walkways, 355 streetscapes and 40 carparks for the enjoyment of both residents and visitors. Council also provides seats, BBQ's, landscaped areas, walking tracks, skate parks, BMX circuits and open space areas to help meet the recreational needs of the Community.

Parkcare enables the community to become actively involved in the presentation and improvement of Council's parks and reserves. Volunteers can undertake activities in their local and neighbourhood parks including vegetation control, garden maintenance, graffiti removal and infrastructure maintenance and improvements.

If you would like any further information on these services, please telephone (02) 4429 3488.

Community Services

Community Development

Provides information regarding the range of community services available in the Shoalhaven, including Service Directories and other brochures. Supports the community in assessing community needs and developing programs and services, with the community, to meet those needs. A point of referral to relevant Community Services.

Community Development Officers in Council are:
Community Development Coordinator 02 4429 3446
CDO - Aboriginal..... 02 4429 3440
CDO – Generalist - Children, Women, Multicultural .. 02 4429 3128
CDO – Youth..... 02 4429 3418
CDO – Aged & Disabled.....02 4429 3411

Shoalhaven Family Day Care Scheme

Council offers a Family Day Care Scheme which provides home-based care for children in an educator's home. The Scheme caters for children from birth to 12 years in small group settings which nurture and develop each child's learning potential
Nowra Centre 02 4421 7314
Ulladulla Centre..... 02 4429 8913

Find out about Community Groups at
www3.shoalhaven.nsw.gov.au/infodirectory/
For new entries or updates phone (02) 4429 3707.

State Emergency Service (SES)

Two SES units are available to assist the community during storms and floods.

The Nowra and Ulladulla units are manned by volunteers who meet every Wednesday night. New volunteers are always welcome.

Contact the SES on 132 500 for emergencies or business.

Have You Got Your Rewards?

In trying to keep business local Council has combined with local business houses to offer "special offers" to residents and visitors who choose to buy locally.

The site has been well received by business in the area with many local businesses offering rewards and deals to the residents of the Shoalhaven.

A visit to "**www.shoalhavenrewards.com.au**" will enable you to save dollars, with those $'s that you spend staying longer in the Shoalhaven.

Shoalhaven rewards

www.shoalhavenrewards.com.au

Holiday Haven Tourist Parks

Holiday Haven Tourist Parks, an award winning Category 1 Business (under the NSW Government's National Competition Policy Guidelines) will generate revenues during 2012/2013 in excess of $17 million, all of which will be reinvested in the Holiday Haven network and the maintenance and development of the very large Crown land portfolio under Council's care, control and management.

For further information please telephone (02) 4429 3427 or visit the website – www.holidayhaven.com.au

Arts & Cultural Heritage

Shoalhaven City Council co-ordinates the management of a broad scope of arts and cultural activities in the region. The Council offers a range of projects to directly support local arts practitioners. These activities include the annual Shoalhaven Arts Board Grants, inclusivity in programming at the Shoalhaven Regional Gallery, a wide variety of facilities for hire and a series of publications promoting arts activity in the region.

A range of facilities are provided by Council to support creative activities in the region. These venues offer reduced hire fees for not-for-profit organisations and are available for a wide variety of activities. The core facilities include the Shoalhaven City Arts Centre – A Regional Gallery of NSW, the Nowra School of Arts, and the Annexe. Council also proudly supports the Lady Denman Museum and runs a round of Small Museum Grants annually to support and recognize the smaller volunteer based heritage organisations in the Shoalhaven.

The Shoalhaven City Council produces a series of arts and events publications to promote local artistic activity, these include a biannual What's On and the Shoalhaven Regional Gallery's six monthly exhibition program.

Please visit the Arts Centre website www.shoalhavenartscentre.com.au or contact Shoalhaven Arts Centre on 4429 5444.

Free Immunisation Clinics

Council offers free immunisations for children 0-5 years on a regular basis in Bomaderry, Nowra, East Nowra, Culburra, Sanctuary Point, Sussex Inlet and Ulladulla. Go to our website for more information **www.shoalhaven.nsw.gov.au/MyCommunity/CommunityServices/Children/Immunisation.aspx**

Shoalhaven Libraries

Story times, Children and Youth programs, Local history, Genealogy, Home Library services, Homework help, Readers Advisory, Ebooks – these are just some of the services offered at your Local Library….

Shoalhaven Libraries aim to educate, enrich, entertain, inform, involve and empower our community. The branches of Shoalhaven Libraries are at:

Nowra

10 Berry St, Nowra 2541

Ph: 4429 3705 **Fax:** 4429 3727
Email: library@shoalhaven.nsw.gov.au
Hours: Monday – Friday: 9:30 am - 7:00 pm;
Saturday: 9:30 am - 3:00 pm

Sanctuary Point

Paradise Beach Rd, Sanctuary Point 2540

Ph: 4443 3344 **Fax:** 4443 3315
Email: sanctuarypointlibrary@shoalhaven.nsw.gov.au
Hours: Monday – Friday: 10:00 am - 5:30 pm;
Saturday: 9:30 am - 12:00 noon

Milton

Old Town Hall, Princes Hwy, Milton 2539

Ph: 4429 8916 **Fax:** 4454 5318
Email: milton@shoalhaven.nsw.gov.au
Hours: Wednesday & Friday: 10:30 am - 12:30 pm; 2:00 pm - 5:00 pm

Ulladulla

Civic Centre Building, Princes Hwy, Ulladulla 2539

Ph: 4444 8820 **Fax:** 4454 0889
Email: ullalibrary@shoalhaven.nsw.gov.au
Hours: Monday – Friday: 10:00 am - 6:00 pm;
Saturday: 9:00 am - 2:00 pm

Mobile Service

The Mobile stocks a range of items and travels to the outlying areas of the Shoalhaven City on a fortnightly schedule. Phone 0412 915 406 or 4429 3705 for more information.

To access our South Coast Cooperative online catalogue, databases or to place a reservation visit:
www.library.shoalhaven.nsw.gov.au/libero/WebOpac.cls

A Leader in the Water Industry

Shoalhaven City Council has the responsibility to provide essential water and sewerage services to the city. These services are managed by Shoalhaven Water, a defined Business Group of Council, with a focus firmly on our community's desire to have a healthy lifestyle, and a high living standard whilst minimising the impact on our environment.

The performance of Shoalhaven Water is measured annually against all other Water Utilities in NSW and against comparably sized Water Utilities throughout Australia. In recent years Shoalhaven Water has performed at the "higher" end of the scale across a broad range of criteria which make up the National Water Commission National Performance Report and this has continued with the April 2012 data release.

Water main relocation – Hampton Bridge Kangaroo Valley

Shoalhaven Water has a Strategic Business Plan which covers the development and operation of the water and sewerage schemes. This document drives the business and provides supporting information for Council's Delivery Program and Operational Plan.

Providing Essential Services

Significant capital works have continued over the last 12 months and include;

- Kangaroo Valley Sewerage scheme construction - $16.8m
- Shoalhaven Heads Sewerage Treatment Plant upgrade - $8m
- St Georges Basin Sewerage Treatment Plant upgrade - $5.5m
- Milton/Ulladulla Sewer Pumping Station upgrades - $4.5m
- Relining of Sewer Mains in the Nowra area - $2m
- Replace/Relocate Water Mains City wide - $2.2m

Laying the foundation for reliable, responsible and sustainable supply of services now and into the future, the planned Capital Works program in the coming years will cater for the Shoalhaven's growing population and meet environmental standards. Community expectations are also a key factor in the redevelopment of schemes and the future capital works. The future major works will include;

- Water Main duplication to secure water supply to the South of the city
- Major works on the Bamarang Water Treatment Plant (cities primary water facility)

Water Main Interconnection - Nowra

Upgrade works Shoalhaven Heads Sewerage Treatment Plant

- Construction of Water Reservoirs in Berry, Milton, Shoalhaven Heads, Nowra & Bomaderry
- Replacement of aging Water and Sewer Mains in the older city areas
- Upgrade of Bomaderry & Nowra Sewerage Treatment Plants

Environmentally Responsible

Shoalhaven Water is of the belief that communities are the key to recognising and addressing water conservation and environmental issues. We recognise that to do this, we need to support programs and events that share our values and strategic goals. Shoalhaven Water has a range of assistance measures in place to work in partnership with the community and can help groups with support at events including;

- Appearance of the children's "Tapstar – Water Wise Education Program"
- Use of a water specific marquee, water and wastewater display banners
- Portable water filling station
- Water education materials

Water Information Stand – Nowra Show

Billing & Payments

In 2012/13 the water usage charge will increase by $0.05 cents per kilolitre and the annual water availability charge will increase by $3.00. This will result in an annual charge of $291.80 for a typical residential water bill (based on the average residential water supplied). As a comparison, the typical residential bill *Nationally in 2010/11 was $428.13 and *NSW $424.86.

The annual sewerage availability charge will increase by $33.00 and this charge whilst higher than the NSW and National average is reflective of the high cost in providing multiple sewerage schemes and transfer of waste across the city. Eligible pensioner customers continue to receive the maximum available rebate against water and sewerage charges.

A Payment Assistance Scheme is available for residential customers who find themselves financially disadvantaged and having difficulty paying their water usage charges because of a crisis. The Payment Assistance Scheme provides vouchers which can be offset against the Water Account.

Shoalhaven Water has introduced a "smart card" to help make regular payments easy. This wallet sized card contains your Water Account details and can be used at any Australia Post outlet or at Council Offices to make regular payments.

For more information on any aspect of Water Supply and Sewerage Services including any of the details outlined above, visit our website www.shoalwater.nsw.gov.au or contact us direct on 44293214 or via our information line 1300 662246.

Smart Card Easy Payment Option

* National Water Commission National Performance Report 2010-11

Telephone Numbers

Fire – Ambulance – Police		000
Aquatics Hotline		4429 3652
Council's Call Centre (after-hours)		4421 3100
Council Offices	– Nowra	4429 3111
	– Ulladulla	4429 8999
City Maintenance	– Northern area	4429 3821
	– Bay & Basin area	4429 3400
	– Sussex Inlet & Ulladulla	4429 8902
	– 24 Hour Reporting of Maintenance Needs (Messages recorded)	4429 3506
Parks Maintenance	– Northern area	4429 3339 or 4429 3397
	Southern Area	4429 8902
Community Centres & Public Halls		4429 3463
Community Services – please see page 22 for a comprehensive listing of the services Council has available.		
Dogs and Cats	– registrations/roaming	4429 3653
	– dogs barking	4429 3610
Floodplain & Drainage		4429 3354
Garbage – new services, replacement bins, waste hotline, etc.		4429 3374
Green waste & bulky waste collection		4421 5786
Illegal Dumping Hotline		131 555
Library	– Nowra	4429 3705
	– Ulladulla	4444 8820
	– Sanctuary Point	4443 3344
	– Milton	4429 8916
	– Bookmobile	4429 3705
Rates Enquiries		4429 3210
Rangers		4429 3433
Rangers – afterhours emergency number		4421 3100
Shoalhaven City Art Centre		4429 5444
Shoalhaven Entertainment Centre		1300788 503
State Emergency Service (SES) City wide, emergency and business		132 500
Rural Fire Service		4424 4424
Fire Restrictions (recording)		1800 679 737
Visitors Centre	– Nowra	1300 662 808
	– Ulladulla	4444 8819
Trees	– Pruning on private property	4429 3610
	– Pruning on reserves or footpaths	4429 3397
Water and Wastewater Enquiries		4429 3214
Weeds	– Noxious	4429 3832

Emergency After Hours Contact

Council maintains an after-hours Call Centre service providing the community with a single point of contact for emergency Council services.

A full list of services can be found under Shoalhaven City Council in the white pages of the local telephone directory.

The Call Centre handles after hours emergency calls only and can be contacted on (02) 4421 3100.

Credit Card Payments

Credit Card Payments for Rates, Water, Debtor Accounts and some miscellaneous payments can be made by telephoning **1300 662 025** or by logging on to our website at **www.shoalhaven.nsw.gov.au**

EFTPOS facilities are also available at Council's Administrative Offices in Nowra and Ulladulla.

Please note that a 1% surcharge applies on credit card payments.

Statement of Business Ethics

Purpose

This statement provides guidance for all sectors of the Community when conducting business with Shoalhaven City Council.

Statement

This statement applies to all dealings between council and sectors of the community when conducting business with Shoalhaven City Council. It outlines Councils aims to:

- Build and maintain ethical relationships with all sectors of the community and in particular the private sector.
- Encourage transparency and accountability in all dealings including lending, contracting, supply of goods and services and business partnerships.
- Ensure other sector partners understand Council's public duty obligations.
- Manage the potential risk and misunderstanding that can occur in business transactions between the public and private sectors.
- Maintain corruption-resistant, ethical work practices.

Shoalhaven City Council

2012 Local Government Election

On 8 September 2012, Council will be conduction an election for the Mayor and 12 Councillors who will serve the Shoalhaven over the next four years. Voting is compulsory for all residents registered on the electoral roll.

New residents may also apply for inclusion on the roll by completing an application form available from your local post office, by contacting the Australian Electoral Commission on 132326 or downloading a form from the following link: https://forms.australia.gov.au/forms/aec/electoral%20enrolment/ . Forms are also available from Council.

Those who are not enrolled as a resident are entitled to make application for inclusion on the Non - Residential Roll or the Roll for Ratepaying lessees. There are some important aspects to be aware of in respect to eligibility for the Non – Residential Roll, which include

- Joint owners of properties are required to nominate one person who can vote.
- Regardless of the number of properties owned, the person can only be nominated in respect to one of those parcels. If no nomination is made, the General Manager can nominate one of them as an elector.

Advertising will appear in local newspapers shortly inviting non-resident ratepayers or ratepaying lessees to nominate for inclusion on the rolls. Any person wishing to be included may contact Council on 44293111 or download an application form available by the following link (to be included when known) Details of Candidates and Polling Booth locations will be notified by Public Notice.

It is important for Resident Electors to remember that they must vote in their Ward. If you are resident in the City, the rate notice for your residence will show the Ward in which you are enrolled. Voters wishing to check their Ward may access the State Electoral Office website via the following link: http://www.elections.nsw.gov.au/enrol_to_vote/am_i_enrolled

Alternatively, Ward Boundaries are available on the Council website via the following link: http://shoalhaven.nsw.gov.au/MyCouncil/CouncillorsMayor/Wardmaps.aspx

In most cases you can vote locally but Multi Ward Polling Booths will also be available.

Further details are available by contacting 44293111. For those that do not have internet access, diagrams showing the Ward Boundaries are set out below:

Nominating for Council

All eligible voters may nominate for election as a Councillor. Councillors are elected by their local community to represent community views on council, provide leadership and make sure local needs are met. They do this by directing a council's affairs,

allocating resources for the benefit of the local area, developing policies and reviewing the council's performance in relation to delivering services and other matters.

Further details relating to the election are available on the Council website.

Nowra

Sanctuary Point

Tomerong

City Administrative Centre
Bridge Road, Nowra
Phone: (02) 4429 3111
Fax: (02) 4422 1816
PO Box 42 Nowra 2541

Southern District Office
Deering Street, Ulladulla
Phone: (02) 4429 8999
Fax: (02) 4429 8939
PO Box 737 Ulladulla 2539

council@shoalhaven.nsw.gov.au
www.shoalhaven.nsw.gov.au