



It's Local Government Week

Local Government Week 2018, 30 July to 5 August 2018, is the perfect opportunity to celebrate our community. This year's theme is 'The Power of Community'.

"Many people in the Shoalhaven know that Council is responsible for local roads, rates and rubbish but are less aware of the many other services we provide," Mayor Amanda Findley said.

"We operate free libraries, provide spaces for community groups, administer grants, maintain playgrounds and sporting fields."

"Council also advocate for the interests of our community in planning matters and other issues that affect local liveability, sustainability, safety and amenity."



"Every day, we strive to make our neighbourhood a great place to be. It is the result of the partnership between residents and the Council, and demonstrates the power of community."

"As the third tier of government in Australia, local government is the one that has most direct contact with ratepayers and residents, and the one that provides the vital services that keep our communities, villages and towns functioning," Cllr Findley said.

Local government in NSW employs more than 55,000 people (over 1200 locally in the Shoalhaven) and looks after more than \$136 billion of community assets.

In 2017, local government spent \$2 billion on caring for the environment including recycling and waste management, storm water management and preserving and protecting our native flora and fauna.



How does Council make decisions? The elected Council's role may be compared to that of the board of a public company or a more complex version of a board that oversees a local club. The elected Council oversees the activities of the Council but is not involved in the day-to-day running of the council. The 'shareholders' of a public company can be likened to a local community.

Council Meetings are held to bring the elected Council together to make their decisions.

Many Councils' delegate functions to specialist committees that include Councillors, Council staff and members of the public. These committees provide Councillors with the opportunity to participate in council decision-making at a more detailed level.

Councils employ staff to administer the Council. The General Manager is the most senior member of staff and is responsible to the Council for carrying out Council decisions and policy and overseeing the day-to-day operation of the Council.



Where do I find out about

decisions? Minutes are taken of the proceedings and decisions of Council and Committee meetings. They can be found on Council's [website](#).

Council also informs its community about decisions and programs of the Council via our [website](#), media, social media or resident newsletters.

What information do Councillors receive to make informed decisions?

Councillors are provided reports providing the necessary information they need to make decisions. Individually or as a group they can request further information or access to Council records or ask for a briefing session from staff or topic experts prior to making decisions.

Council meetings are now available via live webcast



Tune into our website for more details.

shoalhaven.nsw.gov.au   

[View Council Meetings Here](#)

Watch Council Meetings from your device

Council will be webcasting all the Council Meetings held at the Council Chambers of the Nowra Administration Building, ensuring all the community can see how decisions are made.

Mayor Amanda Findley said, "Webcasting will provide transparency of Council decisions so people who cannot attend meetings can watch them from the comfort of their home and learn results of meetings instantly."

The meetings to be webcast will include Ordinary Meeting, Development Committee

and Strategy and Assets Committee.

To view the next Development Meeting which will be held on Tuesday, 14 August 2018, visit the Live Streaming Page on Council's [website](#). Read [more](#).

Council Adopts New Customer Service Charter

Council has adopted a new Customer Service Charter to consolidate and replace a suite of policy documents that encompass customer service outcomes and targets, providing a simpler and more transparent commitment to customer service excellence.

By doing so, this provides a Customer Service Charter for our community and staff which is more reflective of our community, up to date with current Customer and organisational requirements.

The Charter was reviewed to be more in line with Council's integrated strategic planning documents, industry trends and consultation.

The Charter provides Council's community vision, commitment, how we respect privacy, how to provide feedback and several methods to contact Council.

The image shows the cover page of the Shoalhaven City Council Customer Service Charter. At the top left is the Shoalhaven City Council logo. The main title is 'Customer Service Charter' in a large, bold font. Below the title, it states: 'This information is for sectors of the Community who conduct business with Shoalhaven City Council employees.' The document is organized into several sections with blue headers: 'Our Community Vision', 'Our Commitment To You', 'We Will', 'In Person', 'By Phone', 'By Email', 'Feedback', 'How we Respect Your Privacy', 'Contact Council', 'In Person', 'By Phone', 'By Mail', 'Contacting Councillors', 'Speech/Hearing Assistance', and 'Interpreter Service'. Each section contains detailed information about council services, contact methods, and community commitments.

[View the Customer Service Charter Here](#)

Community Vision: "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."

Boongaree, the Name Chosen for Berry District Park

The community has spoken and the planned Berry District Park on North Street Berry has a new name. After extensive community consultation on the proposed name change for the park, the community voted for and Council has endorsed the name "Boongaree".



Boongaree (Boon-ga-ree) is the original Indigenous name given to the area of Berry by the Wodi Wodi people of the Dharawal nation. [Read more.](#)

Renew Our Libraries

Public libraries are a vital part of local communities across the state - a focal point for people to access information and ideas.

Right now, our public libraries are facing a funding crisis. NSW public libraries receive over 35 million visits a year, but State recurrent funding has not increased to match the demand and in fact, was slashed by 5% in the 2018-19 State Budget.

At just 7.8% of total funding, the NSW contribution to libraries is the lowest in Australia, and far behind Victoria (18%) and Queensland (12%).

The Renew Our Libraries campaign aims to double the funding for public libraries and create a long term, sustainable funding model to invest in our libraries into the future. [Sign up](#) and be heard to renew NSW libraries!



War on Waste

Join Council's War on Waste and come on a Magical Mystery Tip Tour.

Council has a number of projects that aim to reduce the amount of waste going to landfill, increase the amount of waste recovered and recycled, as well as educate, inform and engage with the community. One of the most



Next West Nowra Waste Tip Tour

Date: Saturday, 11 August 2018

Time: 10 am - 1pm - Leaving Shoalhaven Entertainment Centre at 10 am sharp.

Free - Bookings close at 5pm, Thursday 9 August 2018. Seats on the bus are limited and as this is the first time we are offering a Saturday tour, it is expected to fill quickly. For bookings contact Waste Services Tel: 44293111 or [email](#).

popular projects are the free "Tip Tours".

Join us on Saturday, 11 August 2018 for a tour of the West Nowra Waste and Recycling facility. Go behind the scenes at the landfill; find out how it works; see the recycling and recovery initiatives on site.

The bus will be leaving the Shoalhaven Entertainment Centre at 10am. The tour will take approximately an hour and half. Then it's back to the Council Admin Building for morning tea, after which a recycling Q&A will cover all your questions about what can and cannot be recycled, what goes where and what to do with lids.

Bookings are essential and conditions apply.



Shoalhaven City Council
PO Box 42, NOWRA NSW 2541
Tel: 4429 3111 Email: council@shoalhaven.nsw.gov.au

shoalhaven.nsw.gov.au

[Preferences](#) | [Unsubscribe](#)

