

# CCB Executive Webinar

Starting shortly



# Organisational Structure

Presented by Stephen Dunshea  
Chief Executive Officer



# Old Structure



## Previously:

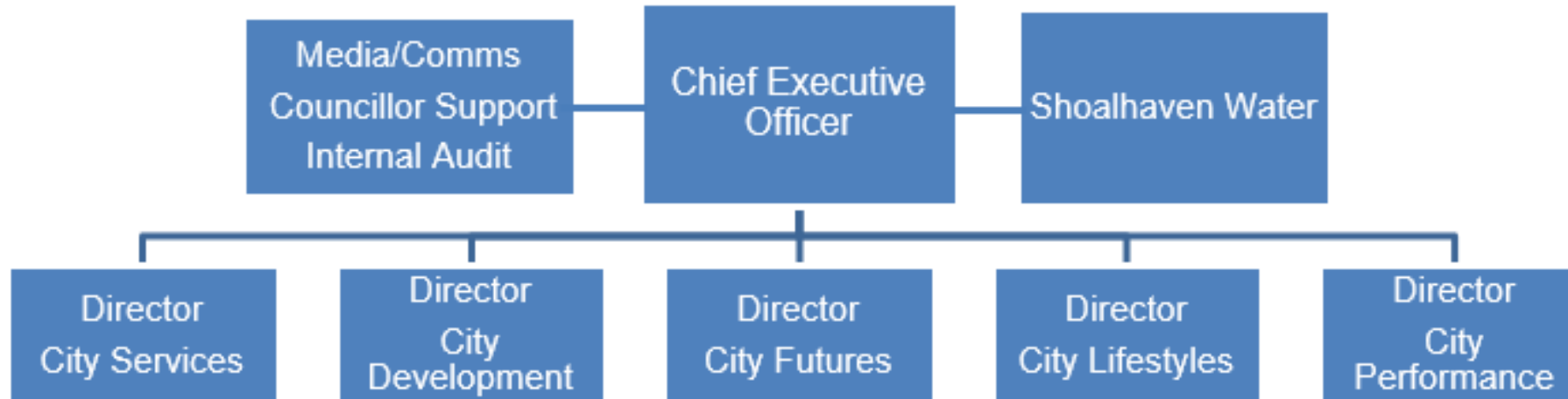
- Finance, Corporate & Community Service – Acting Director Jane Lewis
- Planning, Environment & Development Service – Director Phil Costello
- Assets & Works – Director Paul Keech
- Shoalhaven Water – Acting Director Robert Horner

# Why Change the Structure?

- Vacancies existing in two (2) senior staff roles
  - Director – Finance, Corporate & Community Services
  - Director – Shoalhaven Water
- Opportunity to review these roles
- Reviews carried out in 2019 that focussed on Customer Service, DA processing, and Future Directions for the Shoalhaven highlight to me the need to:
  - Make sure the City and the Council are **future ready** to grasp opportunities expected to arise from the completion of the highway upgrades – making us more accessible
  - Harness the opportunity for a **fresh approach** which had been articulated to me my many in the community – including the business community
  - Enhance our capability to turn **plans into reality**
  - Ensure a strong focus on Strategic Planning and Development Assessment to achieve the **best outcomes** for the Shoalhaven
  - Develop a more robust customer engagement strategy and **customer experience** – recognising both external and internal customers
  - Improve **project management and delivery**
  - Strengthen organisational **performance and reporting**
  - Improve **communications and community engagement**

# What is the New Structure?

The following senior staff structure was adopted by Council on 6 August 2020



# Who is Who in the New Structure?

- Chief Executive Office – Stephen Dunshea
- Executive Manager Shoalhaven Water – Robert Horner (Interim)
- Director City Services – Paul Keech
- Director City Development – Phil Costello
- Director City Futures – Robert Domm
- Director City Lifestyles – Jane Lewis (Interim)
- Director City Performance – Kevin Voegt (Interim)
- Manager Media & Communications – Kate Crowe (Interim)

## Note:

1. Interim indicate the position is subject to recruitment
2. Changes to reporting lines for management and teams is currently underway in consultation with staff

# Functions of the New Directorates

## City Services

Asset Strategy

Maintenance & Construction

Technical Services

Council Buildings & Property Services

Commercial Services

- Waste Services
- Bereavement Services
- Holiday Haven
- Fleet & Mechanical

Natural Areas

- Infrastructure
- Asset Protection Zones
- Environmental Reviews (REFs)

Project Delivery

Parks & Open Space

Energy & Sustainability

Emergency Management

## City Development

Development Assessment

Certification

Building Assessment

Compliance

Ranger Services

Animal Management

Environmental Services

- Policy
- Regulation
- Compliance
- Weeds

Natural Areas

- Waterways
- Beaches
- Bushland

Ulladulla Service Centre

## City Futures

Strategic Land Use Planning

Strategic Infrastructure Planning

Urban Release Areas

Transformational City Projects

City Growth, Advocacy and Tourism

Economic Development

Placemaking & Urban Renewal

Affordable Housing Strategies

Strategic Property Asset Ventures

# Functions of the New Directorates

## City Lifestyles

Library Services

Arts & Culture

Community Development

Social Planning

Community Capacity Building

Community Resilience Planning

Social & Community Infrastructure  
Planning

Shoalhaven Swim Sport & Fitness

- Operations
- Service Provision
- Asset Management Planning
- Management Committees

Community Well-being and Lifestyle  
Strategies

Shoalhaven Entertainment Centre

Family Day Care

## City Performance

Corporate Finance

Long-term Financial Planning

Procurement & Stores

Information Technology &  
Smart Cities Initiatives

Customer Service Strategy &  
Contact Centre

Integrated Planning & Reporting

Corporate Performance Measurement  
& City projects Monitoring

People & Culture

Legal & Governance

Work Health & Safety

Business Assurance & Risk



Shoalhaven Water remains Council's Water Utility and a separate reporting entity with no change to the following existing functions

## **Water Accounts Business Support**

Water Accounts & Business Support

Metering & Services

Projects Compliance & Accounts

Business Operations

## **Water Asset Planning & Development**

Projects Design

Projects Regulations

Projects Development

Projects Assets

Capital Portfolio Operations

Service Provision

Asset Management Planning

Management Committees

## **Water Operations & Maintenance**

Mechanical / Electrical

Waster Operations

Waste-Water Operations

# Open for Business

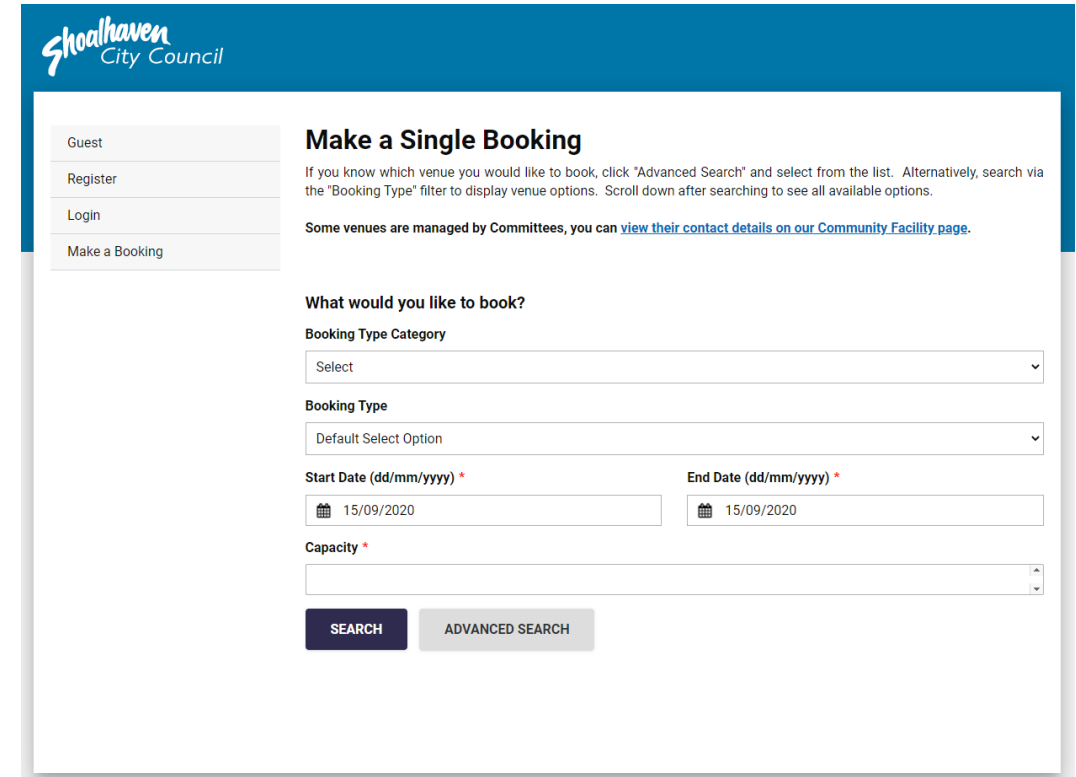
Working and Connecting Safely During COVID  
Presented by Jane Lewis



# COVID and Business as “New Normal”

Council has:

- Supported CCBs since Bushfires/COVID
- Frequent phone calls were made to CCBS
- Discontinued the regular Familiarity Tours
- Moved the CCB Executive Meeting online
- Staff are still here to help and support you
- Dedicated CCBs page on our website
- [Online Booking Facility](#) for Community Venues



The screenshot shows the 'Make a Single Booking' form on the Shoalhaven City Council website. The form includes a navigation menu with 'Guest', 'Register', 'Login', and 'Make a Booking'. The main content area is titled 'Make a Single Booking' and contains instructions: 'If you know which venue you would like to book, click "Advanced Search" and select from the list. Alternatively, search via the "Booking Type" filter to display venue options. Scroll down after searching to see all available options.' Below this, there is a link: 'Some venues are managed by Committees, you can [view their contact details on our Community Facility page.](#)' The form fields include: 'Booking Type Category' (dropdown menu with 'Select'), 'Booking Type' (dropdown menu with 'Default Select Option'), 'Start Date (dd/mm/yyyy) \*' (calendar icon, input field with '15/09/2020'), 'End Date (dd/mm/yyyy) \*' (calendar icon, input field with '15/09/2020'), and 'Capacity \*' (input field). At the bottom, there are two buttons: 'SEARCH' and 'ADVANCED SEARCH'.

# Customer Service and How We Are Working

- Observing the most recent advice from NSW Health and Safe Work NSW our businesses and services are registered as COVID Safe.
- Relevant areas of Council have registered and implemented a COVID-19 Safety Plan as required by NSW Health
- The [deputations](#) process has changed
- Dedicated page on [Council's website titled Coronavirus \(COVID-19\) - Community Information including links to NSW Health](#)
- Facebook and Web Chat for Customer Service



# Customer Service and How We Are Working



**Please stand behind the line**  
and ensure social distancing



# Council's District Engineers

- There are four District Engineers
- The areas they represent are South, Bay and Basin, Nowra Central and North (of the Shoalhaven River)
- The Council contact for each area is:
  - District Engineer South - [troy.punnett@shoalhaven.nsw.gov.au](mailto:troy.punnett@shoalhaven.nsw.gov.au)
  - District Engineer Basin - [phil.critchley@shoalhaven.nsw.gov.au](mailto:phil.critchley@shoalhaven.nsw.gov.au)
  - District Engineer Central - [melissa.dunn@shoalhaven.nsw.gov.au](mailto:melissa.dunn@shoalhaven.nsw.gov.au)
  - District Engineer North - [jatish.singh@shoalhaven.nsw.gov.au](mailto:jatish.singh@shoalhaven.nsw.gov.au)

# New Directorate – City Lifestyles

- The City Lifestyles Directorate and its functions include:
  - Community and Recreation
  - Library Services
  - Arts and Culture
  - Swim Sport and Fitness
  - Shoalhaven Entertainment Centre
  - Development Contributions Coordinator
- The following functions will be joining City Lifestyles Directorate:
  - **CCB Liaison**
  - **Community Recovery**
  - **Community Resilience**

# City Performance

Presented by Kevin Voegt





# The New Shoalhaven City Council Website



# About the Project

**Over the past 12 months Shoalhaven City Council has undertaken a complete rebuild of Council's digital platform and presence.**

- The new website has been completely redesigned and rebuilt to deliver a more engaging and easier to use digital platform for the Shoalhaven community
- The launch of the new website is an important milestone in Council's commitment to a greater customer focus and improved community engagement and digital governance

# Goals of the New Website

1. Focus on our key activities and services
2. Prioritise what matters to users, based on data
3. Provide simple, clear and actionable information about the services and operations of Council
4. Promote two-way communications that empower the community
5. Deliver a modern, inviting and accessible website
6. Continuously test user experience and ensure the website has the ability to adapt and change as we learn about our Community needs
7. Rebuilding the website was a collaborative effort, with many sections of Council being involved in the content development process



# Thank You

Five CCB's were invited to comment on Council's new website prior to launch. This feedback was very helpful for Council.

Thank you to the following CCB's for your assistance:

- Currarong
- Huskisson
- Lake Tabourie
- Shoalhaven Heads
- Sussex Inlet

We still need ongoing feedback to continuously improve...



# Website Introduction



Connect  
better



# Projects & Engagement

You will find a vast range of information available on this page, such as:

- Major Projects & Works
- Get Involved Shoalhaven
- CCB's
- Road Works – Current & Upcoming (with interactive map)
- Newsletters (subscribe and stay informed)
- Council Meetings

# Reporting a Problem

There are three ways to report a problem:

1. **Online**
2. **By phone**
3. **In person**

Shoalhaven City Council **has no affiliation** with Snap/Send/Solve Pty Limited.

Council would prefer that all issues are reported using the “Report a Problem” page on Council’s website.

# How to Report a Problem Online?

- Roads
- Trees on public land
- Water Supply & Sewer Services
- Animals
- Rubbish, Bins & Illegal Dumping
- Stormwater & Drains
- Footpaths & Pavements
- Graffiti & Vandalism
- Noise
- Parks & Council Facilities
- Other

The screenshot displays the 'Our Services' section of the Shoalhaven City Council website. It features a grid of six service tiles: 'Rates & Water Payment' (with a keyboard icon), 'Bin Service Request' (with a trash bin icon), 'Report a Problem' (with an exclamation mark icon and highlighted in yellow), 'Volunteering' (with a hand icon), 'Certificates Online' (with a certificate icon), and 'DA Tracking' (with a document icon). Below this is the 'Our Popular Pages' section, which lists various services in three columns: 'My Area', 'Careers', and 'Pet Register & Microchipping' in the first column; 'Projects & Engagement', 'Road Works', and 'Book a Reserve or Facility' in the second; and 'Documents on Exhibition', 'Recycling & Waste', and 'Council Meetings' in the third.