

Annual Report

2022 - 2023

Summary



Acknowledgement of Country



We would like to acknowledge the Traditional Custodians of the land on which we gather upon today. We acknowledge their continuing connections to the land, culture and community. We pay respect to Elders past, present and future.



Message from the Mayor

I am pleased to present the Annual Report for 2022-23, providing an overview of the achievements and initiatives of Council during the past 12 months.

The challenges posed by consecutive natural disasters continue to test our resilience as a community, but I've been heartened by glimmers of optimism and hope. We have seen inroads made in major infrastructure projects, social recovery and community projects and I'm excited to share some of the significant highlights from the past year.

It's pleasing to see the reconstruction of 38 landslips caused by flooding in Kangaroo Valley and Burrier in 2022. The contractor has been diligently remediating slip sites and progressing on this complex project. I appreciate the patience of residents who live on these damaged roads and I'm optimistic for a return to normalcy as works advance.

Our social recovery support initiative has had a profound impact on our community's wellbeing, thanks in large part to the dedicated Outreach team. Their tireless efforts have been instrumental in fostering a sense of community connectedness through a wide range of activities, events and Recovery Hub programs.

Community Capacity Building is a vital component of our efforts to strengthen and empower our community. Throughout the year, we facilitated a diverse array of events and initiatives aimed at enhancing the capabilities and resilience of our region, including Thrive Together; Disability Expo; NAIDOC Awards; Family Fun Day; Sorry Day; Sanctuary Point Skate Park Youth Festival, and the Night is Young Festival.

The Nowra Micro Festival was a resounding success that showcased our dedication to revitalising community events and fostering cultural enrichment

within the CBD. This dynamic event brought together an impressive lineup of 38 talented performers who graced eight distinct stages, transforming the heart of our town into a lively and vibrant hub of entertainment.

Council has undertaken several proactive measures to address the pressing issue of affordable housing in the Shoalhaven. Among these initiatives is a commitment to review the Affordable Housing Strategy which includes exploring the feasibility of establishing an Affordable Housing Development Contribution Scheme, bolstered by financial support from the NSW Government.

The Shoalhaven Circular Economy Award is a prestigious accolade that we are thrilled to have received at the Local Government NSW Excellence in Environment Awards. This achievement emphasises reuse over recycling and also serves as a clear indication that we are on the right path towards creating a more sustainable and resilient Shoalhaven.

I urge you to peruse this Annual Report, which reflects our collective efforts and achievements over the past year. Together, we will continue to build a vibrant, resilient, and prosperous community.

Sincerely
Amanda Findley
Shoalhaven City Council Mayor

Our achievements

The following lists our highlighted initiatives that have been completed during 2022-23 in support of Council's 2022-2026 Delivery Program objectives. Further achievements across Council's wide variety of projects, programs and services are included in the full 2022-23 Annual Report.



Thrive Together Fair



Riverfront Activation Plan Engagement



NAIDOC Family Fun Day



Ulladulla Civic Centre Solar Panels

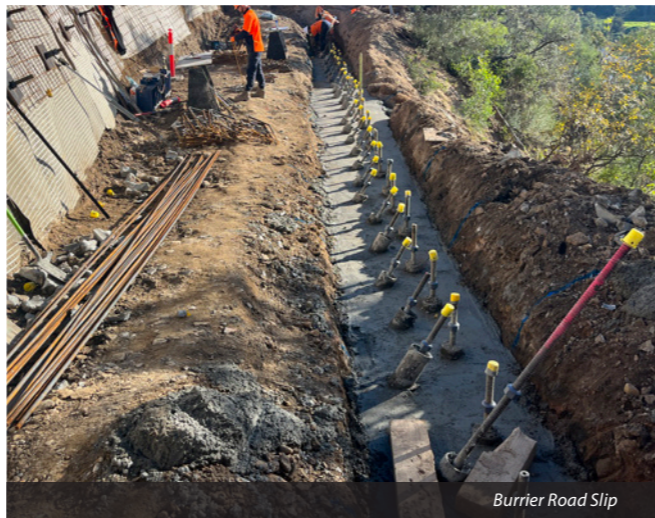
- Berry's Boongaree Skate Park and Pump Track opened to the public with an opening ceremony in April 2023.
- Major local road repair programs completed including at Matron Porter Drive and Tallwood Avenue Milton, Worrigger Road, Main Road – Cambewarra, Shoalhaven Heads Road, Callala Beach Road, Tannery and Beach Road, Croobyar Road and Mayfield Road.
- Supported and coordinated community capacity building events including Thrive Together, Disability

Expo, NAIDOC Awards, Family Fun Day, Sorry Day, Sanctuary Point Skate Park Youth Festival and the Night is Young Festival.

- New customer request management system launched with a large number of requests available online for the public to lodge 24 hours 7 days a week.
- Hosted the Nowra Micro Festival in December 2022 which included 38 performers on eight stages across the CBD including Jellybean Park and Shoalhaven Regional Gallery.



Repair of roads from flood and storm damage



Barrier Road Slip



Abernethys Road



Drilling to support road repairs

Last year's natural disasters caused extensive damage to our region's road network, disrupting daily life and isolating many communities. Following the appointment of lead contractor in February 2023 to repair 38 major landslips, significant progress has already been achieved.

Beorn Hulme, Natural Disasters Project Manager, said substantial headway was now evident in the ongoing efforts to restore vital road infrastructure.

"The scale of the devastation has certainly delivered many logistical and engineering challenges, but site by site, the hard work is starting to pay off," said Mr Hulme.

"The safety of our staff, contractor and the community has always come first, so it's rewarding to see this progress being made while never compromising on safety."

Crews continue to work on nine of the 15 impacted roads, with vital drilling and pile-driving equipment re-deployed to new sites as works are completed.

Remediation works will continue throughout 2023-24, with fortnightly community drop-in sessions held in Kangaroo Valley to provide regular progress updates for residents and business.

Supporting our community recovery

Council's Social Recovery Team (SRT) continued to respond to the ongoing recovery needs of the Shoalhaven community following the Black Summer Fires, floods, and Covid pandemic.

Three natural disaster declarations following storms, floods and landslips in the 2022 calendar year saw the team shift focus in social recovery support. Support provided included outreach phone calls, Flood Recovery, Health & Wellbeing Pop Ups, and various events.

Council is also an active participant on the Shoalhaven Recovery Committee chaired by NSW Reconstruction where Federal, State and Council come together to solve problems for community and to keep combat agencies informed of road closures and timelines for the landslip repairs to ensure that emergencies are responded to.

A key focus continues with community healing programs. The Shoalhaven Recovery HUB at the Ulladulla Civic Centre continues 2 days per week. Regular Recovery Newsletters continued throughout the year informing community of support available with contact details. Mental health messaging was the focus of support to the community during a challenging year.

Importantly the SRT commenced working with Council's Natural Disasters Roads Team. This allowed direct social recovery support for effected communities. Following community concerns with timeframes for repair works, the SRT assisted in hosting a community gathering at Kangaroo Valley Hall in November 2022. Initiated by Council, the session was supported by Resilience NSW, Public Works and Transport for NSW. At the gathering, community members had their questions answered on the road repairs, relieving feelings of anxiety.

Social recovery support continues to focus on supporting community members who have their daily routines affected by the ongoing road repair works.



KV Family Day Flood Support



Disability Inclusion Action Plan Showcase

Shoalhaven Disability Expo 2022

The 2022 Shoalhaven Disability Expo was an excellent example of how collaboration between Shoalhaven City Council and our community partners can support welcoming and inclusive communities.

The expo took place on 28 September at the Shoalhaven Indoor Sports Centre in Bomaderry and was a celebration of the diversity and pride within our community. The day was a huge success, with over 300 people attending and more than 60 disability service providers showcasing the supports and services they offer. The event was opened by local Elder, Uncle Gerry Moore, followed by entertainment from local musicians and dancers.

Central to creating inclusive communities is providing activities that improve community awareness and understanding of disability, so visitors were thrilled to have local Paralympians; Jasmine Greenwood and Jonathan Goerlach attend and be part of a Q&A Session with Mayor, Amanda Findley. Both Jonathon and Jasmine shared their inspiring stories and received a very warm response from attendees at the event. Jonathan shared his journey to becoming a Paralympian and Commonwealth Games Bronze Medallist while overcoming fears and learning to accept and celebrate his capabilities. Jonathan is Australia's first male vision impaired triathlete at a Paralympic Games.

Jasmine spoke about her experience of recovering from acquiring a brain injury at 6 years old after suffering two strokes, which impaired her left side. Jasmine was motivated through her rehabilitation process to become a competitive swimmer. "Today, I can proudly call myself a 4x World championship medallist, a Commonwealth Games Gold Medallist, and a Paralympic Silver Medallist in Para Swimming. My goals are not only to achieve my own sporting success, but to encourage and demonstrate to others that they can also achieve great success". Both athletes encouraged participants to make their own paths,



build on their abilities and keep working towards their goals every day.

Community members who have attended the event previously were pleased to learn of new disability service providers in our region and to see the way the event has grown and the increased local supports. This is a wonderful example of how we are working together with the community to increase opportunities to support belonging. The Shoalhaven Disability

Expo was a collaboration between Shoalhaven City Council, Department of Education, The Flagstaff Group, Interchange Shoalhaven, Uniting and ARUMA.

Progress for implementation of Council's Disability Inclusion Action Plan is included in Section 2 of the Annual Report.



Resilient, Safe Accessible & Inclusive communities

Shoalhaven Water's first Mural Art project completed on the water reservoir next to Hampden Bridge in Kangaroo Valley.

"Hello Summer" holiday program across Destination Parks and facilities included Yoga / Pilates in the Park, Pop-up Library, Dive-in Movie Nights and NYE Pool Party.

2022 Entertainment Centre Season embraced by the community – scoring highly via the 'Culture Counts' social impact survey.

Completed Playground upgrades at Hyams Beach Reserve, Sampson Crescent Reserve and Sheraton Reserve, Bomaderry.

Appointed 2 museum advisors to support the volunteer led Shoalhaven Museums on collection care.



Arty Farty Party



Hyams Beach playground



Kangaroo Valley Mural



Sustainable, liveable environments

Refurbished Myola Boat Ramp Amenities

Lower Shoalhaven River and St Georges Basin Flood Studies and associated Flood Planning Level Policies adopted by Council.

Hosted Solar & Battery 101 community workshops.

Cameras have been deployed on Council's garbage trucks to analyse road defects.

49 Parkcare groups with 406 volunteers provided 5,634 hours of park beautification.

Won the 'Transitioning to a Circular Economy Award' for its integrated approach to resource recovery, prioritising reuse over recycling.



Jerry Bailey Oval Amenities



Water Testing



Foreshore School Workgroups



Thriving local economies that meet community needs

Received NSW Top Tourism Towns awards for Berry, Huskisson, Ulladulla, and Kangaroo Valley.

Customer service enquiries for Shoalhaven Visitor Centres were 45,420 during the year.

Supported 48 successful grant applications totalling over \$68 Million in funds secured.

Council endorsed the preparation of revised land use planning strategies and Local Environmental Plan, Development Control Plan, including work on the inclusion of local character considerations.



NAIDOC Week Opening Ceremony



Burradise Live Sunset Session at Culburra Beach



Australia's Top Tourism Town Awards

Shoalhaven Council's Water Utility WATER

- Shoalhaven has the most affordable residential water bill in Australia for a water utility (connected properties 50,000 - 100,000).
- Detailed designs for the water pipeline connection of Jervis Bay territory are close to being finalised and is on track to move into procurement then delivery in 2024/25 financial year.
- Alternative power supplies completed at critical Shoalhaven Water infrastructure at Haviland Street, Pointer Road, Pointer Balance Tank, Conjola Reservoir, Bendalong Motorised Valve and Sussex Inlet Water Reservoir.
- Design for water and sewer infrastructure at Mundamia Urban Release Area is 95% complete.



Effective, Reasonable & Authentic Leadership

The first contact Customer resolution rate improved throughout the year and finished steady at 81%.

Successfully implemented eight new WHS initiatives including the online injury/incident reporting system.

Council's investment portfolio returned a solid 3.86% for the year.

Council maintained its 'low risk' rating in the external self-insurance case management audit.

30% increase in Council's social media posts to include more promotion of Council's activities.



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