

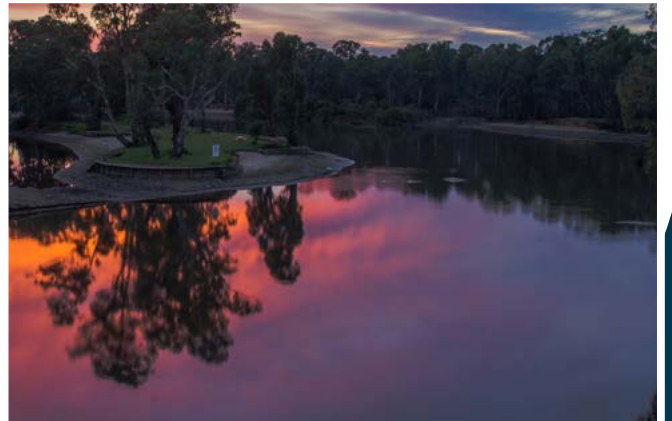


Corowa Shire

...the choice

Annual Report

2013 - 2014





A quality Council.

On behalf of Corowa Shire Councillors and staff, we are pleased to present our 2013 - 2014 Annual Report.

This document is an important means of communication between Council and the community. It provides the opportunity to highlight the programs and achievements for the 2013 - 2014 financial year.

We are proud of the achievements made this year and are committed to further organisational improvements.

A number of reviews have been completed this year and more than 15 reviews will be finalised by the completion of the 2014 - 2015 financial year. The reviews aim to ensure the delivery of quality services and the best possible use of community funds when considering community priorities.

This year, Council has adopted some Organisational Values and a Customer Service Charter. These are important tools within the organisation that will support our continual focus on improvement.

We are pleased that Council was able to complete the flood restoration program this year. This meant that unprecedented capital road works were undertaken with in excess of \$4,000,000 as well as \$800,000 in restoration works at the Corowa Aerodrome.

Some major projects have been completed in the areas of information technology which will support future improvements to customer service standards and innovative practices. A new business software system has been implemented, a new records system and an advanced geographical mapping system.

There has been a strong focus on cost savings which has resulted in over \$200,000 of community funds saved.

Council is continuing to face increasing cost pressures across its operation so we must place very close scrutiny over all expenditure.

We have continued to focus on the implementation of best practise in the areas of water and sewerage services. This has meant the introduction of a new trade waste scheme.

A consultation program was held toward the end of the year which included public meetings in each town and village. We appreciate the time members of the community took to meet with us and to provide valuable feedback.

Council was determined to ensure that all feedback provided from members of the community was carefully considered and responded to which resulted in a number of changes being made to our financial plan.

We look forward to continuing to foster a very strong partnership with community and hope that this is evident throughout this report.

Councillors and staff are thanked for their efforts over the past year and we thank the many volunteers that have worked to make a positive contribution to this community.

A handwritten signature in black ink, appearing to read "Fred Longmire".

Cr Fred Longmire - Mayor

A handwritten signature in black ink, appearing to read "Chris Gillard".

Chris Gillard - General Manager

COROWA SHIRE ORGANISATIONAL VALUES

Excellence

- We will take pride in providing quality and value for money services and we will continually strive for improvement.

Integrity

- We will be open, respectful and truthful in our dealings.

Accountability

- We will take responsibility for our actions and be consistent in the application of our principles, policies and process.

Innovation

- We will create our future by encouraging new ideas, opportunities and better ways of doing things.

Responsiveness

- We will be accessible to the community and make timely and informed decisions.

Teamwork

- We will foster an enjoyable workplace where people feel supported and respected, are empowered and have the opportunity to grow.



Cr Fred Longmire - Mayor

Statutory Committees

- Work, Health & Safety
- Traffic (as an observer)
- Saleyards
- Rural Fire Service Liaison
- Rural Fire Service Advisory

Council Committees

- Australia Day
- Social Planning
- Waste Management
- Sister City
- Mulwala Streetscape
- Sanger Street
- Industrial Land
- Road Closure
- Howlong Drainage

- Riverfront Master Plan
- Corowa Shire & Rutherglen District Health & Community Support

Council Delegate to Organisations

- National Federation Festival
- Morris Park
- RAMROC
- REROC
- ClubGrants (Corowa/Howlong)
- Liquor Accord (Corowa)
- BCHM
- ACSUM
- Yarrawonga Mulwala Bridge
- SubPact



Chris Gillard - General Manager

The General Manager leads all staff and is directly responsible to the elected Council. The General Manager is responsible for the day-to-day management of the whole organisation, as well as all functions shown under the respective Directors.

2023 - Our Vision, Our Future

We are a community built on our strengths – our natural beauty, our land, our opportunities and our people.

We embrace and celebrate our rich history; whilst at the same time continue to be excited in our plans for the future.

We are inclusive, welcoming and compassionate. We are deeply committed to protecting our families, our environment, and our economy.

We are a great place to visit, to live and to enjoy. We are 'The Choice'

Corowa Shire has a population of 11,000 people with the population based in three main towns: Corowa with a population of 5,628, Howlong 2,110, Mulwala 1,985, and 905 people in smaller villages and rural areas of Balldale, Coreen, Buraja-Lowesdale, Daysdale, Rennie, and Savernake. Corowa is the key town in the region which has developed as a key service centre for surrounding rural villages and farming communities.

The Shire covers an area of 2407.29 square kilometres.

Our Heritage

78.5% of residents have both parents born in Australia, and 87.7% of residents were themselves born in Australia. 21.5% of residents have one or both parents born overseas. Of the 12.3% who were born overseas, the most prevalent countries of birth were United Kingdom, New Zealand, Netherlands, Germany and Philippines.

Our Employment and Education

There are 8,873 residents aged over 15 in the Shire, of which, 4,897 are in the workforce. Of those in the workforce, 33.4% are employed full-time, 15.3% are employed part-time, 3.9% are employed other, and 2.6% are unemployed and looking for work.

Corowa Shire boasts six government primary schools, one non-government primary school, one government high school, and two further education campuses. There are 573 children enrolled in primary school and 542 children



enrolled in high school, supported by 72.5 EFT teachers.

The most common qualification in the Corowa Shire is a Certificate. Of the 2,806 people who have secondary qualifications, 65.4% have a Certificate, 14.6% have an Advanced Diploma and 20.0% have completed a Bachelor degree or higher.

Our Finances

The median housing loan repayment is \$1,040 per month, and median rent is \$150 per week.

The median weekly individual income for persons aged 15 years and over is \$389, compared with \$466 in Australia. The median weekly household income is \$776, compared with \$1,027 in Australia. The median weekly family income is \$1,014, compared with \$1,171 in Australia.

OUR COUNCILLORS



Statutory Committees

- Work, Health & Safety
- Traffic (as an observer)
- Internal Audit

Council Committees

- Waste Management
- Mulwala Streetscape
- Industrial Land

Council Delegate to Organisations

- Yarrawonga Mulwala Tourism
- Lonsdale Reserve Management
- ClubGrants (Mulwala)
- Liquor Accord (Mulwala)
- BCHM

Cr Daryl Davey - Deputy Mayor

Statutory Committees

- Work, Health & Safety
- Internal Audit

Council Committees

- Australia Day
- Mulwala Streetscape
- Road Closure
- Riverfront Master Plan

Council Delegate to Organisations

- National Federation Festival
- Yarrawonga Mulwala Tourism
- Friends of the Library (Mulwala)
- Lonsdale Reserve Management
- Liquor Accord
- SubPact



Cr Norm Wales APM



Cr Joan Palmer

Council Committees

- Social Planning
- Waste Management
- Sanger Street
- Riverfront Master Plan
- Energy Audit

Council Delegate to Organisations

- Riverina Regional Library
- Daysdale Water Trust
- Corowa District Landcare
- Morris Park Committee

Council Committees

- Road Closure
- Riverfront Master Plan
- Energy Audit

Council Delegate to Organisations

- Corowa Shire Tourism
- Aerodrome Management
- BCHM
- Festival of Dance
- ERNWAG (Noxious Weeds)



Cr Francesco Bruinsma



Council Committees

- Australia Day
- Social Planning
- Road Closure
- Howlong Drainage

Council Delegate to Organisations

- Murray Darling Association
- Riverina Regional Library
- Corowa Shire Tourism
- Corowa Arts & Culture Advisory
- Lowe Square Management
- Alliance of the Councils & Shires of the Upper Murray
- Murray Arts
- Festival of Dance

Cr Fiona Schirmer

Statutory Committees

- Work, Health & Safety

Council Committees

- Waste Management
- Industrial Land
- Howlong Drainage

Council Delegate to Organisations

- Aerodrome Management
- ClubGrants
- BCHM
- Lowe Square Management
- SubPact



Cr Mark Shields



Cr Paul Miegel

Council Committees

- Australia Day
- Social Planning
- Sister City
- Sanger Street
- Energy Audit

Council Delegate to Organisations

- Friends of the Library (Corowa)
- Corowa Shire & Rutherglen District Health & Community Support
- BCHM
- Community Safety Committee & Corowa Drug Action Team

Council Committees

- Australia Day
- Social Planning
- Sister City
- Sanger Street
- Industrial Land
- Howlong Drainage
- Riverfront Master Plan

Council Delegate to Organisations

- National Federation Festival
- Corowa Friends of the Library
- Aerodrome Management
- BCHM



Cr Gail Law

DIRECTOR ENGINEERING & INFRASTRUCTURE

Mr Nigel Sutton

- Water Services
- Sewer Services
- Waste and Trade Waste
- Saleyards
- Roads
- Parks & Gardens
- Airport
- Cemeteries
- Emergency Management
- Public Infrastructure
- Recreational Grounds
- Stores and Depot
- Plant
- Design and Construction
- Work Health & Safety
- Trees and Public Risk
- Road Safety



DIRECTOR CORPORATE & COMMUNITY SERVICES

Ms Kristy Kay

- Finance
- Library Services
- Tourism
- Community Development
- Economic Development
- RMS Agency
- Customer Service
- Human Resources / Payroll
- Information Technology
- GIS
- Insurances
- Records Management
- Public Interest Disclosure and Public Access
- Leases and Governance
- Strategic Planning
- Communications
- Events Risk Management
- Asset Management



DIRECTOR PLANNING & ENVIRONMENTAL SERVICES (ACTING GENERAL MANAGER)

Mr Bob Parr

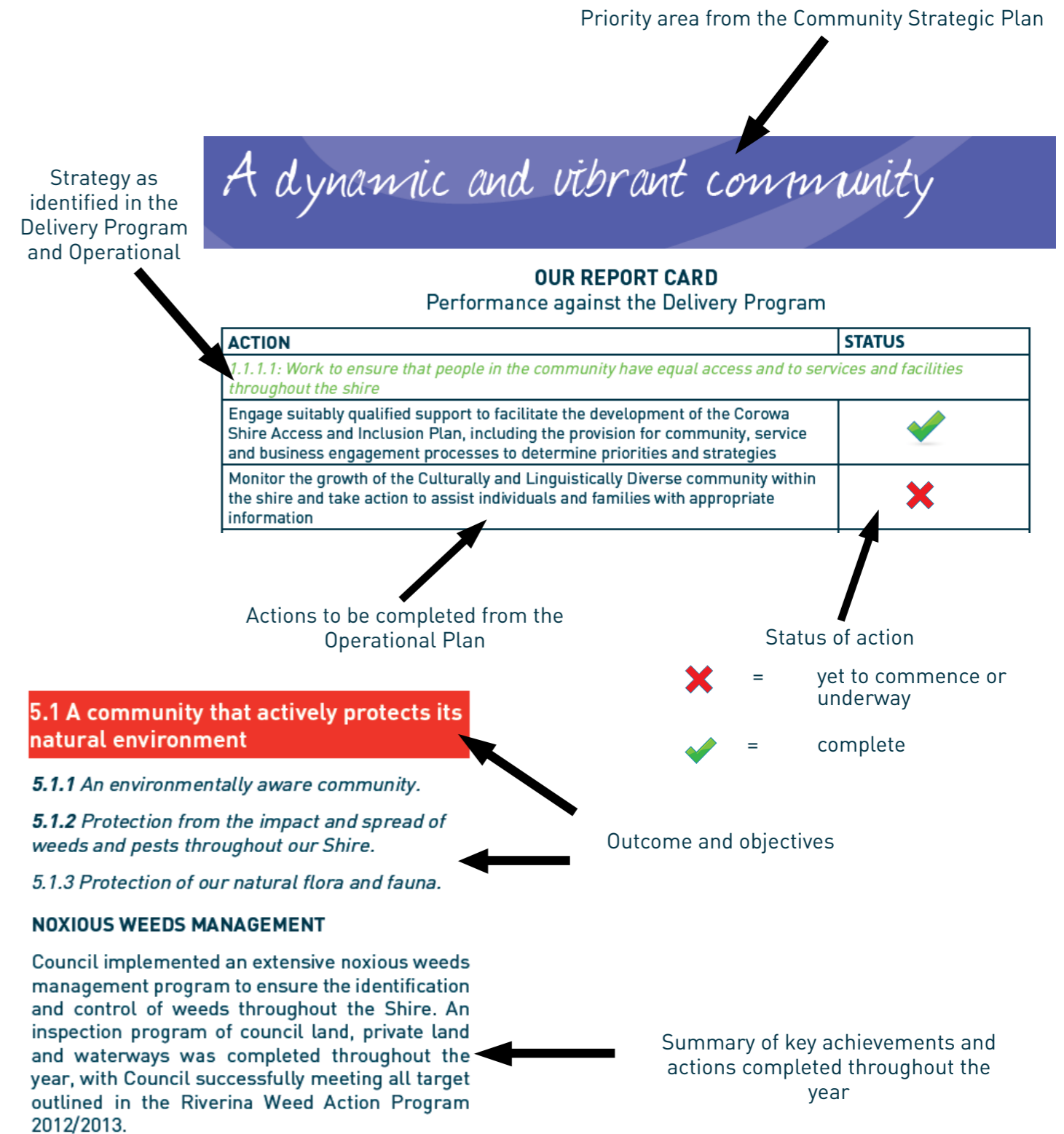
- Environmental Planning
- Health and Building
- Town Planning
- Building and Facilities Management
- Environment and Landcare
- Swimming Pools
- Noxious Weeds
- Cleaning Services
- Street Furniture and Signage



READING AND UNDERSTANDING THE ANNUAL REPORT

The Annual Report provides an opportunity for Council to report back to the community on the implementation of actions within the Delivery Program and Operational Plan.

The graphic below outlines what each section of this report represents.



INTEGRATED PLANNING & REPORTING FRAMEWORK

In NSW, amendments were made to the NSW Local Government Act 1993 (NSWDLG 2010) which required every Council to develop a minimum ten-year Community Strategic Plan, informed through community engagement.

The Community Plan is each Council's principal planning document, detailing asset management and service provision planning in the form of a Delivery Program and an Operational Plan.

The Integrated Planning and Reporting Framework (IPRF) in NSW requires that Councils engage with their communities. The legislation requires that communities must be involved in visioning processes that span a 10 year or greater timeframe. It also requires that:

- The Council must establish and implement a strategy (its "community engagement strategy"), based on social justice principles, for engagement with the local community when developing the community strategic plan.
- The Council exhibit the draft plan for public comment 'for a period of at least 28 days', and that submissions must be considered by the Council before the plan is endorsed or amended

Council's Community Strategic Plan has been developed to deliver clear direction in order to achieve the vision of our collective community. The Community Strategic Plan is the Shire's principal planning document, and will support the development of the local economy, environment, infrastructure and addressing a broad range of issues relevant to the whole community.

The vision for our community can only be achieved through close co-operation, support and partnerships between Council, state agencies, private industry, community groups and individuals in the implementation of the Plan.

To ensure that we achieve our desired community vision, we will undertake asset management, service provision and workforce management

planning and prepare a Delivery Program and operational plan to service the key strategy items highlighted in the Community Strategic Plan.

EQUAL EMPLOYMENT OPPORTUNITY

Corowa Shire Council is proud to be an equal employment opportunity employer.

Council adopted its first EEO policy on 24 July 1991 as part of its Corporate Plan and has since amended and expanded this policy to incorporate the requirements of the Local Government Act 1993.

A review has been completed of the Corowa Shire EEO Plan this year in consultation with staff.

The plan includes strategies in relation to work force planning and actions that address equal employment opportunity such as:

- Communication and Awareness raising
- Consultation
- Recruitment
- Questions at Interview
- Appointment, Promotion and Transfer
- Training and Development
- Grievance Resolution
- Evaluation and Review of EEO Management Plan

HUMAN RESOURCES

Council is focused on its Human Resources activities to ensure a quality workforce. Activities this year have included:

- Two senior roles vacated which were highlighted as one of the challenges faced in our Workforce Plan. Both vacancies were filled through effective recruitment strategies.
- Vacant positions have been filled through internal and external advertising processes and this has proven to attract excellent staff.
- Staff who have left Council have been encouraged to complete exit interviews to ensure constructive feedback can be considered and issues or opportunities addressed.
- Council is constantly reviewing its induction process, to meet ever changing legislation and

to incorporate new processes.

- We have been actively working with Primary and High Schools to promote careers in Local Government. This has included our trainees and HR Officer making presentations at Career Day talks.
- We have been focused on up-skilling of our workforce by placing existing staff into Certificate III or Certificate IV courses within their fields through traineeships. These include rural operations, water and sewer, records management and human resources.
- Council has employed two more construction trainees, an engineering trainee, a finance trainee, and business administration trainee. This has further enhanced Council's diversity which has been highlighted as a need in our Workforce Plan.
- Corowa Shire is very proactive in supporting learning and development as a means of organisational improvement and supporting its employees. Corowa Shire currently employs the largest number of trainees compared to other Councils in the Murray/Riverina region.
- The Local Government State Award has approved a 3.25% increase.
- Council has been actively benchmarking performance through surveys, REROC and HR Forums.
- Over the past year Council has considered support for appropriate flexible work arrangements where organisation requirements are still met.
- Council's Code of Conduct has been adopted and toolbox meetings were completed to inform staff of this important policy.
- We have retained close communications with injured staff to support their return to work even if the injury has not been work related.

SENIOR STAFF EMPLOYED BY COUNCIL

Council's General Manager was the only Senior Staff appointment employed under a remuneration package of \$200,000 consisting of salary, fringe benefits and on costs (including motor vehicle expenses and superannuation).

MEMBERSHIP OF EXTERNAL BODIES

Council was a member of Upper Murray Regional Library for the 2012/2013 financial year however this membership ceased from 30 June 2013 due to the voluntary wind up of the organisation by member Councils.

Upper Murray Regional Library was a company limited by guarantee for which Council held an interest along with seven other member Council's.

A solvent wind up of the organisation was completed by the Board and an appointed executive committee. This was handed to a receiver in the final stages of the wind up of the organisation to ensure transparency. More than \$100,000 of surplus funds are being transferred to Riverina Regional Library for use by member Councils.

Corowa Shire Council joined Riverina Regional Library from 1 July 2013.

SUMMARY OF RESOLUTIONS CONCERNING WORK CARRIED OUT ON PRIVATE LAND, AND ANY SUBSIDIES RELATED TO THIS WORK

There were no resolutions concerning private works carried out on private land for the 2013/2014 financial year.

Income of \$23,787 was received for works undertaken by Council on private land in the 12 month period.

No subsidies were provided. Council's policy with regard to charging for these private rates is as follows:

Plant Hire Rates	Reviewed each year based on a commercial rate of return on (including operator) capital invested
Additional Labour	Actual costs plus 45% for overheads
Stores and Materials	Actual cost plus 20% for overheads

LEGAL PROCEEDINGS

Rate Recovery

Council has worked diligently to recover a large amount of outstanding debt and legal proceedings with Summons and judgements having been issued to ratepayers incurring legal fees of \$41,895. These legal fees are charged and eventually recovered from the person incurring the overdue debt.

Failed Investments

(Corowa Shire Council and Ors v LGFS and Ors NSD 1073 of 2009)

Council continues to be party to two class actions:

- Corowa Shire Council and Ors v LGFS and Ors and
- Wingecarribee Shire Council and Ors v Lehman Brothers Australia Limited.

Corowa Shire Council against Local Government Financial Solutions (LGFS) relates to a failed CPDO which saw Council lose \$1,000,000.

Councils participating in the class action appointed IMF to fund the legal action and law firm Piper Alderman as representation. A world first court ruling was made on 5 November 2012 which meant that Councils should recover about \$30 million in losses.

While a part distribution was made to Corowa Shire Council, an appeal has been lodged and these funds are to be kept in reserve until the outcome of the appeal.

Council expects to recover less than 50% of the \$1,000,000 loss.

CONTRACTS AWARDED

Contracts awarded exceeding during the 2013/2014 financial year were:

Contractor	Description	Value
Civica Authority	Business Software	\$360,000

Harelec Services	Supply and installation of Solar PV	\$665,408
Riverina Earthworks	Aerodrome Restoration works	\$700,000
AGL	Supply of energy for street lights	\$120,000
ERM Energy	Supply of energy - large scale sites	\$300,000 (estimate)
Power Direct	Supply of energy - small sites	\$300,000 (estimate)
EDI Downer Works	Spray sealing	\$1,232,435
Andrew Goldman Excavations	Supply and installation of culverts. Maintenance grading.	\$715,000
P and K Walliss	Installation of culverts and water truck hire	\$256,000
Stabalised Pavements Australia	Supply of stabilising firms	\$195,000
Southern Civic Constructions	Development of Howlong Lowe Square Oval	\$181,000
Twin City Asphaltting	Flood works primer and final seals	\$241,000

COMPANION ANIMALS

	2012/13	2013/2014
The number of companion animal registrations. (Dogs and Cats)	193	197
The number of Dog Act infringements.	6	8

SECTION 355 COMMITTEES OF COUNCIL

Under the provisions of Section 355 and 377 of the Local Government Act 1993, Council is able to delegate some of its functions to a Committee of Council. Council may use this authority and appoint Community groups to manage facilities or functions through a Section 355 Committee of Management.

The following fourteen bodies were appointed as Section 355 Committees of Council for the 2013 - 2014 financial year:

Name of Committee	Function
Corowa Shire Tourism	Tourism Promotion
Lowe Square Management Committee	Lowe Square Recreation Ground Management - Advisory
Corowa Safety Committee & Drug and Alcohol Team	Encourage responsible drug and alcohol use
Corowa Arts and Cultural Advisory Committee	Annual Arts and Photographic Exhibition
Festival of Dance	Dance Festival within Corowa
Corowa National Federation Festival	Corowa National Federation Festival Organisation
Corowa District Landcare	Landcare Operations
Corowa Friends of the Library	Ancillary Library Functions
Morris Park Committee of Management	Morris Park Management - Advisory
Mulwala Friends of the Library	Ancillary Library Functions
Lonsdale Reserve Committee of Management	Lonsdale Reserve Management - Advisory
Business Corowa Howlong Mulwala	Business and economic development - Advisory
Daysdale Advisory Water Trust	Daysdale Water Supply - Advisory
Corowa Shire & Rutherglen District Health Social and Community Support Committee	Forum for Health Issues affecting the wider Community & Community Safety and Drug Action Team

STATE OF THE ENVIRONMENT REPORT

Ecological sustainable development (ESD) is the major objective of environment protection in New South Wales. The important role of Local Government in the implementation of ESD principles has been formally recognised by incorporating the principles of Ecological Sustainable Development in the Local Government Act and by requiring Councils to manage their regulatory and service functions in an ecological sustainable manner. State of the Environment Reporting is a key mechanism for assessing progress towards sustainability.

Council has produced a State of the Environment Report incorporated the ESD principles by utilising the pressure - state - response model, a model designed to show the effect of human activities on the environment. The pressure - state - response model uses three main indicators; indicators of the positive or negative effects of human activities on a given environment; indicators of the changes in the environment, reflecting the impact of the pressures and/or the effectiveness of the responses; and, indicators of the actions taken in response to perceived or potential environmental problems and issues.

Since 2002 Council has joined with other Local Government Authorities within the Murray Regional Organisation of Councils to develop a regional SOE and these have been updated annually. Under Integrated Planning and Reporting, the SOE report is now due once every four years with Council's next SOE due 30 November 2016.

ROADS & MARITIME SERVICES (RMS)

Council, under contract to the Roads and Maritime Services (RMS) provides a motor registry service centre to the Corowa Shire and surrounding communities. Matters relating to licences and vehicle registrations are carried out at the Agency Office located at Corowa Shire Civic Centre, 100 Edward Street Corowa.

Agency hours are 9.30am to 4.30pm Monday to Friday inclusive.

Phone enquiries can be made to the RMS on 132213.

FINANCIAL SUMMARY

This report provides an overview in relation to the attached 2013/2014 Financial Statements.

These statements are produced in accordance with the Australian Accounting Standards and the NSW Local Government Code of Accounting Practice. The statements are independently audited, reported to Council, placed on public exhibition and lodged with the Division of Local Government (DLG) by early November each year.

Under the 1993 NSW Local Government Act, Council is required to produce an audited set of Financial Statements. Key statements produced and included in this document are:

- **Income Statement**
- **Statement of Comprehensive Income**
- **Balance Sheet**
- **Cash Flow Statement, and**
- **Notes to the Financial Statements**

Income area	% of total income
Rates & Annual Charges	29.5%
User Fees & Charges	21.3%
Interest and Investment Revenues	2.8%
Other Revenues	9.3%
Grants and Contributions - Operating	22%
Grants and Contributions - Capital	14.8%

Please note the expense figures include depreciation. Figures have been rounded.

SPECIAL RATE VARIATION

During the 2013/2014 financial year Council gained approval from the Independent Pricing Authority (IPART) to implement an increase in general rates of 7% each year from 2013/2014 - 2016/2017. The below table provides a summary of the current average rates throughout the Shire and the average rates increase for each year.

Expense area	% of total spend
Governance	1.9%
Administration	10.4%
Health	Less than 1 %
Environmental	8.3%
Community Services	Less than 1 %
Housing and Community Amenity	1.8%
Water Supply	9.5%
Sewerage Services	8.6%
Recreation and Culture	8.2%
Mining, Manufacturing & Construction	Less than 1 %
Transport and Communication	15.7%
Economic Affairs	4.3%
Loan Repayments	Less than 1 %
Capital Works	27.4%

	Current average rates \$	Average rates for Year 1 of increase \$	Average increases Year 1 \$	Average Cumulative increase over 4 years \$
Residential Corowa	371.31	397.46	26.15	115.60
Residential Howlong	400.28	416.67	16.39	110.16
Residential Mulwala	644.12	694.89	50.77	207.15
Residential Corowa Rural	345.24	356.59	11.34	91.59
Residential Mulwala Rural	622.39	694.16	71.77	227.99
Residential Howlong Rural	522.79	579.70	56.91	187.37
Business Corowa	748.29	795.92	47.63	226.74
Business Mulwala	2422.61	2625.38	202.77	793.59
Business Howlong	665.29	729.99	64.70	228.97
Business Non Urban	495.60	518.95	23.35	140.13
Farmland	2073.09	2218.12	145.04	644.21

FINANCIAL SUMMARY

Council has achieved a surplus in net operating result from continuing operations (including capital contributions) of \$4,303k (2013: \$3,304k surplus) for the year ended 30 June 2014.

The size of Council's operations has remained relatively constant year on year. The above income and expense items all have the potential to have a significant impact on Council's operating result.

Grants and contributions received by Council continue to have a major influence on the reported result.

FINANCIAL OVERVIEW

EXPENSES	2012/2013	2013/2014
Total Income from Continuing Operations	\$30,649,000	\$31,832,000
Total Expenses from Continuing Operations	\$27,345,000	\$27,529,000
Net Operating Result for Year	\$3,304	\$4,303
Net Operation Result before Capital Grants and Contributions	-\$1,423,000	-\$427,000
Current Assets	\$25,352,000	\$26,831,000
Non-Current Assets	\$316,693,000	\$320,227,000
Current Liabilities	\$4,883,000	\$5,483,000
Non-Current Liabilities	\$6,433,000	\$6,219,000
Total Equity	\$330,729,000	\$335,356,000
Rates Outstanding	8.37%	6.96%
Unrestricted Current Ratio	3.93:1	3.07:1
Own Source Operating Revenue Ratio	64.57%	63.01%
Asset Renewal	99.82%	69.84

1.1 An inclusive, considerate and welcoming community

1.1.1 A community that supports people of all abilities, backgrounds and cultures.

1.1.2 A place of diverse opportunities and resources for young people.

1.1.3 A community that embraces and provides for our older residents.

1.1.4 A community that welcomes new residents and families.

1.1.5 Strong and vibrant rural communities.

TIBETAN MONKS VISIT

The 'Tibet Effect' in Corowa attracted more than 850 local children and adults to the Memorial Hall where three Tibetan Monks were resident in our town for five days.

Students from three local schools and the preschool participated in workshops that were held each day and many local people took the opportunity to participate in the guided meditation sessions and learnt Tibetan dance, song or craft.

Over the five days an exquisite sand mandala was created. It was completed on the Sunday in front of more than 65 people who then watched the emotionally charged Dissolution Ceremony which involved sweeping the sands up from the completed mandala and ritually dispersing them into the Murray River at Rowers Park.

A feature of this exceptionally popular visit was the Mystical Tibetan Concert held on the Friday night which showcased traditional dance, song and music. More than 170 people enjoyed the evening which included a traditional piece performed by Tibetan musician Tenzin Choegyol and Corowa's Sing Australia.

Photo: DISSOLUTION CEREMONY at Murray River.



NAIDOC WEEK

NAIDOC week acknowledges and celebrates the history, culture and achievements of Aboriginal and Torres Strait Islander peoples

The "Unity" art exhibition which was held at Corowa Art Space during NAIDOC week signified bringing the community together through art. The exhibition featured art by local Aboriginal artists and was an initiative of Murray Arts in partnership with Corowa Shire Council with support from Arts NSW.

The exhibition opening attracted more than 60 people, including local preschool students. Visitors to the opening enjoyed the cultural sharing which included "Welcome to Country" by Elders, Aunty Nancy Rooke and Darren Wighton, traditional music, traditional dance and storytelling.



COROWA & DISTRICT HISTORICAL SOCIETY

Council was successful in securing a grant for the Corowa & District Historical Society which has enabled the organisation to better manage its collection. Council contributed \$2,000 to this project.

1.2 A community that supports and provides opportunities for our families

1.2.1 A supportive community for our families.

1.2.2 Opportunities for our families to interact.

1.2.3 A community that prioritises the protection and growth of our children.

SENIORS WEEK CELEBRATIONS

Council celebrated Seniors Week in March by hosting a function to recognise the valuable contribution made to the community by senior residents. The event included entertainment and catering by local High Schools students, singing by a local choir and lunch for more than 80 people.

SCHOOL HOLIDAY ACTIVITIES

School holiday activities at Council libraries such as Scientists, Feltmaking, the Summer Reading Club and Cartooning were all well received by children, encouraging their lifelong enjoyment of reading. These programs are aimed at improving literacy, reading and engagement with libraries.

Corowa Preschool and the Goodstart Early Learning Centre brought their children for library visits. Stories were read and small handouts such as book marks were given to the children.



1.3 Engaging events and celebrations

1.3.1 An exciting and diverse calendar of events.

EVENTS DATABASE

Council continued to maintain an events database which captures all known events scheduled in Corowa Shire. The database helps Council prepare and publish a monthly calendar of events, upload event pages to the Corowa Shire Website and other tourism websites, develop seasonal tourism media releases and promote events on social media.

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 Downloads
of the new mobile app

TOURISM EVENTS GRANT PROGRAM

Council recognises and appreciates the valuable contribution events make to our community and provides ongoing support to the attraction of new events through the Tourism Events Grant Program. An annual allocation of \$20,000 is made to this program, which supports events which deliver positive social and economic benefits to the community.

12 events were supported through two funding rounds during the 2013/14 financial year.

TV PROMOTIONAL CAMPAIGN

Corowa Shire Tourism engaged Alchemy Media to coordinate a TV awareness promotional campaign which commenced on 13th October for a 6 week period.

A 30 second TV commercial was developed and broadcast across the WIN, Prime and Southern Cross networks. The call to action for this campaign was website www.visitcorowashire.com.au and to download the Corowa Region mobile app.

To extend the length of the campaign and provide promotional opportunities for businesses, a buy in prospectus was developed which provided businesses with the opportunity to participate and use the video footage and advertise at a discounted rate.

The website results during the campaign duration indicate that page view increased by 48% and that the mobile app was downloaded 223 times.



AUSTRALIAN BILLYCART CHAMPIONSHIPS

The 2014 Australian Billy Cart Championships was again an overwhelming success.

Facts: 58 entrants competed in the event including local school children, 27 businesses sponsored the event, 29 volunteers assisted at the event plus community organisations, 3500 spectators.

NSW WEED CONFERENCE

The 2013 NSW Weed conference was successfully held in Corowa from 9-12 September 2013.

Council worked successfully with the organising committee consisting of representatives from NSW Weeds Society, Central Murray County Council, Greater Hume Shire Council, Wagga Wagga City Council, Urana Shire Council, New South Wales DPI, Victorian DPI, Murray CMA, NSW Weeds Officer Association, Eastern & Western Riverina Noxious Weeds Advisory Groups.

226 delegates attended the conference which included 54 speakers from around Australia and internationally from New Zealand and South America.

A total of 28 businesses and associations sponsored the event contributing \$51720 cash plus product sponsorship.

Photo (below) Dr Tony Grice and Dr John Keniry and the trade display area.



1.4 A Shire of excellence for sport and recreation

1.4.1 Well planned recreation facilities.

1.4.2 Diverse and sustainable recreation opportunities.

LONSDALE RESERVE MASTER PLAN

A Lonsdale Reserve User Group Committee has been established to help direct the implementation of the Lonsdale Reserve Master Plan.



\$45K allocated towards capital improvements at Lonsdale Reserve. **\$35K** for maintenance.

1.5 A creative community

1.5.1 Creative community spaces.

1.5.2 Opportunities for all community members to participate in and enjoy the arts.

IDENTITY PROJECT

Two museums in Corowa Shire (Corowa Federation Museum and Yarrawonga Mulwala Pioneer Museum) were partners in the 'Identity' project, an initiative of Albury Library Museum which received funding from Museums and Galleries NSW to develop a Regional Networking Partnership of volunteer museums that would work together to explore their unique collections and showcase them in a regional exhibition.

Significant objects and their stories were identified from the collections at Corowa Federation Museum, Yarrawonga-Mulwala Pioneer Museum, Jindera Pioneer Museum, Henty's Headie Taylor Blacksmith shop and the Holbrook Submarine Museum.

The 'Identity' project provided a huge opportunity for two volunteer run museums within the Corowa Shire to learn from professionals how to research, identify and display significant objects within their collection. Volunteers from the local museums worked with professionals to design and install a small exhibition of items identified as unique to their museum collection and will participate in a regional promotion and tour.

The Corowa Federation Museum tells the story of one of the birthplaces of our nation and the Yarrawonga Mulwala Pioneer Museum explores early aviation history.



ART SPACE HOSTS BALD ARCHY EXHIBITION

Extensive planning was undertaken this year to enable Council to host the Bald Archy Exhibition. This included the submission of a proposal and application for grant funds.

Designed to provide an entertaining and light hearted approach to art, the 2014 Bald Archy exhibition lived up to expectations and attracted more than one thousand visitors to Corowa Art Space over the three week exhibition period in September 2014. The majority of the people attending the exhibition (70%) came from Corowa Shire, Indigo Shire and Albury/Wodonga however visitors travelled from as far away as West Australia, South Australia, Tasmania and Sydney.



Many visitors to Art Space revealed that they hadn't seen a Bald Archy exhibition before and that they were pleasantly surprised and amused by the art works.

Twenty five people volunteered their time and energy to support the Bald Archy exhibition in Corowa. They assisted with unpacking and hanging of the works, serving at the official opening and attending Art Space during the 21 day exhibition.

Without the help of volunteers this project would not have gone ahead and Corowa Arts and Cultural

Photo: Murray Arts Chairperson and Councillor Fiona Schirmer at the opening of the Bald Archy Exhibition.

1.6 An empowered and active community

1.6.1 High levels of involvement across our community.

VOLUNTEERS WEEK

National Volunteer Week is the largest celebration of volunteers and volunteerism in Australia, and provides an opportunity to highlight the role of volunteers in our communities and to say thank you.

More than 50 people attended a volunteers week afternoon tea hosted by Corowa Shire Council at the Chocolate Factory. The event was held to acknowledge volunteers who work directly with Corowa Shire Council and to say 'thank you' for the work that they do in our community.

Corowa Shire has approximately 130 people who directly assist Council to achieve their goals. There are many areas where volunteers work, including Tourism, Art Space, Events, Library and Youth activities

Volunteers enthusiastically give their time, energy and expertise to help out, support and make a difference in our community. Without volunteers Council would not be able to provide the level of service that we do.

At the celebration event 4 volunteers were presented with a 10 year service badge for exceptional volunteering service and congratulated by the Mayor for their outstanding service to the community:

- Ron Wilkins** Howlong Resource Centre/ History Service
- Peg Hanrahan** Corowa Friends of the Library
- Barbara Milne** Corowa Friends of the Library
- Mary Shanahan** Corowa Friends of the Library

Thank you!

COMMUNITY GRANTS PROGRAM

This year, two rounds of funding were provided through the Community Grants Program. This program aims to assist community groups and organisations deliver projects that foster community development, develop partnerships and improve the quality of life and well being of the community. 20 Community groups received an allocation totalling \$35,000 in funding.

AGEING WELL RESOURCE GUIDE

Corowa Shire Mayor, Fred Longmire, officially launched a new resource guide 'Ageing Well in Corowa Shire' at the Shire's Seniors Week event held in March at Corowa Golf Club and attended by more than 130 people. Development of the Ageing Well resource guide was funded by a grant received from the Local Government and Shires Association.

The new Ageing Well resource guide encourages individuals to be actively involved and participate in the local community. It provides easy to read information on how to contact local health, accommodation and support services, including visiting services. As well as details of local service clubs and social groups, where and when they meet and how to contact them, and information about a variety of recreation and cultural groups including sporting clubs, exercise and fitness groups, arts and craft, dancing, singing and music groups. The resource guide continues to receive positive feedback from local residents and visitors and is available from Council offices in Corowa, Howlong and Mulwala, Visitor Information Centres and libraries as well as several other key locations throughout the Shire.



OUR REPORT CARD

Performance against the Delivery Program

ACTION	STATUS
<i>1.1.1.1: Work to ensure that people in the community have equal access and to services and facilities throughout the shire</i>	
Monitor the growth of the Culturally and Linguistically Diverse community within the shire and take action to assist individuals and families with appropriate information	✓
Continue to seek opportunities to raise awareness of and be inclusive of indigenous culture through appropriate programs and projects	✓
Continue to seek opportunities to celebrate and recognise our communities indigenous culture	✓
<i>1.1.2.1: Develop and implement the Corowa Shire Youth Development Strategy that supports the positive engagement of young people within community life</i>	
Engage suitably qualified support to facilitate the development of a service mapping and needs analysis project to determine current and future needs of young people within the shire	✓
<i>1.1.2.2: Provide leadership opportunities for young people within our community</i>	
Continue to maintain relationships with schools, community groups and sporting clubs to ensure knowledge of leadership opportunities is maintained	✓
Continue to support, promote and develop the Corowa Youth Council in partnership with Corowa High School and other youth organisations	✓
Continue to liaise with young people and Corowa High School to inform issues related to young people within the shire	✓
<i>1.1.2.3: Ensure that young people have access to community spaces where they feel welcomed, safe and included</i>	
As part of the consultation and research for the Youth service mapping and needs analysis project, ensure that consideration is given to the most appropriate delivery of a 'youth based' community space within Corowa	✗
Incorporate appropriate strategies into the Corowa Shire Youth Development Strategy that outlines the future provision of Council to facilitate 'youth based' community space within Corowa	✗
Ensure that the Corowa Shire Youth Development Strategy plans for the support of youth friendly spaces throughout the townships of the shire	✗
<i>1.1.3.1: Develop a comprehensive understanding of the needs, challenges and opportunities facing our older residents now and into the future</i>	
Engage suitably qualified services to undertake a service mapping and needs analysis project for older residents within the shire	✓
Engage suitably qualified services to develop an Ageing Well Strategy for Corowa Shire, in partnership with appropriate services, community groups and agencies	✓
Continue to support and promote the celebration of Seniors Week throughout the shire	✓
<i>1.1.3.3: Facilitate opportunities for our older residents to remain physically and socially active, particularly those that are socially isolated</i>	

<i>1.1.4.1: Explore innovative ways to actively welcome new residents to the shire and support their involvement in the community</i>	
Continue to update and promote the Corowa Shire New Residents Pack	✓
<i>1.1.5.1: Explore innovative ways to ensure the regular consideration of the changing needs and priorities of our rural and isolated communities</i>	
Continue to maintain involved with programs that provide health and well being programs for rural and isolated residents	✓
Develop Community Priority Action Plans for each small rural community within the shire	✗
Advocate for appropriate representation on committees, groups and Council from our rural communities	✓
<i>1.1.5.2: Explore innovative ways to support our rural communities to capture and record their vibrant histories for preservation</i>	
Implement an annual program that encourages rural residents to submit photos that reflect their history and community	✗
Support historical groups to record historic stories, photographs and memorabilia that celebrate and promote the historic stories of the area	✓
Continue to provide historical information through the library	✓
As part of website reviews, explore online history opportunities	✓
<i>1.2.1.1: Ensure that all families are supported and encouraged to participate in community activities, programs and opportunities</i>	
<i>1.2.1.2: Ensure that the needs of all our families are considered in the long term planning of community facilities and programs including at a state and federal level</i>	
Engage appropriate and qualified services to support the facilitation of a service mapping and needs analysis process to determine the needs, challenges and service maps that exist of children and families within the shire	✓
Review parents/carers facilities throughout the shire and develop a 4 year priority list for implementation	✓
Undertake retrofitting works as per the priority list	✓
<i>1.2.1.3: Continually explore and develop ways to engage our most at risk families in services, activities and programs that will improve their opportunities and quality of life</i>	
<i>1.2.2.1: Develop and implement a playground masterplan for the shire that also considered the placement of supporting infrastructure such as public toilets, footpaths, and shade</i>	
Undertake a shire wide review of playgrounds, focussing on: <ul style="list-style-type: none"> Risk and safety, Usage and placement, Supporting infrastructure, Potential decommission, Long term consolidation 	✓
Place the findings of the playground review out to community review	✗
<i>1.2.3.1: Continue to meaningfully engage children in community life</i>	
Provide ongoing financial assistance to the Corowa Toy Library	✓

A dynamic and vibrant community

Ensure a range of child friendly programs are provided at the Corowa, Mulwala and Howlong Libraries	✓
Sponsor children's week programs and activities throughout the shire	✓
Provide a school holiday activity	✓
Provide the baby playgroup/parenting program in Corowa and Howlong	✓
Provide ongoing financial support to our shire's preschools	✓
Support the delivery of Family Day Care services within the Shire	✓
Promote the range of services, programs and resources available for children and families throughout the shire	✓
<i>1.2.3.2: Advocate on behalf of our children to ensure that we continue to develop our communities as great places for our children to grow</i>	
Continue to support the provision of personal and community safety programs for primary school aged children throughout the shire	✓
<i>1.2.3.3: Ensure that our communities are developed with opportunities for children to develop their independence and skills</i>	
<i>1.3.1.1: Develop and implement a diverse, interesting and relevant calendar of events that reflect the strengths and characteristics of our communities and towns</i>	
Work to attract new events and further develop existing events through the implementation of the Corowa Shire Event Grants program	✓
Continue to manage the central events database for events held in Corowa Shire	✓
Develop an events strategy for the shire that focuses on the successful and meaningful delivery of Council events, and events facilitated by Section 355 Committees of Council	✗
Continually explore options for the implementation and delivery of major municipal events that respond to both tourism and community needs	✓
<i>1.3.1.2: Ensure that all events are safe, well planned and high quality</i>	
Continually review and update the Event Manual and make readily available to event organisers	✓
Investigate the opportunity to provide event management and risk management workshops/training	✓
Develop guidelines that assist event organisers in delivering events that are sustainable and consider the impact on the environment	✓
<i>1.4.1.1: Ensure a place making approach is taken for all open space and water foreshore developments within the shire</i>	
Continue to support the implement the Lowe Square masterplan	✓
Undertake the Lonsdale Recreation Masterplan	✓

A dynamic and vibrant community

Implement the Corowa Riverfront Masterplan	✓
<i>1.4.1.2: Take a whole of community approach to the planning of recreational facilities to ensure the appropriate development of infrastructure that can meet the changing needs of our communities and can facilitate the potential attraction of new sports and diverse use</i>	
<i>1.4.1.3: Explore innovative ways to ensure the long term sustainability of our rural sporting facilities</i>	
<i>1.4.1.4: Continue to actively seek funding opportunities to support the upgrading of the Corowa Swimming Pool</i>	
Ensure that the Corowa Shire Corowa Pool Business Plan is maintained up to date and reflective of best practices, sector research and community needs and expectations	✓
<i>1.4.2.1: Coordinate the planning of sport and recreation groups to support their long term financial, membership and facility viability</i>	
Facilitate the Department of Sport and Recreation to deliver appropriate training sessions throughout the shire	✓
<i>1.4.2.2: Actively work to attract visiting sporting competitions, events, training programs and games to our shire</i>	
<i>1.4.2.3: Continue to encourage and support high level representation from our shires community members throughout a diverse range of sporting opportunities</i>	
<i>1.4.2.4: Continue to maintain and expand a high quality pathway network that is flexible in purpose to facilitate a range of users</i>	
Implement the annual PAMP works program on time and on budget	✓
Undertake an annual inspection for the entire pathway network throughout the shire	✓
Complete quarterly inspections for high usage pathways	✓
Undertake appropriate maintenance work	✓
Implement appropriate markers along the high use cycleway	✓
Promote the extensive path and cycle way network that exists throughout the shire in all appropriate visitor, tourist and community information	✓
Liaise with surrounding Council's to connect Corowa Shire's network with surrounding areas	✓
<i>1.5.1.1: Continue to facilitate exciting and engaging community spaces that allow for community members and visiting artists to display and perform cultural activities including arts, music and theatre</i>	
Ensure that all cultural events, programs and exhibitions are promoted throughout Council's newsletter and on Council's website	✓
Continue to provide the Corowa Shire Art Space with a focus on supporting the opportunity for local artists to display their art	✓
Facilitate the establishment of, and provide ongoing support to the Corowa Arts Advisory Committee in the planning and management of activities and exhibitions at Corowa Art Space	✓
Support and manage the volunteer staffing of Corowa Art Space	✓

A dynamic and vibrant community

A dynamic and vibrant community

<i>1.5.2.1: Ensure that there are opportunities for our children and young people to participate in and enjoy arts and culture activities</i>	
In partnership with the local schools and Murray Arts, develop and implement programs that facilitate young peoples and children's involvement in the arts	✓
In partnership with schools, develop and implement an annual project that facilitates involvement by children in the lead up to the Festival of Fun for Kids	✓
<i>1.5.2.2: Provide a diverse range of artistic activities for all people within our community to participate in</i>	
Provide annual financial assistance to Murray Arts, with an agreed schedule of projects/programs required for delivery within Corowa Shire	✓
<i>1.6.1.1: Encourage diversity of people participating in community groups, clubs and committees throughout the shire</i>	
<i>1.6.1.2: Continue to facilitate community driven projects that respond to identified community needs</i>	
<i>1.6.1.3: Encourage participation in volunteering throughout the shire</i>	
Update and publicise the volunteering opportunities available throughout the Shire	✓
In partnership with schools, develop programs and activities that support young people's volunteering involvement in their community	✓
Continue to publicly recognise and celebrate the citizen of the year awards: <ul style="list-style-type: none"> • Citizen of the year – Corowa, Howlong, Mulwala, Rural • Young Citizen of the year – Corowa, Howlong, Mulwala, Rural 	✓
Publicly acknowledge the contributions of volunteers working with Corowa Shire as part of the National Volunteer Week	✓
<i>1.6.1.4: Support the long term sustainability of community groups, committees and clubs</i>	
Facilitate joint planning and information sessions with sport and recreation groups	✓
Continue to promote available grants and promotional opportunities for community groups, clubs and committees	✓
<i>1.6.1.6: Facilitate the delivery of exciting and engaging libraries throughout the shire</i>	
Introduce a range of new programs and enticements to the libraries throughout the shire to ensure they are well utilised community spaces	✓



2.1 Efficient and high quality service delivery

2.1.1 Services that are planned and delivered with consideration to the changing needs of our community.

2.1.2 Coordinated service delivery.

2.1.3 Improved understanding and utilisation of available services.

INTERAGENCY GROUP

Council has facilitated the Corowa Shire Interagency Group which has ensured cooperative working relationships and support for local health and wellbeing service providers in Corowa Shire. Strong communication between agencies helps to ensure the optimal delivery of services within the community and that any gaps can be targeted. The group has met on a monthly basis and produced a service directory card for families with young children.



2.2 High quality education for people of all ages

2.2.1 Education that provides opportunities for our children and young people.

2.2.2 Education options that support a diverse range of skills within our communities.

LIBRARY ACTIVITIES

The Corowa Shire Libraries hosted narrator Stig Wemyss to celebrate Children's Book Week. Over 470 children from Upper Primary classes from all schools in the Corowa Shire were jumping in their seats as Stig performed. Stig involved the children in his performance and Bolinda Digital provided audio books as prizes which were handed out during the performance. This was an opportunity to introduce to the children other resources such as Audio books and the new addition of the eLibrary collection.

Library and information Week was celebrated with children's book Illustrator, Craig Smith. Ten sessions were held over three days with over 540 children from all schools in the Corowa Shire attending. Craig Smith talked about his illustrations, how books are made, and the role of the author, editor and illustrator. With Craig's guidance the children experienced the early stages of illustrating with the creation of their own drawings.

Corowa Library joined in the National Simultaneous Storytime with Craig Smith reading 'Too many elephants' to 92 children from St Marys Primary School.

2.3 Health services that support a healthy community

2.3.1 A range of services that promote a healthy life.

2.3.2 High quality health services.

COROWA CDAT (COMMUNITY DRUG ACTION TEAM) - 'NO TO VIOLENCE' PROJECT

The "NO to Violence" project which was developed by Corowa CDAT, and funded by the Australian Drug Foundation, emphasises the link between alcohol and family violence. The project which is supported by Corowa Shire, Corowa Police and Murrumbidgee Health, involved an extensive information and education campaign which was run over a 4 week period and followed up by information booths at the Annual Safety Expo and Festival of Fun for kids which each attract crowds of around 4,000 people.

Central to the campaign is a series of "NO to Violence" Post Cards that have been developed with key messages and information on the rear of the card that directs people with concerns about alcohol or family violence to local agencies and services.

The key messages of the 'NO to Violence' project are that children are hurt by family violence and family violence destroys relationships.

Corowa CDAT believes that increasing community awareness of the damage that alcohol can cause to families; and knowing of where to get assistance, will help to reduce the incidence of family violence in our community.

LOCAL EMERGENCY MANAGEMENT COMMITTEE

Council supports an enthusiastic Local Emergency Management Committee that has identified possible disaster events that may occur in the shire, and is able to respond to these disasters to protect the community.



2.4 A community protected and prepared for emergencies

2.4.1 Services to protect our community.

2.4.2 A community that is prepared to respond to crisis.

RURAL FIRE SERVICES

Corowa Shire Council provides financial assistance towards the operation of the Southern Rural Fire team.

A total of 55 incidents were attended by Brigades in the Corowa LGA. Sixty seven hectares were burnt and volunteers contributed 809 hours in attending to these incidents.

Brigades and staff were involved in community education activities across the Team including School visits (Primary and Preschools), local shows, and talks to community groups on fire safety, preparation and mitigation. All rural primary schools were visited prior to the summer holiday period.

Grant funding was received for fire trail maintenance works on the Corowa Common and adjoining National Park. State Mitigation Support Services provided two crews to assist with the clean up after the Mulwala Tornado. Throughout the year they also carried out hazard reduction work on public lands to increase the safety of townships and communities across the Team area.

The Bushfire Danger Period commenced on 1 November 2013 and concluded on 30 March 2014.



FLOOD EVENTS

Four significant rain events occurred within the Shire commencing in October 2010 with the most recent event in March 2012.

During these rain events all areas of the Shire were impacted by inundation of roads and damage to sealed and unsealed road surfaces and drainage structures. Whilst the major portion of the damage was on rural roads and drainage structures some impact was felt in all the towns within the Shire.

Emergency response to temporarily reinstate access roads commenced immediately after the first event and subsequent inspection and evaluation for Government Funding was carried out.

During the assessment program of the initial event additional events occurred and funding applications grew and were accepted.

Council are responsible for emergency response effort up to \$29,000 prior to any funding from State and Federal Government agencies.

A program for reinstatement of the roads and associated structures was prepared and all works were completed by June 2014.

A total of 192 individual locations on our roads were affected and a large number of these damaged repeatedly in the subsequent events.

Our grader crews (three graders along with rollers and water trucks) were kept busy making roads passable and then grading, preparing and adding

new material. Contract grader crews were also used to ensure the works were completed by June 2014.

Heavy patching was carried out on damaged sealed roads by Council's crew with our stabilising equipment and also with hired equipment. A total of 61,650 m² of repairs were completed and the majority of this work was carried out during 2013 and 2014. This area equates to constructing 10km of sealed roads.

In excess of 140 drainage structures were damaged at separate locations. The majority of these were culverts that were dislodged and needed replacement. There were 135 culvert replacements on affected roads. Culverts were repaired using a mix of local contractors and Council staff and plant.

Gravel resheeting was carried out on a great number of roads with more than 100,000 tonnes of material utilised from our two quarries within the Shire. This was supplemented with gravel supplies

from external sources mainly for the western part of the Shire. The tonnage above equates to approximately 25,000 truck movements utilising Corowa Shire Council trucks and supported by contractors.

Expenditure on restoration works per year up to completion in June 2014.

Expenditure per year.

1.	June 2011	\$1.272m
2.	June 2012	\$2.115m
3.	June 2013	\$3.577m
4.	June 2014	\$3.514m
Total Expenditure		\$10.478m



OUR REPORT CARD

Performance against the Delivery Program

ACTION	STATUS
<i>2.1.1.1: Remain up to date on social and community priorities and ensure that these are regularly considered in the delivery of projects, services and funding</i>	
Explore the most appropriate ways to collect and utilise information from the community relating to levels of satisfaction with Council's services	✓
<i>2.1.1.2: Advocate on behalf of our communities to ensure that their needs are consistently and accurately represented at state and federal levels in regards to the allocation of services, resources and programs</i>	
Facilitate an annual community profile and make available on Council's website	✓
Where appropriate support services and agencies with requests for information and data	✓
Provide appropriate website links to Councils demographic information sources include Profile and ABS	✓
<i>2.1.2.1: Ensure a strong strategic advocacy body for the health services in the region</i>	
<i>2.1.2.2: Develop mechanisms that continue to support the appropriate distribution and promotion of service information throughout the shire</i>	
Develop a Communications Strategy that outlines processes and protocols for providing information to the community, including website, media and promotional material	✓
<i>2.1.2.3: Continue to explore best practice opportunities relating to the appropriate co-location of services within our communities</i>	
Continue to work in partnership with State and Federal Government in the exploration of service co-location	✓
<i>2.1.3.1: Facilitate the involvement of service providers and organisations within the community, in particular in regards to community planning processes</i>	
<i>2.2.1.1: Support the long term sustainability of our small rural schools</i>	
<i>2.2.2.1: Advocate for the innovative delivery of further education options within the shire</i>	
Support education providers with infrastructure and education expansion to support the delivery of range of education options within the Shire	✓
<i>2.1.2.2: Support the development of local training and education opportunities that target the long term unemployed and socially disengaged</i>	
<i>2.3.1.1: Deliver a range of health promotion programs throughout the shire</i>	
<i>2.3.1.2: Continually promote opportunities and messages that support healthy decisions for our community members</i>	
Provide sunscreen, free access to water and insect repellent etc at Council's events	✓
Ensure that healthy options for food and active participation exist where appropriate at Council events and projects	✓

Deliver a range of Cancer Council programs throughout the shire including: <ul style="list-style-type: none"> Sun smart at Council facilities Distribute information 	✓
Ensure that annual maintenance and renewal programs for all recreation facilities are delivered on time and on budget	✓
Continue to promote an up to date list of all Council recreation facilities on Council's website	✓
<i>2.3.2.1: Ensure the long term sustainability of health and medical services provided throughout the shire</i>	
<i>2.3.2.2: Ensure appropriate service delivery for our community members with increased needs including older people and people with a disability</i>	
<i>2.4.1.1: Ensure the adequate provision of responsive police and emergency services throughout our community</i>	
<i>2.4.1.2: Continue to focus on crime prevention throughout our community</i>	
<i>2.4.1.3: Continue to ensure high levels of community involvement in volunteer services that act to protect our community</i>	
<i>2.4.2.1: Maintain and further develop the shire emergency management and recovery plan</i>	
Ensure the plan is updated annually and effectively communicated	✓
As per communications strategy, ensure that emergency and evacuation messages are adequately communicated to the community, in particular to residents that are in high risk areas	✗
Ensure the accurate maintenance of a high risk register for the community	✓

3.1 Flexible and sustainable community infrastructure

3.1.1 Buildings that are well utilised and maintained by our communities.

3.1.2 Protection and utilisation of our historic buildings.

ASSESSMENT OF COMMUNITY HALLS AND FACILITIES

Council maintains five community halls and function spaces across the Shire.

Council continued to explore opportunities for funding throughout the year to support upgrades and redevelopment works of community facilities and buildings. A review has been completed of all Council owned (general fund) buildings and facilities throughout the Shire in order to help prioritise and expedite future maintenance works.



Council maintains 46.7km of footpaths

3.2 Infrastructure that supports our daily life

3.2.1 Responsible waste management practices.

3.2.2 Well maintained assets for our future.

COROWA AERODROME RUNWAY RECONSTRUCTION

Major reconstruction work was undertaken on the main runway at the Corowa Aerodrome over the summer.

The main runway was flooded in a storm in March 2012 while the Army Parachute training course was in progress resulting in extensive damage to the pavement. The NSW Government provided flood damage funding in the amount totalling \$720,000 to undertake remediation.

As part of the reconstruction design the length and width of the runway was reassessed in conjunction with the general pavement condition. Consequently the runway was reconfigured from an 1800m long by 30m wide runway with very low pavement strength to a 1500m long x 23m wide runway with medium pavement strength sufficient to meet current and foreseeable needs. The construction work was undertaken by Riverina Earthworks who rebuilt 650m of runway while keeping the aerodrome open to service the Australian Soaring Centre gliding operation and for general aviation use.



In the 2013 - 2014 financial year, Council spent over \$4.3 million dollars constructing and acquiring infrastructure assets. This included around \$1.2M in road construction, \$830K in new buildings and land improvements, \$265K in sewerage infrastructure, \$970K in storm water infrastructure and \$570K in water infrastructure

ROADS TO RECOVERY

An extensive Roads to Recovery Program has been implemented which, with the addition of capital grant flood grants received by Council has equated to \$5,248,000 on capital road and drainage infrastructure throughout the Shire during this financial year.

This is an unprecedented amount of road works undertaken in any year and a significant achievement for the organisation.

WASTE MANAGEMENT

Council operates three waste management sites that have processed a combined total of 6426 tonnes during this year.

A Regional Waste strategy has been developed in conjunction with RAMROC, to give direction for the next 6 years and ensure NSW waste targets are met.

To align ourselves with these targets we have engaged in several waste reduction initiatives E-Waste collections, Halve Waste education program, Chem Clear and Household hazardous chemical reductions.

A full review has commenced on our waste facilities and has initiated a local Corowa Shire Waste strategy

Council provided 5018 kerbside bin collection services throughout the Shire. These bins have been emptied almost 200,000 times during the year.

RISK-BASED DRINKING WATER MANAGEMENT SYSTEM

A new quality control system for the management of the town drinking water supplies was prepared with the Department of Health to be ready for implementation on the 1st September 2014 to meet the requirements of the 2010 Public Health Act. The program of 76 actions will be implemented over 3 years and comprises a range of procedures, registers, data management systems, flow charts, process and instrumentation diagrams, and critical control points.

TREATMENT PLANTS AND PUMP STATIONS

The renewal of pumps, electrical switchboards and radio telemetry units in the 70 sewerage pump stations, 6 water and sewerage treatment plants, 8 water pump stations and 11 reservoirs has continued. Renewal work included reconstruction of the concrete inlet works at the Corowa Sewerage Treatment Plant, construction of a full building enclosure over the sodium hydroxide dosing tank and equipment at the Mulwala Sewerage Treatment Plant, replacement of the 70 year old timber flow attenuation baffle in the Mulwala Water Treatment Plant clarifier, and renewal of the alum dosing pumps and pipework at the Howlong Water Treatment Plant.

INDUSTRIAL ESTATE DRAINAGE

The stormwater channel which drains the Corowa industrial estate to the river has been enlarged from a channel of width of 2.0m to a width of 5.0m over a distance of 3km of its total length of 4.5km. Combined with rehabilitation of 1km of grassed swale drain within the industrial estate the work will eliminate recurring minor flooding of this area.

3.4 Infrastructure that facilitates growth in our Shire

3.4.1 A range of housing.

3.4.2 Infrastructure that supports our ability to grow.

LOCAL ENVIRONMENTAL PLAN (LEP)

During the year 2 amendments were made to the LEP. The first related to the Rivalea feedmill facility and land to its north. This amendment resulted in the following changes to the LEP:

Land in the vicinity and north of 'Rivalea' feedmill facility bound by Whitehead Street, Honour Avenue and Riverina Highway was rezoned from RU1-Primary Production to R5-Large Lot Residential. Land in 500 metre vicinity of 'Rivalea' feedmill is now subject to a buffer zone that restricts residential development.

LIQUID TRADE WASTE

Council adopted a Trade Waste Policy and Implementation Plan as part of Best Practice Water and Sewerage Practices set by the New South Wales Office of Water.

Council's liquid trade waste officer has conducted broad scale on-site consultation with businesses in the Corowa Shire to discuss the Liquid Trade Waste Policy and its implications to current business practice. During the consultation, the environmental responsibilities of business were discussed and pre inspections were carried out. The majority of businesses identified as discharging liquid trade waste were discerned as being compliant under this policy. However, there are some enterprises that will need to upgrade their facilities to meet their obligations.

After consultation and pre inspections, Council have asked identified businesses to complete application forms. These forms are an official part of implementing the policy and provide

Corowa Shire has 1500 kms of local roads

Land immediately to the west of the 'Rivalea' feedmill has been rezoned from RU1-Primary Production to IN1-General Industrial.

The Travelling Stock Reserve on Honour Avenue has been rezoned from RU1-Primary Production to E3-Environmental Management.

The second amendment corrected a mapping error in Mulwala adjacent to the Mulwala/Yarrawonga bridge where part of the land had been mapped as waterway. The land has now been reinstated to R1-General Residential zone.

council with information required by the state government. During this stage, further discussion with business has been facilitated and is seen as a very beneficial process, enabling business and Council to further understand the full cost and implications to the community.

As the applications are assessed, business and property owners will be sent a Compliance Notification which will include a written estimate of fees and charges, as well as "Conditions of Approval" to discharge. The Conditions of Approval will stipulate the required works that must be undertaken to become, or remain, a compliant business under the policy

Trade waste fees have commenced this financial year. To give business time to upgrade their facilities, full compliance with the Liquid Trade Waste Policy is not required until 01 July 2015. From this time, non-compliance charges will apply to those businesses that are not meeting their Conditions of Approval.

3.5 A Shire with safe and high quality travel options

3.5.1 A road network that is safe for our farmers, our community and our visitors.

3.5.2 Infrastructure that facilitates and supports growth in our public transport options.

RURAL ROADS

Regular, planned inspections of our rural road network are carried out to identify maintenance areas so that appropriate resources are deployed to carry out necessary repairs and maintenance to improve road safety and prolong the life of the asset. These inspections are recorded electronically and help build up data to identify problem areas that could be included in future Capital Works Plans and therefore reduce maintenance activities in this area.

Normal maintenance activities associated with Rural roads such as pothole patching, grading of unsealed roads and shoulder grading, drain and culvert clearing, were carried out during the year.

Grading activities are carried out by region. Council has six defined regions - North West, North East, East, Central, South and West. Each area is attended in a cyclical manner with approximately one month spent in each region on grading and other maintenance activities. The grader crews also respond to customer requests that identify problems on our gravel road network. Leading up to harvest periods there is a focus on the grain cartage routes and farmers access to storage facilities.

Sealed road repairs are initiated by our routine inspections and recorded and the Jetpatcher crew is sent to problem areas. Sealed road potholes are filled with 7mm aggregate and coated with emulsified bitumen and forced in to the pothole by our Jetpatcher. There was 500 tonne of 7mm stone and 54,550 litres of emulsified bitumen used for this activity and the cost of materials for these works was \$69,273.

Drain and Culvert cleaning has been carried out in problem areas and the work effort has been reduced in this area due to the number of Culvert

replacements (over 130 replacements) as part of the Flood repairs.

The maintenance crews also remove overhanging tree branches so that they do not impact on larger transport vehicles and then fall on to the roadway. This is done during the wetter months of the year when it is not possible to carry out normal pavement maintenance activities.

Signs, guide posts and guard rail, are important features of any roadside and these are maintained and replaced as required. 15 warning signs that show curves wildlife etc were installed along with more than 400 guide posts that provide security for drivers and will increase safety for all road users.

Spending in the Rural road Maintenance area (Sealed \$535,145 and Unsealed \$373,978) totalled \$908,623.



ROAD SAFETY

An active program of road safety initiatives has been undertaken:

- Two campaigns targeting excessive speeding in Local Streets (Howlong and Corowa)
- Mobility scooter forum (Corowa)
- Strategic placement of Message Board with Holiday Road Safety messages (Mulwala)
- Road Safety online surveys (Howlong and Corowa)
- A Graduated Licensing Scheme Workshop for parents/mentors of learner drivers (Corowa)
- Preparation of the Corowa Shire Road Safety Action Plan 2014-2017

OUR REPORT CARD

Performance against the Delivery Program

ACTION	STATUS
<i>3.1.1.1: Explore ways to increase the community utilisation of community halls throughout the shire</i>	
Develop a maintenance program for the long term maintenance needs of community halls	✓
<i>3.1.1.2: Support communities to have a sense of ownership for community buildings and facilities</i>	
<i>3.1.1.3: Continue to support community facilities that allow for diverse and flexible use to meet the changing priorities and needs of our community</i>	
<i>3.1.2.2: Investigate innovative ways to increase the accessibility of historic buildings whilst continuing to maintain their historic integrity</i>	
<i>3.2.1.1: Develop and implement a long term waste management strategy that plans for the future waste needs for all of the communities within our shire</i>	
Commence the development of the Corowa Shire Waste Management Strategy that outlines community needs and strategy responses for the delivery and provision of waste services throughout the shire for 20 years	✓
Adequately budget for the implementation of annual priorities as part of the delivery of the Corowa Shire Waste Management Strategy	✓
Provide locality garbage services for the rural areas of the shire	✓
Provide kerb side garbage services for the urban areas and Balldale	✓
<i>3.2.1.2: Support responsible recycling practices for all businesses, industry, farmers and residents throughout the shire</i>	
Continue to implement the curb side recycling service throughout the urban areas of the shire	✓
Implement the new organic waste service as part of the shire's waste service	✗
Continue to work with recycling contractors to provide information to the community via Council's website, newsletter and appropriate mail methods to inform the community of recycling options and environmental impacts	✓
Provide recycling provisions within the existing five rural localities of the shire to facilitate recycling by rural residents	✓
<i>3.2.2.1: Continue to develop and implement the Asset Management Strategy which is based on the outcomes of the assets mapping process that strategically considers the needs and sustainability of all Council's assets, and where appropriate plans for their consolidation or renewal</i>	
Develop a maintenance management program for the Shire's road network	✗
Develop a maintenance management program for the Shire's footpath and cycle way network	✓
Develop an inspection system for mobile platforms that integrates with Council's asset register and informs maintenance works programs	✓
<i>3.2.2.3: Continue to actively seek funding to support the long term sustainability and maintenance of community and Council assets</i>	

Continue to facilitate the effective delivery of the roads to recovery program	✓
<i>3.3.1.1: Support the implementation of the streetscape plan for Mulwala that embraces the unique identities of the townships</i>	
Accurately budget and plan for the implementation of the annual priorities that support the implementation of the Mulwala CBD streetscape masterplan	✓
Undertake appropriate maintenance as required within the Mulwala CBD	✓
<i>3.3.1.2: Explore ways to increase public art throughout the shire</i>	
<i>3.3.2.1: Provide consistent signage and entrance points to all of our communities, including our outlying rural townships</i>	
<i>3.3.2.2: Work to ensure that all signage throughout the town, including directional, promotional and business signage is developed in respect of its environment and relevant standards</i>	
Develop a signage strategy that plans for, and provides guidelines for the installation of all forms of signage throughout the shire	✗
<i>3.4.1.1: Implement policies and facilitate sustainable growth in line with Council's LEP</i>	
Assist the community with the understanding and application of the new shire LEP	✓
<i>3.4.1.2: Offer a range of housing and accommodation choices within our shire to meet the needs of all our community members</i>	
<i>3.4.1.3: Investigate the housing needs of our ageing population now and into the future – including the review of private housing, independent living and high needs accommodation</i>	
As part of the service mapping and needs analysis project for the aged shire's aged population, ensure that housing needs are accommodation gaps are appropriately considered	✓
<i>3.4.2.1: Provide and maintain an efficient sewerage system that allows for possible expansion</i>	
Update the Corowa Shire Sewerage Strategic Business Plan as appropriate	✓
Ensure accurate budgetary planning for the implementation of annual sewerage treatment plant needs	✗
Implement the annual sewerage maintenance program	✓
Implement the annual sewerage system capital renewal program	✗
Introduce best practise pricing including the development of a trade waste policy	✓
<i>3.4.2.2: Ensure quality water supply that is sustainable to meet the demands of future growth</i>	
Update the Corowa Shire Water Business Plan	✓
Implement the annual water reticulation maintenance program	✓
Implement the annual water reticulation capital renewal program	✓

<i>3.4.2.3: Prioritise the development of appropriate drainage systems that provide for efficient services to our community and allows for growth in our residential areas</i>	
Complete an assessment of the current drainage system throughout the shire	✘
Implement the annual drainage maintenance program	✔
Implement the annual drainage capital renewal program	✔
<i>3.5.1.1: Implement a sustainable road strategy that prioritises the development and maintenance of roads</i>	
Incorporate existing documentation to form that basis of the long term road strategy	✘
As part of the development of the Roads Strategy ensure that assessment procedures are detailed	✔
Ensure that safety aspects are addressed within the road strategy to ensure consideration throughout all maintenance and construction practices	✔
Ensure that road side environment is considered in our maintenance and construction practices	✔
Develop a four year works program for reseals	✘
Implement annual priorities as per the reseal works program	✔
Develop a four year works program for construction	✘
Implement the annual priorities as per the construction program	✔
<i>3.5.1.2: Continually assess the efficiencies and requirements of the operational practices of the roads team</i>	
Where appropriate and as need arises, review aspects of the operational practices of the roads team	✔
<i>3.5.1.3 Implement road safety campaigns to encourage and educate safe driving on our roads</i>	
<i>3.5.2.1: Ensure development enables current and future transport needs</i>	
Review the development guidelines to include: <ul style="list-style-type: none"> • Lighting – standard • Sensitive urban storm water design 	✔
<i>3.5.2.2: Continue to advocate for the ongoing development of public and community transport options within the shire</i>	



A prosperous and resilient economy

4.1 A strong and resilient local economy

4.1.1 An economy that is well prepared for the future.

4.1.2 A prepared and skilled business community.

4.1.3 Maintaining and establishing viable and long term businesses within the Shire.

4.1.4 A profitable and resilient agriculture sector.

BUSINESS COROWA HOWLONG MULWALA COMMITTEE (BCHM)

The BCHM Committee is a Section 355 Committee of Council and includes representatives from business and industry across the Shire. The committee works closely with Council to drive the implementation of the Economic Development Strategy, which was developed in partnership with the community and key stakeholders. The strategy focuses on building a strong and vibrant local economy through the development of strategies and initiatives that will facilitate investment, business growth and employment opportunities within Corowa Shire.

SMALL BIZ BUS

Small businesses were able to take advantage of free business assistance when Council hosted the Small Biz Bus in Howlong, Corowa and Mulwala.

The bus gave business operators the opportunity to access expert advice, resources and tools to help them on their path to success.

The mobile advisory service provides guidance and support to operators on such things as growing their business, marketing or simply gaining a fresh perspective. Advice was also available for those looking to embark on a new business venture.



COROWA SALEYARDS

The Corowa Saleyards achieved a 21% increase in throughput this financial year. This is a significant achievement which has further enhanced the facility as an important driver of economic growth for the region.

Focuses throughout year have included:

- Working towards NSQA (National Saleyards Quality Assurance) program.
- Review and implement efficient work practices.
- Increased stakeholder interaction.

697,961 sheep were sold (21% increase) with a value of \$68.5 million (53% increase)



A prosperous and resilient economy

BUSINESS AND COMMUNITY DATABASE

A database was developed to enable businesses, organisations, community groups and sporting clubs to register their contact details with Council so they can receive information about Council projects and events, upcoming workshops, training and networking opportunities and available grants.

This provides an opportunity for Council to forward relevant information it receives from other agencies and government departments on a regular basis, to businesses and groups within the community.

The database can be accessed by visiting Council's homepage clicking on 'Business & Community Database'.

4.2 A thriving tourism sector

4.2.1 A positive visitor experience.

4.2.2 Continued growth in the use of our natural assets to support our tourist industry.

COROWA VISITOR INFORMATION CENTRE

The Corowa Visitor Information Centre has continued to maintain its Level 2 Accreditation classification under the Accredited Visitor Information Centre program managed by Aurora Practical solutions on behalf of Destination NSW. To maintain accreditation, the Centre must operate according to an Operations Manual.

This classification guarantees that the centre is open 7 days, a total of 43 hours per week (Closed Christmas Day). The centre displays the yellow italic 'i' which is recognised by consumers as an accredited centre.

The Corowa Visitor Information Centre assisted 23,378 visitors during the 2013/14 financial year.

The Corowa Visitor Information Centre successfully uses the social media sites of Twitter and Facebook to promote the Corowa Region. The Facebook page has 538 likes and Twitter has 358 followers.

Visitor Statement: The Corowa Visitor

SHOP LOCAL CAMPAIGN

A shop local campaign was developed by Council, in partnership with the Corowa Business Chamber and Corowa Shire Tourism. The initiative was designed to support local retail, service and tourism businesses by encouraging residents and visitors to spend locally.

Coupon booklets were used to provide a range of special offers which were accessed by redeeming the voucher at local participating businesses.

Two coupon booklets were developed as part of the overall campaign. One booklet included offers from tourism focused businesses and was distributed to visitors to promote the many offerings and attractions available in the Shire.

The other booklet included offers from retailers and service providers and was distributed to residents to encourage them to shop locally.

The campaign was launched at an event in Sanger Street, where retailers stayed open late to encourage shoppers to start redeeming their vouchers. The event included Christmas carols, a jumping castle, Christmas decorating activities, gift wrapping service and the opportunity for children to have their photo taken with Santa.

Celebrate - local shopping



**Thursday 12th December
Sanger Street, Corowa
5pm - 7pm**

Entertainment for the whole family including:
Christmas Carols • Santa Photos • Art activity
for Children - Christmas tree decoration making
Gift Wrapping Service & much more!

4.3 A growing and sustainable business and industry community

4.3.1 Attract new industry and business to the Shire.

4.3.2 Strong partnerships that support the business community.

SMALL BIZ CONNECT PROGRAM

Council works closely with the Murray Hume Business Enterprise Centre to implement the Small Biz Connect Program. The program is a subsidised business advisory program for small businesses which is funded by the NSW State Government.

A business advisor is available to meet with businesses for free one on one consults. This service is facilitated through the Small Biz Connect Program and supported by Council through the provision of a meeting room and promotion of the service.

MURRAY NOW REGIONAL PROFILE

Council supports the preparation of the Murray Now Regional Profile, committing to a full page spread promoting Corowa Shire. In the 2013-14 edition, the Corowa Shire page focused on attracting investment by including information about such things as the local workforce, industrial parks and transport linkages.

4.4 A skilled and qualified workforce

4.4.1 Improved access to education and training opportunities for our Shire's residents.

4.4.2 Partnerships that support our workforce.

THE CREW PROJECT

Ten Corowa High School students took part in a pilot program designed to provide support to young people entering the workforce.

The work readiness program was developed following discussions between Corowa Shire Council, the Department of Employment, Department of Education, MICEEP, Corowa High School and the Chamber of Commerce and Industry.

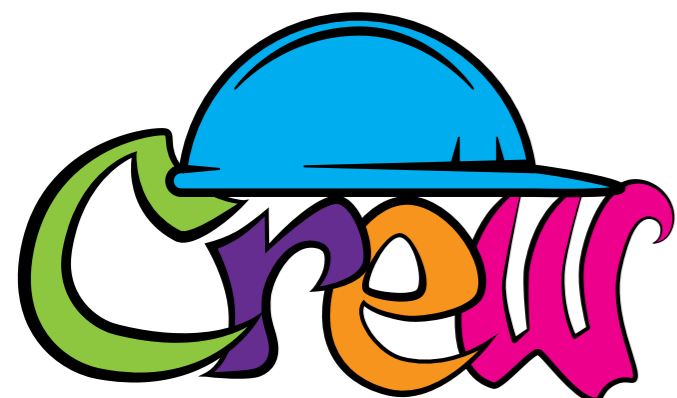
A partnership was formed with a representative from each organisation and the CREW project (Capable, Ready and Engaged for Work) was developed.

The students involved in the program completed a series of training sessions over a four week period. The sessions covered a range of topics with the aim of providing valuable information, advice and support to prepare the participants for the workplace and enhance their employability.

The planning committee then worked to place the young people in part-time employment with a local employer to provide them with valuable, hands on experience in a paid role.

The majority of students who participated in the program secured part time employment as a result of the CREW project.

A graduation was held to celebrate the achievements of those involved in the program. The event was attended by the family members of the participating students and provided the opportunity to recognise the success of the project



Capable, Ready & Engaged for Work

OUR REPORT CARD

Performance against the Delivery Program

ACTION	STATUS
<i>4.1.1.1: Continue to implement the Corowa Shire Economic Development Strategy</i>	
<i>4.1.1.2: Continue to strengthen relationships within the business community</i>	
Work with government agencies and educators to address skill shortages and workplace requirements	✓
<i>4.1.1.3: Ensure that Corowa Shire's economic viability and sustainability is protected and advanced through responsible land-use and development</i>	
Ensure relevant LEP information is readily accessible to investors, community members and businesses as appropriate	✓
Develop a single point of reference on Council's website for all economic related regulatory approvals	✓
<i>4.1.1.4: Continue to plan for a future with less water</i>	
Implement and promote sustainable water use guidelines and recognise and celebrate best practice	✓
Erect web cams at key locations throughout the Murray region (John Foord Bridge and Lake Mulwala) <i>Erected in Mulwala and grant submitted for Corowa.</i>	✓
Develop and promote Corowa Shire's key wetlands	✓
Develop passive recreational activities in and around the river and lake (fishing platform in Corowa and Mulwala) walking and bicycle trails (Corowa Riverfront Master Plan, Corowa to Mulwala trail)	✓
<i>4.1.2.1: Ensure the appropriate delivery of training and professional development opportunities that enhance and maintain the economic culture of the Corowa Shire Economy</i>	
Assist in the circulation of relevant industry and regulation information and opportunities	✓
Facilitate and promote a program of training and assistance for local businesses	✓
<i>4.1.3.1: Continue to support existing and newly established businesses within the shire</i>	
Provide cost effective industrial land	✓
Develop an Investment Marketing Strategy to promote Corowa Shire as a place to invest	✓
<i>4.1.3.1.: Increase the support for our local businesses from the broader community</i>	
<i>4.1.4.1: Advocate for long term water security for our agriculture sector</i>	
<i>4.1.4.2: Advocate for sustainable farm management practices</i>	
<i>4.1.4.3: Continue to support the Corowa Saleyards as a major regional sheep selling facility</i>	
<i>4.2.1.1: Continue to develop the positive image of our communities</i>	
Develop an annual and monthly calendar of events and promote throughout the shire	✓
Engage suitably qualified support to facilitate the development of a communications strategy for Council that addresses social media and media	✗
<i>4.2.1.2: Ensure high quality visitor information services are provided to our visitors</i>	

A prosperous and resilient economy

A prosperous and resilient economy

Provide a new outreach visitor information service from the Mulwala Civic Centre	✓
Review the demand for the visitor information services provided in Howlong	✓
Provide visitor information services that add value to the visitor experience and enable revenue raising opportunities that can further support tourism development in Corowa Shire (accommodation booking system, hire of bicycles, product sales etc)	✓
Maintain the Corowa Visitor Information Centre as a level 2 Accredited Visitor Information Centre	✓
Engage suitable qualified support to facilitate the development of the Corowa Shire Tourism strategy for Council	✓
<i>4.2.1.3: Continue to work with tourist bodies and neighbouring shires to promote and market our shire</i>	
<i>3.4.2.1: Continue to explore innovative ways to promote our shire as a place of significant natural beauty and recreational pursuits</i>	
<i>4.3.1.1: Develop and implement marketing activities to attract and retain businesses within the shire</i>	
<i>4.3.1.2: Maintain a broad understanding of the shire's economic profile and work to recognise and share the successes of the business community</i>	
<i>4.3.1.3: Make Corowa the choice for internal and external economic investment</i>	
<i>4.3.1.4: Continue to develop infrastructure that facilitates business growth</i>	
Implement annual actions as per the Mulwala Streetscape Master plan	✓
Continue to improve and maintain the Howlong and Corowa Streetscapes	✓
<i>4.3.1.5: Continue to develop the diversity of retail within our CBD's</i>	
<i>4.3.2.1: Ensure continuing networks within the local business community</i>	
<i>4.3.2.2: Ensure appropriate representation on regional business partnership bodies to support the ongoing consideration of the needs of our business community</i>	
Advocate for a review to the proposed poker machine reform and work to support the ongoing viability of Corowa Shire's clubs	✓
<i>4.4.1.1: Identify and develop partnership opportunities with education and training providers that support increased education provision within the shire</i>	
<i>4.4.1.2: Provide education and training facilities within the shire that supports the delivery of diverse and flexible opportunities</i>	
<i>4.4.2.1: Investigate models of support networks to assist in retaining health care workers within the shire</i>	
<i>4.4.2.2: Support the development of mentoring relationships between experienced and young professionals, particularly in industries/sectors with skill shortages</i>	



A protected and valued natural environment

5.1 A community that actively protects its natural environment

5.1.1 An environmentally aware community.

5.1.2 Protection from the impact and spread of weeds and pests throughout our Shire.

5.1.3 Protection of our natural flora and fauna.

NOXIOUS WEEDS MANAGEMENT

Council implemented an extensive noxious weeds management program to ensure the identification and effective control of weeds throughout the Shire.

Council works closely with adjoining local Councils, weeds officers in the Riverina, Local Land Services, National Parks, Crown Lands, Goulburn Murray Water, West Corrugan Channel to ensure that weed related matters are raised



and discussed effectively for the best outcome for Council. Corowa Shire is a member Council of the Eastern Riverina Noxious Weeds Advisory Group and regularly attends meetings. One of the successful projects this year has been the implementation of the 'red guide post signage system'. Red guide posts identify areas that have weed infestations and visually have a start and end point so that people are aware to avoid these areas.

Corowa Shire has continued to successfully meet all objectives and outcomes in the Riverina Weed

Action Program 2013/2014. This program provides funding to Council to implement the management program. This program is in its fifth and final year.

An inspection program was undertaken on Council land, private land and waterways throughout the year. This included - high risk pathways, high risk road side inspections, high and low risk property inspections, waterway inspection from Lake Mulwala through to Howlong on the Murray River (includes all creeks and lagoons), nurseries, quarries (sand and gravel) and the Corowa Saleyards.

An essential part of the weed management program is communication to the community of the important initiatives undertaken. This was facilitated by the inclusion of information in local newspapers, weed information display at the Council office, letterbox drops, Corowa Shire Council website and field days. The noxious weed identification promotional booklet continues to be a successful resource for ratepayers along with aquatic weed signage on all public access boat ramps.

A noxious weed that hasn't been found previously in Corowa Shire has been identified in Howlong and Mulwala. Green Cestrum is poisonous to stock and has been effectively controlled. The treatment program for this weed is to cut the weed at the base and spray the remaining plants. This program was funded by Local Land Services and field days were held in Howlong in conjunction with Urana and Greater Hume Shire Councils.

Council continues to be involved with the direct seeding program with Local Land Services in the following areas - Spring Drive, Redlands Road, Daysdale Walbundrie Road, Riverina Highway towards Savernake and the Mulwala Savernake Road.

This program was funded by Local Land Services and equated to approximately 60 kms of roadsides.

Local Land Services provided additional funding to Council to remove Peppercorn and Wild Olives on the Riverina Highway, Daysdale Walbundrie Road and the Savernake Mulwala Road.

A protected and valued natural environment

An awareness program for Chilean needle grass was undertaken to assist with the identification of the grass noxious weed. The campaign included letterbox drops to rural properties in the east of the Shire and a plant display at the Corowa Civic Centre. Extensive weed information displays were also erected at the Howlong, Corowa and Mulwala Council offices.

5.2 A Shire that leads in environmental sustainability

5.2.1 Innovative environmental practices.

5.2.2 Environmentally responsible development.

COROWA & DISTRICT LANDCARE

In the 25th anniversary year of national landcare, Corowa District Landcare (CDL) has been busy working with our local community on a range of projects aimed at improving the environmental health and awareness of our community. Our group is made up of a mix of local farmers and urban residents who are involved in a wide range of environmental projects from urban backyards

to projects aimed at improving the sustainability of broadacre farming. It is this diversity that makes our local landcare group unique.

The group has developed some well presented field guides for local wetland and woodland bird species that are available at landcare events and by contacting the office. In conjunction with Council the landcare group assist in the maintenance of Redlands Hill Reserve west of Corowa which showcases a unique collection of local native plants and wildlife. Each year the group host activities at the Reserve including wildflower walks in spring.

In May CDL hosted the 'What's Behind the Farm Gate Bus Tour' in the Howlong area with attendees having the opportunity to learn about local commercial fish production, cattle production, river and wetland management, dung beetles, local flora and fauna and horse husbandry.



COROWA AND DISTRICT LANDCARE

TORNADO TURN AROUND

The 'Tornado Turn Around' was organised by Corowa and District Landcare for National Tree Day in July last year and was enthusiastically supported by volunteers of all ages. In small working groups sixty eight volunteers took part in the removal of 2.4 kms of fencing, debris and rubbish along Spring Drive opposite Kyffins Reserve, planting and guarding 840 indigenous shrubs and ground covers.

LANDCARE WORKSHOPS

During the last year the group has hosted a number of workshops with some of the topics including enhancing farm dams for wildlife, identifying and managing summer pastures, bees and pollination on our farms and soil management and soil health.

Corowa and District Landcare continue to maintain projects that showcase indigenous plants through working bees, they provide annual tree giveaways to members and support National Tree Day plantings. Their annual 'amateur photographic competition' attracts interest and is very well supported. The landcare group has a presence at Henty Field Days, Tuppal Food & Fibre Festival and local district shows providing education, capacity building and natural resource management opportunities.

ENERGY EFFICIENCY

A number of initiatives have been undertaken to reduce and save on the cost of energy consumption for Council facilities.

This has included the completion of energy audits and implementation of priority actions identified within those audits - including the installation of five new solar hot water systems on community facilities and a power correction factor.

Thorough analysis has been completed of all Council facilities utilising energy - from street lights to power connection points in parks and gardens. This has resulted in a reduction in total connections based on a needs assessment.

A major project has been the installation of solar PV across 14 sites. This is expected to have a payback exceeding \$1,000,000 over ten years.

A major tendering process has also been conducted on Council's energy supply needs and this has resulted in a cost saving's of over 10% each year for four years.

Picture of Solar panels installed at the Mulwala Water Treatment Plant.



OUR REPORT CARD

Performance against the Delivery Program

ACTION	STATUS
<i>5.1.1.1: Continue to support our children and young people's knowledge of environmental protection practices</i>	
<i>5.1.1.2: Develop practices to ensure our residents and visitors are aware of appropriate behaviour to limit their impact on our environment</i>	
<i>5.1.1.3: Encourage the community to be involved in preservation and enhancement of the environment</i>	
Through Murray Waste Group, continue the primary school waste/environmental education program	✓
<i>5.1.2.1: Implement appropriate weed management practices in response to outbreaks throughout the shire</i>	
Continue to participate in the annual Eastern Riverina Noxious Weeds Advisory Group at the Henty Field Days and other appropriate media/education campaigns	✓
Continue to make available information within Council centres and on Councils website relating to noxious weeds and their prevention and control	✓
Ensure appropriate publicity of any new noxious weed classifications	✓
Continue to work with Eastern Riverina Noxious Weeds Advisory Group to facilitate funding applications and weed classification processes	✓
Continue to effectively monitor the presence and outbreaks of weeds throughout the shire upon both private and public land and respond to outbreaks and control measures accordingly	✓
At least fortnightly, undertake sheep inspections at the Corowa Saleyards to detect the presence of noxious weeds	✓
<i>5.1.2.2: Support the community to implement appropriate pest management practices</i>	
<i>5.1.3.1: Identify areas of significant natural value and ensure they are provided with high level conservation recognition</i>	
<i>5.1.3.2: Ensure areas of high vegetation and habitat significance are appropriately protected from the impact of destructive recreational uses</i>	
During peak tourism times, undertake regular inspections of native areas to ensure appropriate recreational use	✓
Provide signage in areas native areas requiring protection to encourage appropriate usage and inform community members and visitors regarding restrictions and requirements	✓
As part of regular inspections, ensure that recreational uses have not adversely impacted on the environment and implement appropriate maintenance/repair works where appropriate	✓
<i>5.2.1.1: Support moving towards a carbon neutral community</i>	
<i>5.2.1.2: Celebrate the achievements within our shire that demonstrate our commitment to environmental protection - including from schools, farmers and community groups</i>	
<i>5.2.1.3: Consistently consider water protection and conservation practices</i>	
<i>5.2.2.1: Ensure where feasible that all Council and community developments, upgrades and retrofits are carried out with consideration to environmental sustainability</i>	
<i>5.3.2.1: Continue to improve and protect the water quality in our waterways</i>	
<i>5.3.2.3: Implement environmental protection strategies to limit the impact of recreational use on waterways</i>	

6.1 Government that plans for the needs of the current and future communities

6.1.1 A community that has the opportunity to be engaged in decision making.

6.1.2 A strong involvement in State and Federal planning for the region.

RAMROC & REROC

Corowa Shire has been a member of both the Riverina and Murray Regional Organisation of Councils (RAMROC) and Riverina Eastern Organisation of Councils (REROC) and has been actively involved in a number of initiatives implemented through these organisations. Council is also represented on a number of special purpose sub-committees including an Engineers' Group, Waste Forum, Regional Spatial Information Group, Youth & Community Development Network, HR Group, Economic Development Group and a Social Planning Group. This work has focused on working cooperatively as Councils to pursue regional opportunities.

WATER SUPPLY FLUORIDATION

Fluoridation was introduced to Corowa and Howlong water supplies in accordance with State Government legislation which will provide the dental health benefits to these residents as long promoted by the dental industry. Both treatment plants were constructed with provision for fluoride dosing which allowed the equipment to be installed within the buildings.

A \$3.0 million 5.0ML water supply reservoir was constructed in Mulwala to allow the introduction of fluoride to the town supply. Paid for by the Department of Defence this reservoir will allow the benefits of fluoride to be realised by the town residents while retaining the old reservoir for use by the Munitions Factory to provide that facility with unfluoridated water required for use in their manufacturing process.

20 000 unique visitors to the Corowa Shire website this year

6.2 A community that is informed about and engaged in its future

6.2.1 Timely and appropriate communication with the community.

6.2.2 Strong community representation.

COUNCIL COMMUNICATION

Council places a strong focus on strong communication with the community. This has included the preparation of weekly full page newspaper advertisements in the Corowa Free Press and Yarrowonga Chronicle.

A quarterly newsletter is produced 'Your Community Matters'.

The Corowa Shire website www.corowa.nsw.gov.au provides comprehensive information about the Corowa Shire area, Council services and open access documents.

Council also maintains a comprehensive tourism website and has been proactive through social media such as facebook and twitter.

Public meetings were held (in all townships and villages throughout the Shire) in regard to Councils forward plans.

Council appreciates all feedback which has been received through this process and has worked very hard to address all issues raised, wherever possible.



COMMUNITY PROFILES

Council engaged .id consulting to prepare socio-demographic community profiles of the Shire. A Shire wide profile was prepared, as well as individual profiles for Corowa, Howlong, Mulwala and rural areas.

This project has provided Council and the community with meaningful statistical information which is presented in a user friendly manner.

A community information session was facilitated to provide community groups, organisations, businesses and individuals with an overview of the profiles and how to best use the information.

www.id.com.au/profile/corowa



6.3 Productive and beneficial relationships

6.3.1 Engaged partners in achieving priorities.

6.3.2 Strong community based partnerships.

GRANT WRITING WORKSHOPS

Council facilitated a grant writing workshop in October to assist local sporting clubs with the preparation of applications under the NSW Sport & Recreation Participation and Facility program.

The workshop was delivered by the NSW Sport & Recreation Regional Manager, who provided valuable guidance and advice about the program.

The workshop was attended by 22 people representing 11 clubs who are seeking funding to progress projects that will enhance recreational facilities across the Shire.

SECTION 355 COMMITTEES

Council supports community committees to function as 'Section 355 Committees' which has allowed Council to deliver additional services in partnership with the community. Activities have included major events, sporting reserve improvements, cultural and art opportunities - to name a few.

OUR REPORT CARD

Performance against the Delivery Program

ACTION	STATUS
<i>6.1.1.1: Continue to update and implement Council's Community Engagement Strategy to ensure that it reflects the most appropriate ways of engaging the community</i>	
<i>Ensure Council's Communications Strategy incorporates strategies and processes to support the dissemination of information to the community regarding major projects</i>	
<i>6.1.1.2: Support the involvement of the community in decision making at all levels of government</i>	
<i>6.1.2.1: Continue to advocate for the appropriate and accurate representation of the needs of the Corowa Shire community at a state and federal level</i>	
<i>6.1.2.2: Maintain strong representation on appropriate state and federal committees, projects and networks, and ROCs</i>	
Maintain attendance at and involvement in RAMROC and REROC meetings and individual professional sub-groups meetings	✓
<i>6.1.2.3: Continue to support the resolution of cross-border issues, challenges and anomalies that impact on our community</i>	
Continue to participate as required in the commission established to address cross border issues	✓
<i>6.1.2.4: Take a leadership role in matters of regional significance</i>	
<i>6.1.2.5: Enhance relationships with national and state policy makers for community benefit</i>	
<i>6.2.1.1: Develop a communications strategy that supports effective communication mechanisms within the community</i>	
Engage suitably qualified support to assist Council in the development of a Communications Strategy	✗
Implement training across all areas of Council to support the successful implementation of Council's Communication Strategy	✗
<i>6.2.1.2: Continue to explore innovative ways of ensuring that the community is aware of relevant information, projects, events and decisions</i>	
<i>6.2.2.1: Ensure a strong community presence on relevant advisory boards, committees and organisations</i>	
<i>6.2.2.2: Strong support and involvement in local government within the shire</i>	
Undertake review and draft delegations and policy for all section 355 committees	✓
<i>6.2.2.3: Encourage and support a wide range of community members to represent the community – including women, young people, people from culturally diverse backgrounds and people with a disability</i>	
<i>6.3.1.1: Ensure regular communication between partners responsible for achieving priorities within the Community Strategic Plan</i>	
Engage partners to update key priority areas to allow Council to present an accurate and integrated update of information to the community as part of its annual reporting process	✓
<i>6.3.2: Ensure the review of community led strategies and review priorities as part of the annual review process</i>	
Engage the community to update key priority areas to allow Council to present an accurate and integrated update of information as part of its annual reporting process	✓

<i>6.3.2.1: Support a coordinated approach to funding applications, long term strategic planning and program implementation for groups, committees and clubs within the shire</i>	
Collect the relevant information to develop the snapshot and place snapshot on Council's website	✓
As grant information becomes available to Council ensure it is passed on to relevant community groups, committees and organisations	✓
Provide information to appropriate groups and organisations regarding workshops as it becomes available to Council	✓
<i>6.3.2.2: Ensure that community based partnerships are developed and strengthened</i>	

