



Annual Report

2012 - 2013



WELCOME



Council is pleased to present the 2012/2013 Corowa Shire Council Annual Report. This Annual Report is completed in accordance with the requirements of the New South Wales Division of Local Government and is for the information of residents, ratepayers and other interested persons.

It has been a significant year for Corowa Shire Council. There have been a number of challenges and it is important that we celebrate the many great achievements made during the year which are shown throughout this report.

The format of this report follows the introduction of Integrated Planning and Reporting informed by an extensive community engagement process. This report shows the status of the implementation of Council's Operational Plan.

The Operational Plan sits under the Corowa Shire 2023 Community Strategic Plan and provides a commitment to the community in relation to the

actions and initiatives that will be undertaken by Council.

These documents are supported by Asset Management Plans, a Workforce Management Strategy and Long Term Financial Plan and can be viewed from Council's website www.corowa.nsw.gov.au/csp

Long term sustainability has again been a major focus of Council this year. As part of the review commissioned by the Division of Local Government through the Independent Local Government Review Panel, an assessment has been undertaken on Council's long term financial sustainability by the New South Wales Treasury Corporation (TCORP).

Corowa Shire Council was ranked in a moderate position of financial sustainability. TCORP found that more than 25% of New South Wales Councils were ranked below this in a weak or very weak position. These reports can be viewed from the

Divisions website www.dlg.nsw.gov.au

Strong financial leadership is prudent for Corowa Shire Council, as with the entire local government sector. Council has therefore remained focused on the review of its Long Term Financial Plan and ensuring the stringent implementation of this plan.

In accordance with the Local Government Act the following documents, plans and policies have been prepared to fulfil Council's public information and accountability requirements;

- All documentation under Integrated Planning and Reporting
- Revenue and Expenditure Statements
- Revenue Policy including Fees and Charges
- Codes of Conduct for Staff and Councillors
- Meeting Code of Practice

- Provision of Expenses and Facilities to Councillors Policy
- Policy and Delegations Statements
- Equal Opportunity Plans and Policies
- Internal Audit Program
- Privacy and Personal Information Protection Management Plan
- Statement of Business Ethics Policy

All of these statements and policies have been publicly exhibited for comment, remain public documents and can be viewed at the Council Chambers at any time or from www.corowa.nsw.gov.au

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



Cr Fred Longmire - Mayor



Bruce Corcoran - General Manager



OUR MAYOR & GENERAL MANAGER



Cr Fred Longmire - Mayor

Statutory Committees

Work, Health & Safety
Traffic (as an observer)

Consultative

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)

Business Corowa Howlong

Mulwala

ACSUM

Yarrowonga Mulwala Bridge

SubPact



Bruce Corcoran - 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 around 11,000 people with the population based in three main towns including 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 72.5EFT teachers.

The most common form of qualification in the Corowa Shire was a Certificate. Of the 2,806 people who have a post-school qualification, 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 month, and median rent is \$150 week.

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

OUR COUNCILLORS



Cr Daryl Davey - Deputy Mayor

Statutory Committees

Work, Health & Safety
Traffic (as an observer)
Consultative

Internal Audit Council Committees

Waste Management
Mulwala Streetscape
Industrial Land

Council Delegate to Organisations

Yarrowonga Mulwala
Tourism
Lonsdale Reserve
Management
ClubGrants (Mulwala)
Liquor Accord (Mulwala)
Business Corowa
Howlong Mulwala

Statutory Committees

Work, Health & Safety
Internal Audit

Internal Audit Council Committees

Australia Day
Mulwala Streetscape
Road Closure
Riverfront Master Plan

Council Delegate to Organisations

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



Cr Norm Wales APM



Cr Fiona Schirmer

Council Committees

Australia Day
Social Planning
Sister City
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

Statutory Committees

Work, Health & Safety

Internal Audit Council Committees

Waste Management
Industrial Land
Howlong Drainage

Council Delegate to Organisations

Aerodrome Management
ClubGrants (Corowa/
Howlong)
Business Corowa
Howlong Mulwala
Lowe Square
Management
SubPact



Cr Mark Shields



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 Group
- Morris Park Committee of Management

Statutory Committees

- Internal Audit

Council Committees

- Road Closure
- Riverfront Master Plan
- Energy Audit

Council Delegate to Organisations

- Corowa Shire Tourism
- Aerodrome Management
- Business Corowa
- Howlong Mulwala
- Festival of Dance
- ERNWAG (Noxious Weeds)



Cr Francesco Bruinsma

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
- Business Corowa
- Howlong Mulwala
- 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
- Business Corowa
- Howlong Mulwala



Cr Paul Miegel



Cr Gail Law

OUR LEADERSHIP TEAM

DIRECTOR ENGINEERING & INFRASTRUCTURE

Mr Nigel Sutton

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



DIRECTOR CORPORATE & COMMUNITY SERVICES

Ms Kristy Kay

- Section 355 Committee's
- Library Services
- Tourism
- Community Development
- Economic Development
- RMS Agency
- Customer Service
- Human Resources / Payroll
- IT & GIS
- Insurance and claims
- GIPPA
- Records Management
- Public Interest Disclosure
- Finance & Leases
- Strategic Planning
- Communications
- Events Risk Management
- Asset Management



DIRECTOR PLANNING & ENVIRONMENTAL SERVICES

Mr Bob Parr

- Environmental Planning
- Health
- Building
- Town Planning
- Building & Facilities Management
- Environment & Landcare
- Swimming Pools
- Noxious Weeds
- Cleaning
- Acting General Manager
- Street Furniture & Signage

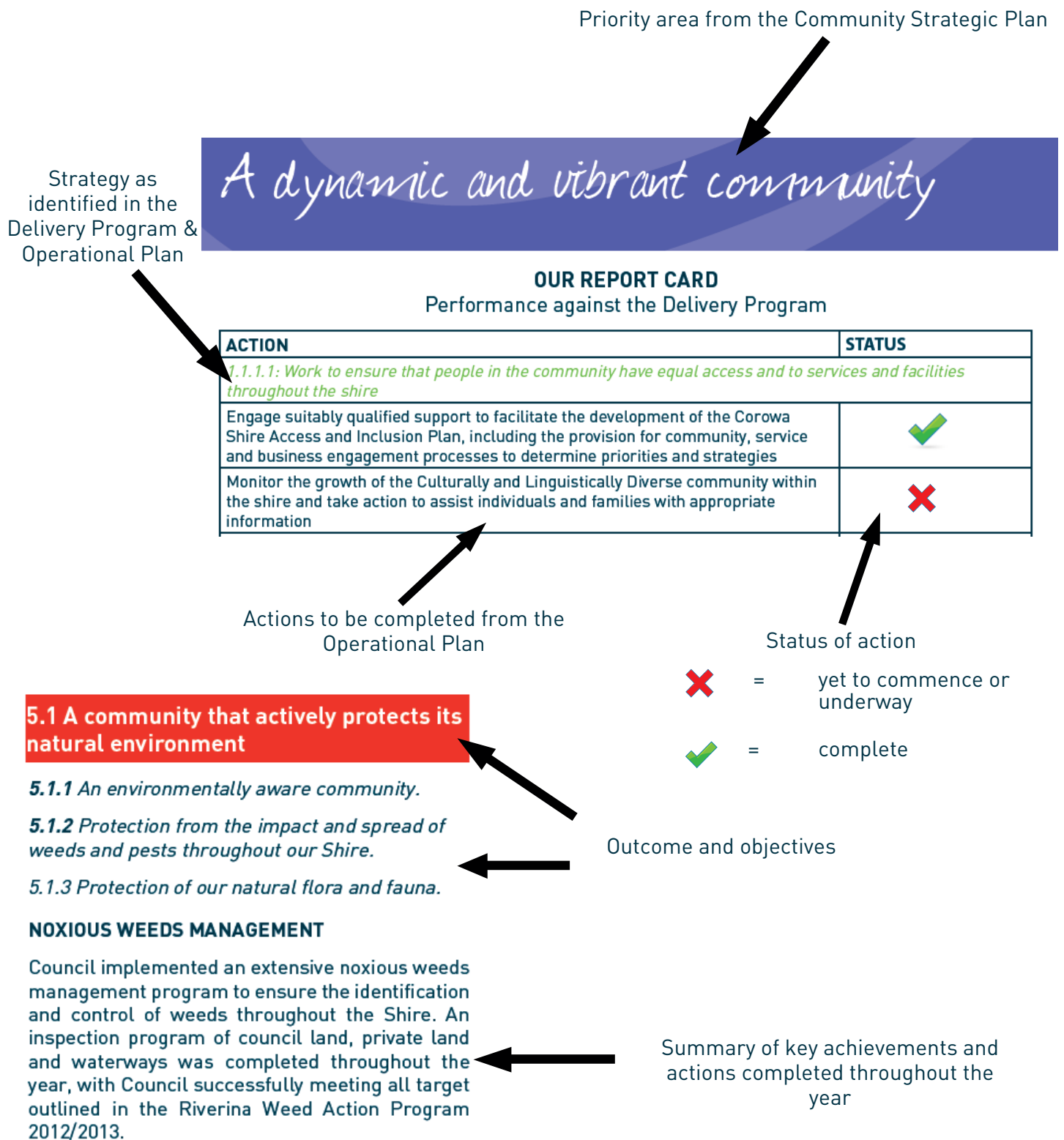


THE ANNUAL REPORT

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

INTEGRATED PLANNING & REPORTING FRAMEWORK

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

The community plan is each council's principal planning document, informing 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

Councils 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 opportunity employer.

Council adopted its first policy on EEO 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.

This now includes the introduction of Integrated Planning and Reporting and as part of this Council has adopted a Resourcing Strategy which sets out 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.

During 2012, Council adopted a Recruitment Policy which provides a focus on equal employment opportunity.

Council has in place a Resourcing Strategy which also supports equal employment opportunity.

Please refer to the progress report included as part of the Delivery Program which includes actions under Councils Resourcing Strategy.

INTEGRATED PLANNING & REPORTING

HUMAN RESOURCES

In the 2012/2013 year, Council has had 5 retirements, 4 resignations, 1 termination, 2 maternity leaves, 5 new full time staff, 2 new part time staff and 3 trainee appointments.

Staff have been encouraged to participate in exit interviews prior to ceasing their employment with Council. This has enabled valuable feedback to be collected and used in the review and implementation of policies and procedures.

Vacant positions were advertised both internally and externally to the organisation, and Council was pleased with the quality and number of applications received.

Two senior positions were vacated in the 2012/2013 year, however effective recruitment strategies ensured that both positions were successfully filled. The departure of long term employees and senior staff has been identified as a challenge for Council in its Workforce Plan.

Council continued to review the staff induction process throughout the year, with the aim of addressing changes in legislation and incorporating new processes.

Council has been actively working with local schools to promote careers in Local Government. Council trainees and HR Officer have conducted presentations and attended Career Day talks throughout the year. This has been a highly successful exercise and helped with the promotion of Council as an employer of choice.

Up skilling our workforce has been a key focus for Council, with a number of existing workers undertaking Certificate III or Certificate IV courses within their fields. Such areas of study include rural operations, water and sewer, records management and human resources.

Corowa Shire Council is proud to have the highest percentage of trainees in the REROC Council region, having appointed two additional construction trainees, an engineering trainee and

a finance trainee in the 2012/2013 year.

Benchmarking has been completed through surveys, REROC and HR Forums. This has provided Council with valuable information in relation to areas that should be targeted for improvement.

Over the past year, Council has supported flexible work arrangements where it has been possible to continue to meet the requirements of the organisation within the agreed arrangement. Close communication has existed with injured staff to support their return to work, whether the injury is work related or not.

Council reviewed its Code of Conduct, with the revised policy adopted by Council in June 2013. Staff attended compulsory information sessions about the Code of Conduct policy to ensure that all employees were aware of their responsibilities.

Local Government experienced an award increase of 3.25% during the 2012/2013 financial year.

SENIOR STAFF EMPLOYED BY COUNCIL

Council's General Manager was the only Senior Staff appointment employed under a remuneration package of \$176,647 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 Council's.

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

INTEGRATED PLANNING & REPORTING

surplus funds are expected from the wind up of the organisation which will be distributed to Riverina Regional Library.

Corowa Shire Council has 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 2012/2013 financial year.

Income of \$29,190.47 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 have 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 now 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

Two contracts exceeding \$150,000 were awarded during the 2012/2013 financial year.

- Kerbside Waste to Transpacific Cleanaway (contract number c1 13 - 04)
- New Business Software to Civica for \$304,120 (contract number c1 13 - 01)

COMPANION ANIMALS

	2011/12	2012/13
The number of companion animal registrations. (Dogs and Cats)	151	193
The number of Dog Act infringements	11	6

INTEGRATED PLANNING & REPORTING

ENVIRONMENTAL MATTERS

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 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 types of 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. This is undertaken by Council to ensure local access to these important services.

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.

Services have been expanded this year to include maritime transactions which is a valuable addition given Corowa Shire is a popular boating destination.

ACKNOWLEDGEMENT

During September 2012, an ordinary election took place with three new Councillors being elected to Council.

Council would like to thank the following retiring Councillors for their commitment to the Corowa Shire community:

Bill Bott AM - who served a 35 year term with Corowa Shire Council, which included roles as Shire President for six years and President of the NSW Shires Association for two years.

Gary Poidevin - who served a 33 year term with a record 13 years a Shire President/Mayor

Jan Doyle - who served a four year term.

FINANCIAL SUMMARY

This report provides an overview in relation to the attached 2012/13 Financial Statements.

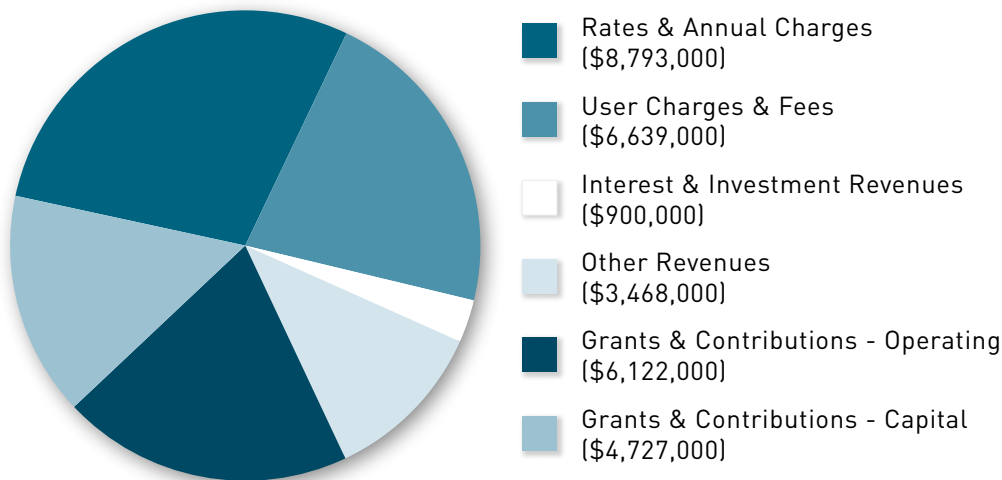
These statements are produced in accordance with the Australian Accounting Standards and the NSW Local Government Code of Accounting Practice. The statements are independently audited, reported to Council, placed on public exhibition and lodged with the Division of Local Government (DLG) by early November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

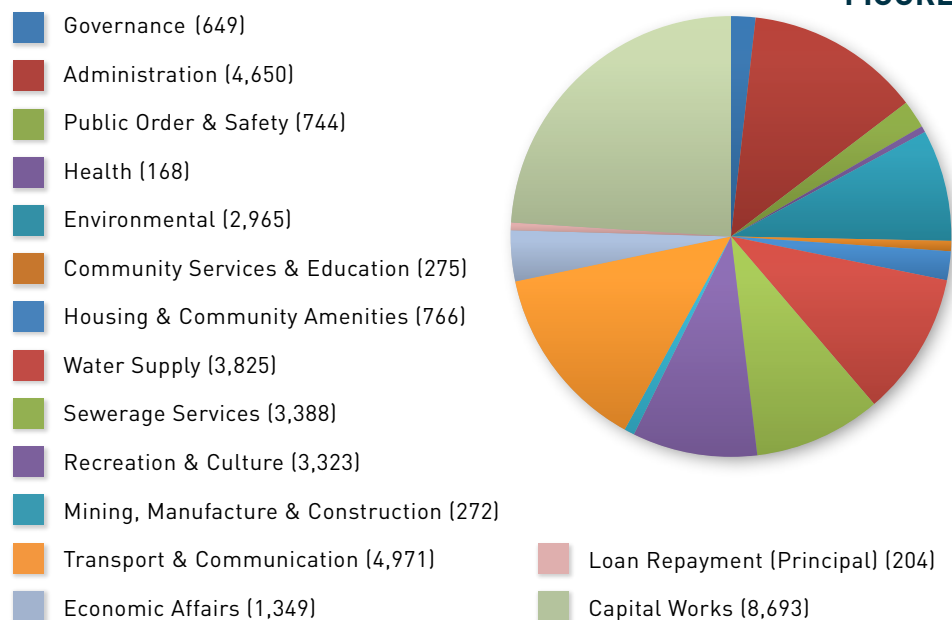
FIGURE 1



Significant income items are shown in figure 1.

EXPENSES '000**

FIGURE 2



Key areas of expenditure are shown in figure 2.

** Please note the expense figures include depreciation

FINANCIAL SUMMARY

Council has achieved a surplus in net operating result from continuing operations (including capital contributions) of \$3,304k (2012: \$576k surplus) for the year ended 30 June 2013.

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 as demonstrated by the above and Councils dependence on grant income is an ongoing area of concern.

FINANCIAL OVERVIEW

EXPENSES	2012/2013	2011/2012
Total Income from Continuing Operations	\$30,649,000	\$27,939,000
Total Expenses from Continuing Operations	\$27,345,000	\$27,363,000
Net Operating Result for Year	\$3,304,000	\$576,000
Net Operation Result before Capital Grants and Contributions	-\$1,423,000	-\$2,390,000
Current Assets	\$25,352,000	\$23,144,000
Non-Current Assets	\$316,693,000	\$299,672,000
Current Liabilities	\$4,883,000	\$4,612,000
Non-Current Liabilities	\$6,433,000	\$6,650,000
Total Equity	\$330,729,000	\$311,554,000
Rates Outstanding	8.37%	8.14%
Unrestricted Current Ratio	3.93:1	4.49:1
Debt Service Ratio	2.79%	2.33%
Asset Renewal	99.82%	30.73%

A dynamic and vibrant community

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.

UNITY

Unit Y located at 44 Queen Street, Corowa is a centre for young people 12-18 years old. It is fully supervised and provides a safe and welcoming place for young people to meet their friends, participate in casual or organised activities or just hang out.

The centre is open every Wednesday afternoon from 3.30 to 6.00pm during school terms to drop in, relax or have a chat to the Youth Worker about what you would like to see happening at Unit Y.

Once per month a Friday Big Screen Night is held. This has usually involved a social BBQ and watching a movie, or playing video game tournaments.

Activities at the centre have been determined by a group of young people who consult with others about what they want to do. Events have also included bus trips to events in Albury and Mulwala.

Everyone 12-18 is invited to come to Unit Y. There is lots to do including table tennis, pool, board games, tv, PS2 or dvd.

Over **300** new residents packs were distributed

SOCIAL AND CULTURAL PLAN

A Social and Cultural Plan was adopted by Council in May 2013.

The plan aims to further develop some of the objectives and strategies outlined in the Community Strategic Plan and presents them under key community issues and target groups including older residents, children and families, and young people.

Throughout the plan, priorities for a range of community members are addressed including people with disabilities, culturally and linguistically diverse communities, rural and isolated communities and Aboriginal and Torres Strait Islander peoples.

The Social and Cultural Plan incorporates strategies for:

- Community Development
- Ageing Well
- Families and Children
- Arts and Culture
- Youth



NAIDOC WEEK

Council and the community celebrated Aboriginal and Torres Strait Islander cultures and acknowledged local Indigenous people during NAIDOC week in July. Activities included an art exhibition, craft workshops and storytelling for preschool children.

A dynamic and vibrant community



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 also contributed \$2,000 to the 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.

FESTIVAL OF FUN FOR KIDS

The Festival of Fun for Kids was held on Sunday 14 April at the Corowa Race Course. The event provides an opportunity to celebrate children and family, demonstrating that Corowa Shire is a great place to raise a family.

Businesses and organisations that provide children's products and services were invited to attend the event and host a stand or activity. The Kids Essentials area at the event provided a range of valuable information for parents and carers, focusing on improving the health and well-being of local families.

Over 5 500 people attended the event.

YOUTH MAPPING PROJECT & YOUTH STRATEGY

Council engaged the services of a youth worker who has worked closely with the youth advisory committee to develop a strategy and action plan for youth services in Corowa Shire. This process has ensured that young people have ownership over this plan which will be reviewed annually.

A dynamic and vibrant community

PARENTS AND CARERS ROOMS

Retrofitting works were completed at facilities in Mulwala and Howlong to ensure that bathroom facilities are accessible and suitable for parents and carers.

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.

This 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.



AUSTRALIAN BILLYCART CHAMPIONSHIPS

The Australian Billycart Championships was included in the Lonely Planet's 1000 Ultimate Adventures, following the 2013 event in April.

The Lonely Planet guides are considered the world's best resource for travellers and millions of copies are brought around the world.

This is a fantastic achievement that will provide significant promotional opportunities for Corowa Shire.

\$25k of funding was allocated to local events through the **Tourism Events Grant Program**

TOURISM EVENTS GRANT PROGRAM

Council provides ongoing support to the attraction of new events to the Shire through its implementation of the Tourism Events Grant program. An annual allocation of \$20 000 is made to this program, which supports events that deliver positive social and economic benefits to the community.

Fifteen events were funded through two rounds of this program during the 2012/2013 financial year.

Council has also worked with a number of event organisers to facilitate the successful attraction and implementation of events across the Shire, including the NSW Weeds Conference and Bowls Victoria Tournament.

EVENTS MANUAL

An events manual is available to assist event organisers with the planning and implementation of their events. The manual provides information on a number of areas that need consideration when planning an event, such as power, venue selection, volunteers, risk management and promotion.

The manual can be downloaded from Councils website.

22 events are included on the **Major Events Calendar**

A dynamic and vibrant community

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.

The Shire has **6** recreation reserves



LONSDALE RESERVE MASTER PLAN

Council worked with the Mulwala community to develop the Lonsdale Reserve Master plan, which was adopted by Council in May 2013.

As the principal recreation reserve in Mulwala, the plan will guide the future development and management of the reserve and has created a strong level of community ownership. Key stakeholders and user groups were engaged throughout the planning process to ensure all the issues and opportunities were captured in the final plan.

The master plan will be used to support grant applications and leverage funding to implement priorities within the plan.

LOWE SQUARE, HOWLONG

Council continued to support the implementation of priorities in the Lowe Square Master Plan, through a financial contribution of \$58,500 for infrastructure development in addition to annual maintenance budgets. This allocation has enabled the Lowe Square Management Committee to leverage additional funding through State Government grant programs.

The Lowe Square Management Committee and user groups of the reserve should be congratulated on their fundraising efforts and success in securing grant funding to further develop infrastructure at the reserve.



A dynamic and vibrant community

PEDESTRIAN ACCESS MOBILITY PROGRAM

This document guides improvements to pedestrian movement and safety throughout the Shire. It is a valuable document that includes a forward works program for pedestrian access improvements and facility construction.

The plan considers the movement of people walking/ running, as well as people in motorised or non motorised wheelchairs, people pushing wheelchairs and prams, cyclists, skateboarders and scooter riders.

Council is pleased to advise that almost all the priorities identified in the 2011 – 2016 PAMP have been completed.

Some of the improvements which residents may have noticed include:

- Birdwood St / Federation Ave, Corowa
- Sanger St / Edward St Roundabout, Corowa
- Betterment Pde / Whitehead St, Corowa
- Bow St / John St, Corowa
- Savernake Rd (Nth of Melbourne St), Mulwala
- Dunmore St / Edward St, Mulwala
- Hume St / Havelock St, Mulwala
- Larmer St / Townsend St / Read St (associated with walking/cycle path), Howlong

IMPROVEMENT OF INFRASTRUCTURE AT SPORTING RESERVES

Major investment was made by Council in 2012/2013 to improve the infrastructure of sporting reserves throughout the Shire. This included the upgrade of seven sporting fields throughout the Shire. This project will improve the playing surfaces and reduce water consumption on these facilities which will support the long term sustainability of important community infrastructure.

The Art Space is home to the winning artworks from the last 10 years of the Federation Arts Exhibition

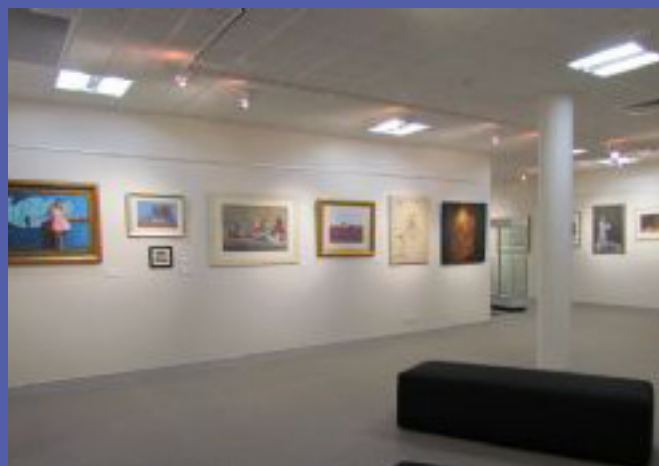
1.5 A creative community

1.5.1 Creative community spaces.

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

ARTSPACE

A number of exhibitions have been held at the ArtSpace, which is located at the Corowa Shire Civic Centre. The ArtSpace is open seven days a week and has a core group of volunteers available to operate the gallery.



THE COROWA ARTS & CULTURE ADVISORY COMMITTEE

The Corowa Arts & Culture Advisory Committee was established in 2012 and aims to provide cultural art opportunities within Corowa Shire. Members of the committee contributed to the development of the Arts & Culture Strategy for the Shire, which is now available on Council's website.

YOUNG PEOPLE IN THE ARTS

During the year young people have been actively engaged in arts and cultural activities including NAIDOC week, Children's Week, and a major art activity at the Festival of Fun, which included pre-festival activities in all of the public schools.

A dynamic and vibrant community

1.6 An empowered and active community

1.6.1 High levels of involvement across our community.

VOLUNTEERS WEEK

On 15 May, Corowa Shire Council held an afternoon tea to recognise and thank the wonderful volunteers who worked throughout the year to assist Council achieve its goals.

The occasion was held as part of National Volunteers Week, which is a celebration of volunteers and volunteerism in Australia and provides the opportunity to highlight the role of volunteers in our communities.

Corowa Shire is very fortunate to have around 130 people who directly assist Council in the areas of Tourism, Events, Libraries, Art Space, Unit Y and other activities.

The theme for this year's National Volunteers Week was Volunteers – Thanks a Million and volunteers were presented with a 'Thanks a Million' pin and certificate.

This year, eight volunteers were acknowledged for their outstanding achievement in reaching 10 years of service to the community through volunteering with Council.

Council would again like to take the opportunity to thank all those volunteers who donate their time and energy to help deliver an exceptional level of service to the community.



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.

\$33k was allocated
to 20 community projects

NEW HOWLONG LIBRARY

Council was successful in securing a \$95,000 grant through the NSW Country Library Fund this year to establish a library at the Howlong Resource & Community Centre. The mobile library ceased operation in Howlong in June 2013, following the closure of Upper Murray Regional Library. Council facilitated an interim service so that Howlong residents had access to library services while the permanent library was being established.

CHANGE IN LIBRARY SERVICE PROVIDERS

Corowa Shire's previous regional library service provider, Upper Murray Regional Library closed on June 30, 2013. This followed the withdrawal of the two largest member Councils, which meant that the company was no longer sustainable and was placed into solvent liquidation. Council worked closely with Upper Murray Regional Library to minimise the disruption to the community during the closure of the company.

Council completed a review of all available options for the future delivery of library services, with the aim of delivering the best possible service within the current budget. Following the completion of the review, Council sought membership to Riverina Regional Library Service (RRL) and was pleased to have gained acceptance in May 2013. Delivery of library services through Riverina Regional Library commenced on July 1, 2013.

A dynamic and vibrant community

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>	
Engage suitably qualified support to facilitate the development of the Corowa Shire Access and Inclusion Plan, including the provision for community, service and business engagement processes to determine priorities and strategies	
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	













A dynamic and vibrant community

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	

A dynamic and vibrant community

<i>1.2.3.1: Continue to meaningfully engage children in community life</i>	
Provide ongoing financial assistance to the Corowa Toy Library	
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>	
Undertake a review of all events with Council involvement (Council facilitated, Section 355 facilitated and Council sponsored)	
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>	
Develop an operational manual and conduct training for section 355 committee members	
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	

A dynamic and vibrant community

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	
Implement the Corowa Riverfront Masterplan	
Continue to develop masterplans for key foreshores throughout the shire	
<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	

A dynamic and vibrant community

<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	
<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	

A dynamic and vibrant community



Effective and accessible services

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.

Corowa Shire Mayor, Fred Longmire entertained children of Corowa Preschool as part of Local Government Week at the Corowa Library.



35,548 people attended
a Corowa Shire Library,
borrowing **62,045** items

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

Corowa Shire libraries facilitated a number of activities, programs and events throughout the year, including numerous author visits, Children's Week celebrations, Local Government Week activities, National Year of Reading programs, Library Lovers Day, Children's Story Time, Book Clubs, Friends of the Library activities and various workshops.

These programs, activities and events raise community awareness about reading. They enrich people's lives and emphasise the important role that public libraries play in the reading experience, for both recreational and educational purposes.

Our libraries provide opportunities for residents of various ages and backgrounds to participate in the programs, activities and events held.

FESTIVAL OF FUN FOR KIDS

In the lead up to the 2013 Festival of Fun for Kids, a creative and fun activity was developed that engaged local students from across the Shire. Over two hundred students participated in flag and banner making workshops in the week prior to the event. Their colourful and artistic designs with a 'Murray River' theme were displayed at the event and helped to create a vibrant and welcoming atmosphere.

Effective and accessible services

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.

CANCER COUNCIL

Council has a formal agreement with the Cancer Council and works closely with the local committee to support fundraising activities and the promotion of health campaigns throughout the community.

The Cancer Council has provided free sunscreen, hats and campaign material at a number of Council facilities and events throughout the year.

PROMOTION OF COUNCIL RECREATIONAL FACILITIES

The Corowa Shire Council website lists all recreational facilities in the Shire. This information is also included in the New Residents information document, which is available to those who have relocated to the area.

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.

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.



More than **2000**
people attended the Corowa
Shire Safety Expo

SAFETY EXPO

The Corowa Community Safety and Crime Prevention sub-committee holds an annual safety expo in Corowa. The 2012 Safety Expo was held on Sunday 16th September, in conjunction with the Corowa Truck & Car Show at RSL Park.

Participants at the 2012 Expo included the Rural Fire Service, NSW Firebrigade, NSW Police, NSW Ambulance, VRA Rescue Squad, Roads & Maritime Services, Nestle Uncle Toby's, Corowa CDAT, Cancer Council and St John Ambulance.

The event provides an opportunity to inform the community about safety matters such as crime prevention, moderating drinking and how to prepare your family and home for bush fire season.

Effective and accessible services

MULWALA STORM EVENT

On Thursday 21 March 2013 a horrific storm event passed through the outskirts of Mulwala.

The storm which was classified as a F3 tornado caused extensive damage to two caravan parks, rural properties and Kyffins Reserve.

Other than Kyffins Reserve and the roadside most of the damage experienced was on private property.

The damage was so severe that the Emergency Operations Centre was opened and due to the type of event the SES was the combat agency in charge.

Council employees worked until the early hours of the morning clearing Spring Drive of many

fallen trees. Other emergency services agencies including Police and Ambulance were also involved following the storm.

On the Friday morning following the tornado a registration office was provided at the Mulwala Civic Centre for all persons affected by the disaster to register their names and addresses. The Shire Local Emergency Committee (LEMC) met on Tuesday 26 March 2013 to consider what actions were required to assist the recovery process from this major disaster in the Shire. A joint Corowa/Berrigan Recovery Committee was appointed.

On Wednesday 27 March 2013 a Public Meeting was held at the Mulwala Civic Centre. This meeting was well attended by more than 100 people with a number of views being put forward for



Effective and accessible services

consideration by Council and the Local Emergency Management Committee. These matters were also considered by the Recovery Committee.

Corowa Shire together with Berrigan Council made a joint application to have the event declared a Natural Disaster which was confirmed by the NSW State and Federal Governments.

The declaration of a Natural Disaster allowed the possibility of financial assistance to those persons affected by the disaster. The assistance was determined by a number of guidelines and criteria.

The majority of the general clean up was undertaken in a terrific manner by volunteers from the community.

The magnitude of the event has caused enormous damage to property and has seriously impacted on the people affected and the recovery process.

While this event has been a major disaster in the history of Corowa Shire, the community response has been inspirational.


A Tornado Turn Around event was organised by Corowa District Landcare for National Tree Day 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 and debris along Spring Drive opposite Kyffins Reserve, planting and guarding 840 indigenous shrubs and ground covers.









Effective and accessible services

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	

Effective and accessible services

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	

Quality and sustainable infrastructure

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.

COMMUNITY HALLS AND FUNCTION SPACES

Council maintains five community halls and function spaces across the Shire. Council has been committed to ensuring hire fees of its facilities remain low to encourage use and allow accessibility to all members of the community.

Council continued to explore opportunities for funding throughout the year to support upgrades and redevelopment works of community facilities and buildings.



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.

ASSET MANAGEMENT

A comprehensive valuation of Corowa Shire's 154 community and 34 operational building assets was performed. These assets include halls, amenities buildings, BBQ & bus shelters, sheds, boat ramps, swimming pools and depots to name a few.

A qualified building valuer was engaged to inspect and assess the condition of the structure, floor covering, internal finishes, roof and services (electrical, mechanical & fire) for each building. From this valuation the replacement value of Council's buildings was determined to be just over \$53 million dollars, while the current written down value was estimated at just under \$27 million dollars. These condition based assessments will help Council to establish future maintenance and capital works programs that will optimise the useful lives of buildings.

Council's asset register is continually being improved to enhance decision making when it comes to renewing, acquiring and decommissioning assets. Over the past year, the valuation methodology for sealed roads has been altered to better identify ongoing costs over the life of a road. Depreciation calculations for many of our assets have also been improved to be more consistent with the asset's expected deterioration in the "real world". Along with these system changes, a number of corrections have been made to the asset information stored in the database improving the register's accuracy and user confidence in our records.

Quality and sustainable infrastructure

In the 2012-13 financial year, Council spent over \$5 million dollars constructing and acquiring infrastructure assets. This included around \$800K in road construction, \$500K in new buildings and land improvements, \$1.6M in sewerage infrastructure, \$1.7M in storm water infrastructure and \$600K in water infrastructure

Council provided 5018 kerbside bin collection services throughout the Shire. These bins have been emptied 195,702 times during the year.

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 more than \$4,000,000 on capital road and drainage infrastructure throughout the Shire during the financial year. This has been a significant achievement for the engineering and works teams.

HALVE WASTE CAMPAIGN

Council is a proud partner of the Halve Waste - Reduce, Reuse, Recycle program to reduce the amount of waste being sent to landfill and to improve recycling rates.

The campaign encourages businesses, schools and residents to consider their waste management practices and provides a range of resources and tools to assist with making positive changes.

Visit www.halvewaste.com.au for further information.

3.3 Infrastructure that supports our community identity

3.3.1 Exciting community spaces.

3.3.2 Consistent and complimentary signage throughout our towns.

MULWALA STREETScape PROJECT

The Mulwala Streetscape Master Plan was developed in 2007 and aims to create a vibrant CBD precinct, beautify the area to encourage township growth, improve traffic flow and pedestrian safety, improve recreational use and leverage tourism opportunities.

More than \$400,000 in funding was secured to progress Stage 3 of the Mulwala Streetscape project. This stage of the project included the relocation of underground services and an extensive process of design and approvals so that the construction of the roundabout could commence in November 2013.



Quality and sustainable infrastructure

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.

LEP

Council completed a new Land and Environment Plan (LEP) which came into effect 29 June 2012. This describes the permitted land uses throughout the Shire and follows an extensive consultation and approval process undertaken over the last five years.

COROWA SEWERAGE TREATMENT PLANT

A long term saving's plan has been established for a new Sewerage Treatment Plant in Corowa. More than \$6,000,000 has been reserved for this project which has an estimated cost over \$15,000,000.

STORMWATER DRAINAGE WORKS

During 2012-13 an extensive program of works to enhance Council's stormwater drainage facilities was carried out across the Shire, including:

Mulwala

- The open drain between Melbourne and Hicks Street has been replaced by a piped drainage system. The existing stormwater drain beside the irrigation channel was de-silted in the section beside the Shoreline Caravan Park. The culvert under Melbourne Street was also cleaned out to improve water flow through the system.
- Commencement of additional underground drainage in Erne Street between the lake and Sturt Street.
- Drainage improvements to Dunmore Street between Lonsdale Reserve and Hume Street.

Corowa

- Underground drainage in Church Street has replaced the former open drain.

RURAL ROADS

Over 100 road culverts have been replaced in the 2012/2013 financial year, including:

- Balldale Road
- Rennie Road
- Glencoe Road
- Cotton Street
- Larcombes Road
- Ferguson Road
- Jamiesons Road
- Williams Road
- North Repps Road
- Lilimani Road
- Savernake Road
- Merton Road
- Emu Park Road
- Boatrock Road

Corowa Shire has
1500 kms of local
roads

- Katrina Circuit - the existing open drain was replaced with a piped drainage system.
- Underground drainage was installed in the laneway from Federation Avenue to Dock Street in South Corowa.
- Underground drainage in Isobel Street.
- Bridge Rd and Bangerang Park - installation of additional underground drainage to the wetlands area beside Bridge Road and Bangerang Park.

Howlong

- Installation of underground stormwater drainage in the Holbeach Street and under the Riverina Highway to Golf Club Drive as stage 1 of a project that will be carried out over two further years.
- Additional underground drainage was installed in Hawkins Street adjacent to Lowe Square.
- Pipe work and open drainage was provided in East St.

Quality and sustainable infrastructure

LIQUID TRADE WASTE

Council adopted a Trade Waste Policy and Implementation Plan as part of Best Practise Water and Sewerage Practises set by the New South Wales Government.

The introduction of trade waste commenced with an inspection and consultation trial on selected businesses residing on Sanger Street Corowa. The trial was conducted to gain an estimate on the time frames involved in application processing and site inspections of businesses. Businesses were selected based on type of industry to ensure a broad range of liquid trade waste examples were included in the trial.

It is planned to roll out broad scale pre-inspections of all potential liquid trade waste dischargers within the Shire in the New Year. The inspections will determine the classification of liquid trade waste discharged, and enable consultation with the business community. It is also hoped these pre-inspections will allow a more efficient application process when Council proceeds to enforce the liquid trade waste policy.

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.*

NEW YARRAWONGA / MULWALA BRIDGE

Council has advocated for the construction of a new bridge between the communities of Yarrowonga and Mulwala for a number of years. Since the completion of a feasibility study which was commissioned by the NSW and Victorian State Governments, Council has been actively involved in the consultation process to select a preferred option for the new Yarrowonga/Mulwala bridge.

A number of opportunities have also been provided for members of the community to have input into the process, with VicRoads facilitating information sessions and discussions with the community.

46,000 tonnes of gravel was used for re-sheeting & rehabilitation of rural roads

ROAD SAFETY OFFICER

Council with the support of Roads and Maritime Services appointed a part time Roads Safety Officer to undertake road safety planning and the development, coordination and implementation of local road safety programs throughout Corowa Shire.

This program has been highly successful during the 2012/2013 financial year and has undertaken a large number of initiatives such as

- Mobility scooter forum
- Corowa Truck and Safety Expo
- Placement of road safety message board signage
- Preparation of the Corowa Shire Road Safety Plan
- Campaign around child restraint awareness - correct fitting procedures
- Promotion at the Corowa Shire Festival of Fun for Kids
- Support for School road safety initiatives



Quality and sustainable infrastructure

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>	
Continue to support the exploration of uses for the Corowa Rugby field	
<i>3.1.2.1 Continue to source funding that supports the restoration and protection of historic buildings and landmarks throughout the community to ensure that they remain valuable assets</i>	
Develop an list of restoration projects, in order of priority	
<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	

Quality and sustainable infrastructure

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 Corowa CBD streetscape Masterplan	
Undertake appropriate maintenance as required within the Corowa CBD	
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	

Quality and sustainable infrastructure

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 exiting 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	
<i>Ensure that road side environment is considered in our maintenance and construction practices</i>	
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>	

Quality and sustainable infrastructure



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.

COROWA SALEYARDS

A business plan was prepared for the Corowa Saleyards to support the redevelopment and expansion of the facility. Implementation of the business plan has continued throughout the 2012/2013 financial year and Council continued to seek funding from the Australian Government to progress the redevelopment and expansion project.



INDUSTRIAL LAND PROMOTION

Industrial estates have been developed by Council in Howlong, Mulwala and Corowa to foster business investment and expansion.

Fully serviced lots are available at affordable prices and a number of initiatives have been completed to promote this opportunity and encourage land sales.

576,977 sheep
were sold with a value of
\$44.8 million

A prosperous and resilient economy

COROWA RIVERFRONT MASTERPLAN

Council is continuing to implement the Corowa Riverfront Master Plan with an annual financial contribution of \$50,000 to action priorities within the plan. This year, improvements were undertaken to the Ball Park and swimming pool car park and the lagoon access road.



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. To maintain accreditation, the Centre must operate according to an Operations Manual which has been reviewed following the relocation of the VIC to the Corowa Shire Civic Centre.

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



PRODUCT GAP ANALYSIS PROJECT

This project was commissioned by Murray Regional Tourism Board, of which Corowa Shire is a member. The objective of the project was to improve the quality and range of the region's tourism product to drive increases in visitation, length of stay and the visitor experience.

Workshops were held along the Murray including one in Corowa.

The Corowa Visitor Information Centre assisted **24,712** visitors

OFFICIAL VISITOR GUIDE (OVG) & VISITOR MAP

The project to develop a new visitor guide and map for Corowa, Wahgunyah, Mulwala and Howlong was successfully delivered during December 2012. 40,000 copies of the Official Visitor Guide have been printed along with 30,000 copies of the map. A total of 38 businesses participated in the project by placing advertisements which contributed towards the cost of production. More than (how many visitors/phone calls) have been served by staff at the visitor information centres.



An application for iPhone and Android devices was also created as part of the Official Visitor Guide project. The application includes links to sections in the guide along with individual business listings. A share feature allows users to send business details via Facebook, Twitter and email. In addition, businesses were provided with a free web advertisement to use on their business websites to promote the smart phone application.

A prosperous and resilient economy

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.

CARBON TAX AND ENERGY EFFICIENCY WORKSHOP

In partnership with NSW Trade & Investment, Riverina Institute of TAFE and the Rural Support Program, Council facilitated a Carbon Tax and Energy Efficiency information session for businesses and residents in October 2012.

The session was an opportunity to gain a better understanding of how the rising costs of energy would impact on residents and businesses. Information was provided on the programs and assistance available to businesses and residents from the State and Australian Government.

The Riverina Institute of TAFE was also in attendance with the 'lean green learning machine' - a mobile trailer equipped as a walk-through environmental sustainability education and training resource.



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.

A number of workshops were held throughout the year for businesses in Corowa Shire. These training opportunities covered topics such as;

- Business basics
- Social media marketing
- Financial management
- Carbon tax and energy efficiency
- Marketing



A prosperous and resilient economy

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)	
Explore the appropriate development of additional boat ramps in Corowa	
<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 costs 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	

A prosperous and resilient economy

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>	
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 prosperous and resilient economy



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 control of weeds throughout the Shire. An inspection program of council land, private land and waterways was completed throughout the year, with Council successfully meeting all target outlined in the Riverina Weed Action Program 2012/2013.



Noxious weed information was updated on the Corowa Shire council website and included in local newspapers throughout the Riverina. A new noxious weed ID promotional booklet has also been developed and includes Corowa Shire Council. Copies of this booklet are available on the noxious weed stand in the foyer of the Corowa Shire Civic Centre.

Signage continues to play an important role in the communication of noxious weeds to the community. The 'red guide post system' has been implemented across the Shire and aquatic weed

744km of
**high risk pathways were
inspected for noxious weeds**

signage can be found on all public access boat ramps.

Council completed an awareness program for Chilean needle grass 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.

RABBIT CONTROL PROGRAM

An extensive rabbit control program was completed at the Mulwala Cemetery, as part of an ongoing program to protect gravesites from potential damage and to assist with establishment of native vegetation within this area of Mulwala.



A protected and valued natural environment

5.2 A Shire that leads in environmental sustainability

5.2.1 Innovative environmental practices.

5.2.2 Environmentally responsible development.

COROWA & DISTRICT LANDCARE

Corowa and District Landcare, a section 355 of Council held a Fruit Fly Forum on June 30 2013 which attracted 65 people who were keen to learn how to equip themselves with a 'weapons' to declare war on Fruit Fly in the local our area. A multi pronged attack was suggested using trapping, baiting, sanitation, sticky yellow strips and an insect zapper which has been found to attract fruit fly on dusk for a 30m radius at the cost of as little as 10c per night. A fact sheet was developed and is available from Council.

Corowa and District Landcare supported the Environmental Day at the Corowa Golf Club in June which saw local schools plant 1000 native grasses and listened to presentations from Landcare and other guest speakers

The recent **PAPER laneways** project will link significant remnant vegetation patches in the landscape through **13 kms** of former green laneways

A Halve Waste Workshop was held in March 2013. This workshop offered 20 households a complete home composting package for just \$10 to transform their organic waste into a nutrient rich food for their garden. The package which had a recommended retail value of \$150 included a 220 litre compost bin, Kitchen tidy bin (for food scraps), Compost turner, Composting guide booklet and Training workshop.

A dung beetle workshop was held in February with Belinda Pearce ('a dung beetle specialist') as guest speaker. Through support from the Murray CMA mixed colonies of three types of dung beetles totalling 114,000 were trapped at Lucyvale in North east Victoria and distributed to 18 landholders strategically placed across Corowa Shire and beyond



A protected and valued natural environment

SUSTAINABLE INFRASTRUCTURE

A major project was undertaken to commission a telemetry system to Councils water supply and sewerage network. The RadTel telemetry system was implemented. The former telemetry system was 15 years old and overloaded and could not be upgraded due to obsolescence. The SCADA system (Supervisory Control and Data Acquisition) controls 70 sewerage pump stations, 6 water and sewerage treatment plants, 6 water pumping stations and 4 water reservoir sites using radio telemetry conveying signals via 3 repeater stations to the master computer and slave computer in Corowa. The system will ensure the optimal efficiency of plant through the remote monitoring and reporting.

ENERGY EFFICIENCY

A review has been undertaken on a number of Council facilities in respect to energy efficiency. A major audit was conducted of the Corowa Shire Civic Centre with recommendations supported by Council for capital expenditure which will generate annual cost savings of almost \$20,000.

Numerous funding applications were submitted to allow an update at various facilities such as new hot water solar systems. This work will continue to be a major focus going forward.

5.3 High standards in water conservation and protection

5.3.1 Protection of our River, Lake and creeks.

SUMMER GRASSES PROGRAM

Corowa Shire Council and the Australian Government are taking steps to plan for a future with less water by implementing the warm season grasses program.

The purpose of this project is to ensure that parks and sporting fields use less potable water by upgrading drainage and irrigation infrastructure and replacing surfaces with water and heat tolerant grass species.

The following reserves have been included in the program:

- Corowa Tennis Courts
- Corowa Airport Rugby Ground
- Lowe Square (Oval #2)
- Ball Park Corowa
- Lonsdale Reserve Mulwala



A protected and valued natural environment

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>	

Strong and responsible leadership

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 Council is a member Council 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.



Council, in partnership with the REROC Waste Forum, offered a chemical collection service to residents in June.

This provided the opportunity for households to dispose of their unwanted chemicals safely and responsibly.

Residents were encouraged to take their household chemicals to the Corowa Depot and dispose, free of charge.

Commercial quantities were also accepted, with a per litre fee being applied.

CROSS BORDER ANOMALIES

Council has proactively participated in opportunities to address cross border anomalies and has worked closely with the local member to ensure that cross border anomalies impacting on our communities are highlighted and raised with the Cross Border Commissioner.

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

The Community Matters Newsletter is a publication produced quarterly by Council and delivered to every household in the Shire. Copies are also available at Council's libraries, the Corowa Shire Civic Centre, Visitor Information Centre, Mulwala Civic Centre and the Howlong Community Resource Centre.

In total, almost 6500 copies of the newsletter are circulated each quarter.

The newsletter provides an opportunity to inform the community about the many Council related activities that have been completed, are underway or planned for the future. It covers such things as construction projects, workshops and networking opportunities, library activities, tourism news, community development initiatives, parks and garden improvements, details on available grant programs, strategic planning projects and budget information.

Following feedback from the community, Council has made a number of changes to the newsletter including increasing the font size and revitalising the overall look.

Council also made some positive changes to the Corowa Shire Snippets, which are now a full page, weekly publication in The Corowa Free Press and Yarrawonga Chronicle.

Strong and responsible leadership

The Snippets are another important way that Council communicates with its residents about things such as proposed development applications, development consents, current construction works and street closures.

Residents are also able to subscribe via Council's website to receive the Snippets electronically each week.

The Community Matters Newsletter and Council website are key communication tools for Council and a useful way for residents to stay informed about what is happening throughout the Shire.



26 000
newsletters are
distributed each year

6.3 Productive and beneficial relationships

6.3.1 Engaged partners in achieving priorities.

6.3.2 Strong community based partnerships.

DISSEMINATION OF INFORMATION REGARDING WORKSHOPS AND AVAILABLE GRANTS

A business and community database was established to enable businesses, organisations, community groups and sporting clubs to register their details and receive information about such things as Council projects and events, upcoming workshops, training and networking opportunities and available grants.

Council supports 14 Section 355 Committees

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.

SECTION 355 COMMITTEE MANUAL

Council engaged an Events Risk Officer who has worked closely with Section 355 Committees to ensure compliance with Council policies and the delivery of safe and successful events and activities.

A Section 355 Committee Manual was developed to support committees and training was facilitated to familiarise members with the manual.

Strong and responsible leadership

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	

Strong and responsible leadership

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

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>	