



PORT STEPHENS
COUNCIL

Port Stephens 2028 **Our place. Our plan.**

Community Strategic Plan Discussion Paper



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Introduction

This discussion paper has been prepared to start the conversation about Council's updated Community Strategic Plan. Council is updating its plan as it sets the vision for the new Council and its operations.

To inform the drafting of the Port Stephens 10 year Community Strategic Plan 2018-2028, Council is seeking feedback and ideas from the community.

We want to know what the community's aspirations are for Port Stephens and which projects and initiatives you see as priorities.

Your feedback is valued and will be considered in developing Council's key documents including the draft Community Strategic Plan.

Wayne Wallis
General Manager
Port Stephens Council



What is a Community Strategic Plan?

The Community Strategic Plan (the Plan) is a cornerstone document of the NSW government's Integrated Planning and Reporting (IP&R) framework required for all local governments. It is a summary of the community's aspirations and priorities for Port Stephens over the next ten years.

The IP&R framework consists of the Plan and related documents, an integrated suite of documents that show how Council will respond to the Plan.

Key components of the IP&R framework are:

- State and regional plans
- Community Strategic Plan - a summary of the community's aspirations and priorities into the future and Council's response to achieving them where possible
- Resource strategies consisting of the Long Term Financial Plan, Strategic Asset Management Plan (SAMP) and Workforce Strategy

- Council's other strategic documents and policies
- Delivery Program - normally 4 years, this time 3 years, reported on every 6 months
- Operational Plans – annual with budgets and fees and charges
- Annual Reports and End of Term Report (3 years)

It also recognises that council plans and policies should not exist in isolation - that they are inter-connected. This framework allows NSW councils to draw their various plans together, understand how they interact and get the maximum leverage from their efforts by planning holistically and sustainably for the future.

The Port Stephens Local Environmental Plan 2013 (LEP) and accompanying Development Control Plan 2014 (DCP) are the main legislative tools that seek to implement the vision outlined in Port

Stephens Planning Strategy. The Port Stephens Planning Strategy is influenced by and sits with the regional and state level strategy documents, being the Hunter Regional Plan and the NSW State Plan.

The IP&R framework is a legislated element of Council's work, providing the critical architecture from which all Council's strategic and business documents are connected, including Council's reporting and accountability.

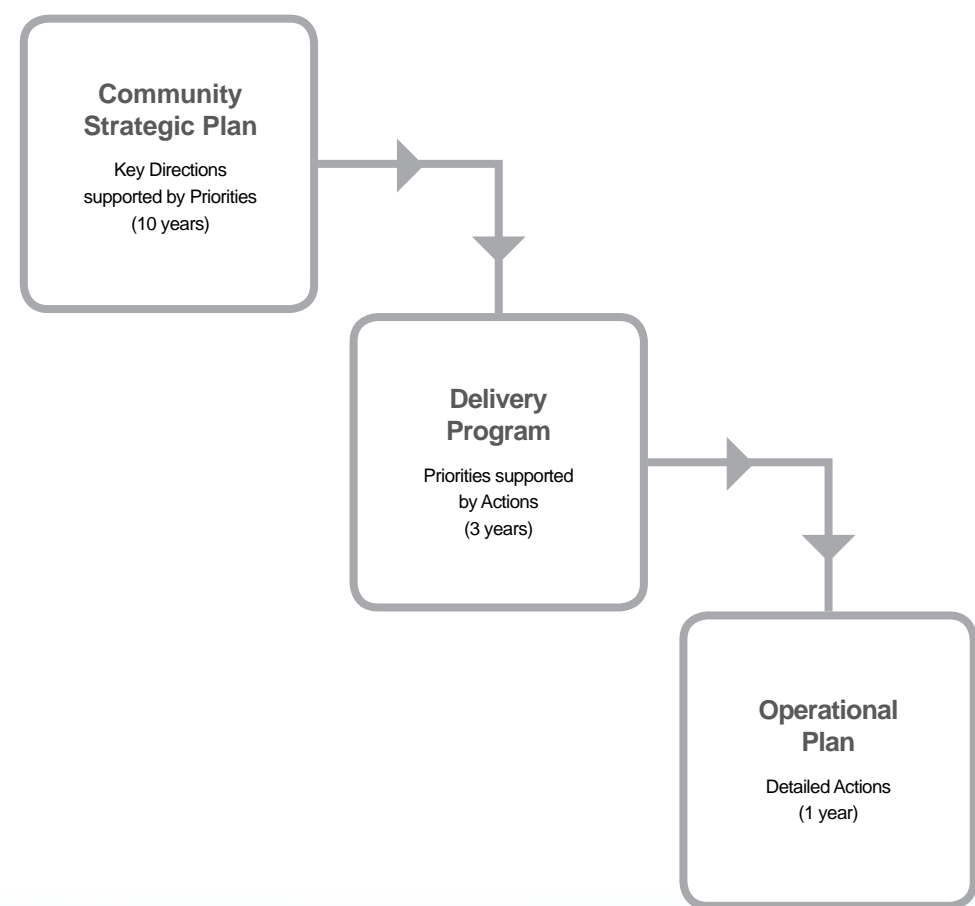
The Plan is one of the key documents of the IP&R framework. It identifies objectives to achieve community ambitions and sets out what Council can do - its responsibility and its actions to respond to the aspirations.

The purpose of a Community Strategic Plan is to:

- Identify community aspirations and priorities
 - Outline Council's role in delivering these priorities
 - Work with other governments and agencies to achieve our community's priorities
 - Provide for community participation in decision making
 - Provide a basis of accountability and consistency in reporting
-

How our plans relate to each other

The IP&R framework provides direct connections between the community's vision and long term aspirations with how Council responds to these priorities supported by other strategies and plans and ensures the community is regularly informed on progress.



Who will deliver the plan?

Role of the community

As part of the Port Stephens community, everyone can contribute to making our community a great place to live, work, play and grow.

Everyone plays a part in the delivery of the Plan. It relies on partnerships with State and Federal Government agencies, community organisations, industry associations, education institutions, the private sector, ratepayers and residents.

Role of Port Stephens Council




Port Stephens Council is a major service provider within the Port Stephens community where it delivers over 50 different services, supported by a range of policies, strategies and plans. Port Stephens Council can only accurately invest its resources if it has a clear understanding from the community what are its priorities.

It is not solely up to Council to deliver all community services in the region. Other levels of government, non-government agencies and private enterprise also respond to the needs of the community. Additionally, Council is not the only source of funds for programs.

One of Council's largest responsibilities - the provision of new, renewal and maintenance of public assets such as roads, drainage and community facilities - is not solely funded by Council. Council funds are used to seed or match a range of other funding sources such as section 94 contributions, sale of commercial land and grants. These additional funds are not guaranteed. When they are made available, they affect the priority of Council's work program so while the Strategic Asset Management Plan lays out the work program for up to ten years; flexibility is required in its delivery to respond to changing funding sources. More information about the asset funding strategy can be found in Council's Strategic Asset Management Plan.

Port Stephens Council is responsible for the delivery of high quality services, identified by the community and its leaders in the most efficient, cost effective and transparent way.

The table below summarises Council's various roles in the community.

 Sole responsibility	Deliver	As part of its core business, Council provides these services and assets
 Shared responsibility	Facilitate	Connecting agencies to provide services in the community
	Support	Collaborate with community through direct assistance, financial and resources
 Little or no direct responsibility	Advocate	Understand the issues and recommend course of action to other levels of government and agencies

Current Community Strategic Plan

In 2012, Council developed its first formal Plan involving considerable community consultation. Following consultation, the plan identified a community vision - *A great lifestyle in a treasured environment* and five priorities:

- Education and training - especially for young people
- Community safety
- Infrastructure maintenance
- Sustainability of Council
- Sustainable development

To deliver on these priorities, Council established five focus areas:

- Our Citizens
- Our Lifestyle
- Our Environment
- Our Economy
- Our Council

These priorities were incorporated into a four year Delivery Program and annual Operational Plans. These documents are regularly reviewed by staff and Councillors. Progress in achieving the outcomes set out in the Delivery Program are reported to the community in a six-monthly report to Council and in the Council's Annual Report, produced in November each year.

Each Operational Plan with its budget is considered by Council annually and placed on public exhibition for community comment.

These documents and detailed information about Council's performance can be found on Council's website www.portstephens.nsw.gov.au and in hard copy in Council libraries.

General information can also be found on other sites such as the Australian Bureau of Statistics website.



How is Council performing?

Council regularly reviews its performance in a variety of ways. These include six monthly reports, annual reports, an annual customer satisfaction survey and an End of Term report. Detailed information on our performance can be found in these documents.

In the past five years, key highlights include:

Focus Area One: Our Citizens

- Over \$1 million per annum of community grant funding made available to over 100 community groups
- Increase in community satisfaction in Council services has trended upward from 55.8% (2011) to a peak of 86.5% (2016), currently at 79.03% (2017)
- Increase in the number of volunteers who contribute a wide range of services

Focus Area Two: Our Lifestyle

- Gazettal of Soldiers Point as an Aboriginal Place
- Opening of a new library in Raymond Terrace replacing the smaller, older facility

- Establishment of a venue for local artists in the new art space in the Raymond Terrace Library and an artist's pop-up shop in Nelson Bay
- Completion of the Birubi Point Surf Life Saving Club and Fingal Beach Surf Life Saving Club buildings
- Increase in the number of recreation and leisure facilities in the region with major upgrades to a number of amenities including boating facilities, playgrounds and skateparks
- Increase in the number of pedestrian and bicycle access ways

Focus Area Three: Our Environment

- Launch of best practice Environmental Management System, enabling Council to better manage its environmental performance
- Increase in regeneration of bushland, foreshores and reserves through substantial assistance of Council's 355c volunteer committees

- 80% reduction of illegal dumping at known hotspots
- Waste diversion and recycling rates have increased since 2012 due to improved sorting processes
- Gazettal of the Port Stephens Local Environment Plan 2013 and supporting regulatory framework, such as the Port Stephens Development Control Plan 2014

Focus Area Four: Our Economy

- Number of visitors to the region increased by 16%
- The Port Stephens labour force increased by 3.1% from 31,967 in 2012 to 32,945 in 2015 based on current available data (based on latest Census – data 2016)
- Domestic overnight stays across Port Stephens increased by 4%
- Economic growth as reflected in the increase in the capital improved value (CIV) of residential and commercial

development applications from \$72.64 million (Jan-Jun 2012) to \$94.92 million (Jul-Dec 2015)

Focus Area Five: Our Council

- Significant reduction in Council's infrastructure backlog
- Finalist, 2016 Local Government Excellence Awards – Excellence in Risk Management
- Increase in employee engagement from 49% (2012) to 70% (2015)
- In the three years to June 2015, Council invested in community infrastructure (all categories) with capital expenditure of \$44.82 million

2016 Census data on Port Stephens will be released on 10 November 2017.



You told us

Each year, Council seeks feedback from the community about its service delivery, using a customer satisfaction survey. In 2017, community satisfaction dropped slightly from 86.5% (2016) to 79.03% (2017). Library services scored the highest satisfaction at 98%.



Sport/Recreational facilities	89.2%	Managing street trees	83.4%
Swimming pools	87.0%	Maintaining footpaths	70.0%
Playground equipment	83.5%	Maintaining cycle ways/ walking tracks	82.4%
Maintaining parks and gardens	67.4%	Maintaining local roads	67.4%
Managing traffic flow (e.g. lights, roundabouts, street signs)	77.2%	Managing storm water drainage systems	78.4%
Roadside maintenance (e.g. trees, litter, slashing)	80.3%	Controlling weeds	81.9%
Public toilet amenities (Council-owned park/community amenities - not those in shopping centres)	73.6%	Ranger services (e.g. animal management)	70.6%
Managing nature reserves, wetlands, beaches, foreshores	88.0%	Managing illegal dumping	53.9%
Waste depots/recycling access	76.5%	Ranger services (parking)	74.3%

Source: Port Stephens Council Customer Satisfaction Survey Report 2017

Developing a new Community Strategic Plan



Following local government elections on 9 September 2017, a new Port Stephens Council was elected and so the current Community Strategic Plan is to be reviewed.

It is recognised that most communities share similar aspirations - a safe, healthy and pleasant place to live, a sustainable environment, opportunities for social interaction, opportunities for education, employment and reliable infrastructure. The difference lies in how each community and council prioritises and responds to these needs.

In preparing for consultation with our community, Council has reviewed numerous Plans and best practise models. The proposed new structure builds upon Council's previous Plan, simplifying it to focus on key topics which respond to contemporary community issues.

A general consensus is that the Plan should be easy to read and straight forward with details provided in other linked documents.

To prepare the draft Plan 2018-2028, Council is seeking feedback from the community on the current Plan, its priorities and its structure. Council is keen to ensure that the Plan reflects current aspirations, is easy to read and provides “line of sight” through the various documents.

Once Council has received initial feedback, formal community consultation of the draft Community Strategic Plan 2018-2028 will be undertaken in the first quarter of 2018.

This will include drop in sessions, focussed discussion groups and surveys. Full details

of the Community Engagement Strategy will be available in early 2018, following feedback and direction from your Mayor and Councillors.

Timeline



Join the conversation

October - December 2017

- Seeking ideas for and knowledge of the community
- Reaffirm community's priorities and seek ideas for refinement



Draft CSP

March 2018

- Draft Plan and other documents tabled at Council including a proposed Community Engagement Strategy



Community consultation

April 2018

- Community consultation of draft Plan



Final Plan

June 2018

- Draft Plan and associated documents such as the Strategic asset Management Plan tabled at Council for adoption
- 2018-2019 Operational Plan, budget and fees and charges adopted by Council



Implementation

July 2018

- Plan and associated documents are implemented in the new financial year



Proposed structure for CSP 2018-2028

Following trends in local government, it is proposed to refine Port Stephens Council's Plan and strengthen connections between the various policies, strategies, plans and financial and the reporting requirements to make it more streamlined and easier to review.

Vision

It is proposed to retain the community vision of *"a great lifestyle in a treasured environment"*.

Focus Areas

It is proposed that these continued to be used to map our community's aspirations and priorities of the region. However, we recommend they be condensed to four focus areas.



Our Community
merging Our Citizens
and Our Lifestyle



Our Place
refining Our Economy



Our Environment
refining our
existing theme



Our Leadership
refining Our Council

Key Directions

Where do we want to be?

Under each focus area, it is proposed to ask - **Where do we want to be?** to identify three or four Key Directions.

Objectives

How will we get there?

Under each Key Direction, it is proposed to ask - **How will we get there?** to identify four or five Objectives for each Key Direction.

Actions and partners will then be identified to achieve the Objectives, related strategies and reporting mechanisms.

Focus area one:

Our Community

Port Stephens is vibrant and strong community respecting diversity and heritage

Where do we want to be in the future?

1. Community diversity

Our community accesses a range of services that support diverse community needs

2. Recognised traditions and lifestyles

Our community supports the richness of its heritage and culture

3. Community partnerships

We work in partnership to foster creative and active communities

Background

Community is about what matters to people, it is about relationships, participation, shared memories and experiences. It is also about identity, history and a sense of place.

Port Stephens provides for both active and passive lifestyle choices for residents and visitors, as well as opportunities for community service and participation. There are open spaces including playgrounds, parks and reserves as well as sporting fields, beaches and waterways, and other community facilities.

The Worimi people are the traditional owners of the Port Stephens area and Council enjoys a strong relationship with the local Aboriginal and Torres Strait Islander community, collaborating on a range of projects. Many sites and areas of significance to Aboriginal people are located within Port Stephens, including shell middens, scarred trees, occupation and ceremonial sites and places of spiritual value.

Non-aboriginal cultural heritage in Port Stephens includes historic villages, heritage conservation areas at Raymond Terrace, Tipperary Hill and Hinton, rural landscapes, significant early residences such as Tomago House and Tanilba House, lighthouses, churches, cemeteries, war memorials, courthouses, schools, shipwrecks, archaeological remains such as the Irrawang Pottery site, cottages and early subdivisions such as Henry Halloran's 1930s development at Tanilba Bay.

In Port Stephens, culture is reflected in our value systems, traditions and beliefs including in arts and creativity, heritage and history, architecture and design, festivals and events.



Key challenges and opportunities

- population growth leading to development pressure and demand for infrastructure;
- high proportion of very young and older residents with distinct transport and mobility challenges
- an ageing population raising questions of social inclusion/ isolation and well-being, adaptable housing, access to facilities and services, and maintaining mobility and accessibility
- an annual influx of tourists driving boom and bust cycles for business and services;
- an outflow of working age residents seeking further education and employment opportunities
- greater levels of obesity and other associated health indicators leading to higher demands on health services and infrastructure
- abundant natural areas (estuary, rivers, bushland, wetlands, beaches etc.) for people to visit and experience
- proximity to regional services such as Newcastle Airport, John Hunter Hospital and University of Newcastle
- variable access to education and employment
- high level and quality of volunteer initiated and community-run cultural organisations
- significant reliance on volunteers to provide services to the community is a risk and opportunity
- reduced participation by community in voluntary organisations;
- high youth unemployment
- different communities have differing interests, priorities and ability to pay for council services
- growing interest in public art

Council's current intentions

These are based on Council's current Plan and Delivery Program

- assist in supporting needs of an ageing population
- encourage the aspirations and confidence of young people
- make Port Stephens inclusive and access friendly
- provide facilities and services for children
- recognise and support local Aboriginal and Torres Strait people
- support and promote local cultural projects
- support cultural experiences and public art that connect a sense of place to the past, present and future
- recognise and support the heritage of Port Stephens
- enhance community safety
- offer financial support to community to build resilience
- support activities that benefit the community through partnerships
- facilitate service providers to deliver services in the region
- integration of public art and design into place making initiatives

Council's role

- facilitating networks of service delivery agencies and community groups
- working with communities to build capacity to meet challenges and take advantage of opportunities
- encouraging local democracy through engaging and involving the community in decisions that affect them
- assist with the provision of services for children, young people and an ageing population
- enhance public safety through design and regulatory controls
- recognise the cultural diversity of the region
- maintain and develop recreational and cultural facilities for residents and visitors
- support and promote Port Stephens heritage, arts and culture



Focus area two:

Our Place

Port Stephens is a liveable place providing economic viability for a range of local businesses

Where do we want to be in the future?

1. Strong economy, vibrant local businesses, active investment

We have an adaptable and diverse economy

2. Infrastructure and facilities

Infrastructure and facilities are safe, convenient, reliable, environmentally sustainable and support the local economy

3. Vibrant place to live

Our public spaces help us feel healthy, happy and safe

Background

Port Stephens is home to one of the Australia's fastest-growing aviation and defence hubs, Newcastle Airport and Royal Australian Air Force Williamtown, key strategic assets for Port Stephens and the broader Hunter Region.

A robust global manufacturing sector located at Tomago alongside Heatherbrae, a major bulky goods precinct provides the major contribution to output and employment in Port Stephens. This together with a strong residential and non-residential construction market has underpinned Port Stephens throughout economic downturns.

As a major regional visitor destination in NSW, Port Stephens attracts over 1.3 million visitors each year complementing the business community with key commercial centres at Raymond Terrace, Nelson Bay and Salamander Bay.

Features include:

- growing population and choice of either rural or coastal lifestyle
- access to key markets -located only two hours north of Sydney and 30 minutes from Newcastle, including the Port of Newcastle
- moderate climate ideal for agriculture, tourism and lifestyle choices
- Newcastle Airport providing regular services to all major cities along the east coast with the potential to expand into international markets
- primary tourism destination within the Hunter and Mid North Coast regions
- significant seafood industry
- skilled labour force available within and outside the region
- availability of affordable housing with a buoyant residential and non-residential construction market



Key challenges and opportunities

- costs of maintaining assets are increasing faster than the source of funds
- limited public transport and no rail transport in Port Stephens
- recognised as a major regional visitor destination in NSW, attracting 1.3 million visitors per year
- an ageing population potentially constrains the development and retention of a skilled labour force
- reliance on employment opportunities outside the Port Stephens area
- daily movement of people outside of Port Stephens for work and the dispersed distribution of community across Port Stephens
- relatively high youth unemployment
- more engaging town centres

Council's current intentions

These are based on Council's current Plan and Delivery Program

- support and provide services that attract visitors in Port Stephens
- provide funding support to deliver economic benefit to the Port Stephens business community
- create opportunities for business development, employment and investment
- encourage the use of alternate transport, such as public transport and cycling
- plan for accessible and flexible transport models
- facilitate digital connectivity in the community
- ensure provision of suitable infrastructure for new developments
- support important gateways and corridors
- reduce the infrastructure backlog on Council assets
- provision of new, renewal and maintenance of public assets such as roads, drainage and community facilities



- build, manage and maintain Council's public infrastructure
- recognise differing characteristics of locations by developing precinct plans
- provide suitable housing, particularly affordable housing
- increase the range and diversity of housing choice
- enhance public spaces through place making
- provide effective development assessment and building certification services
- provide opportunities for affordable housing options and seniors/retirement living
- provide open spaces for leisure and recreation
- provide community facilities for sport, leisure, recreation and cultural activities

Council's role

- strategic land use planning
- asset planning and delivery
- place management and activation
- investment facilitation
- business engagement, advocacy and support
- development planning
- tourism and events
- property development
- major local employer
- supporting local business knowledge and awareness
- promotion of the Port Stephens region
- prioritisation, provision and upgrading of local infrastructure and services which can increase access to markets and customers
- enhance transport and mode connectivity within Raymond Terrace and Heatherbrae
- plan and manage for civil infrastructure, community and recreation assets



Focus area three:

Our Environment

Port Stephens' treasured environment is clean and green, protected and enhanced

Where do we want to be in the future?

1. Environmental resilience

Our community is resilient to environmental risks, natural hazards and climate change

2. Ecosystem function

Port Stephens has healthy and dynamic environmental ecosystems that support biodiversity conservation

3. Environmental sustainability

The community uses resources sustainably, efficiently and equitably

Background

The natural environment of Port Stephens is treasured as a valuable natural asset that provides significant value to local residents, businesses and visitors, which is a critical foundation on which the local economy relies. The natural wonders of Port Stephens are a large part of what makes the area such a desirable place to live, work, play and grow.

Port Stephens is home to a range of unique natural environments including a beautiful and pristine coast and estuary, river systems and productive floodplains, extensive bushland and wetlands containing endangered flora, fauna and ecological communities including iconic and regionally significant koala populations.

The natural environment is a valuable natural asset providing clean air, clean water and healthy soils which in turn support ecological, cultural, recreational, economic and aesthetic values. It is a

critical foundation on which the local economy relies, and plays a significant role in attracting people to live, work and play in Port Stephens.

Port Stephens contains agricultural land, valuable natural ecosystems and a high level of species diversity. A range of unique natural environments exist in the area including one of the most beautiful and pristine coastal and estuarine environments in NSW; extensive river systems and productive floodplains; precious bushland including endangered and threatened flora, fauna and ecological communities; important wetlands; and iconic and regionally significant koala populations and bat colonies.

The provision of efficient, easily accessible waste facilities supports the maintenance and enhancement of our natural environment.



Key challenges and opportunities

- improve understanding of environmental risks, natural hazards and the impacts of climate change to increase community resilience to the natural environment
- a range of competing priorities and values present challenges to the effective management and protection of the natural environment
- the natural environment is threatened from a range of sources, locally and globally including development pressures, habitat fragmentation, pollution, flooding, bushfires, climate change and the unsustainable use of natural resources
- tourists are drawn to the natural beauty of Port Stephens, however tourism can have both a positive and negative impact on the environment
- development pressure can be managed through a sound strategic land use planning framework to ensure that development outcomes and environmental outcomes can both be achieved
- Port Stephens is particularly vulnerable to the impacts of climate change and natural hazards as a low lying coastal area. The likelihood and severity of these hazards projected to increase in the future, presenting significant challenges for Council, the community and other stakeholders.
- natural hazards including bushfires, floods and heatwaves are significant threats to both the natural and built environments
- Port Stephens is home to a number of invasive weed species, including Chinese violet and alligator weed
- Council relies heavily on volunteers to help with land care and revegetation programs
- increasing volume of waste being generated by the community. The challenge and opportunity of providing acceptable diversion and recycling processes at a reasonable cost.
- identify coastal hazards and opportunities to balance environmental and community needs
- protect and enhance local biodiversity, in particular, habitat connectivity
- understand, protect and manage koala and flying fox habitat

Council's current intentions

These are based on Council's current Plan and Delivery Program

- deploy an environmental management system
- protect the natural environment
- deliver catchment management projects
- deliver biodiversity programs
- regulate activities to achieve biodiversity conservation
- develop a local policy for managing biodiversity connectivity and offsets
- implement strategies that support long term sustainable development
- focus on infill development rather than greenfield development
- reduce greenhouse gas emissions from Council's operations
- develop a local policy for managing contaminated land
- provide a clear position on rural residential development
- provide staging plan for new developments that coincides with infrastructure provision
- provide strategic land use planning services
- plan for balanced growth and development
- develop a coastal management program
- maximise waste diversion from landfill through technology and social change programs
- encourage and support recycling through innovative programs
- Reduce illegal dumping and littering
- Regulate and assist in control of weed infestations
- implement a flying fox camp management plan for local flying fox populations
- assist in the preservation of sustainable free living local koala populations
- develop a koala strategy for Port Stephens

Council's role

- a leader educating and empowering the community
- a service provider of environmentally sustainable services
- a regulator of the use of land
- a responsible landowner managing and protecting bushland and natural areas
- a facilitator and advocate to support the natural assets of the area
- a partner delivering environmental programs
- demonstrates best practice ecologically sustainable development



Focus area four:

Our Leadership

Lead, manage and deliver valued services in a responsible way

Where do we want to be in the future?

1. Governance

Council's leadership is based on trust and values of respect, accountability integrity and ethical governance

2. Financial management

Council is financially sustainable to meet community needs

3. Communication and engagement

Developing trust and understanding in Council, helping our community influence outcomes that affect them

Background

The role of local government is controlled by acts of State Parliament such as the *NSW Local Government Act 1993* and *Environmental Planning and Assessment Act 1979* and regulations such as the *Local Government (General) Regulation 2005* and the *Environmental Planning and Assessment Regulation 2000*. These pieces of legislation provide the framework within which local government must operate.

Local government is concerned with matters close to our community, such as development and implementation of land use planning, building regulations and development, public health and safety, local roads and footpaths, managing public land such as parks and playing fields, libraries,

local environmental issues, waste disposal and community services.

Local governments also handle community needs like waste collection, public recreation facilities and land use planning.

Council is not alone in this work so awareness and recognition of the multiple stakeholders and influences on our communities is paramount.

It is important that Council makes it clear how we make decisions and why.



Key challenges and opportunities

- as the level of government closest to the people, with elected local leaders, there is real opportunity to identify and respond to the local community's priorities and needs
- good consultation and communication enhances Council's decision making processes ensuring Council converses with our community when and where they want to, in a language that they are comfortable with
- local government is responsible for good governance and the care and protection of local communities
- there is considerable expectation and at times, lack of understanding, as to the extent of a local government's ability and responsibility to deliver service to its community
- as one level of government, Council may be solely responsible for some services, but largely much is a shared responsibility with other levels of government, service providers and community stakeholders to achieve the key objectives
- it is critical that Council develops and maintains a workforce that can deliver the services agreed to in the Community Strategic Plan
- sound, transparent financial planning for the present and future needs is also critical to the sustainability of the governance body

Council's current intentions

These are based on Council's current Plan and Delivery Program

- provide strong ethical governance structure which meets or exceeds requirements of the legislative framework and that of the community
- provide strong, supportive business systems for Council's operations
- minimise risk across Council
- meet current and future workforce needs
- representation at local, regional, state and national levels to advocate for Port Stephens
- maintain strong financial performance to budget
- pursue external funding for key infrastructure projects
- provide financial transparency and accountability
- be a customer first organisation
- provide access to the right information in the right format at the right time to Council staff and customers where ever they are
- provide consistent, accurate and timely information
- provide opportunities for the community to have a say in matters that affect them

Council's role

- seek its community's views to make decisions on many matters
- develop partnerships with other relevant governments and agencies
- identify other suitable revenue to support Council services
- seek funding support from relevant grant programs
- provide our customers with simple and convenient ways to do business with Council
- communicate to the community in a timely, accurate and consistent manner report on its activities in an open and transparent way.



What do you think of Council's intentions and role?

A questionnaire is available for you to provide us with feedback on our intentions for the next Community Strategic Plan.

It can be found at Council's website www.portstephens.nsw.gov.au in the Have Your Say section. Hard copies are also available in libraries and at the customer service counter (Administration Building, Raymond Terrace).

You can also write to Council:

Attn: Penny Amberg
Port Stephens Council
PO Box 42, Raymond Terrace, NSW, 2324

Or email:

council@portstephens.nsw.gov.au
Please quote PSC2014-01504

How do we know we understand our community's expectations?

Only if you tell us! By giving us early feedback on our intentions and other ideas, Council can draft a document that better meets current expectations and priorities of the community.

This draft document will then be available for review in early 2018 before being adopted by Council in June 2018.

Join the conversation!





For more information please contact us

council@portstephens.nsw.gov.au | 02 4980 0255 | **PORTSTEPHENS.NSW.GOV.AU** 