

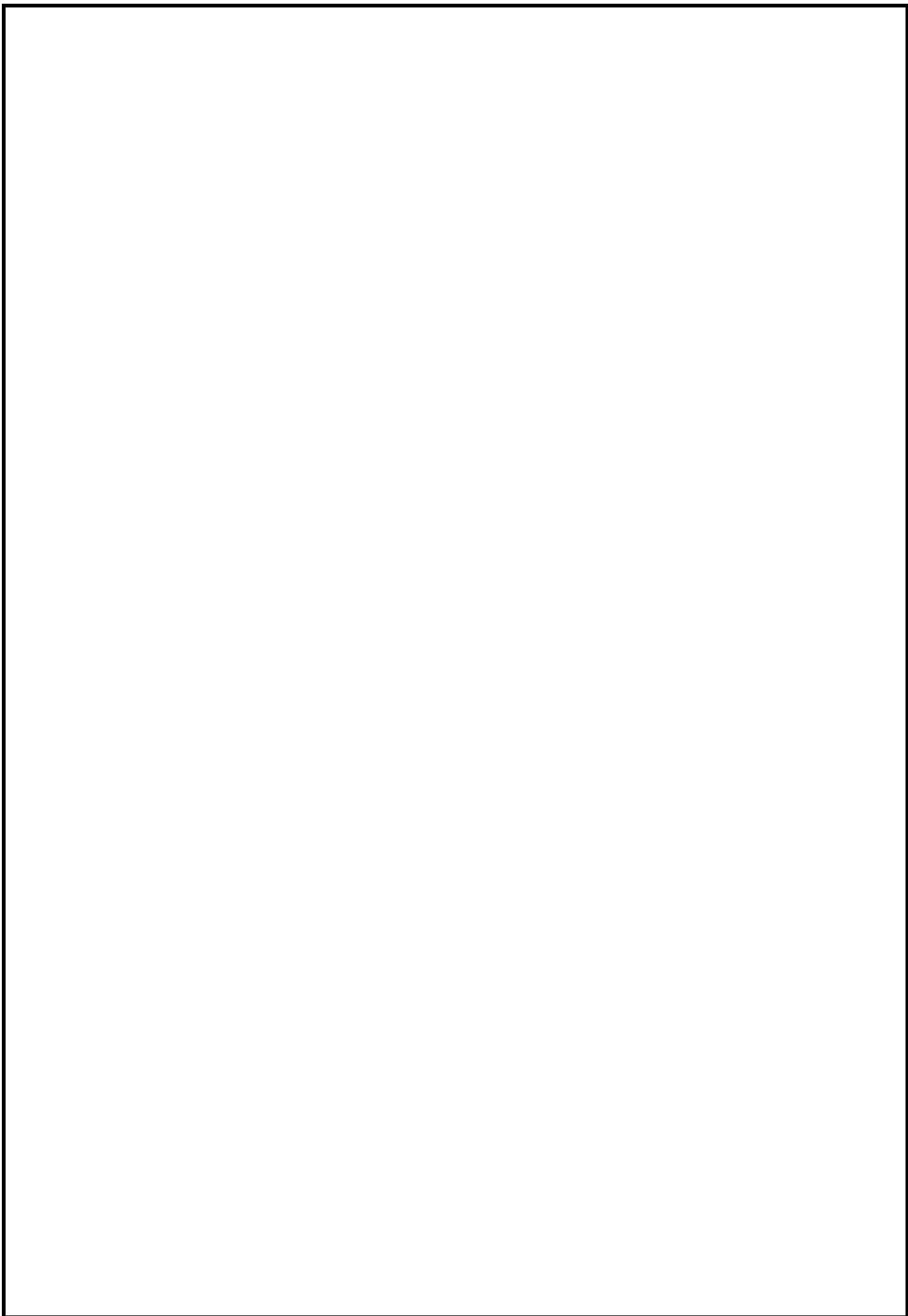


Willoughby City Council

2004/2005

Annual Report

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INTRODUCTION

Welcome to Willoughby City Council's Annual Report covering the period 1 July 2004 to 30 June 2005.

The purpose of the report is to:

- Review Council's achievements in the preceding year.
- Outline our plans for the future
- Present the strategies being implemented to meet our objectives
- Give details of our financial position as at 30 June 2005

Section 428 of the Local Government Act 1993 specifies criteria which must be included in the report. The various subsections of Section 428 have been treated separately in individual Schedules which form part of the report.

The Management Plan 2004-2009 identifies Council's objectives and strategies for the 5 years following its publication. The Annual Report provides a comparison between the provision of the current Management Plan and performance during the year.

Copies of this Report and the current Management Plan for 2005 – 2010 are available for inspection at Council's Administrative Building, 31 Victor Street, and the Central Library, 407 Victoria Avenue, Chatswood.

This report is supplemented by Council's quarterly newsletter, the Willoughby City News, which keeps residents informed of all current events and issues throughout the year. The Newsletter is distributed to all residences in the City

Should you require further information on any aspect of this report, please contact Council's Administrative Services Branch, phone 9777 1000.

CITY PROFILE

Willoughby City Council adopted the slogan “City of Diversity” in recognition of its diverse natural and built environment, the diverse cultures of its residents and the diverse range of services and activities Council provides for its customers.

Willoughby City is a medium size metropolitan council situated on Sydney’s lower North Shore stretching from St Leonards in the south to Roseville and Castle Cove in the north. The suburb of Chatswood West lies on the western boundary of the City running down to the Lane Cove River with the foreshores of Middle Harbour forming the City’s eastern boundary. (see map)

The City is 23 sq kms in area with over 11 sq kms of bushland, parks and gardens and nearly 20 kms of harbour foreshore. The Chatswood CBD provides the City with a thriving retail and commercial centre.

The Council was originally incorporated in 1865 as the Borough of North Willoughby and achieved City status in 1989. During this time the population has grown to approximately 63,000 with Japanese, Chinese, Italian, Greek and Armenian backgrounds featuring strongly in our multi-cultural society.

The diversity of the City’s built environment is reflected in the thriving commercial centres at Chatswood and St Leonards, industrial areas at Artarmon and East Chatswood and one of the finest retail centres in New South Wales at Chatswood. These centres create a huge employment pool which draws people to the City from surrounding Council areas and further afield.

Chatswood is a central transport node on the North Shore with the Railway Station and Bus Interchange catering for some 40,000 people each weekday. This importance as a transport centre will be amplified when the Chatswood to Epping Rail Link is completed in 2007. It will also be reinforced by a revamped railway station and bus interchange to accommodate the new rail line and cater for additional rail and bus passengers.

The City also caters for a diverse mix of residential accommodation ranging from relatively new high rise apartment buildings located in the Chatswood CBD to high density residential in areas surrounding the CBD and Artarmon to medium and low density housing in the majority of the City. There are a number of conservation areas designed to protect the heritage housing forms featured in some of the City’s residential areas.

Willoughby also enjoys some of the best sporting, recreational, community and educational facilities in the State, which attracts thousands of people to the area each year.

The Council is committed to servicing and working with all of our diverse stakeholders.

COUNCIL'S VISION

Willoughby: the vital hub of the region, where residential, commercial and environmental interests are respected and balanced, and our communities enjoy a diversity of lifestyles.

COUNCIL'S MISSION STATEMENT

Willoughby City Council will use its regional profile to forge partnerships and actively lead the region to strengthen and further develop sustainable local communities

Mayor and Councillors as at June 2005

Mayor		
REILLY, Pat	280 Eastern Valley Way WILLOUGHBY 2068	9417 7739
Middle Harbour Ward		
HICKIE, Philip	13 Hercules Street CHATSWOOD 2067	9419 3470
NORTON, Wendy	43 Headland Road CASTLE COVE 2069	9417 1984
RUTHERFORD, Judith	189 Deepwater Road CASTLE COVE 2069	9417 2585
Naremburn Ward		
COPPOCK, Stuart	59 Marlborough Road WILLOUGHBY 2068	9958 0483
LAMB, Kate	23 Chelmsford Avenue WILLOUGHBY 2068	9958 0415
THOMPSON, Barry	33 Tindale Road ARTARMON 2064	9412 1596
Sailors Bay Ward		
COX, Adrian	62 Mowbray Place WILLOUGHBY 2068	9958 1135
JOHNSTON, Mary	16/135 Sailors Bay Road NORTHBRIDGE 2063	9958 1236
MORGAN, Trevor	1 Victoria Avenue WILLOUGHBY 2068	9882 2848
West Ward		
CHAO, Sylvia	7D/3 Jersey Road ARTARMON 2064	9419 5615
FOGARTY, Terry	73 Greville Street CHATSWOOD 2067	9904 8984
MUSTACA, Tony	23 Robinson Street, CHATSWOOD 2067	9412 2692

GENERAL MANAGER AND DIRECTORS

The General Manager together with four directors comprise the senior staff of the Council.

The General Manager “is generally responsible for the efficient and effective operation of the Council’s organisation and for ensuring the implementation, without undue delay, of decisions of the Council” in accordance with Section 335 of the Local Government Act 1993.

To assist in the discharge of these duties, the General Manager has appointed Directors to head up 4 Divisions, viz. : Corporate Services, Community Services, Environmental Services and Infrastructure Services. Each Division is responsible for the following functional classifications:

Major Functions

Corporate Services

- Accounting and financial statements
- Rating
- Information technology
- Payroll
- Administration
- Centralised purchasing
- Printing
- Public relations/communications
- Records Management
- Risk management
- Property management/leases
- Citizenship ceremonies/public receptions
- Companion Animal matters

Community Services

- Library services
- Aged, disabled, children’s, youth and ethnic services
- Recreation planning and facilitation
- Willoughby Monitoring Network
- Childcare
- Community arts and cultural planning and facilitation
- Administration of community facilities:
 - Dougherty Community Centre
 - Willoughby Park Recreation Centre
 - Zenith Theatre and Convention Centre
 - Civic Centre
 - Chatswood Youth Centre
 - Chatswood Mall
 - Rehearsal Studio
 - Naremburn Community Centre
- Meals-on Wheels

- Community Aid and DARTS
- Australia Day Ceremonies
- Willoughby Art Prize
- Willoughby Spring Festival
- MOSAIC: (Multicultural One Stop Assistance and Information Centre)

Environmental Services

- Development, building, subdivision and rezoning applications
- Local Environmental Plans and Development Control Plans
- Zoning Certificates
- Section 94 and car parking contributions
- Waste management/recycling
- Immunisations
- Swimming pool safety
- Notices under the Environmental Planning and Assessment Act, 1979, Local Government Act 1993, Protection of the Environment Operations Act 1997, Public Health Act 1991, Food Act 1989, Rural Fires Act 1997, Swimming Pools Act 1992, Liquor Act 1982, Companion Animals Act 1998, Crown Lands Act 1989, Impounding Act 1993, Roads Act 1993 and Waste Minimisation and Management Act 1995.
- Shop inspections (food hygiene)
- Advertising structures
- Inspection of building works
- Compliance Unit including Ranger Services and parking control
- Water pollution
- Street cleaning
- Appeals to the Land and Environment Court

Infrastructure Services

- Construction and maintenance of roads, footpaths, kerb and gutter and car parks
- Drainage and stormwater retention matters
- Traffic and transport management, traffic control devices/schemes, road safety programmes
- Street lighting
- Tree planting, street tree planting programme and Tree Preservation Order
- Management and maintenance of parks, gardens and reserves
- Management and maintenance of bushland and walking trails
- Maintenance of sporting fields
- Playground equipment
- Conditioning of engineering works associated with applications
- Maintenance of Council-owned property
- Catchment management and environmental engineering programmes

In addition to the four divisions, two branches report directly to the General Manager, viz.:

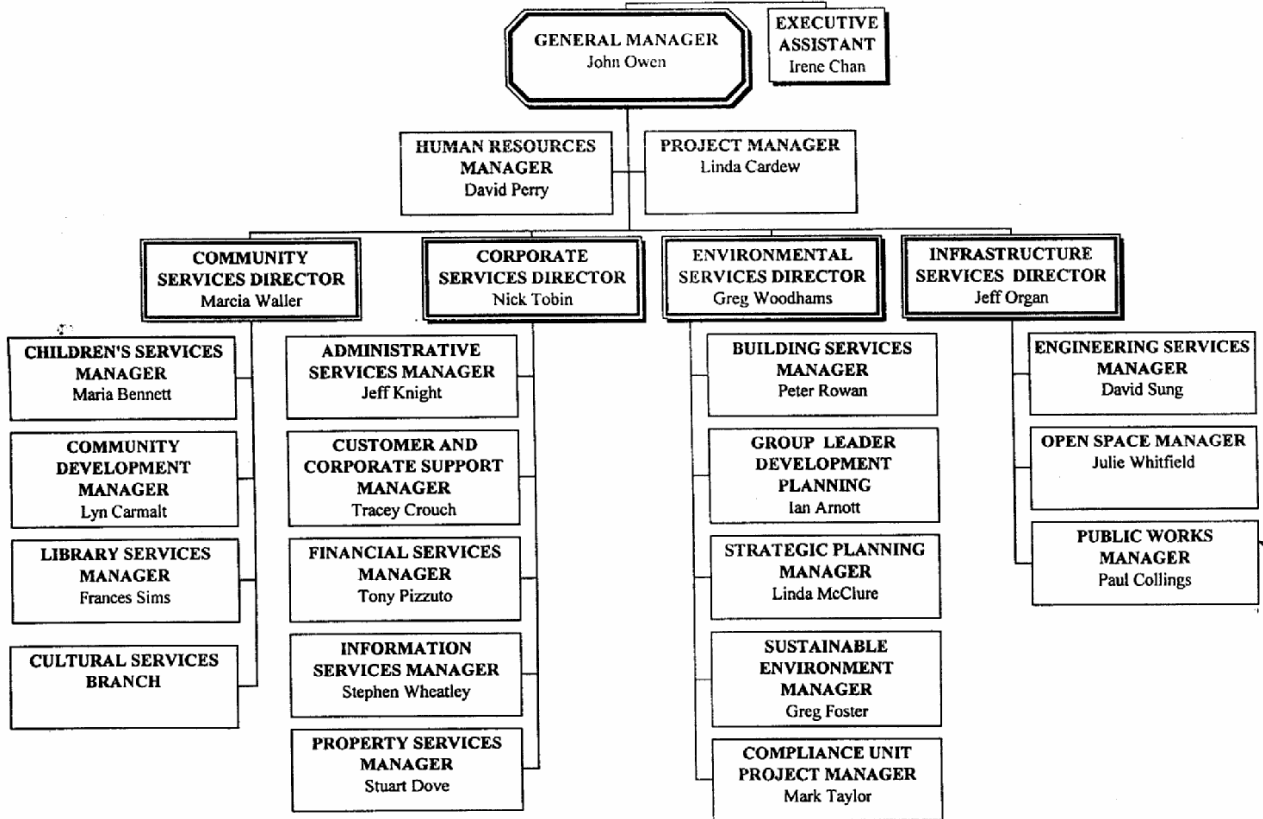
Property and Commercial Services Project Manager

- Civic Place Project and Master Plan
- Commercial property acquisitions

Human Resources Manager

- Recruitment and selection
- Payroll
- Training
- Occupational Health and Safety

**WILLOUGHBY CITY COUNCIL
ORGANISATIONAL MANAGEMENT STRUCTURE - JUNE 2005**



Schedule (a)

- (a) ***a statement of -***
- i) the expenses incurred by the council during that year; and***
 - ii) the revenue raised by the council during that year; and***
 - iii) the assets acquired by the council during that year; and***
 - iv) the assets held by the council at the end of that year,***
for each of the council's principal activities;

The attached Financial Statement provides information as to Council's financial position as at the 30 June 2005.

These statements contain information about budgetary forecasts, revised amounts and actual expenditure and revenue details.

Copies of Council's audited 2004/05 Financial Report are available by contacting the Financial Services Manager on Phone 9777 1000.

Schedule (b)

- (b) a comparison of the council's actual performance of its principal activities during that year (measured in accordance with the criteria set out in the relevant management plan) with the council's projected performance of those activities (as contained in the relevant management plan), together with a statement of the reasons for any difference between them;**

Attached is Council's Management Plan for the period 2004 – 2009.

The Plan is divided into eight Principal Activity areas, viz:

1. Urban Development and Physical Planning
2. Heritage, Environment, Recreation and Open Space
3. Community Development
4. Arts and Cultural Development
5. Economic Development
6. Infrastructure, Transport and Access Management
7. Finance, Administration and Corporate Management
8. Corporate Development and Communication

Within each Activity Area, objectives that Council is aiming to achieve are identified together with the Strategies required to attain these Objectives.

The Plan shows the Progress made during the year in either achieving or working towards the Objectives.

Council reviews the progress made against the Management Plan on a half yearly basis throughout the year.

Schedule (c)

- (c) ***a report as to the statement of the environment in the area, including a report as to :***
- i) areas of environmental sensitivity; and***
 - ii) important wildlife and habitat corridors; and***
 - iii) any unique landscape and vegetation; and***
 - iv) development proposals affecting, or likely to affect, community land or environmentally sensitive land; and***
 - v) polluted areas; and***
 - vi) any storage and disposal sites of toxic and hazardous chemicals; and***
 - vii) waste management policies; and***
 - viii) threatened species and any recovery plans; and***
 - ix) any environmental restoration projects; and***
 - x) vegetation cover and any instruments or policies related to it, including any instruments relating to tree preservation;***

The 2005 State of the Environment Report is a regional report and will be submitted separately by the Northern Sydney Regional Organisation of Councils (NSROC) Board. The benefit of a regional report is that it enables a greater understanding of the state, pressures and responses to the environment within a regional context as environmental issues are often not localised to one particular area.

Willoughby City Council has been active in promoting sustainability by a number of innovative community education campaigns including "Footprints" which is an ecological lifestyle challenge aimed at the 25 to 40 age group and "Towering Towards Sustainability" targeting the Chinese community in Chatswood. Council itself has encouraged staff to consider the sustainability aspects of projects through the development of a triple bottom line assessment tool to review budget priorities.

Population growth continues to put pressure on the environment. Transport issues are of major concern and remain a key challenge for Council. Traffic causes deterioration of air quality, contributes to global warming and impacts water quality through urban run-off. Socially it creates issues of noise, public health, reduced local amenity and community safety. Transport data from the Roads and Traffic Authority indicate that traffic congestion is worsening. Council has been promoting alternatives to private motor vehicles through development control limiting parking in developments near public transport centres and through the development of Transport Access Guides (TAGs). TAGs encourage the use of public transport, walking and cycling to reach Council venues. Five TAGs have been produced including the Chatswood Library, Willoughby Leisure Centre, Dougherty Community Centre, the Administration Building and Willoughby Park Centre.

Waste can have negative impacts on public health and amenity, pollute water sources, release greenhouse gas emissions and require large amounts of land for disposal. Willoughby City Council residents are continuing a trend to increase recycling and remain steady in the amount of waste being disposed of to landfill.

Willoughby City Council manages approximately 290 hectares of bushland. Of the bushland in the care and control of Council, 75% is actively managed. Council currently employs professional bush regenerators who in addition to bush regeneration undertake

ecological and hazard reduction burning, track construction and maintenance and pest species control. Bush regenerators, contractors and community members through the BushCare program augment these activities.

Willoughby City Council through wildlife habitat restoration, creating habitat corridors between bushland reserves and feral animal control has contributed to the return of several native animals. These include the Australian Brush Turkey, Lewin's Rail, the Buff-banded Rail and the Long Nosed Bandicoot.

Water quality remains a severe environmental problem within the City despite significant efforts by Council and the State Government. Macro-invertebrate sampling of the seven local creeks indicates severely impaired water quality. The most significant pressure on water quality is urban development which has led to the loss of vegetation, pollution, increased flow rates, sedimentation and the introduction of exotic species. Council has been working on those sites impacted by urban runoff by creek armoring and bush regeneration. Council has also introduced DCP 35 Water Management which is based on water sensitive design principles. The DCP provides a framework for the control, re-use and disposal of rainwater and stormwater, reduces flooding risk, promotes efficient use of water resources, protects groundwater, specifies controls for soil erosion during and after construction and minimises pollution.

The Air Quality Monitoring Station in Chatswood indicates that particle pollution (PM₁₀) is within acceptable standards. The station was decommissioned in February 2005 due to noise from construction works associated with the Chatswood to Epping Rail Link.

Council has continued to implement its Greenhouse Gas Reduction Strategy by undertaking an Energy Performance Contract at a number of key sites. An EPC reduces energy consumption by investing in proven and cost effective technologies, systems and procedures. Under the contract, qualified energy consultants evaluate the facilities for energy savings that can be achieved then offer to implement the improvements and guarantee the savings. Council's EPC will achieve savings of 875 tonnes per year of CO₂ and 5,600 KL per year of water and will generate over \$110,000 in utility savings.

For further information on the State of the Environment, refer to the NSROC Regional SoE Report, November 2005.

Schedule (d)

- (d) **a report on the condition of the public works (including public buildings, public roads and water, sewerage and drainage works) under the control of the council as at the end of that year, together with:**
- i) **an estimate (at current values) of the amount of money required to bring the works up to a satisfactory standard; and**
 - ii) **an estimate (at current values) of the annual expense of maintaining the works at that standard; and**
 - iii) **the council's programme of maintenance for that year in respect of the works;**

Condition of Public Works

Asset Class	Category	Cost (\$'000)	Written Down Value	Asset Condition	Estimated Cost to bring to a satisfactory standard (\$'000)	Est. annual Maintenance expense	Program Maintenance Works for Current Year (\$'000)
Public Buildings	Council Offices	14,117	12,779	Good Condition		118	227
	Council Works Depot	9,292	233	Worn but Serviceable	1,550	103	82
	Council Halls	10,754	7,421	Average condition	2,060	82	54
	Council Houses	4,551	2,423	Average condition	721	82	60
	Commercial Premises	19,101	13,014	Average condition	1030	134	175
	Library	5,939	4,112	Average condition	474	62	44
	Childcare Centres	5,498	4,042	Partly Worn	206	103	72
	Community Centres	510	501	Average condition	515	93	94
	Amenities Toilets	41,530	28,029	Average condition	927	309	273
	Other Structures	5,018	2,711	Good Condition	293	47	44
Total Public Buildings		116,310	75,265		7,776	1,133	1,125

Asset Class	Category	Cost (\$'000)	Written Down Value	Asset Condition	Estimated Cost to bring to a satisfactory standard (\$'000)	Est. annual Maintenance expense	Program Maintenance Works for Current Year (\$'000)
Public Roads	Sealed Roads	222,993	105,335	Average condition	12,825	1,722	1,722
	Bridges	4,678	3,130	Good Condition	5	-	-
	Footpaths/ Cycleways	25,992	13,297	Average condition	1,821	1,217	1,217
	Kerb & Gutter	48,532	15,243	Average condition	3,155	145	145
	Street Signs	1,182	62	Good Condition	299	92	92
	Car parks	26,571	19,784	Average condition	1,030	206	13
Total Public Roads		329,948	156,851		19,135	3,382	3,189
Drainage Works	Stormwater Conduits	58,746	31,347	Average condition	29,266	174	174
	Inlet & Junction Pits	9,300	4,848	Average condition	2,626	406	406
Total Drainage works		68,046	36,195		31,892	580	580
Total All Assets		514,304	268,311		58,803	5,095	4,894

Road Paving

Council has 212 kilometres of public road under its control, all of which is fully paved. Of the 212 kms approximately 10 kms is Regional Road and funding of this is shared 50/50 with the RTA. The remaining 202 kms is fully funded by Council. The road pavement is broken up into asphalt, pavers, and concrete road surfaces. Concrete roads account for 40% of this, asphalt roads 60% and pavers a very minor percentage. Council's pavement management system indicates that the road pavement is generally in a fair condition with 3% of asphalt roads being in very poor condition and 1% of concrete roads being in very poor condition.

As part of Council's Asset Management Strategy there are a number of scenarios for using different budget figures for the road pavement condition. These indicated a significant increase in maintenance spending was required to keep the roads in their current condition.

Similarly with footpaths, Council has a mixture of asphalt paths, concrete paths and pavers. In all of these groups less than 1% of the pavement types would be classified in a very poor condition. Council has some form of kerb and gutter or edging on over 80% of its roads. In general this edging is in fair condition with once again less than 3% of it being in very poor condition and in need of urgent replacement.

Schedule (e)

- (e) *a summary of the amounts incurred by the council during that year in relation to legal proceedings taken by or against the council (including amounts, costs and expenses paid or received by way of out of court settlements, other than those the terms of which are not to be disclosed) and a summary of the state of progress of each legal proceedings and (if it has been finalised) the result;*

Summary of Legal Costs involving Court matters

(1)	Total legal costs incurred	\$772 300
(2)	Total legal costs incurred defending appeals	\$565 518
(3)	Total legal costs for matters initiated by Council	\$20 600

Council was involved in the following legal proceedings for the period 1st July 2004 to 30th June 2005:

Building and Development Applications

Address	Court	Proposal	Costs Paid \$	Costs Received \$
Appeals Dismissed				
24 Anderson Street, Chatswood	Land & Environment Court	Class 4 & Interlocutory fee relief	173 176	
24 Anderson Street Chatswood	L & E Court	Sec 56 Appeal on Class 1 decision	1 977	
24 Anderson Street Chatswood	Court of Appeal	Application to seek leave to appeal and holding appeal	18 575	
8 Coolaroo Road Lane Cove	L & E Court	Class 1 appeal	5 889	
13 Horsely Ave North Willoughby	L & E Court	Class 1 appeal	5 526	
24 Kooba Ave Chatswood West	L & E Court	Class 1 appeal	16 758	
Appeals Upheld				
56 Frenchs Road Willoughby	L & E Court	Class 1 matter	61 277	
207 Pacific Hwy St Leonards	L & E Court	Class 1 – signage on building	15 698	
72 Sugarloaf Cres Castlecrag	L & E Court	Sec 56A Appeal	83 049	
72 Sugarloaf Cres Castlecrag	L & E Court	3 allotments	60 529	

1 Ross Lane Naremburn	L & E Court	Class 1 appeal	50 607
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Council Initiated Actions

23 Cleg St Artarmon	L & E Court	Class 4 appeal re unauthorized work	5 705	
132 Hampden Road Artarmon	L & E Court	Enforcement order re unauthorized use	1 351	
1 The Tor Walk Castlecrag	L & E Court	Class 5 – unauthorized retaining wall and terracing	1 348	58 000
1 The Tor Walk Castlecrag	L & E Court	Class 5	794	

Appeals Discontinued / Withdrawn

34 Chatswood Ave, Chatswood	L & E Court	Class 1 – demolition order	16 044
354 Eastern Valley Way Chatswood	L & E Court	Class 1 matter	8 933
71-77 Penshurst St Willoughby	L & E Court	Retail matter	5 166
1/120 Sailors Bay Rd Northbridge	L & E Court	Class 1 occupation of ground floor veterinary practice	2 211

Matters Pending

23-25 Garland Road Naremburn	L & E Court	Class 1 – neutral evaluation meeting held with Commissioner	23 156
287 Mowbray Rd Chatswood	L & E Court	Class 1	9 310
407 Mowbray Rd Chatswood	L & E Court	Class 1 – unauthorized work on boarding house and dual occupancy	7 637

Environmental Services – General Matters

Address	Court	Proposal	Costs Paid	Costs Rec'd	Status
	Local	Dog Attack	1 400	1 400	Prosecuted
	Local		1 187	1 187	Prosecuted
24 Endeavour St Chatswood	Local		913	913	Prosecuted
8 Waltham St Artarmon	Local	Sec 121B Order	1 599	1 599	Prosecuted
	Local	Litter offence	2 414	2 414	Prosecuted
	Local	Other compliance matters	3 889	3 889	Prosecuted

Schedule (f)

(f) *the total amount of money expended during the year on mayoral fees and councillor fees, the council's policy on the provision of facilities for use by councillors and the payment of councillors' expenses, together with a statement of the total amount of money expended during that year on the provision of such facilities and the payment of such expenses;*

The Local Government Remuneration Tribunal was established to determine on an annual basis:

- a) the categories for councils according to the criteria specified under Section 240 of the Local Government Act
- b) the maximum and minimum amounts of fees to be paid for councillors and mayors in each category.

For the 2004/05 year, the Tribunal assessed Willoughby as a Category 1 Council.

Council resolved to adopt the maximum scale of fees set by the Tribunal for period 1 July 2004 to 30 June 2005. The fees payable were:

<u>Councillor</u>	<u>Mayor</u>
15,970	42,430

On this basis, the total fees expended for the 2003/04 year were:

Mayor	42,430
Councillors	<u>207,610</u>
	\$250,040

A copy of Council's Policy for the Payment of Expenses and the Provision of Facilities to Councillors is included with this Schedule.

Delegates Expenses 2004/05

Local Government Association Annual Conference.....	9,126
Plan Reform Workshop.....	200
Asia Pacific Conference.....	590
National Local Government General Assembly.....	1,186
Local Government Infrastructure	1,300
Affordable Housing Conference.....	700
Facilitations Skills Workshop.....	330
Code of Conduct for Councillors Workshop.....	875
Royal Aust Institute of Architects-Heritage & Innovation Seminar.....	50
Congestion and Connection Seminar.....	20
Metropolitan Public Libraries Assoc Conference.....	527
TOTAL.....	\$14,905

Meals, Presentations 2004/05

Provision of Meals, Gifts, Sundry Expenses and Presentations	\$77,681
Mayor's car allowance	\$5,667

Schedule (g)

(g) a statement of the number of senior staff employed by the council during that year, together with a statement of the total amount of money payable in respect of the employment of senior staff, including money payable for salary, for the provision of fringe benefits and for all other on-costs connected with their employment;

Council currently employs five senior staff on performance based contracts. Details of the packages for 2004/05 are as follows:

Senior Staff Member	Remuneration Package
General Manager	\$197,500
Community Services Director	\$154,326
Corporate Services Director	\$170,268
Environmental Services Director	\$170,268
Infrastructure Services Director	\$142,125

An amount of \$25,852 is payable on Fringe Benefits Tax. This figure is included in the remuneration packages.

An amount of \$30,174 is allocated for additional employee on-costs for long service leave entitlements payable on attainment of 10 years' consecutive service.

Schedule (h)

- (h) **details of each contract awarded by the council during that year (whether as a result of tender or otherwise) other than:**
- i) employment contracts (that is, contracts of service but not contracts for services); and**
 - ii) contracts for less than \$100,000 or such other amount as may be prescribed by the regulations,**
- including the name of the contractor, the nature of the goods or services supplied by the contractor and the total amount payable to the contractor under the contract;**

Council awarded the following contracts during 2004 / 05:

<u>Contractor</u>	<u>Description</u>	<u>Amount</u>
X Ponential Group	Civic Place Fund Raising Consultant	\$240,000*
Entertech**	Civic Place Theatre Consultancy	\$72,220
Marshall Day Acoustics	Civic Place Project – Acoustic Consultant	\$330,000
Applied Cleansing Sweepers	Supply and delivery of Footpath and Road Sweeper	\$135,000

* This contract was terminated by Council. A total of \$171,600 was paid prior to cancellation of the contract.

** This contractor was appointed after all tenders were rejected. The contractor was appointed to carry out Stages 2 & 3 of the original tender specification.

The following contracts were awarded under joint contracting arrangements co-ordinated through the Northern Sydney Regional Organisation of Councils:

<u>Contractor</u>	<u>Description</u>	<u>Amount</u>
Boral Asphalt & Emoleum	Asphalt supply, deliver and lay by machine	Schedule of rates
Boral Asphalt & Emoleum	Profiling	Schedule of rates
Boral Asphalt & Emoleum	Supply and supply & delivery of asphalt	Schedule of rates
A & J Paving & Boral Asphalt	Heavy Patching	Schedule of rates

The following contracts were current during 2004/05. The total of each contract exceeds \$100,000 although the period of each contract is more than one year.

<u>Name of Contractor</u>	<u>Description of Contract</u>	<u>Term</u>	<u>Amount (\$)</u>
SMS Services Pty Ltd	Garbage, recycling, green waste and clean-up service	5 years	3,688,873 (total)
Arbras Cleaning	Cleaning of amenities buildings		90,892 (p a)
G&EM P/L	Cleaning of Council Administration Bldg		70,000 (p a)
Berkley Challenge	Cleaning of Youth Centre		12,000 (p a)
Sunblest Cleaning Service P/L	Cleaning of Library		17,000 (p a)
Kone	Maintenance of lifts		25,000 (p a)
Haden Engineering	Maintenance of air conditioning		39,223 (p a)

Schedule (i)

- (i) *details of programmes undertaken by the council during that year to preserve, protect, restore and enhance the environment;*

**ANNUAL REPORT BUSHLAND
2004-2005**

1. Bush Regeneration

Council's Bush Regeneration Program involves a mix of permanent and part-time staff, contracted companies and community volunteers (BushCare).

The bushland staff team works on a rotational cycle in seven principal reserves: Ferndale Park, Mowbray Park, Artarmon Reserve, Explosives Reserve (including HC Press Park), H J Reid Reserve, Clive Park and Blue Gum Reserve. These reserves are worked on each month with the team spending approximately two to three days on each site.

There has been a continued increase in the area being covered by contracted bush regeneration companies. Larger reserves such as Ferndale, Mowbray, Blue Gum and H.D. Robb have had consistent and frequent visits by contractors to assist Council staff in maintenance and primary weeding. Other reserves are also visited and maintained on a monthly basis. This prevents weed situations from worsening and prevents existing good bush areas from deteriorating. As future resources become available the intensity of treatment will be increased.

Council engaged selected contractors.

- Australian Bushland Restoration Pty Ltd
- Green Earth Landscapes
- Gondwana Bush Restorations
- Lilly Pilly Indigenous Landscapes
- Mathers Bushcare Pty Ltd
- National Trust of Australia (N.S.W.)
- Bowerbird Emporium
- Gecko Environment Management
- Willoughby Environmental Protection Association (WEPA)
- Sydney Bush Regeneration Company
- Waratah Eco Works
- Lindsay Horner Landscapes
- Harbour Regeneration
- Greenyer Landscapes

There are over 270 active community volunteers involved in bushland rehabilitation work. The BushCare program raises awareness of environmental issues and educates the community in bushland management conservation.

The Bush Friendly Backyard Program continues to encourage residents to increase the available habitat for native fauna through weed removal and planting indigenous species in their backyard. A Bushland Projects Officer has visited over 274 residential properties and

land managers adjoining bushland reserves. The program offers assistance with on site advice and information on bushland conservation.

Lane Cove Catchment Area

- Council

Mowbray Park:

- Target control of woody weed species throughout the reserve.
- Primary removal of woody weeds in new areas
- Maintenance weeding and mulching along road verges of Avian Crescent
- Transplanting and supplement planting of indigenous plant species in areas lacking in plant cover and regeneration potential.
- Supervision of BushCare volunteers at various sites.

Ferndale Reserve:

- Primary, secondary and maintenance weeding of areas near Greville St, Ferndale St, Dalrymple Ave, Sylvia Street, Park Avenue and Beresford Avenue entrances.
- Planting of canopy and groundcover species in areas of poor canopy to reduce future weed invasion
- Supervision of BushCare volunteers at selected sites.

Blue Gum Reserve:

- Target weeding of woody weeds and other exotic species
- Secondary and maintenance weeding
- Planting of Blue Gum High Forest vegetation community species
- Supervision of BushCare volunteers at selected sites.

- Contractors

Mowbray Park:

- Maintenance of areas on roadside edges at Avian and Avro Cres.
- Primary/secondary weeding in drainage lines and along Lane Cove River
- Planting of local indigenous species in fill slope areas
- Primary weeding in areas near Rotary Park.

Coolaroo Park:

- Target control of woody weeds and other exotic species along creekline towards Golf Course and near Cramer Plce.
- Secondary weeding along creek line past bridge at Greenlands Rd.
- Transplanting of native groundcovers along road verge.

Ferndale Reserve:

- Maintenance of primary weeded areas in previous contracts.
- Planting of indigenous species in destabilised areas along creek line.
- Secondary weeding and maintenance of drainage lines at Park Avenue and Sylvia St. entrances and at corner of Greville St/ Harnett Plc
- Secondary and maintenance weeding along boundaries of residential properties at Eddy Ave and Devillers Rd.

O H Reid Reserve:

Target woody weeds adjacent to Golf course and along track.
Primary and secondary weeding on south and S.E. boundary of oval.
Primary removal of woody weeds and target weeding of vines throughout reserve.
Primary weeding in estuarine areas adjacent to golf course.
Transplanting and planting of indigenous plant material in areas around playground and road verges.
Supervision of BushCare volunteers at selected sites.

Blue Gum Reserve:

Target weeding of woody weeds and other exotic species.
Planting and mulching on degraded sites.
Planting of Blue Gum High Forest vegetation community species
Supervision of BushCare volunteers at selected sites.

- BushCare Group Sites (Volunteer Program)

Mowbray Park (Avian Crescent)
Mowbray Park (Mooney Street)
Mowbray Park (Ulm Street)
O H Reid Reserve
Ferndale Reserve
Blue Gum Reserve (Greville Street x2 groups)

Middle Harbour Catchment Area

Artarmon Area

- Council

Artarmon Reserve:

Primary weeding of woody weeds throughout reserve.
Maintenance weeding along creek line and adjacent to City Rail land.
Planting for creek-bank protection and stabilisation work, behind Burra Rd.
Secondary and maintenance weeding at Chelmsford Avenue.
Supervision of BushCare volunteers at selected sites.

- Contractors

Artarmon Reserve:

Primary and secondary weed removal in reserve.
Secondary and maintenance weeding along creek line
Planting of canopy species and spraying annual weeds.
Secondary weeding near stormwater channels opposite playground and oval.
Maintenance of planting and landscaped area at southern area of oval.
Maintenance along cycleway to Onyx Rd.

Artarmon Park:

Target weeding of woody weeds and other exotic species.
Planting along grass verge areas

Marlow Reserve:

Target weeding of woody weed and other exotic species.
Maintenance weeding in areas where pile burns for native regeneration of grasses and shrubs completed.
Supplementary planting.

Castle Cove Area

- Council

Explosives Reserve:

Primary weeding and stormwater stabilisation work.
Maintenance weeding throughout reserve.
Secondary and maintenance on Cammaray Road edge.

H C Press Reserve:

Primary and secondary weed removal in old picnic recreation area.
Stormwater construction near entrance.
Primary and secondary weeding behind properties in Emerstan Rd.

Castle Cove Reserve:

Targeting of noxious and other woody weeds throughout reserve.
Supervision of BushCare volunteers at selected sites.

- Contractors

Castle Cove Reserve:

Target weeding and canopy protection throughout reserve.
Embankment stabilisation and planting at northern end of reserve.
Target weeding and canopy protection throughout reserve.
Planting and mulching at entrances to reserve.

North Arm Reserve:

Target weeding and canopy protection throughout reserve.
Primary and secondary weed control in Mangrove estuarine areas.
Supervision of BushCare volunteers at selected sites.

Willis Park:

Target weeding and canopy protection throughout reserve.
Creekline restoration works.
Supervision of BushCare volunteers at selected sites.

Deepwater Road Reserve:

Target weeding and maintenance throughout the reserve with supplement planting .
Supervision of BushCare group.

H.D.Robb Reserve:

Primary, secondary weeding and bush landscaping on verge at Willowie Rd.
Primary weeding behind residential properties on Neerim Rd.

Bush regeneration works near Normac St

Middle Cove Area

- Council

H J Reid Reserve:

Maintenance weeding throughout reserve.
Stabilising embankment at North Arm entrance.
Bamboo control at Rembrandt Drive entrance.
Target vines along North Arm Road.

Greenfield Avenue:

Primary and secondary weed removal at BushCare site.

Rembrandt Drive/Camp Creek:

Primary and secondary weed removal throughout reserve.

Castlecrag Area

- Council

Castlecrag North Escarpment

Supervision of BushCare volunteer groups at selected sites.
Target weeding of noxious plants in drainage lines and reserves.

- Contractors

Castlecrag North Escarpment

Secondary weed removal in fire hazard reduction zones.
Primary weeding and vine control adjacent to property boundaries.
Revegetation of disturbed sites at Sugarloaf Point.
Bush restoration works near Sugarloaf Creek.

Castlehaven Reserve:

Maintenance weeding throughout reserve.
Creek line stabilisation work and bush landscaping/stormwater work.
Supervision of BushCare volunteers at selected sites.

Cheyne Walk:

Target control of weed vines for canopy protection.
Maintenance weeding and supplement planting along road edge.

Linden Way Reserve:

Primary and secondary weed removal throughout reserve.
Supplementary planting and mulching in revegetated areas.

Tower/Buttress Reserve:

Secondary weeding throughout reserve.
Planting and mulching in selected areas of reserve.

Warners Reserve/Keep Reserve:

Primary and secondary weed removal throughout reserve.
Target noxious weeds near residential boundaries.
Supervision of Bushcare groups.

Turret Reserve/ Embrasure Reserve:

Primary weeding, planting and erosion control works.
Secondary and maintenance weeding.

Sailors Bay Park:

Planting and targeting of vines and weeds.
Bush restoration work near car park

Northbridge Area

• Council

Clive Park:

Maintenance weeding throughout reserve
Secondary and target weeding in Lookout off Minimbah Road.
Supervision of BushCare group.

• Contractors

The Knoll/ Brooham Reserve:

Bush regeneration work and maintenance weeding throughout reserve.

Bonds Corner (Northbridge Golf Course) Site:

Target weeding and bushland restoration throughout reserve.

Forsyth Park:

Primary and secondary weed removal throughout reserve.

Killingsworth Reserve:

Primary and secondary weed removal throughout reserve.
Bush landscaping on road verges

Northbridge Reserve:

Primary and secondary weed removal throughout reserve.
Maintenance for access track through reserve.

Lower Cliff Avenue:

Secondary weed removal at selected sites throughout reserve.
Supervision of Bushcare group.

Flat Rock Gully:

Primary and secondary weed removal throughout reserve.
Continuing restoration of areas for recreational purposes.
Revegetation and landscaping of entrances and car park.
Supervision of BushCare volunteers at selected sites.

- BushCare Group Sites

- Artarmon Reserve (Burra Road)
- Castle Cove Reserve (Holly Street)
- Deepwater Road Reserve
- Flat Rock Gully (The Drive)
- Bicentennial Park/Nyree Naremburn
- Ferndale Park (Beresford Avenue)
- Willis Park (Eastern Valley Way)
- North Arm Res (Middle Cove)
- Upper Sailors Bay Creek (Eastern Valley Way)
- Castlecrag North Escarpment (Mills Lookout Edinburgh Road)
- Casement Reserve (The Redoubt)
- Castlehaven Reserve (The Scarp)
- Upper Cliff Ave (Northbridge)
- Cliff Ave (Northbridge)
- Northbridge Golf Course
- Clive Park/The Knoll
- Butt Park (Eastern Valley Way)
- Mowbray Park (Avian Cres)
- Mowbray Park (Mooney St)
- Mowbray Park (Ulm St)
- O.H. Reid Reserve
- Artarmon Reserve
- Harold Reid
- Quarry Creek
- Castlehaven Res.
- Keep Reserve Northbridge
- Park Ave Chatswood West
- Warners Park
- Chatswood High School
- Chatswood Golf Course (started Jan 02)
- Coolaroo (started May 03)

2. Track Construction/Maintenance

Council's bushland crews maintain walking trails as part of reserve maintenance. Contractors are used for construction where a larger scale approach is necessary or construction is beyond the resources of Council teams.

New track work was undertaken in the following bushland reserves:

- Cheyne Walk
- Ferndale Park Greville St access
- Embrasure Res
- Flat Rock Gully- Wilks walk
- Castlecrag Northern Escarpment
- Sailors Bay Park

Council

Maintenance

- Clive Park
- Explosives Reserve
- Ferndale Park
- Flat Rock Gully
- H J Reid Foreshore Track
- Mowbray Park
- North Arm Track
- Artarmon Res.
- Griffin Reserves
- Blue Gum Reserve

Contractors

W.A. Hamilton Masonry
Blues Bros Pty. Ltd.
Bossley Bobcats

Stormwater Control

Council's bushland crews have carried out small-scale treatment works at various stormwater outlets within bushland reserves. Usually this entails stabilising the area with rock and constructing small sediment detention basins; these are cleaned when the reserve is next visited and after heavy rain periods. Follow up weeding, supplement planting, erosion control and monitoring of all sites.

Contractors who have ready access to machinery and a larger workforce undertake larger construction work. Sites are prioritised according to whether regeneration is occurring in the area and the level of impact of the stormwater flow to surrounding bushland. Solutions are kept as low key as possible however some disturbance is inevitable during construction.

Contractors:

Blues Bros Pty Ltd

Artarmon Park

Rock armouring of stormwater discharge point at Artarmon Rd.

Flat Rock Gully

Dawson St, Calbina Rd and Grafton Ave

Noxious Weed Control

Council's bushland teams have continued to advise residents adjoining bushland reserves of the necessity to remove noxious weeds. BushCare volunteers also inform neighbouring properties of problems of noxious weeds spreading into bushland. Compliance issued 55 noxious weed notices to property owners to remove noxious weeds.

The Noxious Weeds Committee - Sydney North has published an informative brochure identifying declared noxious weeds in the northern Sydney region. Publicity and events (Weed Busters Week) have helped to raise community awareness of weeds and their impacts. Council removes noxious weeds from Open Space areas via its staff and contractual bush regeneration programs. Also, Council's Noxious Weed Team, target weeds in drainage reserves adjacent to bushland.

Council continued the project *Target Noxious Weeds* as part of its e.restore environmental restoration program. This has successfully reduced the number of noxious weeds and associated environmental and health problems to the community.

Bushland Interpretation

Council's Bushland Interpretation Program continues to be in great demand from the community. This has resulted in a general increase in all aspects of the program and the addition of new events and activities. There were 98 activities with approximately 2,594 children and adults attending. A quarterly program outlining these activities is available at Council and libraries and included in the BushCare mailing list.

There has been a marked increase in the participation from fourteen local schools in Council's Schools' Environmental Awareness Program in a variety of activities. Approximately 3,000 children have been involved.

The Interpretive Program includes:

- Guided bushwalks for the general public and local groups
- Spotlight walks
- School talks and bushland field trips for various curriculum subjects
- Providing concept plans and conducting tree plantings for environmentally friendly school grounds
- Stormwater drain stencilling and involving schools in environmental competitions
- Tree plantings with local groups, e.g. Planet Ark Tree Planting Day
- BushCare Information Trailer – interactive displays for community events and open days, e.g. Arbor Day, World Environment Day, Weed Busters Week, National Biodiversity Month, Council's Spring Fair and ABC Gardening Australia Show
- Libraries and Council foyer bushland displays
- Talks and walks with school holiday care and special needs children.
- Talks and bushwalks with MOSIAC (multicultural) groups with interpreters

6. Reserve Documentation

Bushland Reserve Action Plans and weed documentation has continued throughout the year. These plans comply with the Urban Bushland Plan of Management and are working documents produced for Council Contractors, BushCare Volunteers, and Council field crews. The Bushland Committee assist and comment on the development of these plans.

7. Fox baiting program

Willoughby is part of a regional fox-baiting program involving Councils, NSW National Parks and Wildlife Service and other statutory authorities.

This program has been implemented in bushland reserves throughout the Willoughby Council area since May 2000 and will continue in 2005/2006.

Date		Poison baits taken by foxes
May/June	2005	5
May/June	2004	3
August/September	2004	11
May/June	2003	1
August/September	2002	39
May/June	2002	48
August/September	2001	22
May/June	2001	27
October/November	2000	39
May/June	2000	
Total poison baits taken		195

Fox Baiting Program results. Baits taken in bushland reserves in the Willoughby Council area

Schedule (i1)

- (i1) *a report on the bush fire hazard reduction activities of the council during that year, including activities carried out under a bush fire management plan approved under the Rural Fire Act 1997*

BUSH FIRE HAZARD REDUCTION

BUSH FIRE MANAGEMENT 2004/2005 WORK PROGRAMME

Work carried out in the Lane Cove Catchment Area:

Primary Bushfire Fuel Reduction

Blue Gum Reserve

- Greville St, West Chatswood

Removal of exotic weed growth and fire fuel adjacent to and below Greville St Reserve.
Hazard burn reduction behind properties # 148-152 Greville St

Mowbray Park

Bushfire hazard reduction burn adjacent to #1-3 Melrose St
Pile burns and manual fuel reduction adjacent to Mooney St.

Maintenance

Blue Gum Reserve

- Greville St, West Chatswood

Maintenance of current fuel free and fuel reduced zones adjacent to properties
Removal of weed regrowth in previous primary weeded areas.

- Kooba Ave, West Chatswood

Post burn pile weeding behind 13 to 31 Kooba Ave.

OH Reid Reserve

- Reid Drive, West Chatswood

Maintenance of fire trail for emergency access between Golf course and Fullers Rd.
Manual fuel reduction in bushland areas around oval.
Weed and fuel removal from sites adjacent to residential boundaries located Along Hawthorn Ave.

Mowbray Park

Post fire weeding on sites previously burnt at Melrose and Mooney St.

- Ulm St, West Chatswood

Maintenance of Asset protection zones including grass mowing and manual fire fuel reduction adjacent to properties from Ulm St to Melrose St.

Removal of weed regrowth in fuel reduced zone adjacent to Melrose St.

- Avian Crescent, Chatswood West

Maintenance of Asset Protection zones mainly manual fuel reduction along road verge on Avian Cres (in conjunction with bush regeneration programs).

Contractors

Millwood Ave Reserve (Fullers Park)

Target weeding of woody weeds and vines throughout Blue Gum Creek Catchment. Continued weeding of areas along Blue gum creek and fuel reduction and maintenance weeding around Commonwealth Acoustic Laboratories including Millwood Ave

Blue Gum Park

Maintenance weeding for fire fighting access behind 1 to 7 Kooba Ave and 25 to 35 Kareela Rd.

Maintenance weeding and woody weed targeting around scout hall and area west of 13 Kooba Ave. Secondary weeding and maintenance on the western boundary to 22 West Pde.

O.H. Reid Reserve

- Target weeding on southern slope of reserve adjacent to golf course. Manual fuel reduction and pile burns along boundaries of Valerie Ave.

Bushfire hazard reduction work carried out in the Middle Harbour Catchment Area:

Primary Fuel Reduction

H.J. Reid Reserve –Sugarloaf Cres

- Hazard reduction burn on area adjacent to # 63-67 Rembrandt Drive. Manual fuel reduction and weed removal behind property boundaries in Rembrandt Drive. Other sites include #39 Rembrandt and #42 North Arm Rd. Secondary weed removal along road verge at North Arm Rd.

North Arm Reserve

Morella Place, Castle Cove

Post fire weeding on burn area behind properties # 20 to 26 .

- Deepwater Rd, Castle Cove

Post Fire weeding behind properties # 137 to 131. Maintenance weeding between #141-171 Deepwater Rd.

Willis Park Middle Cove

- Hazard reduction burn adjacent to Gleneon School and adjacent to properties 17-19 Glenroy Ave.

- North Arm Rd, Middle Cove

Asset protection burn behind properties # 1 The Quarterdeck and 15 North Arm Rd.

Castle Cove Oval

Post fire weeding on area behind # 9 Headland Rd and #1 Kendall Rd.

H.D. Robb Reserve

- Neerim Rd, Castle Cove

Manual fuel reduction along property boundaries 37 to 41 Neerim Rd.

Contractors

H.D. Robb Reserve

- Boundary St, Castle Cove

Continued primary removal of exotic weed species down to foreshore line.

North Arm Reserve

Asset protection/weed and manual fire fuel removal adjacent to #8 to 14 Cherry Place.

Maintenance

HD Robb Reserve

- Neerim Rd, Castle Cove

Removal of weeds in burnt area adjacent to 83 and 41 to 39 Neerim Rd.

Castle Cove Reserve

- Preparation for burn on southern side of oval.

Explosives Reserve

- Manual fire fuel reduction behind properties in Bampi Plce.

Burn Preparation work from entrance to western and southern boundaries of reseve.

HC Press Park

- Maintenance weeding behind # 46 to 42 Emerstan Drive.

H.J. Reid Reserve

- Maintenance weeding of burn sites including entrance and area between loop road and car park areas.

North Arm Reserve

- Deepwater Rd, Castle Cove

Maintenance weeding and manual fuel reduction along boundaries of properties where asset protection burns have been completed.

- Morella Pl, Castle Cove

Maintenance weeding along boundaries of properties where asset protection burns have been completed.

The Quarterdeck, Middle Cove

Maintenance weeding on previously burnt areas.

Northbridge Park

- Weemala Rd, Northbridge

Ecological burns in bushland on Northbridge golf course. Patch burns completed in golf course area.

Clive Park

- Maintenance weeding and manual fuel removal adjacent to 77 Coolawin Rd and Minimbah Rd

Flat Rock Gully

- Post fire weeding on burn completed near #9 Dawson St Narreburn.

The Knoll

- Post fire weeding completed on burn area on the western side of reserve at Byora Cres Northbridge.

Keep Reserve

- Post fire weeding on burns adjacent to # 3 The Palisade and 36 The Rampart.

Casement Reserve

- Pile burns for regeneration of native plant species.

Oriel Reserve

- Ecological patch burn completed for regeneration of plant species.

Watergate Reserve

- Pile burns behind properties on Morotai Cres

Schedule (j)

(j) *details of programmes undertaken by the council during that year to promote services and access to services for people with diverse cultural and linguistic backgrounds;*

Ethnic Population Statistics In Willoughby Local Government Area:

Overseas Born: Birthplace by Gender, 2001 and 1996 Census

Birthplace	Males	Females	Persons	% of OSB	1996 Census	Change 1996-2001	% change
England	1,427	1,186	2,613	12.1	2,545	68	2.7
China (excl. SARs and Taiwan)	931	1,217	2,148	9.9	1,448	700	48.3
Hong Kong (SAR of China)	903	1,063	1,966	9.1	1,892	74	3.9
New Zealand	864	807	1,671	7.7	1,360	311	22.9
Japan	517	712	1,229	5.7	1,056	173	16.4
Korea, Republic of (South)	431	507	938	4.3	708	230	32.5
Taiwan	297	403	700	3.2	454	246	54.2
Italy	312	335	647	3.0	750	-103	-13.7
Malaysia	258	336	594	2.7	454	140	30.8
South Africa	285	269	554	2.6	367	187	51.0
India	285	250	535	2.5	315	220	69.8
Indonesia	202	236	438	2.0	240	198	82.5
United States of America	211	181	392	1.8	393	-1	-0.3
Croatia	197	182	379	1.8	408	-29	-7.1
Philippines	134	233	367	1.7	389	-22	-5.7
Iran	163	185	348	1.6	330	18	5.5
Lebanon	169	172	341	1.6	420	-79	-18.8
Scotland	164	166	330	1.5	318	12	3.8
Papua New Guinea	142	169	311	1.4	332	-21	-6.3
Germany	129	175	304	1.4	318	-14	-4.4
Hungary	133	144	277	1.3	292	-15	-5.1
Singapore	90	156	246	1.1	201	45	22.4
Greece	113	108	221	1.0	259	-38	-14.7
Ireland	124	96	220	1.0	193	27	14.0
Egypt	114	97	211	1.0	213	-2	-0.9
Thailand	66	136	202	0.9	113	89	78.8
Canada	93	86	179	0.8	168	11	6.5
Netherlands	101	74	175	0.8	168	7	4.2
Poland	70	94	164	0.8	177	-13	-7.3
Syria	73	75	148	0.7	189	-41	-21.7
Other birthplaces	1,353	1,437	2,790	12.9	2,734	56	2.0
Total overseas born	10,351	11,287	21,638	100.0	19,204	2,434	12.7

Source: CRC The People of New South Wales

Languages other than English Spoken at Home by Gender, 2001 and 1996 Census

Language	Males	Females	Persons	% of LOTE speakers	1996 Census	Change 1996-2001	% change
Cantonese	1,750	2,173	3,923	24.2	3,357	566	16.9
Mandarin	939	1,156	2,095	12.9	1,171	924	78.9
Japanese	636	783	1,419	8.7	1,224	195	15.9
Italian	477	525	1,002	6.2	1,113	-111	-10.0
Korean	467	528	995	6.1	712	283	39.7
Armenian	448	496	944	5.8	1,122	-178	-15.9
Arabic	281	273	554	3.4	650	-96	-14.8
Croatian	285	267	552	3.4	615	-63	-10.2
Greek	246	250	496	3.1	507	-11	-2.2
Indonesian	159	176	335	2.1	202	133	65.8
German	123	175	298	1.8	340	-42	-12.4
Persian	135	155	290	1.8	237	53	22.4
Tagalog (Filipino)	107	162	269	1.7	279	-10	-3.6
French	109	123	232	1.4	238	-6	-2.5
Hungarian	83	123	206	1.3	235	-29	-12.3
Thai	73	122	195	1.2	102	93	91.2
Spanish	85	102	187	1.2	181	6	3.3
Hindi	95	82	177	1.1	80	97	121.3
Chinese, nfd	82	83	165	1.0	243	-78	-32.1
Macedonian	61	60	121	0.7	110	11	10.0
Russian	52	69	121	0.7	88	33	37.5
Polish	51	62	113	0.7	130	-17	-13.1
Hokkien	42	60	102	0.6	92	10	10.9
Netherlandic	43	53	96	0.6	106	-10	-9.4
Serbian	42	34	76	0.5	77	-1	-1.3
Vietnamese	32	42	74	0.5	38	36	94.7
Tamil	36	30	66	0.4	51	15	29.4
Portuguese	33	32	65	0.4	46	19	41.3
Gujarati	30	28	58	0.4	31	27	87.1
Swedish	22	29	51	0.3	40	11	27.5
Other languages	475	479	954	5.9	921	33	3.6
Total LOTE speakers	7,499	8,732	16,231	100.0	14,338	1,893	13.2

Source: CRC The People of New South Wales

Program Areas:

Social Planning

The Social Plan 2005-2009 for the Culturally & Linguistically Diverse (CALD) community, is one of 8 Social Plans that Council has developed in community development work. The CALD Social Plan identified the changing needs of the CALD community and developed strategies in response to these needs. The Plan was an outcome of extensive consultations with relevant service providers and the local multicultural community through public forums, ethno-specific groups, discussions and a resident survey. The previous 5-year Social Plan 1999-2004 for People from a Non-English Speaking Background was evaluated with strategies adopted in relevant areas. Over the next 5 years, Council will implement the recommendations in accordance to priority and resource allocation.

Community Development

Chinese Information Expo

Council in joint partnership with the Migrant Network Services, Centrelink, NSW Police, Australian Chinese Community Association and Chinese Australian Services Society hosted the Chinese Information Expos in June 2005 for the Chinese community living in the Northern Sydney region. More than 30 service providers from a wide range of services including aged, health, education, employment and police were present on the day to provide information and answer enquiries in relevant community languages. Over 300 people from attended the events. Feedback from the service providers and the community were extremely good.

Working with Small Emerging Community

Council, together with Anglicare and Migrant Network Services delivered the "Working with Small Emerging Community" workshop. The workshop provided an opportunity for the service providers to share knowledge, skills and resources in their work with the small and emerging communities.

Mental Health for the Korean Community

Council's MOSAIC Korean Social Group continued to deliver a monthly workshop to the local Korean community focusing on the mental health issues. The workshop was facilitated by a bi-lingual psychologist funded by the Transcultural Mental Health Centre. The program commenced August 2003.

Information Talks in community languages

During the reported 12-month period, 26 information sessions were held with a total attendance of 756 people. Among the talks, 12 were health-related, 6 on sustainability topics and the others related to Council services, fire prevention and local community services.

Keep Well, Be Active

Council continues to involve the multicultural community in physical activity programs at the MOSAIC Multicultural Centre. There are 8 ethnic groups who have taken on a form of physical activity as part of their weekly group gatherings. These activities are in the form of yoga, gentle exercise, Tai Chi, Qigong, Yang Ji and folk dances.

Cultural Workshops/ Festival Celebrations/ Community Events

To promote understanding and interaction between one another, Council has hosted a number of cultural workshops and community events with the active participation of the local ethnic community groups.

Cultural workshops included the talks on the History of Australia, Muslim community, Buddhism and Baha'i.

The multicultural community have actively participated in the events held by Council for Australian Day, Chinese New Year, Iranian New Year, Harmony Day, Guringai Festival, Spring Festival, Street Fair, Moon Festival, Diwali and the MOSAIC End of Year Party. These events enhanced active participation of individuals and groups.

The MOSAIC Taiwanese Multicultural Dance Group and MOSAIC Japanese Dance Group have been regularly invited to perform at various occasions at schools, aged care homes,

community and religious groups, gatherings and festivals in local and neighbouring councils.

MOSAIC (Multicultural One Stop Assistance and Information Centre)

MOSAIC is a service of the Community Development Branch within the Community Services Division of Willoughby City Council.

The service is managed by Willoughby Council staff, who are supported by a team of trained English-speaking and bi-lingual/ multi-lingual volunteers. MOSAIC aims to assist the non-English speaking residents to settle and participate in the community.

Objectives:

- To enrich the Willoughby Local Government area by embracing and promoting cultural diversity
- To promote understanding, respect and friendship between all cultural backgrounds
- To establish and develop links with different ethnic groups in the community
- To promote access and equity in service provision
- To facilitate the community participation in decision making
- To involve residents of different cultural backgrounds in the planning and running of the service
- To provide multicultural information and referral services
- To develop and co-ordinate a programme of education, support and general interest, e.g. English classes, Multicultural Seniors Group

Service Provision:

Information and Referral Services

People can phone or come to the Centre to make an enquiry on specific issues.

Bi-lingual/ multi-lingual volunteers or the Translating & Interpreting Service are used to overcome any language barriers in communication. The Centre carries a wide range of pamphlets on various services in community languages.

Group Activities

- Art and Craft Group
- Chinese Seniors Group
- French for Beginners
- Indian Social Group
- Italian Social Group
- Korean Social Group
- Japanese Dance Group
- Japanese Friendship Group
- Latin Dance Group
- Spanish Social Group
- Spanish for Beginners
- Taiwanese Women's Group
- Taiwanese Multicultural Dance Group
- Yang Ji Dance Group
- Tax Help program
- English as a Second Language Learning Program

Community English Classes/ English Conversation Groups

English Classes and English Conversation Groups were conducted by either qualified or trained volunteers. During the reported period, there were 4 classes and 5 conversational groups held

every week from beginners to lower intermediate level. The aim of these classes is to build up the confidence of the students and help them to improve their English for managing daily tasks.

Tax Help

Approved trained volunteers from the Australian Taxation Office worked from MOSAIC between July to October to assist the low income earners in filling out the tax return.

Other Organisation Programs based at the Centre

Adult Migrant English Services (AMES) conducted English classes at MOSAIC and the Dougherty Community Centre for the eligible recent arrivals.

The Australian Chinese Community Association (ACCA) operated 2 weekly programs for older Chinese community: a respite care program at MOSAIC and a dementia day care program at the Dougherty Community Centre.

The LNS Multicultural Respite Care Program

The Lower North Shore Multicultural Respite Care Program for the Frail, Aged Persons from a Non-English speaking background is funded by HACC. This service provides a centre-based once-a-week program for the older people and is a respite service to their carers. The elderly people from various cultural backgrounds enjoy coming together for indoor activities and monthly outings.

WILLOUGHBY CITY LIBRARY

Carnivale 2004

Carnivale at Willoughby City Library aims at providing opportunities for the community to discover, understand and appreciate others' culture.

Enjoy Yourself at Carnivale 2004 at Willoughby Library started in September 04 to coincide with the Spring Festival. Many children were attracted to the library stall for tattooing and making their headbands at the Street Fair. Filipino cultural display was organised during the Carnivale period and four multicultural programs were held for children and adults. These programs were "Harlequin to the rescue-puppet show", "Needlepoint Workshop", "Wild and Woolly World Tales", and "An Audience with Miaow". All of them were well received.

Adult Learners Week

A display of ESL (English as a Second Language) collection (books and AV kits) was set up in the Library to celebrate the Adult Learners Week in September. Additional trainings on using the ESL PC to improve level of English were also run by the Ethnic Services Librarian.

Japanese Week

The Library's Ethnic Services and Children's Services teams co-organised the "Japanese Week" in November. It consisted of three special activities focusing on Japan and Japanese culture. Japanese volunteers conducted the "Origami Workshop". All seatings were fully booked well in advance. The Children's team also brought the "Storytime Goes Japan" to the Branch Library. The children, who are pre-school age and younger, enjoyed all the rhymes, songs and stories.

Elizabeth Falconer, an overseas Koto storyteller, was invited to the Library to re-tell Japanese folktales with Koto playing. All activities were successful and well attended.

Chinese New Year Celebrations—Year of the Rooster

Willoughby celebrated the Year of the Rooster with lots of Chinese traditional decoration in the Council foyer and the Library. The Council foyer was decorated with huge bi-lingual lucky slogans and rooster pictures painted by local Chinese artists.

The Library organized a series of activities to celebrate the festival with the community. 2 sessions of “Lucky Slogan Writing” workshops were run in the Library and attracted nearly 80 people to practice their Chinese writing skill. One special workshop for the Korean students from Macquarie University was also organised. “Traditional paper-cutting workshop” and “New Year Storytelling Sessions” were well attended. 500 Chinese Activity Booklets were distributed.

A press conference was held at the Council Chamber to launch the Chinese New Year Celebration programs. The Mayor demonstrated lucky slogan writing that inspired everyone at the conference. Details of all the activities were broadcasted by local Chinese radios and reported on local newspapers and several major Chinese newspapers including Sing Tao Daily, and Australian Chinese Daily.

The major celebration day of Willoughby Chinese New Year Festival 2005 was held in the Chatswood Mall on Saturday 12 February 2005. More than 20,000 people enjoyed the different entertainment programs and commended on a successful event.

Northern Sydney Chinese Info Expo

Northern Sydney Chinese Info Expo was held on 29 June 2005 at the Dougherty Community Centre. More than 200 Chinese visitors (both Willoughby residents and non-Willoughby residents) attended the Expo. The Library stall received lots of enquiries about English classes, library opening hours, BIMS (Chinese Online Catalogue), e-books, home delivery services. It was a good opportunity for the Ethnic Services Librarian to establish more contacts with the community.

English Conversation Classes and ESL Tours

English learning is very popular in Willoughby. During the year, 142 sessions of intermediate ESL conversation classes were conducted in the Library. Regular referrals to MOSAIC, and TAFE colleges of lower or higher levels were made. 35 sessions of ESL tours for Macquarie Community College, AMES and TAFE colleges were held.

BIMS™ (Book Information Management System)

BIMS™, the Chinese bi-lingual online public catalogue system was upgraded. It is the first in NSW. The new interface was more attractive and user-friendly. Additional training sessions in using the new BIMS™ interface were conducted to help the library customers.

Internet Training in Chinese

We received many requests of Internet tutorials in Chinese. The Ethnic Services Librarian conducted Chinese Internet Tutorials in both Cantonese and Mandarin for Chinese customers during the year. The Library also provided Internet Tutorial notes in Chinese for the customers.

Community Relations and Library Promotion

- Attended “Understanding & working with the Chinese Community-Parent/Child” workshop organized by Parramatta City Council.

- Attended “Working with Small & Emerging Communities: Korean & Iranian Culture & community” training session
- Chinese New Year Display at Council Foyer, co-project with Chinese Cultural Centre (NSW)
- Chinese New Year Celebration at the Mall, co-project with Chinese Cultural Centre (NSW)
- Filipino Cultural Display, co-project with Filipino Community
- Library tour for Librarians from Melbourne
- Internet training for general public in English and Chinese
- Book-sale days organised for community with fiction, non-fiction, junior and community language books, and AV materials for sale

Publications and Publicity

- Press release of Carnivale on North shore Times
- 4 Carnivale' 2004 program posters
- Carnivale'2004 program on Council's and library web-site
- Chinese translation of a poster for author talk “Sky Burial”
- Poster for Japanese week (bilingual, English and Japanese)
- Library general information brochures (Chinese, Japanese and Korean versions)
- Poster for Chinese New Year 2005 Celebration
- An article on Carnivale 2005 published in “Incite” journal (Vol25, Dec 2004)
- Poster for “2005 Chinese New Year Celebration”
- “Chinese New Year 2005: Year of the Rooster Activity Booklet”
- Press releases of 2005 Chinese New Year Celebration in Willoughby
- Poster for English conversation class promotion
- Application form for English conversation class students
- Ads on Volunteer English teachers (in Library and Library's web page)
- “Letter to parents” for Children's Services (Chinese, Japanese and Korean translations)
- Brochure on Library Online services (Chinese, and Japanese versions)
- English Learning in Willoughby brochure
- Introduction to BIMS leaflet (English and Chinese)

Schedule (k)

- (k) details or a summary (as required by Section 67(3)) of resolutions made during that year under Section 67 concerning work carried out on private land and details or a summary of such work if the cost of the work has been fully or partly subsidised by the council, together with a statement of the total amount by which the council has subsidised any such work during that year;**

Council did not undertake any works on private land in 2004/2005 in accordance with Section 67 of the Local Government Act.

Schedule (I)*(I) the total amount contributed or otherwise granted under Section 356;***CHILDREN'S SERVICES**

No	Organisation	Recn \$
1	Aunties and Uncles	5,800
2	Possum's Corner Childcare Inc	655
3	Northside Baptist Pre-School	1,000
4	Castlecarg Montessori School Inc	1,000
5	Willoughby Kid's House	2,200
6	St Marks Northbridge Kindegarten Inc	552
	TOTAL	11,207

COMMUNITY DEVELOPMENT ORGANISATIONS

No	Organisation	Recn \$
1	Willoughby District Historical Society Inc	6,484
	TOTAL	6,484

OLDER PEOPLE

No	Organisation	Recn \$
1	Willoughby Retirement Community Assoc	2,500
2	Uniting Care-Keenagers Day Care Centre	2,062
	TOTAL	4,562

PEOPLE WITH DISABILITIES

No	Organisation	Recn \$
1	Action Foundation for Mental Health	6,500
2	Disabled Alternative Road Travel Service	3,000
3	The Housing Connection	2,000
4	Royal Blind Society	2,500
5	Recreation Rendevouz Inc	9,000
6	The Lorna Hodgkinson Sunshine Home	3,000
	TOTAL	26,000

PEOPLE FROM A NON-ENGLISH SPEAKING BACKGROUND

No	Organisation	Recn \$
1	Open Door Korean Cultural Association	1,050
2	The Australian Taiwanese Friendship Assoc	4,000
3	Armenian Community Welfare Centre	1,984
	TOTAL	7,034

SPORTS ASSISTANCE

No	Organisation	Recn \$
1	Mathilda Carmichael	488
2	Martin Stonis	497
	TOTAL	985

ARTS ASSISTANCE

No.	Organisations	Amount
1	Samuel Tang	400
2	Hzick Fisher	133
3	Rodney Henne	286
4	Nafisa Naomi	364
5	Margaret Croxton	34
6	Northbridge School of Visual arts	1,600
7	Willoughby Community Pre School	800
8	Mars/Create Inc	1,360
	TOTAL	4,977

OTHER COMMUNITY GROUPS

No.	Organisations	Amount
1	Willoughby Swim Club	2,500
1	Castlecrag Community Library	5,000
2	City of Willoughby Ministers Association	5,000
3	Manly Community Centre Inc	5,455
4	Chatswood West Ward Progress Association	900
5	Chinese Cultural Centre	5,000
6	Aust. Legion-Ex Servicemen/Women	985
7	Willoughby City Band	18,000
8	Sydney Legacy Appeals Fund	5,000
9	Community Housing Lower North Shore	1,845
10	Cromehurst Special School P & C Assoc	1,000
11	Jewish Care	1,200

12	Taiwanese Ladies Dancing Group Inc	500
13	Naremburn Progress Association	614
14	Lower North Shore Multiple Birth Association	480
15	St Cutherts Anglican Church	2,000
16	Community Youth Homes Ltd	3,000
17	Workshop Arts Centre	2,000
18	Artarmon Progress Association	750
19	Phoenix House Youth Services	2,500
20	Life Education NSW Ltd	4,800
	TOTAL	68,529

ENVIRONMENTAL GRANTS

No.	Organisations	Amount
1	Scout Assoc of Aust (NSW Branch)	3,000
2	Willoughby Girls High School	3,000
3	Mowbray Public School	3,000
4	Willoughby Public School	3,000
	TOTAL	12,000

OTHER NON-CASH ITEMS

No.	Organisations	Amount
1	Wurlitzer Organ Concert - Civic Centre	1,870
2	Willoughby City Band - Civic Centre	9,338
3	Festival of Lights	1,500
4	Willoughby Musical Society	11,672
5	St Philip Neri Catholic School	2,021
6	Chatswood Musical Society	7,846
7	Dougherty Centre Hire	48,929
8	Zenith Theatre Hire Fees-Epicentre Theatre Co	51,000
9	Zenith Theatre Hire Fees-Phoenix Theatre Productions	51,000
10	Performing Arts Challenge	10,730
11	St Pius	596
13	Other Civic Centre Hirers	435
	Total	196,937

Schedule (m)

(m) a statement of the human resource activities (such as training programmes) undertaken by the council during that year;

Statement of Human Resources activities

Policy and Procedures

Council continues to review and refine its Human Resources Policy and Procedures Manual.

The following policies are currently under review:-

- Child Protection
- Private Use of Council Vehicles
- Parental Leave
- Defence Forces Leave
- Training and Development
- Code of Conduct for use of Software, Email and the Internet.

Workplace

The following Committees continue to operate effectively:

- Occupational Health and Safety Committee
- Joint Consultative Committee
- Motor Vehicle Safety Committee

The organisations Position Descriptions are the subject of continuous review and amendment.

Council's Performance, Planning and Review System continues to operate effectively, working in conjunction with the Staff Training and Development Programme.

Following the introduction of a new Code of Conduct, mandatory training for all staff was implemented. This complements Induction Training for all new staff.

Special Events

Occupational Health and Safety continues a prominent role within Council's activities supported by an OHS specialist and a Risk Management specialist.

The Motor Vehicle Safety Committee continues to monitor driver safety and risk management in relation to Council's vehicle fleet. Driver awareness training for staff has been continued.

Council's Transport Assistance Program remains in place and the Employee Assistance Programme is available for staff and family members.

Staff sport, yoga and meditation programs remain in place.

Training

Expenditure for staff training and development exceeded \$185,000.

A wide selection of both internal and external training was provided as a continuation of Council's ongoing commitment to professional development.

An outline of the specific training provided during the year is detailed below:-

INTERNAL TRAINING

BIS Training	Harrassment, Bulling & Workplace Violence Prevention
Brown Bag - Rain Water	Intranet Training
Brownbag-Improve Your Electronic Research Skills	Intro to Corporate Systems & Registration to Docman
Business Writing	Manual Handling Risk Management Training
Capturing Email into Docman	Microsoft Office 2003
Code of Conduct and Protected Disclosure	MSDS & Sharps
Docman - Capturing your emails into Docman	New Code of Conduct
Docman - Keep the Knowledge - Make the Record	OHS Induction for Construction Workers in NSW(Gree
Docman-Searching the Corporate Information System	Performance Planning & Review for Supervisors
Docman-Searching the Corporate Information System	Recruitment & Selection Training
Driver Safety Training	Team Leadership
Equal Employment Opportunity & Harrassment	Train the Trainer
Evacuation Training	Voice Protection
Events Perfect Training	Who Wants To Be A Coach
Fire Training	Worksmart Training

EXTERNAL TRAINING

2005 Annual Conference-Finance Professionals	Cert IV in Local Govt (Goverance & Administration)
2005 LGMA NSW Forum	Cert IV Property (Real Estate)
Accounting for Non-Accountants	Chainsaw Operations (Level 1)
Advanced Fostering Sustainable Behaviour	Chainshaw Operations (Level 1)
Advanced Sr First Aid Training	Check Point Certified Security Expert
AIBS(NSW) State Conference	Chemical Applications Course
Air Quality Management Update	Child Protection
Annual Ranger Seminar	Child Studies Reflective Practices
Armed Hold-Up Protection Training	Dealing with Conflict & Aggression
Aspiring Leaders Forum	Dealing with Difficult Complainants
Asset Management Planning	Dealing with Energy Efficiency under the BCA
Autism - Teaching and Behaviour	Designing for Bicycles and Pedestrians
Barista Basics Coffee Academy	Developing Professional Foundation in Early Childh
Better Practice in Perform. Measurement in P/Secto	Developing Successful Business Plans
Bus License Training	Diploma of Horticulture
Cardio-Pulmonary Resuscitation Certificate	Drafting & Implementing HR Policies & Procedures

Drains-urban stormwater drainage system-design&ana
Ecology & Management of Cumberland Plain Habitats
Emergent Curriculum
Enabling Change Workshop
Explosive Power Tools
FBT 2005 Seminar
Filthy - Youth Culture & Libraries
Finance for Non-Financial Managers
Fire Separation & Compartmentation
Flood Modelling with HEC-RAS 3.1.2
Food Safety Legislation Workshop
Forklift Loader Training
Front End Loader
Getting Graphic - Graphic novels & Libraries
Govt Grants & Funding Demystified
Graduate Diploma in Urban & Regional Planning
Graduate Diploma of Information & Library Studies
Grant Writing Course
Greenkeeping-Horticulture(Turf) Cert III
GST in the Office & in the Field
Handling Dangerous Dogs
How does the law protect Sydney's environment?
Identify/Respond to Children/Young People at Risk
IFRS-Implementation in Local Govt
Implement OHS policies & procedures for workplace
InDesign CS Introduction
Influence & Negotiation Skills
Initial Overhead Powerline Safety Training
Integrated Risk Management
Inter'nal Financial Reporting Standards Workshop
Internal Wet Area Waterproofing Inspection Seminar
Internet Content Management System
Keep the Knowledge - Make a Record
Language and Literacy
Leading from any Position
Libraries-offend everyone!Censorship & Chn' litera
Local Government Multicultural Forum
LR Driver's Licence
Making Music Approp. to Child's development stage
Management and Control of Confined Spaces Work
Management of Anaphylaxis & Food Allergies
Managing Urban Stormwater
Managing Workplace Interaction:knowing where it is
Masters in Labour Law and Relations
MSW Net Training
Music for Children 0 -3 Years
Nature,Native or Nurtured:Local Studies&Landscape
Negotiation Skills
Nine Plus-Acivities for Older Child
NSW Family Day Care Training Forum 2004
NSW Net Training
OH&S Consultation Course
OHS Auditors Workshop
On Fire: Resources for Local Studies
PictureNSW Part 2 Image digitisation standards
Places and Spaces of Wonder and Delight
Planning for Positive Behaviour
Planning Training
Pollution Incident & Orphan Hazardous Waste Enforc
PopEd Community Cultural Development School
Preschool Communication Workshop
Public Art Policy & Planning for Local Government
Public Health Emergency Management
Quality Assurance Training-Making it Happen
Rangers One Module
Reading Rocks - Pre-book Week
Extravaganza
RTA Traffic Controller (exp 14/3/08)
Searching the Corporate Information System
Sedge Workshop
Senior Living Policy
Social Sustainability & Sydney's Future
Special Training - Code of Conduct
Sr First Aid Certificate
Sr First Aid Re-accreditation Training
Streaming Now-create & deploy streaming media
Survey Techniques-industry standards for flora/fau
Taking a Risk with Play
The How to" of Plant & Vehicle Management"
The PA/EA of the Future
Traffic Control (Stop/Slow Bat)
Traffic Controller course(Cert 211052575)
Tree Management Forum
Triple Bottom Line Training
Understanding Autism
Understanding/Implementing Traffic Control Plans
Urban Tree Risk Management Seminar
Vacation Care Residential Training
Wildfire Science & Behaviour, Suppression & Safety
WorkCover Workplace OHS Consultation

Writing Consent Conditions
Writing Witness Statements

Yoga for Children

Schedule (n)

- (n) *a statement of the activities undertaken by the council during that year to implement its equal employment opportunity management plan;*

Equal Employment Opportunity Management Plan

Equal Employment Opportunity continues to be an integral component of Council's activities and is monitored by Human Resources and Training and Development staff.

Equal Employment Opportunity – Activities

- Implementation of the Bullying, Harassment and Workplace Violence Prevention Policy and Procedure. This policy was immediately followed up by a mandatory "all staff" training course.

Equal Employment Opportunity – Training

Equal Employment Opportunity principles are incorporated throughout the organisation via internal training.

Council is continuing to incorporate EEO into its courses, such as:-

- Equal Employment course for all new staff. This course includes:
 - Anti discrimination
 - EEO & Grievance procedure
 - Bullying, Harassment and Workplace Violence
- Coaching for Managers and Supervisors
- Code of Conduct
- Induction Policy and Procedures for Supervisors
- Performance Planning and Review System
- Recruitment and Selection
- Supervising Employee Performance
- Enhancing Cultural Effectiveness
- Cultural Sensitivity & Intercultural Communication

Training staff continually review training methods and materials to ensure respect for individual differences, cultural and gender characteristics and provide equal access for all training and development opportunities.

Future Strategies – Equal Employment Opportunity

- EEO Staff Survey results to be analysed and distributed.
- Continuation of EEO staff training programmes.
- Endeavour to improve accessibility of training courses and to provide flexibility in timing, delivery and location.

Schedule (o)

- (o) *a statement of all external bodies (such as county councils) that during that year exercised functions delegated by the council;*

The following external bodies carried out functions delegated by Council during 2004/2005:

BODY	FUNCTION
Castlecrag Community Centre Committee	Management of the Castlecrag Community Centre
Chatswood Oval Management Committee	Management of Chatswood Oval
Dougherty Apartments Board of Management	Management of the Dougherty Apartments in conjunction with the Uniting Church and Department of Housing
Haven Amphitheatre Castlecrag Committee	Management of the Amphitheatre Castlecrag
Music Rehearsal Room Management Committee	Management of the Music Rehearsal Room
Willoughby Community Aid Service Committee	Provide assistance and advice to residents in need
Willoughby/Suginami Friendly City Committee	Promoting the Friendly City Agreement

Schedule (p)

(p) a statement of all companies in which the council (whether alone or in conjunction with other councils) held a controlling interest during that year;

Council has no controlling interests in any companies.

Schedule (q)

- (q) *a statement of all partnerships, co-operatives or other joint ventures to which the council was a party during that year;*

Council is involved in the following partnerships, co-operatives or other joint ventures:

- **Dougherty Apartments Retirement Housing Project** - is a joint venture between Council, the Uniting Church of Australia and the NSW Department of Housing. The Apartments, which are situated at No 1 Victor Street, Chatswood, provide varying types of accommodation, eg:
 - (i) rental housing for clients of the Department of Housing
 - (ii) self-funding retirement housing, and
 - (iii) a 40 bed hostel where rooms are serviced for the occupants.
- **Shorelink** - is a joint venture between five councils viz North Sydney, Mosman, Lane Cove, Manly and Willoughby which links the library resources of the member councils giving borrowers access to a huge range of books, audio cassettes and other library materials.

Each Council is represented on the Shorelink Committee by a Councillor and its Librarian. The Committee considers policy matters, future planning of the service, and ongoing management issues.

The Shorelink Network is funded by each Council as part of its Libraries' operating budget.

- **Willoughby Leisure Centre** - is managed on behalf of Council by the Willoughby Community Recreation Association Inc.

A Management Agreement between Council and WCRA Inc defines the manner in which the Centre operates and a Committee which comprises three Council representatives, the Centre Manager and community representatives oversee its operation.

WCRA Inc leases the Centre and associated equipment from Council.

- **Statewide Mutual Insurance Pool** – a co-operative of a number of councils with the objective of minimizing the insurance premiums payable by member councils and sharing risk strategies.
- **NSROC Supply Management Group** - a joint venture comprising active councils in the Northern Sydney Regional Organisation of Councils, which is committed to reducing expenditure by utilising bulk purchasing power for common products.
- **Willoughby / Lane Cove Family Day Care Scheme** – a joint scheme to assist home based child care operators. This service provides additional home care for children outside the child care services supplied by Council.

- **Willoughby / Lane Cove State Emergency Services Committee** – a joint service to respond to damage from storms, flooding or similar emergencies in the Willoughby and Lane Cove Council areas.
- **Willoughby / Lane Cove Emergency Management Committee** – a joint committee responsible for formulating procedures and contingency plans should the Willoughby/ Lane Cove Council areas be affected by a large scale disaster which requires a co-ordinated local response.

Schedule (r1)**(r1) Freedom of Information**

The majority of applications for access to council files and information are made under Section 12 of the Local Government Act. Section 12 requires Council to make its files available to any person who requests to view them. Information on the files is made available to people requesting to view the files subject to certain exemptions including privacy and public interest issues. Further, the Act provides that a person may obtain copies of documents on the files subject to payment of a photocopy charge.

The number of requests for access to files under Section 12 was in the vicinity of 450 for the year 2004/5.

Although there are no guidelines set down in Section 12 for the treatment of documents considered to be confidential, Council has applied the Exempt Documents provisions contained in the Freedom of Information Act to applications received under Section 12.

There have been no major issues that have arisen during the year in relation to Council's compliance with FOI requirements.

There were no inquiries or appeals under the FOI Act to the Ombudsman, or the Administrative Appeals Tribunal involving Council.

2004/05 FOI Statistics

Section A - Number of new FOI Requests - Information relating to numbers of new FOI requests received, those processed and those incomplete from the previous period.

<u>FOI Requests</u>	<u>Personal</u>	<u>Other</u>	<u>Total</u>
A1 New (including transferred in)		6	6
A2 Brought Forward	-	-	-
A3 Total to be processed	-	6	6
A4 Completed	-	6	6
A5 Transferred	-	-	-
A6 Withdrawn	-	-	-
A7 Total Processed	-	6	6
A8 Unfinished (carried forward)	-	-	-

Section B - What happened to completed Requests

<u>Result of FOI Request</u>	<u>Personal</u>	<u>Other</u>
B1 Granted in full	-	4
B2 Granted in part	-	2
B3 Refused	-	
B4 Deferred	-	
B5 Completed	-	6

Section C - Ministerial Certificates

Nil

Section D - Formal consultations

Nil

Section E - Amendment of personal records

Nil

Section F - Notation of personal records

Nil

Section G - FOI requests granted in part or refused

<u>Basis of disallowing or restricting access</u>	<u>Personal</u>	<u>Other</u>
G1 Section 19 {appli incomplete, wrongly directed}		-
G2 Section 22 {deposit not paid}	-	-
G3 Section 25(1)(a1) {diversion of resources}	-	-
G4 Section 25(1)(a) {exempt}	-	2
G5 Section 25(1)(b),(c),(d) {otherwise available}	-	-
G6 Section 28(1)(b) {documents not held}	-	-
G7 Section 24(2) - deemed refused, over 21 days		-
G8 Section 31(4) {released to Medical Practitioner}		-
G9 Total	-	2

Section H - Costs and Fees of requests processed

	<u>Assessed Costs</u>	<u>FOI Fees Received</u>
H1 All completed requests	\$285.00	\$285.00

Section I - Discount allowed

Nil

Section J - Days to Process

<u>Elapsed Time</u>	<u>Personal</u>	<u>Other</u>
J1 0 - 21 days	-	6
J2 22 - 35 days	-	-
J3 Over 35 days	-	-
J4 Total	-	6

Section K - Processing Time

<u>Processing Hours</u>	<u>Personal</u>	<u>Other</u>
K1 0 - 10 hours	-	6
K2 11 - 20 hours	-	-
K3 21 - 40 hours	-	-
K4 Over 40 hours	-	-
K5 Total	-	6

Section L - Reviews and Appeals

Nil

Details of Internal Review Results

Nil

2003/2004 FOI Statistics

Section A - Number of new FOI Requests - Information relating to numbers of new FOI requests received, those processed and those incomplete from the previous period.

<u>FOI Requests</u>	<u>Personal</u>	<u>Other</u>	<u>Total</u>
A1 New (including transferred in)		8	8
A2 Brought Forward	-	-	-
A3 Total to be processed	-	8	8
A4 Completed	-	8	8
A5 Transferred	-	-	-
A6 Withdrawn	-	-	-
A7 Total Processed	-	8	8
A8 Unfinished (carried forward)	-	-	-

Section B - What happened to completed Requests

<u>Result of FOI Request</u>	<u>Personal</u>	<u>Other</u>
B1 Granted in full	-	5
B2 Granted in part	-	3
B3 Refused	-	
B4 Deferred	-	
B5 Completed	-	8

Section C - Ministerial Certificates

Nil

Section D - Formal consultations

Nil

Section E - Amendment of personal records

Nil

Section F - Notation of personal records

Nil

Section G - FOI requests granted in part or refused

<u>Basis of disallowing or restricting access</u>	<u>Personal</u>	<u>Other</u>
G1 Section 19 {appli incomplete, wrongly directed}		-
G2 Section 22 {deposit not paid}	-	-
G3 Section 25(1)(a1) {diversion of resources}	-	-
G4 Section 25(1)(a) {exempt}	-	3
G5 Section 25(1)(b),(c),(d) {otherwise available}	-	-
G6 Section 28(1)(b) {documents not held}	-	-
G7 Section 24(2) - deemed refused, over 21 days		-
G8 Section 31(4) {released to Medical Practitioner}		-
G9 Total	-	3

Section H - Costs and Fees of requests processed

	<u>Assessed Costs</u>	<u>FOI Fees Received</u>
H1 All completed requests	\$240.00	\$240.00

Section I - Discount allowed

Nil

Section J - Days to Process

<u>Elapsed Time</u>	<u>Personal</u>	<u>Other</u>
J1 0 - 21 days	-	8
J2 22 - 35 days	-	-
J3 Over 35 days	-	-
J4 Total	-	8

Section K - Processing Time

<u>Processing Hours</u>	<u>Personal</u>	<u>Other</u>
K1 0 - 10 hours	-	8
K2 11 - 20 hours	-	-
K3 21 - 40 hours	-	-
K4 Over 40 hours	-	-
K5 Total	-	8

Section L - Reviews and Appeals

Nil

Details of Internal Review Results

Nil

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Schedule (r2)

Rates and Charges Regulation 1993 - Rates and Charges written off :

Rates and charges in respect of pensioners, revaluations, postponed rates and non-rateable properties	\$ 17,393
Pension rebates in accordance with Division 1 Part 8 Chapter 15 of the Local Government Act 1993	\$552,833
TOTAL.....	\$570,226

Schedule (r3)**(r3) details of overseas visits undertaken by councillors and others representing the Council;**

US Study Tour	Environmental Services Director and CBD Place Manager	\$18,922.86
The purpose of the trip was to accompany Professor Ed Blakely, Director of the Planning Research Centre, Faculty of Architecture, University of Sydney on a tour of American cities to study various themes of urban development and their relevance to the strategic planning work that is being undertaken in Chatswood.		
Living Communities Award – Canada	Clr Fogarty, Corporate Services Director, Environmental Services Director, Public Relations Co-ordinator	\$25,493.11
A delegation from Council attended the LIVCOM Awards ceremony in Ontario, Canada to present Council's nomination for one of the categories in the International Living Communities Awards.		
GEAC Conference – New Zealand	Councillor T Fogarty, Financial Services Manager, IT Manager, Customer & Corporate Support Manager, Communications and Information Co-ordinator	\$ 3,766.79
To participate in the annual GEAC Conference, a user group forum, of organisations using the GEAC computer platform. Note: GEAC paid for the cost of Councillor Fogarty's attendance at the conference.		
Suginami, Japan	Mayor, Corporate Services Director, Ethnic Services Co-ordinator	\$12,450.66
At the invitation of the Mayor of Suginami City in Japan, Council's Friendly City, a delegation visited Suginami to celebrate the fifteenth anniversary of the Friendly City agreement between Willoughby and Suginami.		
	TOTAL	\$60,633.92

Schedule (r4)

(r4) details of the activities undertaken by Council to develop and promote service and programmes that provide for the needs of children;

The Children's Services Branch of Council has over 50 staff attending to the needs of up to 500 children providing care and education through Long Day Care, Family Day Care, Out of School Hours Care and Vacation Care programmes. Council also financially assists Community Based Child Care Services through the Community Grants Program.

Long Day Care – Council manages and operates two long day care facilities offering 82 placements for children aged 0 – 6 yrs. A large number of placements are taken by children of families where English is a second language. Council is committed to and supports the inclusion of special needs children into our programs.

Family Day Care – The Willoughby Lane Cove Family Day Care Scheme has been successfully amalgamated since 1991. There are currently 28 Carers registered in the Scheme with over 200 children enrolled. As with our Long Day Care facilities the scheme has an extensive waiting list. Recruitment for new carers is ongoing.

Before and After School Care – Council manages and operates three OOSH services, Chatswood, Naremburn and Artarmon Kids Cottage. All services are undergoing Quality Assurance with Kids Cottage being the first to achieve Accreditation in May 2005. Chatswood and Naremburn will submit Self-Study Reports in 2005/06 period. Placements being utilised daily presently run at approximately 165. Before School Care at Chatswood OOSH ceased in May 2005 due to a fall in demand. Demand for After School Care at Naremburn has increased with the result that small numbers of children are being transferred to Chatswood OOSH each afternoon. As with our other services OOSH provide for special needs children supporting their enrolment within the services.

Vacation Care - Council has operated four vacation care services, Chatswood, Bales Park, Beauchamp Park and Kids Cottage this year. With the introduction and increase in enrolments at Artarmon Kids Cottage Vacation Care, Beauchamp Park only operated during the July holiday period. Artarmon Kid's Cottage has successfully achieved Accreditation status in May 2005. The remaining Centres are undergoing Quality Assurance in 2005/06. Vacation Care in general has greater numbers of children attending with parents from non English speaking backgrounds and children who attend with special educational needs are also more likely to have higher support needs than those attending Before and After School Care.

General Comments – Willoughby City Councils Children's Services Branch has been actively involved in many events and projects to promote and enhance the provision of programmes that provide for the needs of children. These are:

- Integrated Children's Concert celebrating Children's week with 11 schools and over 300 students, parents and teachers in attendance. This included the active participation of three special education schools.
- Providing staff to inform and educate parents attending Early Childhood Health Centres on a regular basis.
- Active participation in the Willoughby City Spring Fair and the Artarmon Fair.
- To celebrate the diversity of families in the area a display was held in the Willoughby City Council Foyer during Families Week, May 2005.

- Children's Forums held throughout the year to inform the Social Plan and to provide a consultative outlet for parents and stakeholders in the Childcare Industry.

On September 30, 2004 a new Children's Services Regulation came into effect. The Children's Services Branch actively supports the introduction of the new Regulations developed to enhance the quality of the current provision of childcare in the industry.

Willoughby City Council's Children's Services are committed to the provision of quality services and programmes. This commitment sees Willoughby City Council's Children's Services meeting their goals and objectives as stated in the management plan for the provision of quality accessible services and programmes which encourage and support the integration of children with special educational needs and those from families where English is a second language.

Schedule (r5)

- (r5) *programmes undertaken by the Council to promote services and access to services for residents and other users of those services;*

Council utilises a variety of mediums to publicise and promote its programmes and services.

Advertising

- A "Willoughby City News" advertising column in the North Shore Times newspaper features announcements, advertising of Council related programmes and other special Council and community events. Lists of all Development Applications and major developments are advertised on a fortnightly or monthly basis. The Community Facilities Branch also takes out regular seasonal and weekly advertisements in a range of local and broader media.

Newsletters

- Council produces a quarterly newsletter "Willoughby City News" which is delivered to all residents and stakeholders in the City. The newsletter keeps residents and businesses up-to-date with Council activities.

Publicity

- Press releases and bulletins are produced on a range of issues, events and programmes for local and broader media as and when required.

Internet Website

Council's Internet address is: ***www.willoughby.nsw.gov.au***

- Council's website is under constant review to improve the look and accessibility of the site. We continue to refine and update the information contained on the website to serve the community and our stakeholders.

Council and Committee Meetings

Council and Committee meetings are held on all Monday evenings (with the exception of 5th Mondays of the month). All meetings are open to the public and people can make arrangements through the General Manager to address the meetings regarding any item on the agenda.

All Ordinary Council meetings contain a section called Open Forum where members of the public can address the meeting for 3 minutes on any subject not listed on the agenda.

Business Papers

All Council and Committee Business Papers are available at Council's Administrative Offices and Libraries on Thursday evenings prior to the meeting.

In addition, the Business Papers are placed on Council's Website on Friday for people to access the agendas, reports and minutes of Council and Committee meetings.

Council has instituted a telephone "hotline" which people can ring to find out which items are appearing on the next Council and Committee Meeting agendas. The "hotline" is updated each Thursday afternoon with information for the next week's meetings.

Public Meetings

- Public meetings and workshops are often held to discuss specific issues or developments with residents and stakeholders. Staff members also attend meetings of Progress Associations and the Chatswood Chamber of Commerce to promote communication with residents and businesses.

Workshops

- Several workshops and public meetings were held throughout the year to enable specific issues to be discussed in open, interactive situations involving Councillors, staff and interested members of the public. Some of the topics covered included:-
 - Civic Place redevelopment consultation process consisting of public meetings, consultation sessions with various target and stakeholder groups.
 - the Parramatta Rail Link.
 - Willoughby City Strategic Plan – special meetings with targeted groups
 - Child care forum

Brochures

- Council produces a range of brochures and flyers to promote its various services and activities.

School Visits

- A School Information Project Kit has been produced to inform school students about local government and in particular Willoughby Council. School visits and tours of Council are held in the Council Chambers as and when requested.

Bushwalk Programmes

- Council employs a full-time Bushland Interpretative Officer who organises regular bushwalks throughout the year to promote the use of local open space and promote its bushland management activities.

Displays in the Chatswood Mall

- Council organises a variety of information displays in the Chatswood Mall to coincide with special events such as Arbor Day, Children's Week, Road Safety Week, Walk-to-Work days etc. These displays are designed to promote Council activities.

Willoughby Spring Festival

- The annual Spring Festival held throughout the month of September features a variety of community, artistic and cultural events and activities. The highlight is the Willoughby Street Fair held in the Chatswood Mall which attracts crowds approaching 70 000 people to the City Centre. The Fair includes a large number of stalls some of which are devoted to promoting Council activities such as children's services, road safety issues, bush care, waste management, environmental issues and recycling.

Displays and Noticeboards

- Displays are often mounted in the Council Administrative Building or the Willoughby Library to promote services, activities or special events. There are also a number of noticeboards in Chatswood Mall and throughout the City on which a range of Council and community information is displayed.

Schedule (r6)

r6) *Remuneration packages paid to senior staff*

(For details of the remuneration paid to senior staff refer to Schedule g)

Schedule (r7)

(r7) National Competition Policy

National Competition Policy requires Council to identify its "Business Activities" and to apply the principle of competitive neutrality to these businesses.

The principle of competitive neutrality is based on the concept of a "level playing field" between persons competing in a market place, particularly between private and public sector competitors.

Essentially, the principle is that Council should operate without net competitive advantages over other businesses as a result of its public ownership which means that when Council competes in the market place it should do so on a basis that does not utilise its public sector position to gain unfair advantage over a private sector competitor.

In adopting the above principle, Council is required to determine the full costs of carrying out a business activity including tax equivalent regime payments such as sales tax, land tax, etc.

Any subsidy provided by Council must be made explicit in the calculations.

In terms of national Competition policy, there are 2 categories of Business Activities and they have differing reporting requirements as follows:

Category 1 Business

Category 1 Businesses have a gross operating turnover of \$2 million or greater.

Councils are required to apply Taxation Equivalent Payments in accordance with the requirements of "Pricing and Costing for Council Businesses - A Guide to Competitive Neutrality"

All Category 1 businesses are expected to generate a return on capital invested. In a competitive market the return on invested capital should be equal or better than the return on a Commonwealth 10 year bond.

When determining the level of any subsidy, Council is required to include a return on capital invested in the calculations and make the subsidy explicit.

Category 2 Business

Category 2 Businesses have a gross operating turn-over of less than \$2 million.

Councils are required to apply if practical, Taxation Equivalent Payments in accordance with the requirements of "Pricing and Costing for Council Businesses - A Guide to Competitive Neutrality"

Category 2 businesses are encouraged to generate a return on capital invested.

When determining the level of any subsidy, Council are encouraged to factor into their calculations a return on capital invested in the calculations. The subsidy is to be made explicit in the calculations.

Council Business Activities

The Council as part of its Management Plan and ongoing Budget Review process reviews its operations to ensure that any changes in the classification of business activities are carried out in a timely manner.

The following services are Council's "Business Activities" in terms of National Competition Policy:

Artarmon Child Care Centre

This Centre provides long day child care services for up to 30 places at its premises situated at 3 Abbott Road Artarmon, from 7.30am to 6.00 pm.

As the total annual operating revenues is less than \$2,000,000, it is defined as a "Category 2" Business.

Devonshire Street Child Care

This Centre provides long day child care services for up to 52 places at its premises situated at 38 Devonshire Street Chatswood from 7.30am to 6.00 pm.

As the total annual operating revenues is less than \$2,000,000, it is defined as a "Category 2" Business.

Family Day Care

The Willoughby Lane Cove Family Day Care service arranges day care services for children in need of care from ages 0-12 years at a registered carers home.

As the total annual operating revenues is less than \$2,000,000, it is defined as a "Category 2" Business.

Before / After School Care / Vacation Care

Council operates Before & After School Care services for children at the following centres:

Artarmon (BSC & ASC)
Chatswood (BSC & ASC)
Naremburn (ASC)

Before school Care hours are from 7.30am to 9.00am and After School Care Hours are from 3.00pm to 6.00 pm.

In addition Council in conjunction with the State Government operates Vacation Care Services at the following centres during school holidays:

Artarmon Vacation Care Centre

Bales Park Vacation Care Centre
Chatswood Vacation Care Centre
Beauchamp Park Vacation Care Centre

As the total annual operating revenues is less than \$2,000,000, it is defined as a "Category 2 "Business.

Dougherty Food Services

Dougherty Food services is a commercial food kitchen that supplies meals on a contract basis to a number of organisations as well as catering for functions and the operation of a coffee shop.

As the total annual operating revenues is less than \$2,000,000, it is defined as a "Category 2 "Business.

Civic Centre

The Civic Centre comprising 2 multi purpose halls available for hire by the general public is located in the heart of Chatswood.

As the total annual operating revenues is less than \$2,000,000, it is defined as a "Category 2 "Business Unit.

Commercial Property

Council has a very large property portfolio and has numerous leases with a diverse range of organisations.

The following categories of leases being deemed to constitute Business Units under National Competition guidelines as they are of a "business" nature

- Airspace Leases
- Commercial Lease
- Residential Leases

As the total annual operating revenues is greater than \$2,000,000, it is defined as a Category 1 "Business

Whilst the Council considers many of these activities community services, as there exists a degree of private competition within the specific industry, they are classified as Business Activities for National Competition Policy purposes.

The Council has factored into its business activities full cost attribution which includes a proportion of corporate overhead costs. Whilst all Council's business activities are all Category 2 business activities with the exception of its commercial property portfolio, Council has applied the full requirements of competitive neutrality pricing applicable to Category 1 business activities including taxation equivalent payments, corporate taxation and a return on capital when calculating the notional subsidy from Council.

The Special Purpose Financial Reports attached disclose the Notional Subsidy that Council provides for the operation of these "Business Activities" where Council provides

the service on a less than cost recovery basis or accepts a lower rate of return on its investment in the Business Activity than would be acceptable to a private sector company.

Complaints Handling Mechanism

The Council updated its "Complaints Handling Policy" which also deals with Competitive Neutrality Complaints in February 1999 and copies can be obtained by contacting Council's Help & Service Centre during normal office hours.

The policy details the procedures that Council will follow when dealing with a competitive neutrality complaint.

Enquiries and complaints in respect of Competitive Neutrality should be directed to Council's Corporate Services Director.

Council has not received any complaints in respect of competitive neutrality during the 2004/05 financial year.

Schedule (r8)

(r8) Access and Equity

OBJECTIVE 4.1: TO IMPROVE THE PROVISION OF HEALTH AND SUPPORT SERVICES FOR CHILDREN IN THE WILLOUGHBY AREA

Strategy	Performance Target	Performance Indicator	Outcomes
That these services approach Local, State and Federal government representatives to support their need for additional financial assistance based on the increasing demand.	<ul style="list-style-type: none"> That, through The Forum a working party of relevant agencies develop a joint submission to appropriate Government Departments. 	<ul style="list-style-type: none"> Submission completed 	<ul style="list-style-type: none"> Not highlighted as a priority in 2002, therefore no action taken to date. Broadband review in Children's Services conducted by Federal Government 2003. Report available.

OBJECTIVE 4.2: TO CONTINUE TO ADVOCATE FOR ADDITIONAL 0-2 YEAR PLACES

Strategy	Performance Target	Performance Indicator	Outcomes
<p>That Council continues to liaise with relevant Federal and State Government Depts on the shortfall of places for children under 2 years of age</p> <p>Council must investigate other methods to increase service provision for this age range.</p>	<ul style="list-style-type: none"> Council continues to forward statistical data to appropriate Government departments outlining the high need for 0-2 year places Development of a Children's Services Interagency – timeline end June 2005. 	<ul style="list-style-type: none"> Updated statistics forwarded annually and/or as required 	<ul style="list-style-type: none"> Submission of ASPARD reports reflect the demand to DOCS (eg usage patterns, waiting lists etc). Reports submitted annually. Families First funding available for a Regional Network Facilitator. Need for development of an Interagency to be determined in consultation with the Regional Network Facilitator. Funding guidelines to be amended to encourage provision of care for designated areas of need.

OBJECTIVE 4.3: TO PROVIDE ACCESS FOR CHILDREN WITH ADDITIONAL NEEDS THROUGH THE SPECIAL NEEDS SUBSIDY SCHEME

Strategy	Performance Target	Performance Indicator	Outcomes
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<p>That Council and relevant childcare services advocate to the Dept of Family and Community Services allocation of additional funding for the SNSS program and revision of the eligibility criteria for high needs children</p>	<ul style="list-style-type: none"> • That a joint submission from relevant services within The Forum be prepared and forwarded to the Dept of Family and Community Services 	<ul style="list-style-type: none"> • May 2001 • Individual services involved in the review of Funding models for SNSS 	<ul style="list-style-type: none"> • Program previously known as SUPS will cease in December 2005. • New model for support of children with special needs to be known as the Child Care Inclusion and Professional Support Program (CCIPSP) • Processing of Tender applications currently underway. • Not known if there will be any increase in total funding pool in comparison with SUPS model.
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OBJECTIVE 4.4: TO PROVIDE ACCESS TO INFORMATION ON CHILD CARE IN RELEVANT COMMUNITY LANGUAGES

Strategy	Performance Target	Performance Indicator	Outcomes
That Council provides information on service provision in a range of languages for the community	<ul style="list-style-type: none"> That Council source and produce pamphlets and upgrade the Children's Services Directory in relevant languages. 	<ul style="list-style-type: none"> Several Directories be available by December 2005. 	Information brochure on services for children is currently available at the Library in Chinese.
That the SUPS program continues to provide translated materials and support for non-English speaking background families in these services	That advertising of translated materials be included in the Supplementary Services (SUPS) Kaleidoscope newsletter	Ongoing	Sups continue to provide a range of information in the Kaleidoscope publication. Sups provide support to services for families from NESB + will do so until Dec 2005.

OBJECTIVE 4.5: TO PROMOTE FLEXIBLE CHILD CARE TO MEET THE CHANGING NEEDS OF FAMILIES

Strategy	Performance Target	Performance Indicator	Outcomes
That a Children's Services Strategic Plan be implemented linking the Management Plan and Social Plan to best provide for the changing needs of the Families in Willoughby LGA.	<p>Completion of the Children's Services Social Plan.</p> <p>Working party to develop plan for implementation across Children's Services.</p>	Social Plan Completed. Strategic Plan to be developed end 2004.	<ul style="list-style-type: none"> Social Plans and Forums held indicate various needs changes for families in the Willoughby LGA. Strategic Plan, now known as the Action Plan, reflected in the Management Plan, creating links with the Social Plan.

OBJECTIVE 4.6: THAT FAMILY DAY CARE (FDC) CONTINUES TO PLAY AN INTEGRAL ROLE IN THE PROVISION OF CHILD CARE

Strategy	Performance Target	Performance Indicator	Outcomes
That FDC continue to promote working as a Carer within the community so as to recruit more carers	That FDC utilise Children's Services Strategic Plan to promote and enhance information distribution of the Scheme.	<ul style="list-style-type: none"> • Ongoing 	<ul style="list-style-type: none"> • FDC employment opportunities are promoted at the Early Childhood Health Centres • FDC has produced a promotional booklet for people who are interested in becoming a Carer • The number of Carers has remained consistent in the last 12 months.
That FDC Scheme, with the SUPS team and Chinese FDC continue to be supportive agents for one another	<ul style="list-style-type: none"> • A representative group be formed 	<ul style="list-style-type: none"> • December 2001 	<ul style="list-style-type: none"> • Relationship maintained however there was no group formed at the forum, as it has not been identified as a high priority. • To be followed through within the Children's Services Action Plan.

OBJECTIVE 4.7: TO MAXIMISE AVAILABLE FUNDS TO IMPROVE STANDARDS AND MEET FUTURE NEEDS FOR OUT OF SCHOOL HOURS CARE (OOSH)

Strategy	Performance Target	Performance Indicator	
That additional capital funds be sought from the State Government to upgrade buildings and play spaces to meet national standards	<ul style="list-style-type: none"> An OOSH working party be formed, through The Forum to lobby for additional capital funds to meet National Standards 	<ul style="list-style-type: none"> OOSH services obtain accreditation 	<ul style="list-style-type: none"> <i>One of the identified priorities</i> OOSH is currently participating in the Quality Assurance program, which is assessed by NCAC. Outcomes of these quality indicators will determine if this target is required to continue in the future. One off funding received for assistance in the costs associated with Quality Assurance at Centre level Artarmon Kids Cottage successfully accredited Bales Park Vacation care submitted Self Study Report, awaiting validation.
That area shortfalls be identified and opportunities for additional places be highlighted	<ul style="list-style-type: none"> The OOSH working party research shortfalls to investigate opportunities for additional places 	<ul style="list-style-type: none"> Ongoing Demand addressed 	<ul style="list-style-type: none"> High demand for care from Willoughby Public School unable to be met at Naremburn ASC. Groups of children being transported to Chatswood ASC to meet demand Chatswood BSC ceased operation in May 2004 due to low demand Increased demand for WCC Vacation Care possibly due to closure of other Vacation Care services in the area.

OBJECTIVE 4.8: TO CONSOLIDATE SESSION DAYS FOR PLAYGROUPS

Strategy	Performance Indicator	Performance Target	Outcomes
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<p>For Kids Cottage Community Centre to be promoted as an available facility for user groups and when appropriate other community groups.</p>	<ul style="list-style-type: none"> • For groups to be directed to Kids Cottage as a facility. • Liaison with the Playgroup Association and other interested parties. 	<ul style="list-style-type: none"> • Ongoing. 	<ul style="list-style-type: none"> • Kids Cottage utilised one Saturday per month for a Special Needs group of children.
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OBJECTIVE 4.9: TO WORK COLLABRATIVELY WITH RELEVANT AGENCIES TO INCREASE AVAILABILITY OF PRESCHOOL PLACES

Strategy	Performance Target	Performance Indicator	Outcomes
<p>That Preschool services promote Long Day Care (LDC) as a preferred option to meet the needs of working parents. This will make available additional pre-school places.</p>	<ul style="list-style-type: none"> • Parents educated regarding LDC 	<ul style="list-style-type: none"> • Parents accessing LDC 	<ul style="list-style-type: none"> • ‘<i>Child Care in the City of Willoughby</i>’ updated again in 2004 promoting & providing info on both service types. • WCC developed a flyer on what to look for in a child care service which will be available to parents on the website and through Early Childhood Health Clinics. • Both service types are promoted through the Early Childhood Health Centers

OBJECTIVE 4.10: TO RESEARCH THE CURRENT AND FUTURE NEEDS FOR OCCASIONAL CHILD CARE (OCC)

Strategy	Performance Target	Performance Indicator	Outcomes
To investigate the needs for additional places for Occasional Child Care (OCC)	<ul style="list-style-type: none"> For the Children's Social Plan to be indicative of needs requirements for Occasional Care Placements. 	<ul style="list-style-type: none"> Statistical data available for reference to future developments in Willoughby LGA. Social Plan highlights needs of Willoughby LGA Families. 	<ul style="list-style-type: none"> Social Plan indicates flexibility for families of the area with highlighted reference to the need for further provision of Occasional Care Placements.

OBJECTIVE 5.1 HEALTH – SOCIAL PLAN FOR WOMEN

Strategies	Performance targets	Performance indicator	Outcomes
That Council supports relevant organisations to address the health issues highlighted in this section	<ul style="list-style-type: none"> Council Grant monies be promoted to local non-profit organisations to address health issues Support letters for submissions Council to work with local services where appropriate 	<ul style="list-style-type: none"> Relevant organisations informed Number of support letters written Council representation on local projects 	<ul style="list-style-type: none"> Promotion of grant monies is initiated on an annual basis through local advertising, flyers, posters, mail-outs No support letters requested Council representation on a variety of committees to do with the health of women, eg, Domestic Violence, Carers, Aged Care, people from a non-English speaking background (NESB) plus attendance at relevant forums.
That Council continues to assist the ethnic community through MOSAIC to access information relating to health issues and to access public services	<ul style="list-style-type: none"> Maintain MOSAIC Multilingual Information and Referral Service Facilitate information sessions Distribute information pamphlets Display flyers Maintain an updated 	<ul style="list-style-type: none"> Number of enquires and referrals Number of sessions held Number of topics available Displayed at MOSAIC and Council facilities 	<ul style="list-style-type: none"> Brochures on health issues available for interested clients 10 sessions in various community languages held in 2003/04. Northern Sydney Health has a booklet on health services for NESB including mental health, counselling, interpreter services etc..

	database	<ul style="list-style-type: none"> • Current information available 	
That Council advocates on behalf of the ethnic community regarding their health needs	<ul style="list-style-type: none"> • Representation of our ethnic community held with relevant State and Federal government departments when required 	<ul style="list-style-type: none"> • Number of representations held 	<ul style="list-style-type: none"> • The Ethnic Services Co-ordinator is part of the Northern Sydney Health Multicultural Health Promotion Committee. This Committee identifies health needs of certain migrant communities and targets these communities eg oral care , physical activity etc.
That Council continues to participate on the Northern Sydney Aboriginal Social Plan (NSASP) working group	<ul style="list-style-type: none"> • NSASP Project Worker continue to be funded • Implementation strategies developed on a local, regional and sub-regional level • Attendance at working party mtgs 	<ul style="list-style-type: none"> • Position continue • Action Plan developed • Regular attendance 	<ul style="list-style-type: none"> • Council approved recurrent funding of \$5,000 towards the NSASP Project Worker position • The Working Party continue to support the Project Worker in prioritising and implementing the strategies outlined in the Plan • Council representation on the ctee is continued to support and advise the process

OBJECTIVE 5.2: VIOLENCE

Strategies	Performance targets	Performance indicator	Outcomes
That Council supports initiatives, community education programs and campaigns to raise awareness against violence and to promote the availability of support services	<ul style="list-style-type: none"> • Council's Community Grants program to be promoted to relevant local non-profit groups • Brochures and information to be distributed through Council operated facilities 	<ul style="list-style-type: none"> • Relevant organisations informed • Number of brochures/ information distributed 	<ul style="list-style-type: none"> • Flyers and application forms are forwarded to the local community centres and libraries plus advertised in local media. • Mail out undertaken to approximately 70 local community organisations. • Anti-violence programs and support services promoted as high priority areas under the Community Development Support and Expenditure Scheme.
That MOSAIC maintains a referral service to assist victims in accessing the community support network	<ul style="list-style-type: none"> • Raise awareness of staff and volunteers/community leaders on the issues of Domestic Violence and resources available 	<ul style="list-style-type: none"> • A minimum of one information session held 	<ul style="list-style-type: none"> • Posters and pamphlets available • Staff attendance at relevant DV forums addressing the specific needs of the migrant community
That the Ageing and Disability	<ul style="list-style-type: none"> • Draft Elder Abuse Protocol 	<ul style="list-style-type: none"> • Draft approved and 	Council's HACC Service's to follow guidelines in

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<p>Dept's Elder Abuse Protocol is implemented in all of Councils Home and Community Care (HACC) services</p>	<p>be developed for Council's HACC services</p>	<p>implemented</p>	<p>the "Northern Sydney Area Inter-Agency Protocol" Copy held by each HACC Service Co-ordinator.</p>
<p>That Council works in partnership with relevant local organisations to discuss the issues highlighted in this section (eg Health, Police, Legal services)</p>	<ul style="list-style-type: none"> • Domestic Violence (DV) Awareness Programs conducted with local young people • The Community Development Branch and Policy and Projects Officer to develop links with DV committees 	<ul style="list-style-type: none"> • Youth Council involved in DV awareness programs • Regular liaison with the Regional DV Co-ordinator 	<ul style="list-style-type: none"> • Staff in attendance at local DV meetings and receiving regular updates on local issues • DV issues currently being investigated under Social Plan review. • Stop DV Day promoted in Chatswood Mall with information regarding support services and key issues made available.

OBJECTIVE 5.3: SAFETY

Strategies	Performance targets	Performance indicator	Outcomes
That the information contained in this section be forwarded to relevant Council Committees	<ul style="list-style-type: none"> The Safety Issues Section be forwarded to the Student Safety Committee and the Central Business District Security Committee for their consideration 	<ul style="list-style-type: none"> Relevant safety issues addressed 	<ul style="list-style-type: none"> Issues pertaining to safety presented to the CBD Security Committee Action Plan developed to address safety issues
That Chatswood Police Station increase patrols in the areas highlighted in this section	<ul style="list-style-type: none"> The Crime Manager to use this information for Police Taskings 	<ul style="list-style-type: none"> Task Police to patrol the areas indicated as a safety concern 	<ul style="list-style-type: none"> The Gender Specific Social Plan has been forwarded to the Chatswood Police Station and has been valuable to both the Police Domestic Violence Liaison Officer and the Intelligence Unit Social Plans available on the website, from Council and the Libraries

OBJECTIVE 5.4: YOUNG WOMEN

That Council work in partnership with relevant services to develop wellness activities for young women	<ul style="list-style-type: none"> participation and consultation with health services 	<ul style="list-style-type: none"> New activities developed in line with activities appropriate to the need 	<ul style="list-style-type: none"> Young women are referred to services and agencies relevant to their needs Healthy lifestyle programs supported via the Community Grants Program.
That Council's Youth Services Officer develops initiatives that relate to the identified needs as outlined by young women	<ul style="list-style-type: none"> Ongoing consultation and new links established with relevant health service providers 	<ul style="list-style-type: none"> Links established to initiate new services/programs relevant to needs 	<ul style="list-style-type: none"> Young women are actively involved in existing programs eg. pool competitions and basketball. Young women's specific programs run during the school holiday programs where appropriate (eg. Factory Outlet shopping trips)

NB: Please note the examples of relevant recommendations noted in the Men's Issues Section for Men Aged 15-24 years (these are excerpts from the Social Plan – Young People)

OBJECTIVE 5.5: WOMEN WITH CHILDREN

That concerns outlined in this section be forwarded to the relevant Council Divisions and/or Ctees for consideration	<ul style="list-style-type: none"> Concerns considered by relevant Council Divisions and/or committees 	<ul style="list-style-type: none"> Relevant issues addressed 	<ul style="list-style-type: none"> Action Plans developed to ensure information is relayed on an ongoing, co-ordinated basis. Staff engaged in forums to discuss outcomes of the Social Planning process
That the community is informed of changes to the	Regular updates on improvements relating to safety issues promoted	Editorial placed in Council publications	<ul style="list-style-type: none"> Willoughby City News & website promoting key issues

safety issues/ concerns listed	through Council's publications	distributed to residents	<ul style="list-style-type: none"> • Social Plans indicating issues and strategies made available to the public.
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OBJECTIVE 5.6 OLDER WOMEN

Strategies	Performance targets	Performance indicator	Outcomes
That Council supports initiatives targeting the needs of older women	<ul style="list-style-type: none"> • Promotion of Community Grant monies to local non-profit groups who provide support/leisure activities for older women • That Council's Advisory Sub-Committee for the Aged liaise with relevant community organisations such as the Older Women's Network on issues highlighted in this Section 	<ul style="list-style-type: none"> • Relevant organisations informed • Representation on the Advisory Committee of organisations representing older people in the community 	<ul style="list-style-type: none"> • Increase in applications for Grants. Older Women's Network has been supported through this program • Dougherty Community Centre provides the venue for U3Age, Older Women's Wellness, Knitting group, Bowls, Bridge, Scrabble, Senior Society of Japan, Legal and Tax Advice • A&DSC initiated the development of a Grandmothers Support Group <ul style="list-style-type: none"> ▪ Emerging issues facilitated through Council's Home and Community Care Advisory Committee and community information sharing/awareness meetings. ▪ Centre based meals for HACC clients.
That Council explores opportunities to work collaboratively with Northern Sydney Central Coast Health on issues relating to older women	<ul style="list-style-type: none"> • Relevant health programs eg falls prevention, understanding your body are conducted in the local area 	<ul style="list-style-type: none"> • Minimum of two programs per year 	<ul style="list-style-type: none"> • Information sessions to existing community groups (eg as a guest speaker).

OBJECTIVE 5.7: WOMEN AND WORK

Strategies	Performance targets	Performance indicator	Outcomes
<p>As stated in Council's Equal Employment Opportunity Policy '.. to ensure that no employee or job applicant is denied equal treatment compared with any other applicant because of race, sex, marital status, physical or intellectual disability, sexual preference or age' continue to be implemented</p>	<ul style="list-style-type: none"> • That Council's EEO Policy is promoted to current and new employees 	<ul style="list-style-type: none"> • No complaints received 	<ul style="list-style-type: none"> • A brief induction of 40 minutes to staff where EEO, Internet, Email and Harrassment are discussed • A Grievance Procedure Policy is available during induction • Half day mandatory induction for Code of Conduct, EEO & Harrassment. These policies inter-relate, if you breach one, you have breached the other
<p>That Council's multicultural centre (MOSAIC) maintains information and referral services to assist the ethnic community to access training and employment organisations</p>	<ul style="list-style-type: none"> • Current information and directories available • Community leaders aware of services 	<ul style="list-style-type: none"> • Information available when requested • Brochures distributed 	<ul style="list-style-type: none"> • Clients are linked to a Skilled Migrant Placement Officer • The Skilled Migrant Placement Officer attended at information forums • Chatswood Options Enterprise is listed in the Multicultural Services Guide • Community LINCS Database listing all local support services

OBJECTIVE 5.8: INFORMATION DISSEMINATION

<p>That Council continues to improve the provision of information to the community ensuring it is appropriate and accessible</p>	<ul style="list-style-type: none"> • The data base maintained at the Central Library is continually updated 	<ul style="list-style-type: none"> • Information is current 	<ul style="list-style-type: none"> • Data-base continually updated as required • Completed updated annually • Available on Council's web-site "Community Information" • Relevant brochures and information available at all Council community centres and Council's Help and Service Centre
<p>That Council's multicultural centre (MOSAIC) maintains the information and referral service for the ethnic community</p>	<ul style="list-style-type: none"> • Information on a wide range of mainstream services eg legal, housing, tenancy, English classes be available through MOSAIC 	<ul style="list-style-type: none"> • All relevant information requested available to clients 	<ul style="list-style-type: none"> • Two pamphlet stands and 4 notice boards are available at MOSAIC with a wide range of Information Services • 32 information sessions were held 2003/2004 for various ethnic communities in their community languages with a total of 982 participants.

OBJECTIVE 6.1: HEALTH

SOCIAL PLAN FOR MEN

<p>That Council support the NSW Department and Northern Sydney Health in providing specific services for men</p>	<ul style="list-style-type: none"> • Where appropriate, Council work in partnership with Northern Sydney Health to improve the health status of different groups of men 	<ul style="list-style-type: none"> • Partnership established 	<ul style="list-style-type: none"> • Council open to working in partnership with Dept Health to establish relevant support services for men • Men's Health Issues researched and an Action Plan developed to address gaps under Social Plan review. • Policy & Projects Officer attendance at Men's Health forum (Northern Sydney Area Health) • Linkages developed with men's support groups to promote health issues e.g OM:NI
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OBJECTIVE 6.2: MEN AGED 15-24 YEARS

Strategies	Performance targets	Performance indicator	Outcomes
<p>That the Willoughby Youth Council and Council's Student Safety Committee be forwarded these issues for consideration</p>	<ul style="list-style-type: none"> Issues taken to the Youth Council and Student Safety Committee for their input 	<ul style="list-style-type: none"> Input obtained from groups on future directions / strategies 	<ul style="list-style-type: none"> Youth Council and Student Safety Committee involved in community consultation for development of Action Plans to address issues for this age group.
<p>That Council's Youth Services Officer develop education, information and referral initiatives based on the issues outlined in this section</p>	<ul style="list-style-type: none"> Ongoing consultation with young men to best achieve information and referral initiatives 	<ul style="list-style-type: none"> Effective new initiatives achieved 	<ul style="list-style-type: none"> Information is provided at the Youth Centre, through Street Work and Outreach Services on all the issues listed in this section of the Social Plan Employment and Education programs are provided Youth Survey developed as part of Social Plan consultation to get feedback on issues from young men.

NB: Please note the Social Plan –Young People 'Action Plan' for details on strategies relating to health and safety for young people

OBJECTIVE 6.3 MEN AGED 25-54 YEARS

<p>That Council support and where possible work in partnership with local organisations and groups to provide appropriate information and support to men aged 25-54 years</p>	<ul style="list-style-type: none"> Community Grants be promoted to local non-profit groups 	<ul style="list-style-type: none"> Relevant organisations informed 	<ul style="list-style-type: none"> Community grants are advertised and distributed to a wide variety of community groups
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OBJECTIVE 6.4: MEN AGED 55 YEARS AND OVER

Strategies	Performance targets	Performance indicator	Outcomes
<p>That Council's Advisory Sub-Committee for the Aged liaise with Willoughby Older Men:New Ideas (WOMNI) and other relevant groups to discuss and address the issues as highlighted in this section</p>	<ul style="list-style-type: none"> • Invite representatives from WOMNI and relevant groups to the Advisory Sub-committee for the Aged (ASAC) 	<ul style="list-style-type: none"> • Representative from WOMNI and relevant groups on the Advisory Sub-committee 	<ul style="list-style-type: none"> • A wide representation of relevant community groups are on the ASAC • Consultations with older men for the establishment of a Men's Shed has been ongoing
<p>Opportunities are explored to work collaboratively with the Northern Sydney Health (NSH) and other organisations relating to health issues for older men</p>	<ul style="list-style-type: none"> • Provide relevant supporting documents related to health issues (eg supporting letters for submissions, Expression of Interest) • Council participation in health projects conducted by NSH • Health issues identified in consultation referred to NSH for consideration 	<ul style="list-style-type: none"> • Relevant supporting document provided as required • Council representation and participation on relevant health projects • Health issues referred 	<ul style="list-style-type: none"> • No correspondence requesting support • Council's Aged and Disability Services Coordinator (A&DSC) is on an Advisory Committee to address concerns relating to older men and women from a non English speaking background utilising Home and Community Care (HACC) services in partnership with Northern Sydney Health (NSH) and HACC • A&DSC developed LNS Mental Health Network
<p>Promote existing programs in the local area that involve older people in meaningful social interaction</p>	<ul style="list-style-type: none"> • Conduct information sessions on existing programs for older men in the area • Council directory is reviewed and updated in consultation with existing programs and older people 	<ul style="list-style-type: none"> • Minimum of 2 information sessions conducted • 	<ul style="list-style-type: none"> • Leisure groups available at the Dougherty Community Centre for older men eg Chess Club, University of the 3rd Age • Partnerships developed with local Rotary Clubs to volunteer for local community projects

OBJECTIVE 6.5: MEN WITH A DISABILITY

Strategies	Performance targets	Performance indicator	Outcomes
That Council continue to implement their Access and Equity Policy to ensure all Council facilities and services are accessible	<ul style="list-style-type: none"> • Access and Equity principles are implemented throughout Council's services, programs and facilities 	<ul style="list-style-type: none"> • Council services are accessible for people with disabilities 	<ul style="list-style-type: none"> • Wide ranging consultations relating to access for the development of Civic Place • Access Ctee involved in recns for new developments and access issues within the City

NB: Please note the Social Plan – People with Disabilities 'Action Plan' for details on strategies relating to positive awareness and attitudes towards people with disabilities

OBJECTIVE ONE: PROFILE OF SERVICES AND NETWORKS – NORTHERN SYDNEY REGION ABORIGINAL SOCIAL PLAN

Strategy	Performance target	Performance Indicator	Outcomes
<p>6.1 That a strategy be developed to ensure that the database of services and networks is maintained on an ongoing basis.</p>	<ul style="list-style-type: none"> To establish data base by December 2002 	<ul style="list-style-type: none"> Establish data base Storage and access identified Data base incorporated in other relevant data bases 	<ul style="list-style-type: none"> Funding provided by DOCS to Hornsby Council to employ an Aboriginal person to complete the Data base Data-base collated Consultation with Aboriginal people to review and distribute the Aboriginal Services Directory on an ongoing basis NSASP Project Worker to assist in the promotion of the Directory
<p>6.2 That a directory of services and networks be created.</p>	<ul style="list-style-type: none"> December 2002 	<ul style="list-style-type: none"> Directory available and accessible 	<ul style="list-style-type: none"> Directory launched
<p>6.3 That the feasibility of mapping services electronically be investigated.</p>	<ul style="list-style-type: none"> Initial investigation to commence 	<ul style="list-style-type: none"> Recommendation of feasibility finalised 	<ul style="list-style-type: none"> Unable to incorporate the directory into LINCS (Library) system
<p>6.4 Relevant organisations investigate opportunities for providing cultural awareness programs for staff of agencies and government departments.</p>	<ul style="list-style-type: none"> One cultural awareness course to be organised 	<ul style="list-style-type: none"> Implementation of a Cultural Awareness Course 	<ul style="list-style-type: none"> Cultural Awareness Training conducted by the NSASP Project Worker on a regional basis. Willoughby Council investigating further opportunities for cultural training programs

**'working group' relates to the Northern Sydney Region Aboriginal Social Plan working group*

OBJECTIVE TWO: STOLEN GENERATIONS

Strategy	Performance target	Performance Indicator	Outcomes
<p>7.1.1 Relevant organisations investigate opportunities to enable Aboriginal people in Northern Sydney to access organisations that can assist in the tracing of their family history and country.</p>	<ul style="list-style-type: none"> Identify relevant organization(s) 	<ul style="list-style-type: none"> Awareness raised 	<ul style="list-style-type: none"> 'Link Up' is the main non-profit organization providing Family Reunion services Draft NSASP investigating issues & key agencies relating to Stolen Generation. (Due for completion end of 2005)
<p>7.1.2 Relevant organisations lobby for funds to provide a counsellor in the Northern Sydney Region who can support Aboriginal people affected by Stolen Generations</p>	<ul style="list-style-type: none"> Identify relevant organizations 	<ul style="list-style-type: none"> Organisations identified 	<ul style="list-style-type: none"> Redfern Aboriginal Medical Centre have Counselling services available The Metropolitan Local Aboriginal Lands Council establish office in Dee Why Funding opportunities for region to be included as part of NSASP review.

OBJECTIVE THREE: ACCOMMODATION

Strategy	Performance target	Performance Indicator	Outcomes
<p>7.2.2 Relevant organisations continue to network with appropriate housing service providers to ensure the provision of affordable housing options in the Northern Sydney Region for Aboriginal people</p>	<ul style="list-style-type: none"> Ongoing advocacy for affordable housing 	<ul style="list-style-type: none"> Identify relevant organisations 	<ul style="list-style-type: none"> Willoughby City Council developing a Housing Policy (Due to for completion December 2005) NSASP Project Worker to engage in further community consultation to identify needs as part of social plan update. NSASP to include an Action Plan for addressing housing issues.

OBJECTIVE FOUR: HERITAGE & CULTURE

<p>7.3.1 Local councils develop a strategy for the ongoing promotion of Aboriginal heritage and culture in Northern Sydney.</p>	<ul style="list-style-type: none"> • Site management and interpretive activities consolidated • Activities held during Naidoc Week, Reconciliation Week, Survival Day & the National Day of Healing 	<ul style="list-style-type: none"> • Site management and interpretive activities implemented • Ongoing awareness on Aboriginal culture and history • Guringai Festival 	<ul style="list-style-type: none"> • David Watts employed as Aboriginal Heritage Manager (AHM) to work with North Sydney, Willoughby, Warringah & Lane Cove Councils to develop site management issues and to carry out interpretive activities • Production of interpretive material relating to Aboriginal history and culture • Ongoing Aboriginal themes in bushland interpretive programs including Vacation Care programs with children • Willoughby investigating partnership opportunities with Metro. The Northern Sydney Councils came together to promote their Indigenous activities and events under one umbrella, The Guringai Festival. The Festival included walks, exhibitions, talks, fashion, design and performances.
<p>7.3.2 Local Councils continue to identify and protect Aboriginal heritage sites in their Local Government Area.</p>	<ul style="list-style-type: none"> • Updating of site records 	<ul style="list-style-type: none"> • Updates completed 	<ul style="list-style-type: none"> • Updating of National Parks & Wildlife Service Site records • Implementation has commenced of the site records • Willoughby to sign Principles of Co-operation with Metro as part of effort to protect & preserve sites • Council continuing to work closely with the AHM

OBJECTIVE FIVE: EDUCATION

Strategy	Performance target	Performance Indicator	Outcomes
<p>7.4.1 Workers from relevant agencies (Department of Education, Local Aboriginal Education Consultative Groups (LAECG), Aboriginal Education Assistants (AIS), Aboriginal Education Consultant form a working group to develop a strategy to be implemented in the school community aimed at raising the awareness of Aboriginal heritage and cultural issues.</p>	<ul style="list-style-type: none"> • Working group formed 	<ul style="list-style-type: none"> • Strategies developed and implemented 	<ul style="list-style-type: none"> • Draft NSASP development includes researching of education issues including the implementation of programs in partnership with the Dept of Education.
<p>7.4.3 Hostel staff, local schools, housing services and other relevant agencies work together to ensure the housing and support needs are met for those students staying at Biala Hostel and following the completion of their studies.</p>	<ul style="list-style-type: none"> • Strategies developed and implemented 	<ul style="list-style-type: none"> • Housing and support needs of the Biala students identified and addressed • Networks established with relevant agencies • Cultural Awareness Training available to supporting agencies 	<ul style="list-style-type: none"> • A Service network of supporting agencies has been developed • A Service Agreement signed between Queenscliff Adolescent Health and Biala • Regular network meetings established • A Resource List developed for House Parents • Training made available for House Parents • 24 Hour Phone Support for House Parents • Cultural Awareness Training to agencies supporting Biala • Currently linking in youth and recreation services • Counselling services now available for Biala students • Case Management model developed

Strategy	Performance target	Performance Indicator	Outcomes
<p>7.4.4 Schools, Aboriginal Education Assistants (AIS), Department of Education, Local Aboriginal Education Consultative Groups (LAECG) Aboriginal Education Consultant work together to ensure the needs of Aboriginal students are met whilst attending schools in the Northern Sydney Region to encourage young Aboriginal people to gain a qualification.</p>			<ul style="list-style-type: none"> This is the role of the AECG and will be progressed through these groups

OBJECTIVE SIX: HEALTH

Strategy	Performance target	Performance Indicator	Outcomes
<p>7.5.1 Relevant organisations work in partnership to collect data on the health needs of Aboriginal people in the Northern Sydney Region</p>	<ul style="list-style-type: none"> Partnerships developed regionally 	<ul style="list-style-type: none"> Partnerships formed 	<ul style="list-style-type: none"> Northern Sydney Health implementing strategies regionally
<p>7.5.2 Further consultations be carried out with local Aboriginal people concerning their health needs, in cooperation with local health services and networks.</p>	<ul style="list-style-type: none"> Develop & monitor Aboriginal autopsy protocols Identify how state level response might be developed & refer to relevant state level agencies 	<ul style="list-style-type: none"> Autopsy protocols established Level of response identified and referred 	<ul style="list-style-type: none"> Issues being addressed as part of NSASP update

OBJECTIVE SEVEN: COORDINATING A RESPONSE TO ABORIGINAL COMMUNITY ISSUES IN NORTHERN SYDNEY

Strategy	Performance target	Performance Indicator	Outcomes
<p>7.6.1 Relevant organisations investigate funding opportunities to enable the employment of a permanent full-time Aboriginal Community Development Worker for Northern Sydney.</p>	<ul style="list-style-type: none"> • A sub committee of the working group be formed to focus on funding opportunities 	<ul style="list-style-type: none"> • Funding group to provide up to date information on options 	<ul style="list-style-type: none"> • Recurrent funding approved for 12 month period for ongoing NSASP Project Worker (Part Time) • Need for full time worker discussed and supported as part of the NSASP Review • Funding body to address worker issues and accessing of resources
<p>7.6.2 That following the endorsement of this Social Plan, an Action Plan be developed involving all stakeholders to identify strategies, resources and timeframes</p>	<ul style="list-style-type: none"> • To develop an Action Plan for the Aboriginal Project Worker 	<ul style="list-style-type: none"> • Action Plans completed 	<ul style="list-style-type: none"> • Action Plans have been developed on an annual basis in consultation with the NSASP working group, Aboriginal Project Worker, local Indigenous representatives and organisations

OBJECTIVE 4.1: TO IMPROVE THE HOUSING OPTIONS FOR OLDER PEOPLE IN THE WILLOUGHBY AREA

Strategy	Performance Target	Performance Indicator	outcome
Provide housing information such as home equity conversion options, changing govt. policy.	- Research and develop an effective information distribution process which includes: * information sessions * info package * promotion strategy	- Min. of 2 information sessions held by Dec. 2003..	Updated "Housing Options for Over 55's" publication in draft form- to be launched 30/11/05 at the Access Awards
Assist in facilitating older persons housing projects where appropriate	- Research current older persons housing projects in the area and develop partnerships to work collaboratively on projects	- Council represented on projects as appropriate.	Comments to all SEPP5 applications Future planning issues raised by proprietors at an Aged Care Residential Facilities Forum in Sept. 03. Report incorporated into Council's Draft Housing Needs Policy.
Co-operate regionally with associations involved with Alzheimer's and dementia to acquire facilities and respite care accommodation for people with dementia.	- Collaborate with relevant services to review and assess needs and gaps in dementia accommodation.	- Network established - Current issues documented, strategies developed to meet those needs. - Funding or Expression of Interest forwarded as required.	Respite care issues lobbied via Home and Community Care Forum meetings. Amended Development Application currently being processed through Council for the expansion of dementia specific bed licences in the Dougherty Apartments.
To develop a checklist for the assessment of SEPP5 development applications	- Research and develop an assessment process.	- Assessment process developed and implemented by Jan 2001	SEPP 5 Checklist developed

OBJECTIVE 4.2: TO PROVIDE ADEQUATE HOME SUPPORT SERVICES FOR OLDER PEOPLE IN THE WILLOUGHBY AREA

Strategy	Performance Target	Performance Indicator	OUTCOME
<p>Council in conjunction with local services continue to advocate for growth in home support services including increased co-ordination and planning of resources and services.</p>	<ul style="list-style-type: none"> - Develop partnerships with services to analyse and review current policies and home support service gaps/needs for funding. - Participate in regional/sub-regional forums and disability planning networks for HACC. 	<ul style="list-style-type: none"> - Network established. Detailed funding submissions forwarded. - Expressions of Interest submitted for available funds. 	<p>Developed partnership with DADHC in conjunction with their Draft HACC Action Plan</p> <p>Developed partnership with St Leonards Rotary for the provision of an "Odd Jobs Service" – assistance in minor h/hold jobs eg changing light bulbs</p> <p>Advocating and development of existing services via representation on LNS Home and Community Care Forum and LGSA Aged Care Workers Committee</p>
<p>Opportunities are pursued to explore the provision of a home visiting service in the area.</p>	<ul style="list-style-type: none"> - Research and analyse the feasibility for a home visiting service in the area. - Collaborate with local and regional services for a home visiting service through the preparation of submissions as required 	<ul style="list-style-type: none"> - Feasibility for home visiting service - Participation in regional/sub-regional planning forums to prioritise need and submit funding applications/expressions of interest as required. 	<p>Investigation was unsuccessful in providing home visiting services</p>

OBJECTIVE 4.3: TO PROMOTE HEALTHY AGEING TO PEOPLE IN THE WILLOUGHBY AREA

Strategy	Performance Target	Performance Indicator	OUTCOME
Opportunities are investigated to work collaboratively with the NSCCHS particularly relating to health promotion and nutrition programs for older people.	- Research, develop and implement health prevention and nutrition programs	Liase with NSCCHS regarding possibility of collaboration on projects.	Lower Nth Shore Mental Health Network established to address mental health issues in all age groups including older people. Purchase of training material from NSCCH to be used in programs with seniors community groups.
Council in conjunction with all levels of Government and local services is involved in implementing the Healthy Ageing Framework objectives on a local level.	- Review and assess the Healthy Ageing Framework objectives and develop a strategic plan to meet key areas for action in the Willoughby area.	- Healthy Ageing Strategic Plan implemented.	No further programs introduced in 2004 -5 as there are many courses/programs operating from Royal North Shore Hospital health promotion unit.

OBJECTIVE 4.4: TO IMPROVE RESPITE CARE OPTIONS

Strategy	Performance Target	Performance Indicator	OUTCOME
Opportunities are pursued to influence State and Commonwealth Government for improved provision of appropriate respite care, including dementia respite.	<ul style="list-style-type: none"> - Participate in regional/sub-regional forums and disability planning networks for HACC Round 16: May-July 2000. - Analyse and review current policies and respite options for funding 	<ul style="list-style-type: none"> -Expressions of Interest submitted for available funds - Detailed funding submissions forwarded 	Council provides community grants to service organizations to improve dementia respite programs in the area.
That the issues relating to respite care options in the area are explored.	<ul style="list-style-type: none"> - Develop partnerships with services to review and assess regional respite issues. - Identify needs in carer support groups within the Willoughby area 	<ul style="list-style-type: none"> - Issues identified and documented - Strategies developed to address gaps 	Willoughby Carer group (major carer group for area) is represented on Council's Home and Community Care Services and Older People's Advisory committee.

OBJECTIVE 4.5: IMPROVE COMMUNICATION NETWORKS TO INCREASE ACCESS TO PROGRAMS, SERVICES AND ACTIVITIES FOR OLDER PEOPLE

Strategy	Performance Target	Performance Indicator	OUTCOME
Continue to update and provide the Services and Activities for the Over 50's Directory and Internet Database.	- Establish a working party to evaluate and update directory and database.	- Directory and database updated by 2002 - Min. 2 older people represented on the working party.	Council has published a 'Community Information Directory' available to the public at all library's.
Target relevant information on services and activities to older people, their cares and key organisations.	- Develop a Marketing Plan which will include: * information sessions *services & activities promotion	- Marketing Plan approved by June 2000. Commence implementation July 2000- June 2001	Tailored information sessions conducted in past financial year have been to: 3 broad spectrum consumer groups being: a day care centre, x4 recreation/social groups , and a retirement village. 3 peak service organization meetings in LGA. Other: A large Information display in Council foyer during Seniors Week.

OBJECTIVE 4.6: TO IMPROVE COMMUNITY AND PUBLIC TRANSPORT WHICH IS ACCESSIBLE TO THE COMMUNITY INCLUDING OLDER PEOPLE

Strategy	Performance Target	Performance Indicator	OUTCOME
Opportunities are pursued to improve the provision of public, community and individual transport in the area.	<ul style="list-style-type: none"> - Participate in regional/sub-regional forums and disability planning networks for HACC Round 16: May-July 2000. - Analyse and review current policies and transport options for funding 	<ul style="list-style-type: none"> - Detailed funding submissions forwarded as appropriate 	Representative for Council on the LNS Home and Community Care Forum Representation on Lower North Shore Community Transport (Willoughby City Council Community Aid Co-ordinator). Regional funding submission for expansion of community individual transport successful 2002.
Continue to influence the State Rail Authority to provide a lift from the platform of Chatswood Station to the Interchange.	<ul style="list-style-type: none"> - Lobby the State Rail Authority and Department of Transport 	<ul style="list-style-type: none"> - Written letters to the Department of Transport and State Rail 	Letters written from Council and the Access Committee. prior to announcement of new development.
Provide opportunities for transport users to participate in and influence the improvement of accessibility and availability of transport in the Willoughby area.	<ul style="list-style-type: none"> - Develop a regional forum to discuss future transport planning that is more responsive to needs 	<ul style="list-style-type: none"> - Forum established in the LNS 	Council represented at the Transport Regional Issues Group (TRIG) of Lower North Shore coordinated by Lower North Shore Community Transport.

OBJECTIVE 4.7: TO IMPROVE PUBLIC AND PERSONAL SAFETY OF THE WILLOUGHBY AREA FOR OLDER PEOPLE AND THE COMMUNITY

Strategy	Performance Target	Performance Indicator	OUTCOME
That issues of public and personal safety particularly for older people are addressed by involving local police, RTA, Neighbourhood Watch, residents, Council staff and other interested people.	<ul style="list-style-type: none"> - Develop a framework for the inclusion of older people issues at Council's Safety Committees. - Community representative on committee 	<ul style="list-style-type: none"> - Framework developed and implemented - Nominated representative 	<p>Framework developed July 2002 for Community representative on Council's Traffic Committee.</p> <p>Nominated committee member from Access Committee to attend Council's Traffic Committee Meetings.</p>
Older people are consulted on the safety design of the Willoughby LGA	- Consultation methodology developed	- Methodology documented, approved and implemented by June 2000	Statement in Council's Access & Equity Policy approved in March 1999.
Older people are informed of safety issues and improvements in the area	<ul style="list-style-type: none"> - Research and develop an effective information distribution process which includes: <ul style="list-style-type: none"> * information sessions * info package * promotion strategy 	<ul style="list-style-type: none"> - Min. of 2 safety education programs held by Dec 2000. Improved awareness measured by responses to evaluation survey at end of session. - Comprehensive information kit available June 2001 	Issues of concern and feedback are provided at bi monthly Home and Community Care and Sub Committee for Older People meetings and via members of Council's Access Committee.

PEOPLE FROM A NON-ENGLISH SPEAKING BACKGROUND SOCIAL PLAN UPDATE JULY 2004 – JUNE 2005

SECTION 4: IMPLEMENTATION STRATEGIES

OBJECTIVE 1: TO ENABLE THE ETHNIC COMMUNITY TO ACCESS COUNCIL SERVICES AND FACILITIES

Strategies	Performance Targets	Performance Indicator	Outcomes
To adhere to Council's Access & Equity Policy in all service provision	Yearly review of the Policy	Review completed and modifications made where applicable	No modifications required so far. Another review due end 2005.
To work in partnership where required with relevant Council Divisions to implement the Access & Equity Action Plan as per Council's Management Plan	Access & Equity Action Plan be monitored quarterly	Action Plan implemented by June 2000	Annual reports prepared on Access & Equity Statements. Cross-disciplinary activities included sustainability education workshops and multicultural events.
To consult the ethnic communities regularly to identify needs and provide feedback on services	Focus group	Report compiled on focus group findings; Recommendations acted upon	Consultations & survey have been held on Willoughby City Strategy.

OBJECTIVE 2: TO DEVELOP MECHANISM TO INCREASE ACCESS TO INFORMATION ON SERVICE PROVISION TO THE ETHNIC COMMUNITY

Strategies	Performance Targets	Performance Indicator	Outcomes
<p>To develop partnerships with relevant service providers to disseminate information to the community</p>	<p>Maintain MOSAIC Multilingual Information and Referral Service</p> <p>Distribute pamphlets; Display flyers;</p> <p>Facilitate information sessions;</p> <p>Produce service directories; Maintain an updated database</p>	<p>Increased number of enquiries</p> <p>12 information sessions annually Minimum of 20 people attending each session Minimum of 4 community languages participated</p>	<p>Information & Referral Services at MOSAIC</p> <p>Service pamphlets display and stocks</p> <p>26 information sessions held with a total attendance of 756 people over the past 12 months. Among the talks, 12 were health-related, 6 on sustainability, others related to Council services, safety issues, fire prevention and local community services. Target communities include: Chinese, Indonesian, Italian, Indian, Japanese, Korean, Spanish and Taiwanese.</p> <p>The LNS Multicultural Services Guide distributed to local service providers and made available at Council outlets for the community.</p>

OBJECTIVE 2 : cont.

<p>Translation of flyers/ information regarding Council services in relevant languages in accordance with the Access & Equity Policy</p>	<p>Council's flyers/ notices/ publications translated into relevant languages</p>	<p>MOSAIC service pamphlets translated Minimum of 10 languages available</p>	<p>Chinese translations added to the Multicultural Respite Care Program service brochure which is now available in altogether 9 languages.</p> <p>MOSAIC pamphlet available in a total of 10 community languages: Arabic, Armenian, Chinese, Farsi, Indonesian, Italian, Japanese, Korean, Hindi and Russian.</p> <p>MOSAIC installed a welcome signage board in 10 community languages advising the patrons of the free interpreter services.</p> <p>Multilingual Information & Referral Services flyer available in 7 languages: Arabic, Armenian, Chinese (simplified & Traditional) Farsi, Italian, Japanese & Korean.</p> <p>The flyer "English as a second language Learning Program" was made available in 10 community languages: Arabic, Chinese traditional, Chinese simplified, Farsi, Filipino, Indonesian, Japan, Korean, Spanish and Thai.</p> <p>Bi-lingual flyers for individual MOSAIC ethnic groups & their activities.</p> <p>Bi-lingual flyers on ethno-specific information sessions for the relevant target communities.</p> <p>The back of Council letterhead- message in 7 community languages advising the letter recipients of the language assistance in communicating with Council.</p>
<p>Advocate & lobby relevant government departments & other bodies to present information in</p>	<p>Government departments to provide interpreters to information sessions</p>	<p>interpreters provided for all sessions</p>	<p>Interpreters provided for health talks & Council services. A number of talks were presented in the community languages of the target communities.</p>

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community languages			
To develop marketing and promotional opportunities	<p>Press release in ethnic media; network with local organisations and community groups, information stall</p> <p>Research the production of a video to inform consumers of access point to information on services.</p>	<p>Minimum of top four community languages covered</p> <p>Detailed findings available 2001.</p>	<p>Ethnic media were used to promote MOSAIC activities & information talks. The media covers Chinese community radio and newspapers, Italian papers and Korean papers and magazine. Information stands provided at Chinese New Year, Artarmon Community Fair, Volunteer Expo, Carers Expo and Chinese Information Expo.</p> <p>The video option has not been pursued.</p>

OBJECTIVE 3: TO ENABLE THE ETHNIC COMMUNITY TO IMPROVE THEIR ENGLISH LITERACY FOR SOCIAL INTEGRATION

To establish effective communication strategies for information dissemination regarding the availability of English classes and self-learning ESL resources in the LGA	<p>Information available at MOSAIC & Library</p> <p>Flyer – English Literacy in Willoughby – updated regularly</p>	<p>Increased number of enquiries</p> <p>The information flyer updated twice yearly</p>	<p>The flyer “English as a second language Learning Program” was made available in 10 community languages: Arabic, Chinese traditional, Chinese simplified, Farsi, Filipino, Indonesian, Japan, Korean, Spanish and Thai.</p> <p>Half-yearly update of the flyer "<i>English Literacy in Willoughby</i>”</p>
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	Local NESB network to assist with information dissemination	Distribution of flyer to the networks of the local services and community groups	Flyers displayed at Council outlets including the Community Noticeboards at Chatswood Mall, Castle Cove, Castlecrag, Naremburn and Artarmon, libraries, MOSAIC & Dougherty Community Centre. Flyers are also distributed through the Ethnic Community Representatives Network.
To explore funding opportunities to provide additional English classes in the area	Establish partnerships to identify funding sources and prepare submissions	Additional classes established; a range of language skills levels available	English classes & English Conversation Groups were conducted at MOSAIC. Willoughby City Library offered English classes and ESL computer learning.
To facilitate key agencies to provide additional English classes in the area	Additional English literacy classes established	Number of new classes; Classes fully utilised	AMES and Macquarie Community College provided English Classes in Chatswood.
To explore opportunities for recruiting and training volunteers to conduct conversational groups	Training/ Refresher courses conducted; recruit people with relevant skills	New volunteers for ESL programs got trained.	AMES Home Tutor Enhancement Scheme conducted quarterly training courses for volunteer English tutors.

OBJECTIVE 4: TO IMPROVE ACCESS TO GENERAL HEALTH AND SEXUAL HEALTH SERVICES FOR THE ETHNIC COMMUNITIES

Strategies	Performance Targets	Performance Indicator	Outcomes
To create partnership with the Multicultural Service Unit, Northern Sydney Health and Sexual Health Service targeting the ethnic community	Working party formed to promote health services; information sessions with interpreters; Translated pamphlets Health checks	Four information sessions held	12 sessions in various community languages held in 2004/05.
To facilitate the ethnic community participating in health services consultation	Involve representatives from various language groups	Minimum of 4 language groups involved	Consultations held at Community Representatives Meetings.
To advocate on behalf of the ethnic community regarding their health needs	One consultation held	Submissions made.	Grant application to ClubsNSW for mental health workshops for the Korean community.

OBJECTIVE 5: TO FACILITATE THE MULTICULTURAL COMMUNITY MEETING TOGETHER FOR SOCIAL, CULTURAL, EDUCATIONAL AND RECREATIONAL ACTIVITIES

Strategies	Targets	Performance Indicator	Outcomes
To fully utilise the MOSAIC multicultural centre, operating 7 days per week	Additional staff member employed to enable MOSAIC to operate in the afternoons and on weekends	A full-time assistant employed; additional volunteers recruited; MOSAIC operating 7 days per week	Full-time staff commenced August 2000. 50 MOSAIC volunteers. MOSAIC operated 5 days a week. Centre regularly hired to outside groups/ organisations during weekend/ evenings.
MOSAIC operating in accordance with the Access and Equity	Equitable room hire policy established	Variety of groups, different nature of activities and various ethnic backgrounds	Room Hire Procedures and Conditions of Use in place.

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Policy		of people using the centre	Established a number of interest groups including the Latin Dance Group, French for Beginners and Spanish for Beginners at MOSAIC. Various ethnic social groups used MOSAIC and other Council facilities for their activities. These included: Chinese, Indian, Iranian, Italian, Japanese, Korean, Polish and Taiwanese. The activities range from tai chi, gentle exercise, yoga, singing, dancing, Japanese style water colour painting, origami, Chinese knotting, games, poetry reading and many more. .
Conduct additional multicultural programs	Expand multicultural respite care program for the frail, aged persons from NESB Cultural workshops; Multicultural gatherings/ activities/ events; A weekly drop in program for people to socialise	12 members coming from various ethnic backgrounds Four cultural workshops conducted 2 multicultural events held Minimum of 10 people attending weekly drop-in program	13 members with an average attendance of 8 people. Four cultural presentations:- topics covered Australian History, Jewish culture, Buddhism, Baha'i and Muslims. Annual events include Harmony Day, Iranian New Year, Indian New Year, MOSAIC Christmas/ End of Year Party, Moon Festival, Chinese New Year and Street Parade. Drop-in program was not be pursued, other new programs already in place.
Expand ethno-specific programs	Expand the MOSAIC ethno-specific group activities	Ethnic group activities available for 8 language groups	Achieved.
Research the needs & expectation of MOSAIC clients	Annual survey	Survey conducted number of responses	Regular consultations with each MOSAIC group.
Provide specialist skills to assist local community	Investigate funding opportunities Information dissemination	Funding submissions prepared Increased information provided to ethnic	Funding submissions to North Sydney and Lane Cove Councils and Community Development & Support Expenditure.

		communities	<p>Resource Business Enterprise Centre and Wesley Missions community profile data for their funding applications.</p> <p>Notified and/ or assisted the following community groups preparing grant submissions to Council's community grants and subsidy scheme: LNS Multicultural Network, Japan Club of Sydney, Australian Taiwanese Friendship Association, Korean Open Door Cultural Centre & Co-As-It.</p> <p>Comments to DIMIA on settlement program highlighting the settlement information needs of the Korean and Mandarin-speaking community.</p> <p>Resourced the newly established Australian Polish Seniors Group.</p>
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OBJECTIVE 6: TO ASSIST THE ETHNIC ELDERLY MEET THEIR ACCOMMODATION NEEDS

Strategies	Performance Targets	Performance Indicator	Outcomes
Information dissemination	Information sessions, distribution of publications	Annual information sessions in minimum of 3 community languages conducted	<p>Distribution of Renting Guide in community languages for the ethnic community.</p> <p>Multi-lingual Housing Information Toolkit available at MOSAIC and Library.</p> <p>Advocacy for Barton Road Estate residents.</p>
Develop affordable housing strategies in accordance with Council's Housing policy	Willoughby housing strategy implemented	More affordable housing stocks available	10 affordable units from Herbert Street Development

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Lobby for additional housing options	Clustering options investigated, Examine public housing partnership opportunities	Clustering submissions lodged Options identified	Draft Housing Policy 2005. Council has undertaken a joint submission with other stakeholders on the development of 39 affordable units in Artarmon.
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OBJECTIVE 7: TO FACILITATE THE COMMUNITY TO ACCESS LIBRARY, CULTURAL AND SPORTING FACILITIES

Strategies	Performance Targets	Performance Indicator	Outcomes
Information dissemination regarding existing programs and facilities	Information sessions and pamphlets made available in community languages Tours of Council facilities	Information sessions held, flyers available in community languages	Regular promotion of Council cultural activities & events, Willoughby Park Centre programs, Library services & Willoughby Symphony Orchestra to the ethnic communities via notice board displays and distribution of pamphlets.
Library, Cultural and Sporting Facilities be operated in accordance with Council's Access and Equity Policy	Additional multicultural programs in these services Ethnic collection and resources in the library be expanded Carnivale program to be maintained	Increased number of programs/ events Increased number of people attending Increased resources for the ethnic community Increased number of people attending the Carnivale	Council Programs/ events held 2004-05: Australia Day, Chinese New Year, Harmony Day, Iranian New Year, Indian New Year, Library Carnivale activities, Guringai Festival, Spring Festival events, Street Fair and Multicultural End of Year Party. Foyer Exhibition Space – Croatian display BIMS (Book Information Management System), first in Sydney. Ethnic collection at Willoughby Library expanded. Carnivale program maintained annually

OBJECTIVE 8: TO IMPROVE THE URBAN ENVIRONMENT

Strategies	Performance Targets	Performance Indicator	Outcomes
To enhance the opportunities for NESB people to participate in consultations	Ethnic communities advised of the consultation interpreter available	Increase NESB representation on all Council Committees and consultations.	Ethnic community representatives kept informed about the development of the Civic Place project. Consultations, survey and community forum involving a number of ethnic groups. Chinese focus group on sustainability issues.

OBJECTIVE 9: TO IMPROVE INFORMATION REGARDING EMPLOYMENT AND TRAINING OPPORTUNITIES FOR THE ETHNIC COMMUNITY

Strategies	Performance Targets	Performance Indicator	Outcomes
Facilitate information sessions, Information dissemination	Establish partnerships with local employment agencies and service providers	Information sessions conducted, Number of people attended Display and distribution of flyers, referrals to appropriate service providers	Employment Services participated in the Chinese Information Expo.

OBJECTIVE 10: TO IMPROVE TRANSPORTATION OPPORTUNITIES

Strategies	Performance Targets	Performance Indicator	Outcomes
Lobby relevant authorities to improve local public transport network	Major issues raised and discussed Increase public transport options	Improved adherence to schedules, increased transport on weekends	Council's Infrastructure Service is undertaking a Transport Review Plan. Transport Issues included as part of the Social Plan Action Plans

PEOPLE WITH DISABILITIES SOCIAL PLAN UPDATE JUNE 2001 – JULY 2002

SECTION 4: IMPLEMENTATION STRATEGIES

OBJECTIVE 4.1: TO PROMOTE ACCESS AND EQUITY PRINCIPLES IN COUNCIL’S SERVICES, PROGRAMS AND POLICIES

Strategies	Performance Targets	Performance Indicators	Outcomes
Monitor and review the Implementation of the DDA Action Plan	<ul style="list-style-type: none"> - Review and update DDA Action Plan for 2001-2004. - Progress of access works reported to MANEX each quarter 	<p>DDA Action Plan reviewed annually</p> <p>Quarterly report on completed access works and spending proposals forwarded</p>	<p>DDA Plan implemented. To be updated 2005/06</p> <p>Relevant reports on project initiatives to be forwarded to MANEX</p>
Prepare and deliver access awareness training for staff at Council	<ul style="list-style-type: none"> - Develop and implement disability awareness training - Improved awareness of disability issues among participants 	<p>A disability awareness training session be conducted in October-2002 for relevant staff employed since 2000).</p> <p>- Improved awareness measured via responses to evaluation form</p>	<p>Access Awareness Training conducted in October 2002 (to be held again Dec 04) Attendance of 15 staff members.</p> <p>Analysis of evaluation form demonstrates training session to be of benefit in increasing awareness and practical applications within the workplace.</p>
Provide opportunities for people with disabilities to participate in and influence the design of Council's relevant policies, programs and services	<ul style="list-style-type: none"> - Procedures developed for relevant DA's to be forwarded to the Access Committee for comment - Access Committee are consulted on relevant policies, programs and services affecting people with disabilities - Establish a consultation framework 	<ul style="list-style-type: none"> - 100% of relevant DA's commented on by the Access Committee - No. of consultations held with Access Committee as required - Framework implemented. - A cross representation of people with disabilities participated in consultation. A minimum of 6 disability types represented. 	<p>DA's forwarded to Access Committee. Committee is consulted on relevant Council policies, programs etc for example the Civic Place project, DDA Action Plan Review, Access & Equity Policy. Consultative framework developed as part of the Access & Equity Policy.</p> <p>Terms of Reference reviewed and updated March 03</p>

OBJECTIVE 4.2: TO IMPROVE PROVISION OF RESPITE CARE OPTIONS

Strategies	Performance Targets	Performance Indicators	Outcomes
Advocate State and Commonwealth Governments for improved provision of respite care	<ul style="list-style-type: none"> - Participate in regional/sub-regional forums and disability planning networks for Annual HACC regional funding - Analyse and review current policies and respite options for funding 	<ul style="list-style-type: none"> - Expressions of Interest submitted for available funds - Detailed funding submissions forwarded 	<p>Council provides assistance to Recreation Rendezvous (reduced rental of council facility) to assist in funding of social respite care programs.</p> <p>Collaborative consultation with peak federal service provider in LNS area. Funding submission successful for an increase in respite accommodation.</p> <p>Advisory committee member Northern Region Disability Network. (Reports to State and Federal govt).</p>
Explore the options for respite care in the area	<ul style="list-style-type: none"> - Develop partnerships with services to review and assess regional respite issues - Identify needs in carer support groups within the Willoughby area 	<ul style="list-style-type: none"> - Issues identified and documented - Strategies developed to address gaps 	<p>Committee member of LNS Home and Community Care Forum.</p> <p>Advisory committee member Northern Disability Network.</p> <p>Consultation meetings with peak Carer group in LGA.</p>

OBJECTIVE 4.3: IMPROVE COMMUNICATION NETWORKS TO INCREASE ACCESS TO PROGRAMS, SERVICES AND ACTIVITIES FOR PEOPLE WITH DISABILITIES

Strategies	Performance Targets	Performance Indicators	Outcome
Continue to update and provide Council's Disability Directory and Internet Database	<ul style="list-style-type: none"> - Establish a working party to evaluate and update directory and database 	<ul style="list-style-type: none"> - Directory and database updated by 2002 - Min. of 6 disability types represented on the working party. 	<p>Disability Directory updated June 2001</p> <p>Information available on Council's Web via the Library LINC database.</p>
Target relevant information on services and activities to people with disabilities, their carers and key organisations	<ul style="list-style-type: none"> - Develop a Marketing Plan which will include: <ul style="list-style-type: none"> * information sessions * a disability expo * service & activities promotion 	<ul style="list-style-type: none"> - Marketing Plan approved June 2000. Commence implementation July 2000-June 2001 	<p>A regional promotion in local newspapers of awareness and services available via personal profiles of people with a disability focusing on their experiences in the local area.</p> <p>Three information sessions to organised recreation/support groups 2002 –03</p> <p>Disability Expo – on hold.</p>

OBJECTIVE 4.4: TO IMPROVE HOUSING OPTIONS FOR PEOPLE WITH DISABILITIES IN THE WILLOUGHBY AREA

Strategies	Performance Targets	Performance Indicators	Current Status
Encourage the expansion of State and Federal Government expenditure on the purchase, construction and modification of housing for people with disabilities	- Collaborate with local and regional disability services to advocate for housing needs through preparation of funding submissions as required	- Network established - Funding submissions forwarded	Network established with key service providers in LGA. May 2002.
Checklists for DA (Development Applications) meet the requirements of AS 4299: Adaptable Housing	- Research and develop an Adaptable Housing Development Control Plan.	- DCP developed and implemented by Jan 2001.	DCP developed.
Housing options and policies affecting people effectively distributed to service providers and the community	- Research and develop an effective information distribution process which includes: * information sessions * info package * promotion strategy	- Min. of 2 information sessions held by Dec 2002. Increase awareness measured by an evaluation survey by participants at completion of session. - Comprehensive information kit available June 2001.	Information sessions conducted with promotion of booklet "Housing Options for People over 55" published August 2001 * Three information sessions to Community Groups. * Two sessions to Service Providers * One session to Centrelink * Display with Community Services in Council Foyer (during Seniors Week)
Options for affordable and accessible housing, particularly for people with disabilities in the Willoughby area, are explored	- Develop a register of adaptable, affordable and accessible housing. - Increase number of accessible, affordable and adaptable housing through the Inclusionary Zoning Process. Develop partnerships with local housing organisations.	- No. of adaptable and affordable housing in the Willoughby area.	Register for Adaptable and accessible housing in progress with the Draft Adaptable Housing DCP. Increase in number of adaptable units is expected when the DCP is and implemented. Three sites have been identified as Willoughby local housing per precincts. In collaboration with Council's housing officer consultation meeting May 2002 with peak disability service providers. to become involved in relevant working parties forums etc. Meeting held again in 2003.

			Council's Housing Officer facilitated an 'Affordable Housing Forum' October 2003 Report to be compiled with recommendations to be lobbied.
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OBJECTIVE 4.5: TO PROMOTE COMMUNITY AWARENESS AND RECOGNITION OF THE DIVERSITY AND VALUES OF PEOPLE WITH A DISABILITY

Strategies	Performance Targets	Performance Indicators	Current Status
Promote positive awareness and recognition of people with disabilities	<ul style="list-style-type: none"> - Research, develop and implement appropriate access and equity education programs - Develop and implement process for Access Awards to be presented on 3 Dec 1999. 	<ul style="list-style-type: none"> - 2 programs held by June 2001. Improved awareness measured by evaluation survey at completion of session. - No. of entries for Awards (minimum 10) - Favorable media coverage 	<p>Identified as not a top priority for 2001-02. To be actioned in 2003.</p> <p>Access Awards program developed and promoted in 1999 and 2000. No appropriate nominations received and the program did not continue. Format to be reviewed 2002-03. Access Awards program reviewed. Launched in September for 2003. Winners announced on Dec 3rd and awards presented in April 04</p>

OBJECTIVE 4.6: TO ENCOURAGE INCLUSION OF PEOPLE WITH DISABILITIES IN RECREATION, SPORTING AND LEISURE PROGRAMS

Strategies	Performance Targets	Performance Indicators	Current Status
To explore the sport and recreation options for people with disabilities in the area	<ul style="list-style-type: none"> - Review and analyse access to current services in the LNS. - Develop links with LNS Councils to investigate funding opportunities 	<ul style="list-style-type: none"> - Report on current accessibility of services including recommendations to address access and equity issues. - Relevant funding application submitted. 	Recreation Rendezvous received Council's grant for 'Come & Try' day of sporting activities in the area. Willoughby residents included in this project.
All recreation programs developed by Council are accessible for people with disabilities	<ul style="list-style-type: none"> - Establish a consultation framework 	<ul style="list-style-type: none"> - Framework implemented. - Min. of 6 disability types represented at consultations 	Consultation framework is included in the Access and Equity Policy. Access Committee participation in recommendations for six (6) accessible parks in the LGA. Recommendations for Hallstrom Park completed. Willoughby Park is the second park to be updated. The access audit has been commented on by the Access Committee

OBJECTIVE 4.7: TO IMPROVE PUBLIC AND PERSONAL SAFETY OF THE WILLOUGHBY AREA FOR PEOPLE WITH DISABILITIES AND THE COMMUNITY

Strategies	Performance Targets	Performance Indicators	Outcome
Address issues relating to people with disabilities in the Chatswood Student Safety Committee and CBD Security Working Party	<ul style="list-style-type: none"> - Develop a framework for the inclusion of disability issues - Community representative on committee 	<ul style="list-style-type: none"> - Framework developed and implemented - Nominated representative 	A young person with a disability was involved with the Youth Council, however has since left. Efforts to invite another person from the community have continued. Discussion with a young person and her family are currently being held
People with disabilities are consulted on the safety design of CBD Strategy	<ul style="list-style-type: none"> - Consultation methodology developed 	<ul style="list-style-type: none"> - Min. of 6 disability types represented. - Access Committee consulted 	Examples of where people with disabilities have been consulted in major safety design projects are: Civic Place project, overhead pedestrian bridge proposal at O'Brien Street and at St Leonard's Station to the RNSH; Upgrade of CBD streetscape, Chatswood/Epping rail link
People with disabilities are informed of safety issues and improvements in the area	Develop an effective information process which includes: <ul style="list-style-type: none"> * information sessions * info package * promotion strategy 	Current information and directories available	Negotiations with the major shopping centres to improve access to their facilities Guest speakers to the Access Ctee to discuss safety issues which is disseminated by the members of the ctee Access Awards presented to local organisations who provide safe access to their store

OBJECTIVE 4.8: TO IMPROVE COMMUNITY AND PUBLIC TRANSPORT WHICH IS ACCESSIBLE TO THE COMMUNITY INCLUDING PEOPLE WITH DISABILITIES

Strategies	Performance Targets	Performance Indicators	Current Status
Continue to influence the State Rail Authority to provide a lift from the platform to the Interchange	- Lobby the State Rail Authority and Department of Transport	Access to platform for people with a disability	Lift has been installed during the construction of the new Chatswood/Epping rail line
Provide opportunities for transport users to participate in and influence the improvement of accessible public transport in the Willoughby area	- Develop a regional forum to discuss future transport planning that is more responsive to needs	- Forum established in the LNS	Forum established in the LNS by the Lower North Shore Community Transport. Sub committee 'Transport Regional Issues Group' (TRIG).
Pursue opportunities to improve the provision of accessible community and individual transport in the area	- Participate in regional/sub-regional forums and disability planning networks for HACC Round 16: May – July 2000 - Analyse and review current policies and transport options for funding	- Expressions of Interest submitted for available funds - Detailed funding submissions forwarded	Accessible Bridge Services regional funding successful for the HACC target group (frail aged, people with a disability and their carers)

OBJECTIVE 1: TO IMPROVE THE HEALTH OPTIONS FOR YOUNG PEOPLE IN WILLOUGHBY

Strategies	Performance Targets	Performance Indicators	Outcomes
Advocate for a youth specific drug and alcohol (D&A) service on the North Shore	<ul style="list-style-type: none"> -To work in partnership with NSW Health and relevant youth services -To provide a venue for D&A counselling at Chatswood Youth Service 	<ul style="list-style-type: none"> -Number of submissions developed -Min. 10 organisations involved in advocacy 	Meeting held with Royal North Shore Department of Adolescent Psychology to discuss visits by a Counsellor to the Youth Centre. Not a priority at present.
Advocate for more youth friendly health services	<ul style="list-style-type: none"> -To represent Willoughby City Council on NSW Health project training general practitioners and health agencies to be youth friendly -To promote the NSW Health project to local GP's and young people 	<ul style="list-style-type: none"> -Min. 12 local GP's involved in project -Min. 20 young people involved in project 	<p>The NSW Health Project was undertaken by the Westmead Children's Hospital in two phases. Phase 1 – Research is complete. Phase 2 – findings were to be implemented in 2002-2003.</p> <p>Royal North Shore Hospital is also heavily involved in this project with local GP's and a Youth Health Committee formed over the last 3 years to drive this project.</p>
Develop creative ways of getting health information to young people	<ul style="list-style-type: none"> - To collect information and materials relevant to young people's needs - To provide health information to young people at schools and other agencies - To provide health information to young people on regional youth website 	<ul style="list-style-type: none"> - Health information on website by April 2000 - Number of visits to schools and other agencies 	<p>Youth Services were involved in organising the Chatswood Parent Drug Information evening in 2003. Over 150 people attended. Health information distributed through Chatswood Youth Centre. Streetwork and events eg. Shoreshocked.</p> <p>'Youthsource.org' website includes health info such as 'medical health', 'D&A'.</p>

OBJECTIVE 2: IMPROVE THE TRAINING AND EMPLOYMENT OPPORTUNITIES OF YOUNG PEOPLE IN WILLOUGHBY

Strategies	Performance Targets	Performance Indicators	Outcomes
Maintain a framework for the establishment of non-traditional education and training	<ul style="list-style-type: none"> - To establish partnerships with employment agencies - To seek funding to develop employment and training options - To assist job seekers through Chatswood Youth Service (CYS) - To lobby employers including Willoughby City Council for increasing youth positions 	<ul style="list-style-type: none"> - Number of funding submissions - Number of employers approached - Numbers of young people attending Chatswood Youth Service for job assistance 	The Lend a Hand Learning Centre is operating at the Chatswood Youth Centre two mornings per week. The Learning Centre provides an informal learning environment for young people who are at risk of dropping out of school. Council provides the premises at a subsidised rate. Approx 20 young people have accessed the service. Lend a Hand moved it's location to Chatswood High in 2004 due to proximity for students.

Strategies	Performance Targets	Performance Indicators	Outcomes
Disseminate information to young people regarding Industrial Award	- Marketing strategy developed to: research youth wages and conditions provide information to young people through their work place, schools and other agencies	- Minimum of 25 workplaces, schools and agencies involved	Centrelink information distributed at CYC.
Coordinate Willoughby Youth Council career expo	- To facilitate the development and promotion of expo	- Number of presentations at expo - Number of young people attending expo	Youth Council Career Expo organised in 2000. The event did not go ahead due to the majority of young people expressing disinterest in the event. Youth Services was involved at the 2001, 2002 and 2003 Bradfield College Career Expos.

OBJECTIVE 3: TO MAKE CHATSWOOD CENTRAL BUSINESS DISTRICT (CBD) A SAFER PLACE FOR YOUNG PEOPLE AND THE COMMUNITY

Strategies	Performance Targets	Performance Indicators	Outcomes
Chatswood Student Safety Committee and Chatswood CBD Security Working Party continue	- To host and facilitate regular meetings - To research, design and evaluate safety brochure for young people using the CBD - To make links with regional website working party - To adapt content of brochure for website - To conduct a safety audit of The Interchange	- Meetings held every 6 weeks - Draft brochure evaluated and approved by key players - Brochure updated by April 2002 - Safety information on website by April 2002 - Website updated every 6 months - Audit updated Dec 2002	The Chatswood CBD Security Committee meets bi-monthly. There have been 6 meeting held over the 2004-2005 financial year.
Promote safe development in Chatswood CBD	- To provide young people with opportunities for input into development of Willoughby City Council CBD Strategy	- Young people's safety addressed in Willoughby City Council CBD strategy	Youth-specific focus group was formed for the Civic Place consultations. Youth consultations occurred as part of the Willoughby Social Plan for young people.
Develop alcohol free zone (AFZ) in Chatswood CBD	- To gauge community support for AFZ	- Level of community input - Report prepared for council by Feb 2000	The Alcohol Free Zone was completed in the 2000-2001 financial year. The AFZ was updated in 2003-04.

Strategies	Performance Targets	Performance Indicators	Outcomes
Lobby for increased police presence in CBD	- To research community needs - To present research to police	- Appropriate changes in police patrols	Police attending bi-monthly CBD Security meetings. Police presence in the CBD has increased significantly in 2004-05 particularly over the Christmas period. Regular liaison between Youth staff and Police Youth Liaison Officer.

OBJECTIVE 4: TO IMPROVE ACCOMMODATION OPPORTUNITIES FOR YOUNG PEOPLE IN WILLOUGHBY

Strategies	Performance Targets	Performance Indicators	Outcomes
Advocate for adequate funding for SAAP services	- To work in partnership with youth accommodation and other services to increase funding for accommodation	- Number of funding submissions	Lower North Shore Youth Inter-agency have identified a need for accommodation for 16 – 18 year olds in the Willoughby area. A letter was drafted and sent to DOCS in 2003. Funding submissions were not identified as a high priority.
Advocate for increased housing stock for refuges in Willoughby	- To make representation on behalf of Willoughby City Council to Dept of Housing and other relevant bodies	- Increase in the number of beds available by 2001	Enquiries made on behalf of Community Youth Homes regarding availability of units through Willoughby Council. Lower North Shore Youth Inter-agency have identified a need for accommodation for 16 – 18 year olds in the Willoughby area. A letter was drafted and sent to DOCS in 2003.

OBJECTIVE 5: TO IMPROVE EDUCATION OPPORTUNITIES FOR YOUNG PEOPLE IN WILLOUGHBY

Strategies	Performance Targets	Performance Indicators	Outcomes
Continue programs to improve literacy of young people in Willoughby City Council area	- To establish literacy tutoring program at Chatswood Youth Service	- Continued through 2002	The Lend a Hand Learning Centre is operating at the Chatswood Youth Centre two mornings per week. The Learning Centre provides an informal learning environment for young people who are at risk of dropping out of school. Council provides the premises at a subsidised rate. Approx 20 young people have accessed the service. Lend a Hand moved it's location to Chatswood High in 2004 due to proximity for students.

Strategies	Performance Targets	Performance Indicators	Outcomes
Improve links with existing education providers	- To develop partnerships with schools, Parents and Citizens Associations and Counsellors	- Collaborative networks established	The local high schools are invited to the bi-monthly CBD Security meetings. Youth Services Co-ordinator regularly attends high school assemblies to promote events and the Youth Council. Youth Services developing strong links with Chatswood High via the Lend a Hand Learning Centre.
Improve information access to young people regarding services available and youth rights	- To update Youth Guide and Youth Info cards - Develop marketing strategy for information dissemination	- 1000 youth guides - 5000 youth cards produced and disseminated	The 2000 Youth Guide disseminated in collaboration with Lane Cove, Mosman and North Sydney Councils. Approx. 5000 'Youth Issues' pamphlets produced in 1999 and distributed in the following years. Commenced updating Youth Guide in early 2005.

OBJECTIVE 6: TO IMPROVE LEISURE OPPORTUNITIES FOR YOUNG PEOPLE IN WILLOUGHBY

Strategies	Performance Targets	Performance Indicators	Outcomes
Establish a youth café(s) in Chatswood	- To assist the café to develop policies regarding young people - To promote the youth café as a venue for young people	- Numbers of young people using the youth café	Meeting held with Civic Place Manager and a youth friendly café is planned as part of the Civic Place project. The Management Plan now includes the need to develop a business plan for the Youth Café.
Live music & dance parties	- To identify and lobby for a music venue/s in Chatswood	- Suitable facilities identified - min. 2 functions per year - Number of young people attending	Shoreshocked Youth Festival held in March 2005. Over 10000 young people attended. Youth Lounge and Stage at the Streetfair attracted record crowds throughout the day. 1 Sound Remedy dance party event run in conjunction with the Willoughby Youth Council.
Expansion of Chatswood Youth Service into adjacent carpark	- Purchase of car spaces to enable new training /counselling room to be constructed - Lobby for section 94 or other funds to build extension	- Report prepared by March 2000 - Parking spaces purchased	Several preliminary meetings held between relevant officers in council. \$20000 received from Section 94 for artistic upgrade to exterior.

Skate parks built in Willoughby	- Chatswood skate park DA approved, Artarmon DA placed & Willoughby Park planned & funded	Chatswood open by March 2000 Artarmon open by December 2000 Willoughby Park funded by 2001	Chatswood skatepark open and operational Chatswood skatepark launched with a community event. Artarmon and Willoughby skate parks not identified as a priority.
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OBJECTIVE 7: TO IMPROVE TRANSPORTATION OPPORTUNITIES FOR YOUNG PEOPLE IN WILLOUGHBY

	Performance Targets	Performance Indicators	Outcomes
State Transit Authority and Cityrail engaged in discussion of issues such as scheduling and attitudes of employees to young people	- To establish major issues in consultation with young people - To meet with young people, State Transit Authority and Cityrail to develop a plan to address the issues	- Issues paper compiled by May 2000 - Meet with State Transit Authority and Cityrail by August 2000	Liaison with State Rail has not been identified as a priority.

Schedule (r9)

(r9) Information Protection Principles

The Privacy and Personal Information Protection Act (PPIP Act) commenced on 1 July 2000.

Council adopted a Privacy Management Plan on 30 June 2000 to comply with the information protection principles contained in the Act.

Council has provided training to managers, supervisors and customer service staff on the requirements of the PPIP Act. Ongoing training is provided to Customer Services Staff as part of their on-the-job training.

There have been no Internal Reviews (under Sec43) during the period covered by this report.

There was no action required by the Privacy Commissioner regarding reviews or appeals.