



# **Willoughby City Council**

**2007/2008**

**Annual Report**

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## **INTRODUCTION**

Welcome to Willoughby City Council's Annual Report covering the period 1 July 2007 to 30 June 2008.

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 2008

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 2007-2012 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 2007 – 2012 are available for inspection at Council's Administrative Building, 31 Victor Street, and the Central Library, Level 1, Mandarin Shopping Centre, 65 Albert 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.

## **Acknowledgement of Country**

On behalf of the Aboriginal and Torres Strait Islander people of Australia, Council recognises the traditional owners of the land occupied by Willoughby City Council, the Cammeraygal People.

The Cammeraygal people are one of the 29 clans of the Eora Nation.

The Eora Nation is bounded by the Hawkesbury, Nepean and Georges Rivers.

“And the land is Cammeraygal.”

## **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 68,000 with Japanese, Chinese, Italian, Greek and Armenian backgrounds featuring strongly in our multi-cultural society.

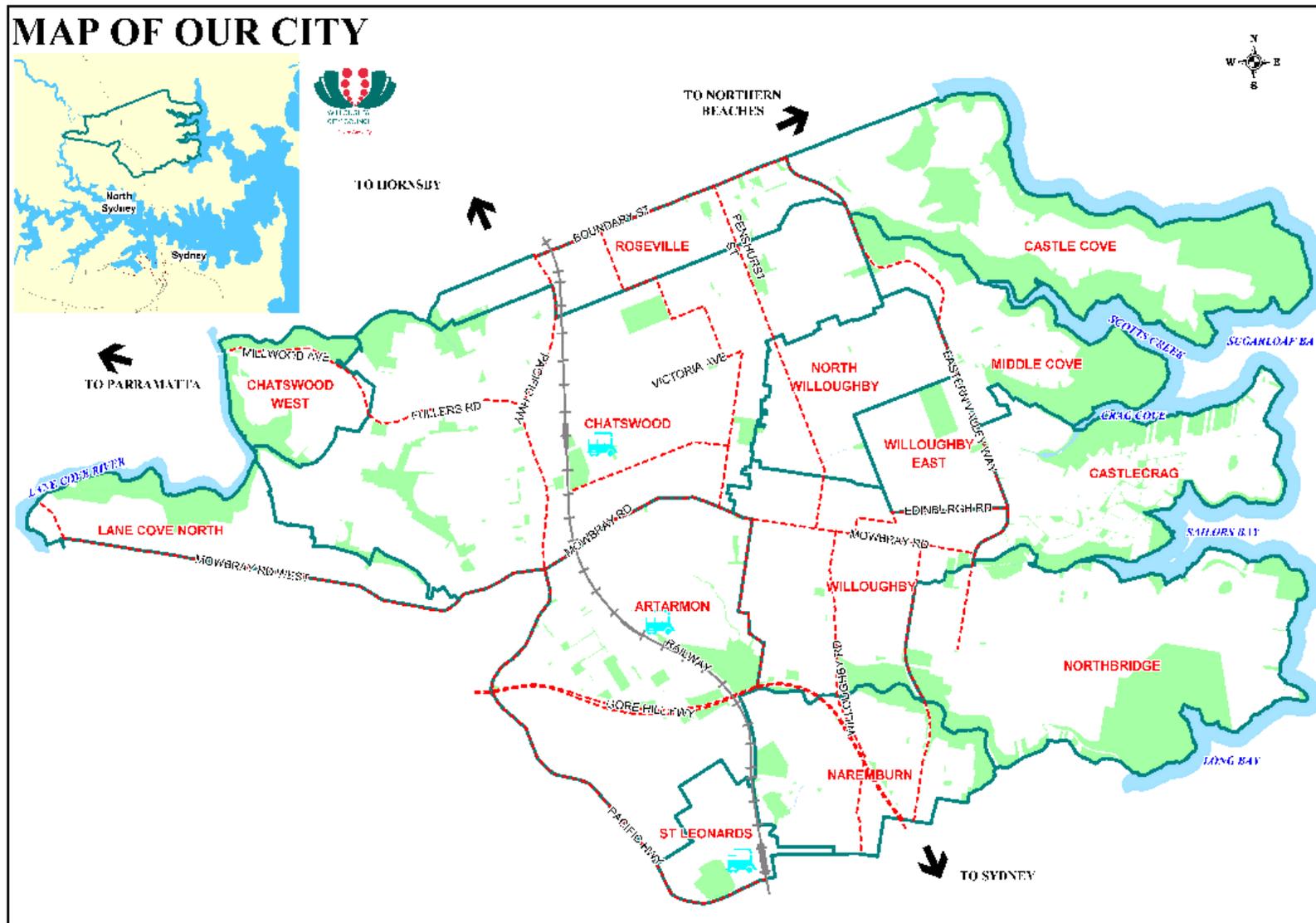
The diversity of the City’s built environment is reflected in the thriving commercial centres at Chatswood and St Leonards, industrial areas at Artarmon and East Chatswood and one of the finest retail centres in New South Wales at Chatswood. These centres create a huge employment pool which draws people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

Chatswood is a central transport node on the North Shore with trains and buses 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. The Chatswood railway station and bus interchange is nearing completion 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



Willoughby City  
Council

## Operating Principles

Council is committed to the following operating principles in every thing it does:

- Every customer will be treated with courtesy, respect, fairness and equity in every interaction with Council.
- All Council business will be conducted honestly, and transparently, in accordance with the spirit of Open Council. We will actively consult and work with the community as we formulate and implement new policies.
- Sometimes, because Council has a regulatory role, we may have to make decisions in line with our legal and communal obligations which may differ from an individual's specific request. Or Council may be required to balance the different needs and interests of individual customers. When this is necessary, we undertake to ensure that our customers have all the facts and reasons behind such decisions and that the decision will be according to the law and in the best interests of the whole community.
- We embrace our accountability for the professional management of Council processes and assets, and we undertake to apply commercial operational principles to ensure the community benefits from our efficient and effective management. We are aware of our responsibility as individuals and officers of the Council to perform our duties safely and to maintain a safe, healthy work environment.

Willoughby City Council has adopted the following overarching principles to underpin its actions:

**A participatory Willoughby** - promoting a diverse, inclusive, innovative, vibrant, open, active and engaging community. Nurturing a sense of community spirit that can create and expand cooperative networks both within our communities and with all our stakeholders to empower people and foster participation.

**A creative Willoughby** - encouraging a creative and innovative community which at all levels values learning, research, sharing knowledge, artistic endeavour, embracing change and allowing flexibility.

**An equitable Willoughby** – providing and advocating for physical, economic, cultural and social access and equity for all services, facilities and information.

**A sustainable Willoughby** - limiting our ecological footprint through the efficient use of resources, protecting the natural environment and encouraging biodiversity so that the City is improved for current and future generations. A sustainable community engages openly

and freely, it respects and celebrates diversity and our heritage and collaboratively addresses long term social and economic wellbeing.

**A beautiful Willoughby** - retaining and creating attractive places, neighbourhoods and centres with character and identity.

**A transparent Willoughby** - enabling continual improvement based on accountability, transparency, leadership, good governance and reflection; fostering an environment of honest and open decision making both within Council and by our business partners and stakeholders.

### Mayor and Councillors as at June 2007

<b>Mayor</b>		
REILLY, Pat	280 Eastern Valley Way WILLOUGHBY 2068	9417 7739
<b>Middle Harbour Ward</b>		
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
<b>Naremburn Ward</b>		
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
<b>Sailors Bay Ward</b>		
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
<b>West Ward</b>		
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

## Record of Councillor Attendance at Council and Standing Committee Meetings

<b>Number of Council Meetings held between July 2007-June 2008</b>	<b>25</b>
<b>Number of Standing Committee Meetings held between July 2007-June 2008</b>	<b>18</b>

Councillor Name	Meetings Attended
Councillor Reilly	24 Council Meetings 11 Committee Meetings
Councillor Chao	24 Council Meetings 14 Committee Meetings
Councillor Coppock	19 Council Meetings 3 Committee Meetings
Councillor Cox	18 Council Meetings 13 Committee Meetings
Councillor Fogarty	23 Council Meetings 16 Committee Meetings
Councillor Hickie	2 Council Meetings 0 Committee Meetings
Councillor Johnston	19 Council Meetings 13 Committee Meetings
Councillor Lamb	23 Council Meetings 16 Committee Meetings
Councillor Morgan	14 Council Meetings 6 Committee Meetings
Councillor Mustaca	22 Council Meetings 7 Committee Meetings
Councillor Norton	24 Council Meetings 18 Committee Meetings
Councillor Rutherford	21 Council Meetings 12 Committee Meetings
Councillor Thompson	23 Council Meetings 17 Committee Meetings

## 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
- Maintenance of Council-owned property
- Citizenship ceremonies/public receptions
- Companion Animal matters

#### Community Services

- Library services
- Aged, disabled, children’s, youth and ethnic services
- 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 development applications
- Catchment management and environmental engineering programmes

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

**Property and Commercial Services Project Director**

- Civic Place Project and Master Plan

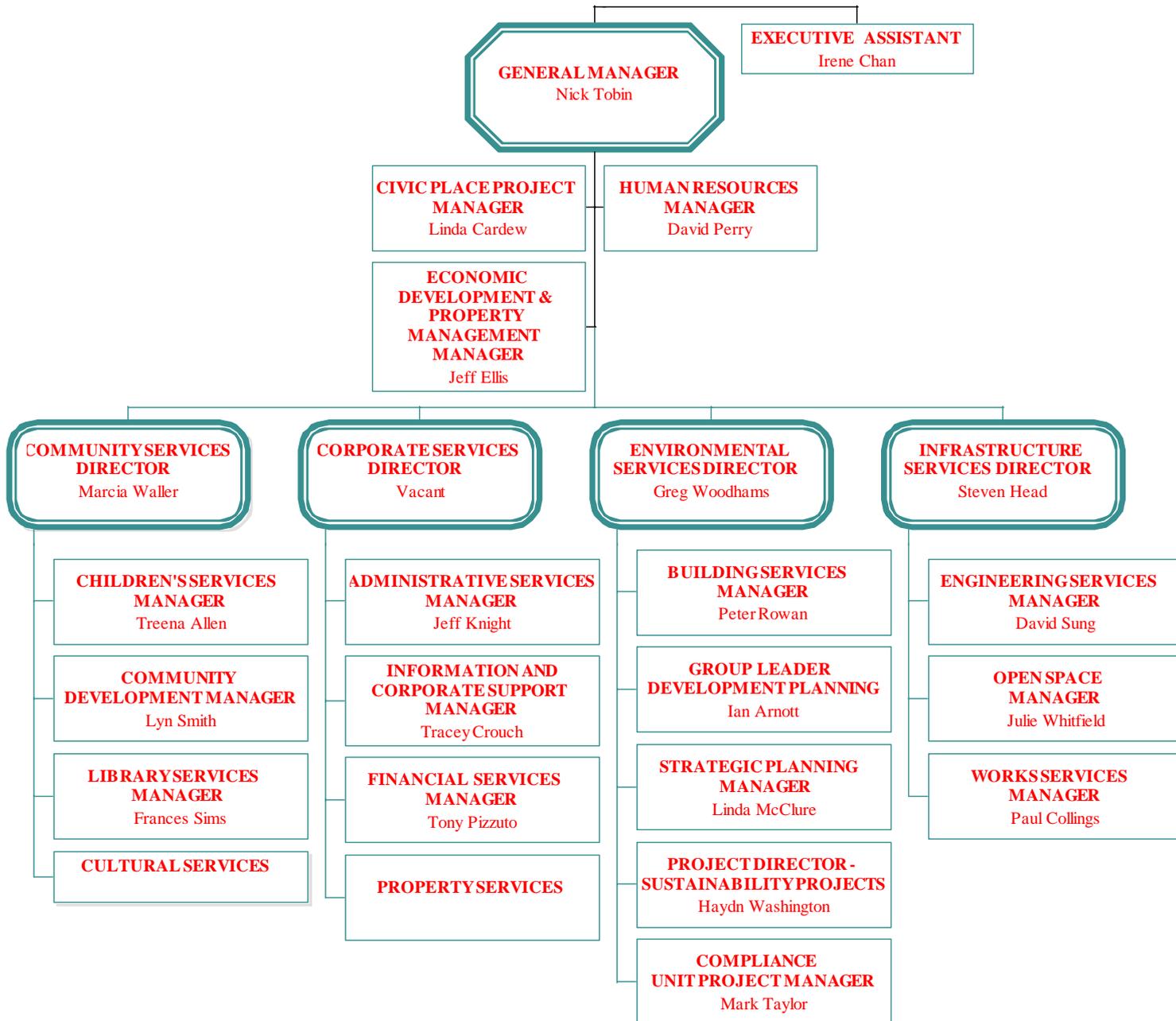
**Human Resources Manager**

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

**Economic Development Manager**

- Commercial property acquisition and disposal
- Economic opportunities

## Council Management Structure as at 30 June 2008



## **Schedules:**

### **Section 428 of the Local Government Act 1993**

### **Sections 217 & 218 of the Local Government (General) Regulation 2005**

### **Section 68 of the Freedom of Information Act 1989**

### **Section 33 of the Privacy and Personal Information Protection Act 1998**

### **Section 93G of the Environmental Planning and Assessment Act 1979**

The following Schedules provide statutory information about Council's activities for the period 1 July 2007 to 30 June 2008.

#### 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 Financial Statements provide information about Council's financial position as at 30 June 2007.

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

A copy of Council's audited 2007/08 Financial Statements are posted on our website at [www.willoughby.nsw.gov.au](http://www.willoughby.nsw.gov.au). The statements can also be accessed by contacting the Financial Services Manager on Telephone no. 9777 1000.

The financial information contained in this report (the Income Statement and Balance Sheet) provides an overview of Council's fiscal position as at 30 June 2008.

**Income Statement**

For the financial year ended 30 June 2008

<b>Budget 2008</b>	<b>\$,000</b>	<b>Actual 2008</b>	<b>Actual 2007</b>
	<b>Income from Continuing Operations</b>		
	<b>Revenue:</b>		
37,319	Rates & Annual Charges	39,807	38,088
16,938	User Charges & Fees	14,419	9,567
1,945	Interest & Investment Revenue	-	3,142
4,241	Other Revenues	8,822	9,567
3,449	Grants & Contributions provided for Operating Purposes	4,892	4,497
4,981	Grants & Contributions provided for Capital Purposes	6,342	2,784
	<b>Other Income:</b>		
60,400	Net gains from the disposal of assets	74,523	4,392
<b>129,273</b>	<b>Total Income from Continuing Operations</b>	<b>148,805</b>	<b>72,051</b>
	<b>Expenses from Continuing Operations</b>		
28,631	Employee Benefits & On-costs	31,045	27,266
204	Borrowing Costs	760	213
15,641	Materials & Contracts	23,434	18,571
9,413	Depreciation & Amortisation	20,116	19,809
-	Impairment	-	-
9,591	Other Expenses	8,943	8,406
-	Interest & Investment Losses	202	-
5	Share of Interests in Joint Ventures & Associates using the Equity Method	6	1
63,485	Total Expenses from Continuing Operations	84,506	74,266
<b>65,788</b>	<b>Operating Result from Continuing Operations</b>	<b>64,299</b>	<b>(2,215)</b>
	<b>Discontinued Operations</b>		
	Net Profit / (Loss) from Discontinued Operations	-	-
<b>65,788</b>	<b>Net Operating Result for the Year</b>	<b>64,299</b>	<b>(2,215)</b>
65,788	<b>Net Operating Result attributable to Council</b>	64,299	(2,215)
-	<b>Net Operating Result attributable to Minority Interests</b>	-	-
	<b>Net Operating Result for the year before Grants and Contributions provided for Capital Purposes</b>	<b>57,957</b>	<b>(4,999)</b>

**Balance Sheet**  
As at 30 June 2008

\$'000	Actual 2008	Actual 2007
<b>Assets</b>		
Current Assets		
Cash & Cash Equivalents	6,143	7,619
Investments	146,574	38,560
Receivables	5,019	3,597
Inventories	31	77
Other	246	1,462
<u>Non current assets classified as "held for sale"</u>	<u>8,578</u>	<u>20,396</u>
<b>Total Current Assets</b>	<b>166,591</b>	<b>71,711</b>
<b>Non Current Assets</b>		
Investments	-	-
Receivables	42	42
Inventories	-	-
Infrastructure, Property, Plant & Equipment	2,280,955	1,982,899
Investments Accounted for using the equity method	85	91
Investment Property	-	-
Intangible Assets	-	-
<u>Other</u>	<u>-</u>	<u>-</u>
<b>Total Non-Current Assets</b>	<b>2,281,082</b>	<b>1,983,032</b>
<b>Total Assets</b>	<b>2,447,673</b>	<b>2,054,743</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Payables	14,510	12,620
Borrowings	727	326
Provisions	7,814	6,983
<b>Total Current Liabilities</b>	<b>23,051</b>	<b>19,929</b>
<b>Non-Current Liabilities</b>		
Payables	1,987	1,639
Borrowings	33,728	4,644
Provisions	369	544
<b>Total Non-Current Liabilities</b>	<b>36,084</b>	<b>6,827</b>
<b>Total Liabilities</b>	<b>59,135</b>	<b>26,756</b>
<b>Net Assets</b>	<b>2,388,538</b>	<b>2,027,987</b>
<b>Equity</b>		
Retained Earnings	2,200,455	2,027,987
Revaluation Reserves	188,083	-
Council Equity Interest	2,388,538	2,027,987
Minority Equity Interest	-	-
<b>Total Equity</b>	<b>2,388,538</b>	<b>2,027,987</b>

## 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;*

The June Review of Council's Management Plan for the period 2007-2012 details the progress made in achieving the objectives identified in the Management Plan for the year 2007/8. A copy of the Review can be viewed on Council's website.

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 Review outlines the Progress made during the year in either achieving or working towards the Objectives.

Given the size of the Review document, it is impractical to reproduce it as part of this Report. A copy of the Review can be accessed on Council's Website or by contacting the Customer Services Centre.

Some of the notable achievements during the year were:

- 1. Urban Development and Physical Planning**
  - Works commenced on the restoration of the Willoughby Incinerator (heritage building) in Small St, Willoughby.
  - Development Application approved for the adaptive reuse of the former Council Works Depot .
  - Heritage Festival incorporating Heritage Architectural Awards was held from 5<sup>th</sup> – 20<sup>th</sup> April 2008.
  - A number of reviews have been carried out in preparation for the new draft Willoughby Local Environmental Plan 2009.
  - New draft WLEP 2009 presented to Council
  - Report to Council on National Acoustic Laboratory rezoning
  - Technical Working Group and Reference Group continuing to meet on Northbridge masterplan
- 2. Heritage, Environment, Recreation and Open Space**
  - Recycling programme expanded to include Plastics 6 & 7

- An eco-fashion show was held in Westfields to coincide with World Environment Day.
- 3 year Bushfire Plan prepared and Willis Park burn completed
- Drain stencilling of the Land Cove River catchment completed.
- Interpretive bushwalks organised in conjunction with the Aboriginal Heritage Office to celebrate the Guringai Festival.
- Renovations to the Chatswood Oval skate park completed.
- Ongoing monitoring of water quality in streams, creeks & Middle Harbour
- Successful Fauna Fair held at Willoughby Park to highlight what we can do to preserve native animals endemic to the area.
- Major park improvements either complete or substantially complete by end of year, including at Willoughby Park, Bales Park, Whitton Road Reserve and Artarmon Reserve
- Sustainability Charter adopted by Council
- Submission to Department of Local Government for e.restore 3 levy
- Summary Paper on Willoughby's Carbon Footprint and Strategy

### **3. Community Development**

- Aboriginal Social Plan launched in November 2007.
- Guringai Festival - Willoughby City Council received a NSW Local Government Special Commendation Award for the Guringai Festival
- A successful "Apartment Living in Willoughby" conference was held in November to share information and consult with local unit owners.
- A range of programmes and events were held for a variety of interest groups eg. Seniors Concert, Shoreshocked Music Festival, Youth Week activities, Senior/Junior Chess Competition, Harmony Day celebrations, Volunteer Appreciation Day.

### **4. Arts and Cultural Development**

- The Central Library was temporarily moved to the Mandarin Shopping Centre whilst the Civic Place Redevelopment takes place. In addition an overflow storage was created in Gibbes St, Chatswood for books and other library resources that could not be housed in the temporary premises.
- Tender accepted for the installation of a Radio Frequency Identification System for Council's libraries.
- Various classes conducted by Library staff eg story time for pre-schoolers, school holiday activities.
- Classes were held for English conversations & Internet training
- Carnivale and Chinese New Year celebrations held in the library.
- The Willoughby Spring Festival 2007 saw the final month of operation of the Willoughby Civic Centre. There were 45 events in total in the festival across Willoughby City. Twenty two that were run by Council. Eight Community Events received Spring Festival Grants and a further thirteen events were produced by the Willoughby Community and participated as umbrella events
- Willoughby City Art Prize is held annually with participation (614 entries) & patronage (2485) continuing to increase each year.
- Willoughby Sculpture Prize was launched in June 2008. Event to be held in March 2009.
- A Willoughby Artist Weekend was held in September 2007 with 19 venues displaying 40 artists.
- Information visits to the Youth Centre by professionals and educators re. youth access to health services, GP visits, police and legal services

- 15 concerts were held during the year as part of the Willoughby Symphony Orchestra and Choir subscription series.

## **5. Economic Development**

- Master planning has been completed for re-development of the Artarmon Library and the Chatswood Mall.
- A fast track Development Application system has been implemented to assist valued businesses in the lodgement and determination of applications.

## **6. Infrastructure, Transport and Access Management**

- Construction of footpath at Sharland Avenue, Ivy Street, Edinburgh Road, Cooney Road, Garland Road and Muttama Road.
- Construction of pedestrian crossing at Sailors Bay Road completed.
- Bonds corner intersection realignment and refuges island completed in addition to completion of Pyalla Street/Sailors Bay Road and Laurel Street pedestrian refuges
- Reconstruction of kerb and gutter at Darvall Street completed
- Ferguson Lane Chatswood CBD stormwater drainage diversion proceeding with Stage 1 completed and Stage 2 well advanced
- Reconstruction of defective pipelines completed in Artarmon Road/Wyalong Street
- Wickham Park / White St, Artarmon – park improvements completed.
- 6.4 kms of bike paths / routes added to the cycle network.
- Bike lockers and racks installed at a number of locations in the City including St Leonards and Naremburn,
- Council Cab project extended as a pilot Demand Responsive Transport Service.
- Car sharing parking spaces provided in ABC Site development at Gore Hill.
- Council fleet purchasing revised to more fuel efficient 4 cylinder vehicles. Travel passes offered in lieu of vehicle for certain positions.
- Introduction of a cycle fleet for use by staff in lieu of cars.
- Triple Bottom Line reporting used in all infrastructure related decisions
- Contracts signed for the demolition of structures on the Civic Place site.
- Contracts signed for construction of the main works associated with the Civic Place Project.
- Thomas Street car park sold and contracts exchanged.
- Tender of 30 solar powered 'state of the art' parking meters has been awarded and is scheduled for installation in July 2008

## **7. Finance, Administration and Corporate Management**

- Resident and Ratepayer Customer Satisfaction survey completed.
- Dataworks electronic document management system installed and staff trained in using the new system.
- 20,000 files processed from Old Admin Building and Depot (1910-1970 files) for archiving at the Government Records Repository
- Improvements made to Council's website to improve ease of use and visual design. Forms updated to facilitate business processes.
- New Civic Place Website launched
- Risk Audit completed
- Council Rangers impounding abandoned shopping trolleys found in streets and private property.

- Council participates in all contracts with Northern Sydney Regional Organisation of Councils (NSROC) to maximise savings on purchases.

**8 Corporate Development and Communication**

- A new Willoughby City Guide completed and distributed.
- Council's Records Management Program is reviewed annually in accordance with State Records requirements
- Continued enhancements to the CHRIS 21 HR Training and Payroll modules.

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 2007/ 2008 State of the Environment Report is a regional report and will be submitted separately by the Northern Sydney Regional Organisation of Councils (NSROC) Board. (A copy of the report is on Council's website). 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.

The "Sustainability Street" program has continued to generate strong community involvement, with six residential groups assisted by staff mentors. The program encourages people to get together in local communities to learn about sustainability and to assist and encourage each other to live more sustainably.

Population growth continues to put pressure on the environment. Historically, urban development proceeded along the ridgelines. This has led to downstream impacts on waterways and bushland areas, including increase stormwater runoff carrying pollution from roads, houses and gardens; weed invasion; feral animals etc. The pressure for increased population and urban consolidation will unavoidably impact on key environmental assets. However programs under the e.restore levy have sought to decrease this impact.

Transport issues are of major concern and remain a key challenge for Council. Traffic causes deterioration of air quality, contributes to climate change 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. This year Council has undertaken a range of initiatives to reduce car dependencies and improve mobility. The new sustainability levy in 2008 plans to continue action in regard to sustainable transport.

Waste can have negative impacts on public health and amenity, pollute water sources, release greenhouse gases and require large amounts of land for disposal. Willoughby residents are continuing a trend to increase recycling and remain steady in the amount of waste being disposed of to landfill. Currently half our municipal waste goes to the UR3R recovery centre rather than to landfill, halving the amount of the greenhouse gas methane that would be produced if it went to landfill.

Council manages approximately 290 hectares of bushland. Of the bushland in the care and control of Council, 85% 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 regenerator contractors and community members through the BushCare program augment these activities.

Council has contributed to the return of several native animals through wildlife habitat restoration, creating habitat corridors between bushland reserves and feral animal control. 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 six 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-armouring and bush regeneration.

Sydney's water resources are under pressure from the increasing demand for, and consumption of town water supplies by the Sydney community. The issue of water resources has become particularly important as Sydney is experiencing uncertain rainfall patterns and water reserves are below target. The NSW Government required all Councils serviced by Sydney Water to produce a Water Savings Action Plan. A cross-divisional working group was developed the Water Savings Plan and hopes to achieve a saving of 63 ML of potable water savings per year. This will be achieved through such measures as centralised control systems and moisture sensors for the irrigation of sports fields, use of flow controls in public amenities and large stormwater reuse projects in Chatswood CBD and on sports fields and more water efficient technology as the Willoughby Leisure Centre.

The Air Quality Monitoring Station in Mowbray Primary School was installed to monitor the existing background air quality as well as monitor future impact of the Lane Cove tunnel ventilation stacks on the local air shed and surrounding community. Results indicated that particulate matter (PM<sub>10</sub>) exceeded the National Environmental Protection Measure (NEPM) goal twice. Other parameters measured including carbon monoxide and nitrogen oxide were within the NEPM goals. The results will soon be available over the internet.

The Federal Government has now ratified the Kyoto Protocol, which locks Australia into a commitment to reduce greenhouse gas emissions. The issue of climate change and the impacts that are being experienced right now are compelling individuals and communities around the world to take action. Council has continued to implement its Carbon Reduction Strategy by undertaking measures to reduce corporate and community emissions. This will be ramped up substantially next year, leading to our 2010 target date of a 50% reduction in our greenhouse gas emissions. Council has been successful in gaining funding for a co-generation system at the Willoughby Leisure Centre from the NSW Government's Energy Savings Fund. This project will use natural gas to generate electricity for use on-site, and the waste heat will be used to heat the pool water in conjunction with a solar thermal system on the roof. It is expected that this project will save hundreds of tonnes of CO<sub>2</sub> per year. Council has also started to convert its car fleet to smaller, more fuel efficient cars, and is now introducing efficient hybrid vehicles into the fleet. Our total fleet carbon footprint of 1262 tonnes of carbon dioxide a year has now been fully offset by 'Gold Standard' renewable energy carbon credits. Council headquarters and the Chatswood Mall are now also on 100% GreenPower, reducing our carbon footprint by 1290 tonnes a year. These two initiatives mean that Council's footprint has reduced from 25% above its 1999 baseline to 11% below the baseline. We are thus on track to meet our 2010 target of a 50% reduction in greenhouse gas emissions.

Council introduced a special variation levy to fund e.restore, an extensive programme set up to improve our environment. The e.restore levy was originally developed as a response to gaps identified in past State of the Environment Reports and Council's Environmental Management Plan. e.restore has been responsible for a myriad of activities and community projects. It enables Willoughby City Council to undertake a much broader range of projects in addition to supporting and maintaining existing environmental works.

The current environmental levy is in its final year and raised \$2 million in 2007/ 2008.

The e.restore projects up to 2008 were divided into four categories: repairing the past, restoring our creeks, rivers and harbour, reducing our Impact and the Enviro-meter. Details of the projects in the final term of the old levy are outlined below. At the end of the financial year, Council applied for and received a new third term of its sustainability levy, e.restore, which commenced in July 2008. The new sustainability levy now raises \$4.2 million per year in perpetuity and has a strong focus on climate change projects, sustainable building, and sustainable business. The new e.restore projects have been divided into four categories: Restoring our Ecosystems, Climate Change, Sustainable Business/ Suburbs and Community Action and Engagement. Details of the projects in e.restore 2 being completed this financial year, and planned projects starting in July 2008 in the new e.restore 3 levy are outlined below.

**e.restore Financial Year Progress Report 2007-2008 (final year of e.restore 2 levy)**

Project	Project Brief	Achievements July 07 – June 08
<b>Restoring The Past</b>		
<b>Enhance habitat and wildlife</b>	Wildlife Habitat Restoration Community Participation in Habitat Restoration Protect Willoughby's wildlife Pest Species Management	On ground works in conjunction with Sugarloaf Bay estuary grant project completed. Successful Fauna Fair held at Willoughby Park, with approximately 1200 participants. Liaison with companion animal committee and information provided to pet owners at key reserves. Monitoring of new companion animals signage in conjunction with compliance team at major bushland reserves. Regional fox baiting program supported. Habitat and wildlife issues linked to Bushcare training and on ground works.
<b>Restore our creeks, rivers and harbour</b>	Project focussed on restoration and rehabilitation of Willoughby's major creeks, including the wetlands and estuaries along these creeks to improve water quality and habitat.	Project coordinator completed inspections of all sites and assessed contractors' performance. Ongoing assessment and administration of all contract work sites carried out. 2007/8 field reports reviewed and invoices processed. Project planning carried out to integrate successful grant projects with capital works, maintenance and e.restore funded works. Estuary management program grant works completed at Swaines Creek, Sugarloaf Creek and Scotts Creek. Greenweb grant works completed in Blue Gum Creek. Creek condition rating and weed mapping used as basis for contractors work in Lane Cove River and Middle Harbour catchments, consistent with reserve action plans. Successful grant application to CMA for Scotts Creek restoration project. Major stormwater outlet projects maintained.
<b>Reducing Our Impact</b>		
<b>Cleaner Production</b>	To develop sustainable business practices with industrial and commercial operations within Willoughby.  To extend environmental audits currently being conducted within the Artarmon industrial estate to the east Chatswood industrial area.	Ongoing industrial environmental audit program, with many businesses audited in Artarmon industrial estate including follow up inspections. Conducted industry-specific audits of spray painting business and service stations across the LGA, with follow-up inspections. Development of cleaner production education material for business. Recruitment of 6 large (50+ employees) businesses into the DECC Sustainability Advantage program. Development of joint-council small/medium business sustainability program with north shore councils, and relevant grant expression of interest. Assessment of industrial premise development applications.
<b>Environmental Management System (EMS)  (now Sustainability Projects)</b>	This project brief has been modified due to the previous decision to hold off on an environmental management system and rather concentrate on sustainability. Develop and implement sustainability projects such as climate change mitigation, energy conservation and renewable energy, water conservation, sustainable business and sustainable building.	Sustainability projects officer employed. Action taken on many projects including:  Sustainable business;  Community engagement on climate change;  Earth Hour;  Every drop counts;  Sustainable purchasing.

<b>Project</b>	<b>Project Brief</b>	<b>Achievements July 07 – June 08</b>
<b>Resource Conservation</b>	To reduce council's and the community's consumption of energy and water through energy performance contracting (EPC) and ICLEI's Water Campaign.	Willoughby's water savings action plan and energy savings action plan are being updated and implemented. Finalisation of energy performance contract actions. Research on cogeneration project and assessment of detailed facility study, prior to going to tender for installation at Willoughby Leisure Centre.
<b>Transport Management</b>	Advocate public transport and road space management and improvements, walking and cycling projects.	The trial of CouncilCab was been extended until 30 June 2008 and expanded to include a Saturday service. Re-issue of 3 TAGs with revisions for Willoughby Park Centre, Willoughby Leisure Centre and Chatswood shops. New TAGs for Artarmon reserve and Northbridge shopping precinct. GoGet Car Share continues to operate using 3 pods located at Chatswood and St Leonards. 3 new pods approved for the use of FlexiCar. Willoughby walking volunteers group commenced audits of walking routes around key transport nodes to plan future improvements to walking routes. Bike plan being implemented by Council. Ongoing liaison with TIDC/Railcorp and interchange contractors to ensure satisfactory outcomes for active modes as part of Epping Rail Link works/interchange. Cycling skills and bike maintenance workshops introduced. Walking route improvements made under the Walk This Way project. Chatswood CBD microsimulation traffic study.
<b>Change For Our Future</b>		
<u>Streets to Creeks</u>	Increase community involvement in preventing pollution of our waterways by expanding the Streets to Creeks – Sailors Bay pilot program to the rest of Willoughby.	Displays of catchment information held at numerous events and community venues, including Artarmon Street Fair, Spring Festival, Willoughby City Library and council foyer exhibitions.  Successful link established between Streets to Creeks and Sustainability Street projects, by working with community groups.  Drain stencilling in both Middle Harbour and Lane Cove River catchments continued.
<b>Community environment support</b>	Project to expand on council's current community environmental initiatives and projects as well as to educate our community on practical means that they can adopt to reduce their impact on the environment.  Project is split into two components; environmental projects and communication projects.	<b>Environmental Projects</b> Co-ordination of Enviro-Grant project. Grants completed include; Castle Cove Public School – paper use reduction Mowbray Public School – rainwater tank installed for toilet use Artarmon Public School – rainwater tank installed for use in the plant nursery. Chatswood High School – erosion control completed through planting of Blue Gum High Forest species. A new round of grants to be awarded in June 2008. A PDF document was developed and distributed to schools with enviro grant project examples. Environment In Focus photography competition held with 120 images submitted. Pictures promoted the biodiversity and beauty of Willoughby's natural areas and the interaction of people with the environment. 110 people attended the launch while there were 2000 webpage hits. Three year Long Nosed Bandicoot survey completed confirming breeding populations of bandicoots in the bushland reserves of Castle Cove. This biodiversity survey implemented with support from community volunteers. Project Management of new walking track construction. Funded by a state government issued grant. Watergate reserve track completed and Harold Reid reserve foreshore track extension completed. ANZANG Nature photography exhibition held in council foyer in January 2008 to promote nationally threatened flora and fauna. Funded by the federal government. Liaison with Friends of the Fountain resident volunteers group to assist with the maintenance of the Walter Burley Griffin Fountain in Castlecrag.  <u>Communication Projects</u>

Project	Project Brief	Achievements July 07 – June 08
		<p>Assisted in transforming technical terminology into messages for general public consumption.                      Ensured all current e.restore projects were promoted in WCN, WCC website, community notice boards and community centres and school newsletters.                      Compiled yearly e.restore media plan.                      Co-ordinated internal communication of e.restore.                      Assisted with the organisation of e.restore projects and events.                      Generated more than 40 media releases and publicity material for current e.restore projects and ensured that all projects were covered. 60 articles were generated in this period.                      Completed coordination of the marketing campaign for e.restore 3.                      Coordinated and assisted in the e.restore public forum.                      Coordinated and managed the e.restore public exhibitions.                      Liaised with the e.restore project team to produce key achievements of the first and second e.restore terms as well as the proposed projects for a possible third term of e.restore.                      Produced the Mayoral letter.                      Formulated and produced a community questionnaire on the environmental levy in order to gain public opinion.                      Completed organisation of promotional and marketing material for Willoughby's whale adoption. Project aims to tie in with the schools program.                      Internal and external promotion of Earth Hour.                      Produced Footprints and Ethical Fashion Show sponsorship proposals                      Following on from the marketing plan for Willoughby's Switch and Ditch competition, continued to identify opportunities for promoting the competition and in turn the council and associated sponsors.                      Attended the Local Government Sustainable Development 2007 Conference and wrote a report highlighting best practice sustainable development solutions on the basis of the initiatives showcased.                      Undertook group facilitation training and conducted Sustainability Review of Council via small group workshops.                      Coordinated the distribution of the draft Sustainability Charter to local community, health and professional service sectors.                      Held e.restore foyer exhibition.</p>
<p><u>Education for Sustainability</u></p>	<p>Project to develop a strategy for a long term comprehensive approach to education for sustainability based upon current community attitudes, then develop and implement this strategy through an education for sustainability plan.</p>	<p>Coordination of program and mentors for Sustainability Street in Willoughby.                      Working regionally with other Sustainability Street councils with LoGoSS grant from Environmental Trust                      Steering committee. Started Northbridge group.                      Completed staff and community information sessions.                      Workshops on a range of sustainability topics such as natural cleaning, chooks (some run by members of the groups).                      Fieldtrip to Kimbriki.                      Planting days and working bees.                      Christmas celebration.                      Training for new mentors.                      Launch Artarmon Library Sustainable Living Collection.                      No dig garden at Artarmon Library.                      Case study for SoE.                      Raising profile by arranging stalls at community events, including Artarmon fair, fauna fair, garden fair and Mowbray School fete as well as producing newsletters, flyers, banners and updating websites.                      New planning for links with neighbourhood nexus.                      Participated in walk against warming.                      Towering Towards Sustainability facilitated by funding from RSL for workshops in Italian and Japanese and fieldtrips following a focus group.                      Representative on Water Ambassador DECC/ECC steering committee.                      Incorporation of environmental topics into ESL (English as a second language) classes. A new workshop was run for teachers on consumerism.                      Contributed to Chinese New Year.                      On the Footprints regional project, members continuing to affect employers, friends and family.                      On going communication on yahoo group.</p>

<b>Project</b>	<b><u>Project Brief</u></b>	<b><u>Achievements July 07 – June 08</u></b>
		<p>Eco sounds even with ACF.                      Draft corporate sponsorship circulated to other councils.                      Worked on the following events, Sustainability Expo, Ethical Investment Living Environment Talk, Earth Hour, climate change roadshow, foyer display, fauna fair, Spring Fair, garden fair, attended Mosman sustainability expo, Sustainable Transport presentation as well as non toxic cleaning and energy workshops for children's services.                      Working on Ethical Fashion Show.                      Willoughby walkabout with youth services.                      Watershed volunteer workshop.                      Walk against warming with Sustainability Street and climate action groups.                      Met with coordinator of London Sustainability Weeks, presented to NSEEN, educators and Willoughby staff.                      Climate change project with Laila Bazzi (trained by Al Gore).                      Working regionally, established regional educators group – NSEEN (chair meetings quarterly) following consultation with NSROC.                      Participated in AAEE member consultation.                      Awards include: finalist - UN Environmental Management Award.                      KAB, Sustainable Cities as well as the whole of council award application.</p>
<b>The Enviro-Meter</b>		
<b>Environmental Monitoring</b>	Project to measure changes in the chemical, physical and health parameters of creeks, as well as changes in air quality and changes in noise pollution levels.	<p>On going air quality monitoring of ambient air quality from the air quality monitoring station at Mowbray Primary School.</p> <p>Community groups have attended demonstration sessions at the monitoring station with discussions focusing on what is influencing air quality within Willoughby. Researching a detailed air quality study for the LGA, focusing on industry emissions.</p>
<b>Water Monitoring (EMP Action 346)</b>	Develop strategy for gathering of specific water quality data and collection of such data. Operated in conjunction with Environmental Monitoring project.	Macro-invertebrate sampling of creeks continuing. Improving collection of water chemical data.

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 as at June 2008**

<b>Asset Class</b>	<b>Category</b>	<b>Cost (\$'000)</b>	<b>Valuation (\$'000)</b>	<b>Written Down Value</b>	<b>Asset Condition</b>	<b>Estimated Cost to bring to a satisfactory standard (\$'000)</b>	<b>Est. annual Maint expense</b>	<b>Program Maint Works for Current Year (\$'000)</b>
<b>Public Buildings</b>	Council Offices	-	800	799	Good Condition	-	12	124
	Council Works Depot	-	284	269	Good Condition	-	4	15
	Council Halls	-	244	217	Average condition	75	4	15
	Council Houses	-	5,897	3,862	Average condition	2,295	3	86
	Commercial buildings	-	46,264	44,190	Average condition	7,512	663	145
	Library	-	2,101	1,992	Average condition	524	30	1,940
	Childcare Centres	-	7,293	6,859	Partly Worn	1,029	103	41
	Community Centres	-	3,408	3,207	Average condition	1,283	48	415
	Amenities Toilets	-	34,989	33,224	Average condition	1,611	483	34
	Other Structures	6,346		3,417	Average condition	326	52	50
<b>Total</b>		<b>6,346</b>	<b>101,280</b>	<b>97,036</b>		<b>14,655</b>	<b>1,402</b>	<b>2,865</b>

<b>Public Buildings</b>								
<b>Asset Class</b>	<b>Category</b>	<b>Cost (\$'000)</b>	<b>Valuation (\$'000)</b>	<b>Written Down Value</b>	<b>Asset Condition</b>	<b>Estimated Cost to bring to a satisfactory standard (\$'000)</b>	<b>Est. annual Maint expense</b>	<b>Program Maint Works for Current Year (\$'000)</b>
<b>Public Roads</b>	Sealed Roads	230,541		105,976	Average condition	14,338	1,690	1,930
	Bridges	4,678		2,956	Good Condition	-	-	-
	Footpaths/ Cycleways	27,348		13,025	Average condition	1,030	1,562	1,304
	Kerb & Gutter	48,897		12,685	Average condition	3,848	138	182
	Street Signs	1,182		9	Good Condition	264	97	121
	Car parks	6,221		3,654	Average condition	-	-	-
<b>Total Public Roads</b>		<b>318,867</b>		<b>138,305</b>		<b>19,480</b>	<b>3,487</b>	<b>3,537</b>
<b>Drainage Works</b>	Storm water Conduits	60,155		30,991	Average condition	28,934	336	341
	Inlet & Junction Pits	9,300		4,569	Average condition	2,624	649	640
<b>Total Drainage works</b>		<b>66,455</b>		<b>35,560</b>		<b>31,558</b>	<b>985</b>	<b>981</b>
<b>Total All Assets</b>		<b>394,668</b>		<b>270,901</b>		<b>65,693</b>	<b>5,874</b>	<b>7,383</b>

## **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.

Council allocated \$2,458,300 for road pavement maintenance and improvements in 2007/8.

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.

Council allocated \$219,600 for footpath maintenance and improvements in 2007/8.

\$325,800 was spent on improvement and preventative drainage works during the year apart from the stormwater improvement works detailed in Schedule (r 11).

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	\$570,947
(2)	Total legal costs incurred defending appeals	\$251,602
(3)	Total legal costs for matters initiated by Council	\$124,172

Council was involved in the following legal proceedings for the period 1<sup>st</sup> July 2007 to 30th June 2008:

Address	Court	Proposal	Costs Paid \$
<b>Appeals Dismissed</b>			
7 Donnelly Road, Naremburn	Land & Environment Court	Proposed Child Care Centre – Class 1 proceedings	41,279
356-360 Eastern Valley Way, Chatswood	Land & Environment Court	Application for construction of industrial units – Class 1	37,610
40 Headland Road, Castle Cove	Land & Environment Court	Application for a new dwelling – Class 1	7,301
72 Sugarloaf Crescent, Castlecrag	Land & Environment Court	Sec 96 application for excavation and extension to sub floor of proposed dwelling – Class 1	74,707
<b>Appeals Upheld</b>			
Nil			
<b>Council Initiated Actions</b>			
24 Anderson Street, Chatswood	Land & Environment Court	Two unlawful storage areas under carpark ramps	19,771
13 Baldry Street, Chatswood	Land & Environment Court	Unauthorised pond in on-site detention system	14,215
24 Calbina Road, Northbridge	Land & Environment Court	Unauthorised works including driveway, carport, deck and internal modifications.	10,384
11 Deepwater Road, Castle Cove	Land & Environment Court	Unauthorised use of residential buildings for commercial storage.	5,318
42 Northcote Street, Naremburn	Land & Environment Court	Unauthorised building works in a semi detached house including a loft, lower floor area and garage.	20,962

2 & 4 Wyvern Avenue, Chatswood	Land & Environment Court	Action to require owner to remove waste and clean up property.	12,284
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#### Appeals Discontinued / Withdrawn

63a Archer Street, Chatswood	Land & Environment Court	Development Application for a mixed development on the site. Amended plans lodged meeting Council's requirements.	22,232
20 Carlotta Street, Artarmon	Land & Environment Court	Legal action taken regarding pollution emanating from disconnected downpipes. Owner connected pipes and action ceased.	7,347
31-33 Coolawin Road, Northbridge	Land & Environment Court	Legal action instigated re non compliance with conditions of consent.	2,713
14 First Avenue, Willoughby	Land & Environment Court	Legal action re the unauthorised installation of rainwater tanks. Property sold.	4,798
8/51-55 Garland Road, Naremburn	Land & Environment Court	Unauthorised sun room. Order served on owner. Works covered by the order have been completed.	964
116 Hampden Road, Artarmon	Land & Environment Court	Matter discontinued by applicant following approval of DA for change of use from therapeutic massage parlour to brothel.	7,692
10 Oxley Street, Naremburn	Land & Environment Court	Application for the demolition of an existing building and construction of a new dwelling in a conservation area.	15,429
1/128 Sailors Bay Road, Northbridge	Land & Environment Court	Appeal against the conditions imposed on a proposed veterinary practice in the development consent.	4,350
75 Sailors Bay Road, Northbridge	Land & Environment Court	Section 96 consent granted to rectify omission of condition in original Notice of Determination for a carwash.	2,309
55 Stanley Street, Chatswood	Land & Environment Court	Deemed refusal of a dual occupancy application.	808

#### Matters pending

24 Anderson Street, Chatswood	Supreme Court	Monkey Bar carpark. Awaiting report from Supreme Court into cost recovery application.	18,590
28 Anderson Street, Chatswood	Land & Environment Court	Legal action re unauthorised land use. Enforcement of outstanding order.	6,826
31 Devonshire Street, Chatswood	Land & Environment Court	Appeal against refusal of residential flat building – Class 1	13,800
14 Rockley Street, Castlecrag	Land & Environment Court	Appeal against refusal of application for a new dwelling.	10,211
70 Sugarloaf Crescent, Castlecrag	Land & Environment Court	Application for two new dwellings. Applicant has agreed to amend plans. Plans currently being assessed by Council.	13,874

#### Legal Costs – Other

A total of \$8,401 was paid in relation to court action taken in the Local Courts. These actions were for minor matters including compliance matters and unpaid fines.

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 assessed Willoughby as a Category 1 Council for 2007/8.

Council resolved to adopt the maximum scale of fees set by the Tribunal for period 1 July 2006 to 30 June 2008. The fees payable were:

<b><u>Councillor</u></b>	<b><u>Mayor</u></b>
18,510	49,165

On this basis, the total fees expended for the 2007/8 year were:

Mayor	49,165
Councillors	<u>231,375*</u>
	\$270,540

\* Councillor Hickie was not paid a proportion of his Councillor allowance as he was on extended sick leave.

A copy of Council's Policy for the Payment of Expenses and the Provision of Facilities to Councillors is attached. This Policy was adopted in January 2008 following the annual review required under Section 252 of the Local Government Act 1993.

**Amount expended on Councillor Facilities and Expenses**

Category	Amount
Provision of dedicated office equipment to councillors	\$479.00
Telephone call costs made by councillors	\$11,762.19
Attendance of councillors at conferences and seminars	\$18,535.00
Training of councillors and provision of skill development	Nil
Interstate visits by councillors including transport, accommodation and other out of pocket expenses	\$446.13
Expenses of spouse, partner or other person who accompanies a councillor	Nil
Expenses for the provision of care for child or other family members	Nil
Legal costs incurred by councillors	Nil
Insurance costs incurred by councillors	Nil

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 2007/08 are as follows:

<b>Officer</b>	<b>Total Value of Salary Package Component [cl.217(1)(b)(i)] \$</b>	<b>Total Contribution or Salary Sacrifice to any Superannuation Scheme [cl.217(1)(b)(iii)] \$</b>	<b>Total Amount Payable by Council - Fringe Benefits Tax for any Non-Cash Benefits [cl.217(1)(b)(v)] \$</b>	<b>Total Amount of Annual Remuneration Packages \$</b>
General Manager (1) *	6,458	93,597	3,094	103,148
General Manager (2) *	136,000	10,552	2,882	138,900
Community Services Director Corporate**	79,766	100,000	3,634	183,400
Services Director Environmental	92,500	7,274	2,485	95,000
Services Director	183,391	18,603	4,706	206,700
Infrastructure Services Director (1)***	70,697	1,838	342	31,426
Infrastructure Services Director (2)***	134,119	9,687	1,948	123,425
<b>Total</b>	<b>\$702,931</b>	<b>\$241,551</b>	<b>\$19,091</b>	<b>\$881,999</b>

- \* The General Manager (1) retired on 14 December 2007 and the new General Manager (2) commenced duties on 17 December 2007.
- \*\* The position of Corporate Services Director was vacated on 17 December 2007 and no replacement was appointed for the remainder of the report period.
- \*\*\* The Infrastructure Services Director (1) resigned on 7 September 2007. The replacement Director (2) commenced on 19 November 2007.

Willoughby City Council does not pay bonus payments, performance or other payments that do not form part of the total salary.

No non-cash benefits were paid to senior staff members during the year.

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 \$150,000 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 2007/08:

<b>Contractor</b>	<b>Description of Contract</b>	<b>Term</b>	<b>Amount</b>
Cardinal Project Services P/L	Civic Place Early Works (Demolition)	14 weeks	\$952,000
Savills (Aust) P/L	Civic Place Construction Project Management	40 months	\$2,370,000
A W Edwards P/L	Civic Place Main Works	3 years	\$143,000,000
Pipe Organ Reconstructions	Minor Works Contract for the Removal, Restoration and Installation of the Willoughby Wurlitzer	12 weeks	\$230,593
Australian Parking and Revenue Control Services P/L	(1) Installation of parking meters (2) Maintenance of parking meters	(1) 12 months (2) 3 years + 2 years	Schedule of Rates (approx \$400K)
Sydney Wide Pipe Cleaning	Stormwater pipe cleaning	2 years	Schedule of rates
Sewer Services P/L	CCTV filming of stormwater pipes	2 years	Schedule of rates
3M Australia P/L	Provision of a Radio Frequency Identification System (RFID) in the library	3 years	\$253,000

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

<b>Contractor</b>	<b>Description</b>	<b>Amount</b>
Boral Asphalt & Downer EDI Works	Asphalt supply, deliver and lay by machine	Schedule of rates
Boral Asphalt & Downer EDI Works	Profiling	Schedule of rates
Pioneer	Supply & supply & delivery of asphalt	Schedule of rates
Tropic Asphalts & Downer EDI Works	Heavy Patching	Schedule of rates
Emoleum (Works Infrastructure)	Asphalt supply, milling & resheeting	Schedule of rates
Sami P/L	Crack ceiling	Schedule of rates
Sami Road Services (SRS)	Stone Mastic Overlay	Schedule of rates

Schedule (i)

**programmes undertaken by the council during that year to preserve, protect, restore and enhance the environment:**

**ANNUAL REPORT BUSHLAND  
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**1. Bush Regeneration**

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

The Bush Regeneration Team works on a rotational cycle in eight principal reserves: Ferndale Park, Mowbray Park, Artarmon Reserve, Explosives Reserve (including H C Press Park), H J Reid Reserve, Clive Park, North Arm Reserve and Blue Gum Reserve. These reserves are worked each month with the team spending approximately two to three days on each site. The Fire Hazard Reduction Team and the Bushland Support/Noxious Weed Team work in these and additional reserves on a programmed and needs basis.

There has been continued work in areas 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 infestations from worsening and prevents healthy bushland from deteriorating, thereby providing a sustainable outcome for bushland. As future resources become available, 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
- Terra Australis Regeneration
- Bush And Rainforest Regeneration Company
- Bush- it Pty Ltd
- Pamela Batters Landscapes
- Bracey's Environmental Services
- Doin Regen

***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 along Avian Crescent, around the Scout Hall and behind some Ulm St houses.

Transplanting of indigenous plant species in areas lacking plant cover and regeneration potential.

Improving drainage at Ulm St and Avian Cres.  
Post fire weeding in area near Ulm St.  
Supervision of Bushcare volunteers at various sites.

Ferndale Reserve:

Primary, secondary and maintenance weeding of areas between Greville St, Ferndale St, Dalrymple Ave and Beresford Ave entrances.  
Supervision of Bushcare volunteers at selected sites.

Blue Gum Reserve:

Target weeding of woody weeds and other exotic species.  
Secondary and maintenance weeding.  
Supervision of Bushcare volunteers at selected sites.

- Contractors

Mowbray Park:

Secondary and maintenance of areas on roadside edges at Avian, Avro Cres Ulm and Mooney Streets.  
Primary/secondary weeding in drainage lines and along Lane Cove River  
Planting of local indigenous species in fill slope areas.  
Primary and secondary 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 Place.  
Primary and secondary weeding along creek line past bridge at Greenlands Rd.  
Transplanting of native groundcovers along Moola Ave road verge.

Ferndale Reserve:

Maintenance of primary and secondary weeded areas.  
Supplement planting of indigenous species in destabilised areas along creek line and boundaries with properties.  
Secondary and maintenance weeding at Park Avenue and Sylvia St. entrances and at corner of Greville St/ Harnett Place.  
Secondary and maintenance weeding along boundaries of residential properties at Eddy Rd and Devillers Ave.

O H Reid Reserve:

Target woody weeds adjacent to Golf course and along new Rail to River walking track track.  
Primary and secondary weeding on south and eastern boundary with 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:

Primary and secondary targeting woody weeds and other exotic species.  
Planting of Blue Gum High Forest vegetation community species on degraded sites.  
Supervision of Bushcare volunteers at selected sites.

## **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 control of annual weeds.  
Secondary and maintenance weeding near stormwater channels opposite playground and oval.  
Maintenance of planting and landscaped area at southern area of oval.  
Maintenance of vegetation along cycleway .

Artarmon Park:

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

Marlow Reserve:

Maintenance weeding in areas encouraging groundcover of native grasses and shrubs.  
Secondary weeding on fill slope and supplementary planting.

### **Castle Cove Area**

- Council

Explosives Reserve:

Primary weeding and stormwater stabilisation work.  
Maintenance weeding throughout reserve and continued rubbish removal along Cammaray Road edge.

H C Press Reserve:

Primary and secondary weed removal in old picnic recreation area.  
Hazard reduction/ecological burn in old picnic recreation area.  
Maintenance weeding behind properties # 42-46 Emerstan Drive.  
Maintenance of stormwater drains removing weeds, silt and rubbish.

Castle Cove 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.  
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 supplementary planting.  
Primary, secondary weeding and bush landscaping on verge at Willowie Rd and Bampi Place.  
Primary weeding behind residential properties on Neerim Rd.  
Bush regeneration works near Normac St

## **Middle Cove Area**

- Council

H J Reid Reserve:

Maintenance and secondary weeding throughout reserve.  
Primary and maintenance weeding behind 41-47 Rembrandt Drive.  
Primary and secondary weeding at North Arm Road track entrance.  
Supervision of Bushcare volunteers at selected sites.

Greenfield Avenue:

Primary and secondary weed removal at Bushcare site.

- Contractor

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.  
Regeneration at Edinburgh Rd reserve.  
Supervision of Bushcare volunteers at selected sites.

- 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 Park/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:

Primary and secondary weed removal near Rockley St.  
Planting and targeting of vines and weeds.  
Bush restoration work near car park.

## **Northbridge Area**

- Council

Clive Park:

Primary, secondary and maintenance weeding throughout reserve.

Flat Rock Gully:

Primary, secondary weed removal throughout reserve.  
Continuing restoration and maintenance of areas for recreational purposes.  
Revegetation and landscaping of entrances, car park areas and road verges.

- Contractors

The Knoll/Brooham Reserve:

Bush regeneration work and maintenance weeding on eastern side of reserve.

Bonds Corner (Northbridge Golf Course) Site:

Target weeding and bushland restoration throughout reserve. Bush landscaping along roadside verge and Northbridge War Memorial Park.

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 and maintenance of areas for recreational purposes.  
Revegetation and landscaping of entrances, car park areas and road verges.

## **2. Track Construction/Maintenance and Reserve Maintenance**

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

New track construction work was completed in the following bushland reserves:

- Clive Park
- Ferndale Reserve
- Castlecrag Northern Escarpment
- Sailors Bay Park
- H J Reid Reserve Foreshore track
- North Arm Reserve

- Council

Maintenance of tracks and removal of hazardous branches over tracks was carried out in the following reserves:

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

Maintenance of bush furniture was carried out at bushland reserves.  
Maintenance of gas barbecues at H J Reid Reserve continued.

### Contractors

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

### **3. 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, supplementary transplanting, erosion control and monitoring of all sites is carried out.

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  
Bracey's Environmental Services

Willis Park  
Scotts Creek, Eastern Valley Way

Castlehaven Reserve  
Cheyne Walk

Coolaroo Reserve  
Greenlands Rd

Mowbray Park  
Avian Cres

Retreat Reserve  
The Barricade

### **4. 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 and educate neighbouring properties about the problems of noxious weeds spreading from their backyards into bushland. Council's Compliance section issues notices to residents concerning noxious weed removal on their properties.

The Noxious Weeds Committee - Sydney North has completed an update of a 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 staff and contractual bush regeneration programs. Council's newly formed Streetscapes Team, now targets weeds along roadway reserves and laneways throughout the city.

Council's project *Target Noxious Weeds* is part of its e.restore environmental restoration program. This has continued to successfully reduce and control noxious weeds associated with environmental and health problems to the community.

Council teams continued to target noxious weeds in reserves, road reserves and access ways, including in response to notifications from members of the community.

## 5. Bushcare Program

There are over 370 active community volunteers involved in bushland rehabilitation and restoration work. The Bushcare program raises awareness of environmental issues and educates the community in bushland management conservation. The program provides practical training in bush regeneration through a series of three workshops run by Council Bush Regeneration staff. There is also a wide range of other environmental workshops on offer to the community, held in conjunction with adjoining councils.

Bushcare support is provided by the Council's Bushcare Support/Noxious Weeds Team.

The Bush Friendly Backyard Program continues to encourage residents to increase the available habitat for native fauna through staged weed removal and planting indigenous species in their backyard. A Bushcare Officer is available to visit residential properties and land managers adjoining bushland reserves and provide free on-site advice and information on bushland conservation.

### The Community Garden Program

In mid 2006 a Community Garden group was formed in Willoughby. They initially worked at the former Market Gardens site at the end of Mowbray Road, Willoughby. In January 2008 the group moved to a new site at Warners Park, near the Warners Park Community Centre. They meet twice a month and grow herbs and vegetables in a communal garden which follows organic and 'bushland-friendly' practices.

### **Bushcare, Parkcare, Streetcare and Community Garden Groups 07/08**

- Upper Sugarloaf Creek, Middle Cove
- Edinburgh Road 2006, Castlecrag
- Avian Cres, (Mowbray Park), Lane Cove West
- Castle Cove Reserve (meet twice a month)
- The High Tor, Castlecrag
- Blue Gum 2001, West Chatswood
- North Arm Reserve, Middle Cove
- Oriel Reserve, Castlecrag
- Anglo Parkcare, West Chatswood
- Artarmon Reserve (3 different groups)
- Heights Cres (weekend and weekday group)
- Northbridge Golf Course
- Eastern Valley Way (4 different sites)
- The Drive, Flatrock Gully (two weekday and one weekend group)
- Market Gardens Bushcare, Willoughby
- Noonbinna Parkcare
- Mooney Street, West Chatswood
- Ferndale St, Chatswood
- Harold Reid, Middle Cove
- James Street, Chatswood
- Park Ave Parkcare, Chatswood
- Keep Reserve, Castlecrag
- Ulm St, (Mowbray Park) West Chatswood
- Warners Park, Castlecrag
- Butt Park Parkcare
- Bicentennial Reserve, Willoughby
- Casement Reserve, Castlecrag
- Ferndale Reserve, Chatswood
- Chatswood High School, West Chatswood
- Coolaroo Reserve, West Chatswood
- Upper Cliff Ave, Northbridge
- Naremburn Parkcare
- Parker St, Northbridge
- Rockley St, Castlecrag
- Retreat Reserve, Castlecrag
- Clive Park/The Knoll, Northbridge
- OH Reid Reserve
- Heights Crescent
- Willoughby Parkcare
- The Flying Squad (roving Sunday Bushcare group)
- Lanecare (work on laneways in Northbridge)
- Warners Park Community Garden (2 x month)

## **6. Bushland Interpretation**

A total of 3363 people participated in the Bushland Interpretive Program plus those who participated in the interactive Bushland Displays at various major events, e.g. Artarmon Street Fair, Easter Show, Fauna Fair, Bush Poetry Readings, Willoughby Festival Pre-schooler Bushland Event, Artarmon Library Sustainability Book Launch, e.restore Stall on Australia Day and at an e.restore public meeting and National Tree Planting Day.

### **The Interpretive Program includes:**

- Quarterly Guided Bushwalks Program for the general public of all ages
- Include Aboriginal Heritage Officer bushwalks and Koori Games in program
- Guided bushwalks for local groups, e.g. Pre-Schools, Guides/Scouts
- Fauna spotlight walks
- Tree plantings with local groups, e.g. National Tree Planting Day
- Bushland/bushwalks Information Trailer and other interactive displays for the above community events
- School Environmental Awareness for Sustainability Program (see below)
- Providing concept plans and conducting tree plantings with students for environmentally friendly school grounds
- Talks and walks and plantings with Vacation Care Centres, other local children every school holiday throughout the year
- Libraries and Council foyer bushland displays
- Living Environment Information Talks organised with other North Shore Councils
- Council staff bushwalks for local bushland orientation and staff development

### **Schools Environmental Awareness for Sustainability Program:**

2103 students from local schools participated in 51 environmental activities utilising local bushland resources. These included environmental curriculum based bushwalks, indigenous seed propagation and plantings, and school Assembly Environmental Talks.

Highlights were:

- 600 students from Artarmon Public School who participated in the creation of Spout, the Council sponsored Hump Back whale, event and
- 480 students who participated in indigenous seed propagation and plantings.

## **7. Fauna and Habitat Enhancement Programmes**

Fauna and habitat programmes included educational and practical workshops, on-the-ground enhancement projects, creation of educational material and a Fauna Fair.

Fauna Database:

A database was created to collate all of Willoughbys wildlife data into 1 centralised location in order to more successfully monitor fauna records over time. The database is linked with the NPWS Atlas and wildlife sightings can be added by the community via the Council's webpage.

Workshops:

- Native Bees - to educate community members on the value and care of native bees. Participants also learn how to make suitable habitat/shelters.
- Frog Bog Workshop – how to build and maintain a frog pond.

- CALD (Culturally and linguistically diverse) Workshop on Birds – to educate non-English speakers on the value of native birds to the environment.
- Nest Box Workshop – A practical workshop on species-specific nest box design and construction (workshop carried out in partnership with Northbridge Men’s Shed).

On-ground Projects:

- West Chatswood Wildlife Corridor – street tree plantings and erection of habitat boxes to help link areas of existing bushland.
- Study of non maintained [non baited] Feral Fox corridors (UWS).

Events:

- Fauna Fair - An educational event attended by 1500 people.

Educational Material:

- An educational DVD was produced, focusing on the Harbour Keepers Project and the Saltmarsh Restoration Project .

**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 commenced in May 2000 and is programmed twice a year at selected bushland reserves.

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

Date	Poison baits taken by foxes
May/June 2008	0
August/September 2007	2
May/June 2007	1
August/September 2006	3
May/June 2006	1
August/September 2005	1
May/June 2005	5
May/June 2004	3
August/September 2004	11
May/June 2003	11
August/September 2002	1
May/June 2002	39
August/September 2001	48
May/June 2001	22
October/November 2000	27
May/June 2000	39
<b>Total poison baits taken</b>	<b>214</b>

**8. Reserve Documentation**

Bushland Reserve Action Plans and weed documentation have continued to be updated and produced during 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 Natural Heritage and Bushland Advisory Committee assists and comments on the development of these plans and reviews the actions completed for bushland reserves.

## 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 Fires Act 1997***

### BUSH FIRE HAZARD REDUCTION

#### BUSH FIRE MANAGEMENT June 2007/June 2008 WORK PROGRAMME

##### ***Work carried out in the Lane Cove Catchment Area***

- Council

##### **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.

Preparation of Hazard reduction burn adjacent to Kooba Avenue (15-25 Kooba Ave)

###### Mowbray Park:

Pile burns prepared for burning 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.

Weed removal throughout burn area behind Greville Street.

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, Ulm 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 Sts.

Avian Crescent, Chatswood West

Maintenance and reduction of fire fuel 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 1-7 Kooba Ave and 25-35 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.

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

• Council

**Primary Bushfire Fuel Reduction**

H J Reid Reserve:

Sugarloaf Cres

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.  
Hazard Reduction burn between North Arm Road and reserve entrance completed (May 2008).

North Arm Reserve:

Morella Place, Castle Cove

Hazard reduction burn preparation adjacent to 2003 burn behind Morella Place.  
Willis Road, Castle Cove. Hazard Reduction Burn completed (November 2007).

Deepwater Rd, Castle Cove

Manual fuel reduction along boundaries of properties where asset protection burns have been completed.

Quarter Deck, Middle Cove

Strip burn adjacent to Gleneason School on eastern side of school boundary fence below North Arm Road completed (October 2007).

H C Press Reserve:

Strip burn adjacent to old picnic recreation area completed (September 2007)

H D Robb Reserve:

Neerim Rd, Castle Cove

Manual fuel reduction along property boundaries 37-41 Neerim Rd.  
Manual fuel reduction along Willowie Rd.

Castle Cove Reserve:

Preparation for burn on southern side of oval.

Castlecrag:

Preparation of broad area hazard reduction burn in Keep Reserve adjacent to properties in the Rampart.

## **Maintenance**

H D Robb Reserve:

Neerim Rd, Castle Cove

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

Castle Cove Reserve:

Continued post fire weeding of Holly St burn area.

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

Explosives Reserve:

Continued post fire weeding of burn area.

H C Press Park:

Maintenance weeding behind #46-42 Emerstan Drive. Post fire weeding of strip burn adjacent to bush walking track.

H J Reid Reserve:

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

North Arm Reserve:

Mannerim Place, Castle Cove

Post fire weeding.

Deepwater Rd, Castle Cove

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

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

Morella Pl, Castle Cove

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

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:

Ongoing maintenance weeding throughout burn areas

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 and burn near "Fatty Dawson's" ruins.

The Knoll:

Post fire weeding continues throughout the burn areas

Keep Reserve:

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

Casement Reserve:

Continued post fire weeding throughout ecological burn sites

Oriel Reserve:

Continued post fire weeding throughout ecological burn sites

Watergate Reserve:

Continued post fire weeding throughout ecological burn sites

- 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 #8-14 Cherry Place.

## **Preparation**

Willoughby City Council is currently preparing other sites for hazard reduction and ecological burns throughout the Willoughby L.G.A. This is in accordance with the Regional Bush Fire Committee Management Plan. This Bush Fire Committee (BFMC) is made up of representatives from local councils (Willoughby, Lane Cove, Hunters Hill and Ryde), National Parks and Wildlife Service (NPWS), New South Wales Fire Brigades (NSWFB), police and the Community Fire Units (CFU).

## 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;*

### **Program Areas:**

#### **Social Planning**

The Social Plan 2005-2009 for the Culturally & Linguistically Diverse (CALD) community, is one of 8 Social Plans Council has developed. 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 consultation with relevant service providers and the local multicultural community through public forums, ethno-specific groups, open discussions and a resident survey. The CALD Social Plan can be viewed and downloaded from [www.willoughby.nsw.gov.au](http://www.willoughby.nsw.gov.au). Over a period of 5 years until 2009, Council will implement the Social Plan recommendations in accordance to priority and resource allocation. Highlights of the outcomes are detailed as follows.

### **Community Development**

#### **Sustainability Community Education for CALD community**

During the reporting period, Council delivered a total of 10 sustainability workshops and 1 field trip for the Armenian, Chinese, Italian, Japanese, Korean and Taiwanese communities. The workshops were jointly organised by Council's Ethnic Services and Sustainability units with the assistance of bilingual environmental educators of the Ethnic Communities' Sustainable Living Project. The program was funded by the Chatswood RSL Club through the Community Development Support Expenditure Scheme.

#### **Parenting Workshops**

Council in partnership with First Light Care Association organised a series of 4 parenting workshops "Journey with Your Teenagers" for the Cantonese-speaking community. These workshops aimed to enhance parents' communication with their teenagers. In response to the requests of the participants, a "Hey Mum" course of 6 sessions were subsequently offered.

#### **Parenting Forums on Intergenerational Issues**

Council in partnership with the Lower North Shore Multicultural Network hosted 3 parenting forums respectively for South Asian, Japanese and Korean communities. These forums aimed to help parents understand the complex world of teenagers and encourage discussion of intergenerational issues. A key-note speaker and a panel of specialists from relevant language communities discussed with the audience on a range of subject areas including youth cultures, the relationships and communication between 3 generations, access to youth services and the youth's risky exposure to cyberspace.

#### **Good Mates Program**

The Good Mates Program aims to encourage discussion between individuals from a group of the same culture or common interest to increase self awareness and promote interaction. Five ethnic groups and two English conversation groups participated in this program. The participants enjoyed the experience.

#### **Harmony Day Multicultural Forum "Australian Values – Common Sense?"**

The multicultural forum, an extension of the Good Mates Program, provided an opportunity for people from different cultures and backgrounds to exchange views related to community harmony. Approximately 100 people attended the event. Among them, 17 were students from local high schools. Other participants included interested individuals from a Rotary Club, local ethnic groups,

Council Sub-committees and workers from government agencies and community organisations. Ms Jaslyn Hall, Music Producer, former ABC radio and Triple J announcer delivered a key-note speech on shared values and national identity, followed by discussion among the participants on Australian values, commonality and differences, likes and dislikes and ways to resolve/ accept differences in cultures.

### **Life Management Course for the Chinese Community**

The Auburn Asian Welfare Centre has offered 3 series of life management courses to the Cantonese-speaking and Mandarin-speaking communities. Topics included Effective Communication, Conflict Management, Understanding Depression, Problem Gambling etc.

### **Information Talks in Community Languages**

During the reporting period, 15 information sessions were held for various communities. Among the talks, 4 were health-related including mental health, herbal care and back pain; 6 on Aged Pension Asset Test Reform; 1 education-related, 1 on Family Law and 4 on Council services. Talks were conducted in English and community languages: Chinese (Cantonese and Mandarin), Italian, Korean and Japanese.

### **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 include yoga, gentle exercise, Tai Chi, Yang Ji and Taiwanese, Japanese and Korean dances. MOSAIC received a special commendation from the Local Government Multicultural Awards for having introduced a physical activity program into Council's strategy for working with members of the CALD community.

### **Cultural Workshops/ Festival Celebrations/ Community Events**

To promote understanding and interaction between different community groups, MOSAIC Multicultural Centre has hosted a number of cultural workshops and community events with the active participation of the local ethnic groups. Cultural initiatives included a talk on Aboriginal Heritage and History, origami, Chinese knotting and paper cutting activities, cultural dances, English and community language classes.

The multicultural community have actively participated in the events hosted or supported by Council: Australia Day, Chinese New Year, Korean New Year, Artarmon Fair, Harmony Day, Spring Festival, Multicultural Dance Party, MOSAIC's Farewell Fiesta to Civic Centre and the MOSAIC End of Year Party. These events enhanced active participation of individuals and groups.

MOSAIC groups including the Italian Social Group, Japanese Dance Group, Korean Social Group, Tai Chi Group, Taiwanese Multicultural Dance Group, Taiwanese Women's Group and Yang Ji Group have been regularly invited to perform at various occasions at schools, aged care facilities, citizenship ceremonies and festivals in local and neighbouring councils.

## **MOSAIC Multicultural Centre (Multicultural One Stop Assistance and Information Centre)**

**MOSAIC** is a service managed within Community Development Branch of Willoughby City Council.

The service is managed by Willoughby Council staff, who are supported by a team of 45 trained English-speaking and bi-lingual/ multi-lingual volunteers. MOSAIC aims to assist CALD residents to settle and participate within 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 enquiries about a range of specific issues. Bi-lingual or multi-lingual volunteers or the Translating & Interpreting Service (TIS) 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 Groups
- Knitting Group
- Origami Workshops
- Chinese Seniors' Group
- Chinese Women's Group
- Mandarin for Beginners
- French for Beginners
- Spanish for Beginners
- Indian Social Group
- Italian Social Group
- Korean Social Group
- Korean Dance Group
- Japanese Dance Group
- Japanese Friendship Group
- Tai Chi Group
- Taiwanese Women's Group
- Taiwanese Multicultural Dance Group
- Yang Ji Dance Group

#### **English as a Second Language Learning Program**

English Classes and English Conversation Groups were conducted by either qualified or specifically trained volunteers. During the reporting period, there were 4 classes and 3 conversational groups held every week. These covered basic, beginners and intermediate levels. The aim of these classes is to build the confidence of the students and help them to improve their English for the purposes of managing daily tasks and interaction with the broader community.

#### **Tax Help**

Trained volunteers approved by the Australian Taxation Office worked from MOSAIC between July to October to assist low income earners fill out their tax return documents.

#### **MOSAIC Welcomes New Citizens**

A MOSAIC representative was present at every Citizenship Ceremony held at Willoughby Council Chambers to welcome new citizens. MOSAIC groups also actively enhanced citizenship ceremonies by providing a range of cultural performances.

### **Other Organisations based at the Centre**

- The Australian Chinese Community Association (ACCA) operated 2 weekly programs for the older Chinese community: a respite care program at MOSAIC and a dementia day care program at the Dougherty Community Centre.
- Auburn Asian Welfare Centre provided individual counselling services one afternoon per week.
- Migrant Network Services provided drop in enquiry services one day a week.
- Australian Korean Welfare Association provided settlement services one day a week.

### **The LNS Multicultural Aged Day Care Program**

The Lower North Shore Multicultural Aged Day Care Program is funded by HACC and Willoughby City Council. The Program has received subsidies from the Chatswood RSL Club through the Community Development Expenditure Scheme (CDSE) and Lane Cove Council during the reported financial year. The program provides a centre-based weekly program for the frail, aged persons from a CALD background, and is a respite service to their carers. The program brochure is available in English and 9 community languages.

## **WILLOUGHBY CITY LIBRARY**

### **Spring Festival 2007**

The annual StreetFair Day was an attraction to the North Shore community. Balloon sculpture was featured this year. The cheerful artist twisted hundreds of animal shapes with balloons. Kids were so excited and could not wait for the artist to twist the balloon animals for them. They also loved the beautiful headband with a lovely frog head on designed by the Library's Children's team. Numerous visitors were also attracted to the library stall for temporary tattooing.

**Ciao! Carnevale 2007 @ Chatswood Library** commenced on 24 September and continued in October School Holiday period. An Italian cultural organization, Co. As. It., kindly provided the Library with different resources for the Italian cultural display in the Library. It was the first Carnevale after the Library moved to Mandarin Shopping Centre. Many customers showed their interests in the posters of the beautiful Italian scenery as well as the Italian arts and crafts displayed in the Library. Three activities were organised in this year, namely "Aditi & Her Rickshaw", "Italian Mask Making Workshop" and "Italian Story Telling". Although it was the first Carnevale in the new temporary Library, all the activities were very popular and well attended.

### **Multicultural Seminar**

On 20 November, two case studies: "Close working relationship with the Council" and "HSC parent seminars in Chinese" were presented by the Outreach Services Manager and the Ethnic Services Librarian for the inaugural Multicultural Seminar organised by the State Library of NSW. Many attendants were impressed by the well established and diversified multicultural services provided by Willoughby City Library.

### **Chinese New Year Celebration – Year of the Rat**

2008 was the year of the Rat. The Library took this opportunity to feature the Chinese paintings of the twelve animals in the Council Foyer Exhibition in February 2008. Two huge pictures of the Chinese auspicious jade, lion head and all the Chinese New Year decorations displayed in the cabinets impressed the many visitors to Council. The display

also featured the relationship between Willoughby City and our Sister City, Jinniu in Sichuan, China.

Firecrackers, red lanterns and lucky slogans were put up in the Library, providing the Library with a happy Chinese New Year atmosphere. The Library organised a series of activities to celebrate the festival, including “Chinese Author Talk – Cynthia Chu”, “Mask Making of the Mouse to Celebrate CNY”, “A World of Mice for Children” and “Storytimes for preschoolers”. All the young customers received a CNY booklet and red envelope with a chocolate coin.

The big Chinese New Year celebration was held in the Chatswood Mall on Saturday 16 Feb 2008. It attracted thousands of people from all over Sydney to celebrate this family festival with us. Details of the Chinese New Year celebration were broadcasted by local media including local papers, Chinese newspapers, Chinese radios and television as well as at the media conference held on 5 Feb 2008.

### **English Conversation Classes and ESL Tours**

Learning English is very popular in Willoughby. During the year, 132 sessions of intermediate ESL conversation classes were conducted in the Library. Regular referrals to MOSAIC, Macquarie Community College and TAFE of lower or higher levels were made. Seven sessions of ESL tours for individual library users and AMES students were conducted in the Library.

### **Internet Training in Chinese (Mandarin and Cantonese)**

The aim of the Internet training in Chinese is to help the Chinese library users to learn and find information on the Net. During the year, internet tutorials in both Mandarin and Cantonese were conducted by the Ethnic Services Librarian for Chinese customers. The Library provides internet tutorial notes in Chinese for their reference.

### **Law Week 2007**

A talk on “Law and Retirement Villages” in Cantonese was held in April to celebrate the 2007 Australian Law Week. All participants formally acknowledged the Library for conducting the beneficial seminar in Chinese for them.

### **Library Celebrated Australian Library and Information Week 2008**

The Library celebrated Australian Library and Information Week in May and set up an exhibition highlighted the different library services in the Council foyer.

### **New Service – Chinese Book and Movie Lovers’ Club**

A new service “Chinese Book and Movie Lovers’ Club” was planned to introduce to the Mandarin customers. SBS Radio (Cantonese) broadcasted an interview with the Ethnic Services Librarian on the Chinese Book and Movie Lovers’ Club and the library services to the Chinese community for promotion.

### **Community Volunteers Award**

One of the longest serving volunteers in Ethnic Services in the Library was awarded the Community Volunteer Award by the Rotary Club of Chatswood Sunrise in June 2008. It was an honour to both the volunteer and the Library.

### **BIMS™ (Book Information Management System)**

BIMS™, the Chinese bi-lingual online public catalogue system is the first in NSW. During the year, demonstrations in using the system were conducted by the Ethnic Services Librarian to help the library customers to find the Chinese books they want.

### **Community Relations and Library Promotion**

- Italian Cultural Display in the Library, co-project with Co As It
- English Conversation Classes
- Internet training sessions in English, Cantonese and Mandarin
- BIMS™ OPAC and demonstrations
- ESL collection and ESL PCs
- Carnivale Italian cultural display in the Library
- Library Stall on StreetFair Day
- Bulk loan requests to State Library of NSW (22 requests in 21 languages)
- ILL requests from public libraries (17 requests in 13 languages)
- Carnivale Activities “Aditi & Her Rickshaw” at the Mandarin Centre, “Italian Mask Making Workshop” and “Italian Story Telling” in the Library
- Monthly Book-sale Day organised for the community with fiction, non-fiction, junior and community language books, and AV materials for sale
- PowerPoint presentations on Multicultural Services for Multicultural Seminar organized by the State Library of NSW
- Press Conference for 2008 Chinese New Year Celebration
- Chinese New Year display at Council Foyer, co-project with Chinese Cultural Centre (NSW)
- “Chinese Author Talk – Cynthia Chu”
- “Storytimes for pre-schoolers”, “Mask Making of the Mouse to Celebrate CNY” and “A World of the Mice” to celebrate Chinese New Year 2008
- 2008 Chinese New Year Celebration at the Mall
- Legal talk on “Law and Retirement villages” in Cantonese

### **Publications and Publicity**

- Carnivale 2007 posters
- “Library Information” brochure updated (Chinese, Japanese and Korean versions)
- Carnivale 2007 programs on Council’s and library website, “What’s on in Willoughby City Library”, “North Shore Times”, and Chinese media (including Sing Tao Daily, Australian Chinese Daily and Sing Tao Daily website).
- Updated Library Online brochure (Chinese, Japanese and Korean versions)
- PowerPoint presentation files for Multicultural seminar organized by the State Library of NSW
- Book Sale posters in Chinese
- PC booking tips in Chinese
- Updated brochure on “English Learning in Willoughby”
- Posters for “2008 Chinese New Year Celebration” (English and Chinese)
- “Chinese New Year 2008 Year of the Rat Activity Booklet”
- Posters for Chinese author talk – Cynthia Chu (English and Chinese)
- Press releases of 2008 Chinese New Year Celebration in Willoughby (English and Chinese)
- Updated Internet Training course handout in Chinese
- Chinese press releases/flyers/posters on the Law Talk in Cantonese
- Poster (Chinese) on Email PC

- Posters (English and Chinese) on Book and Movie Lovers' Club
- Chinese press releases/flyers on Chinese Book and Movie Lovers' Club
- SBS radio interview on Chinese Book and Movie Lovers' Club

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 2007/2008 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**

<b>No</b>	<b>Organisation</b>	<b>Recn \$</b>
1	Castle Cove Public School	2,500
2	Centacare Broken Bay	22,350
3	Chatswood Occasional Care	1,345
4	Martin & Emma Hannes Preschool	2,000
5	St John Ambulance Aus (NSW)	150
6	Chatswood High School	300
7	Point Zero Youth Service Inc	2,000
8	Community Youth Homes Inc	3272.73
	<b>TOTAL</b>	<b>33,918</b>

**OLDER PEOPLE**

<b>No</b>	<b>Organisation</b>	<b>Recn \$</b>
1	ACLI (Italian Seniors)	500
2	Co.As.It (Italian Seniors)	500
3	UCA-Sydney North Uniting Church	4000
4	Older Women's Network	3500
5	Vision Australia Ltd	1,000
6	The Housing Connection	5,000
7	Helping Hand	5,000
	<b>TOTAL</b>	<b>19,500</b>

**PEOPLE WITH DISABILITIES**

<b>No</b>	<b>Organisation</b>	<b>Recn \$</b>
1	Action Foundation for Mental Health	3,000
2	Chatswood Social Club (Recreation Rendezvous)	3,500
3	Cromehurst Special School	2,000
4	DARTS	1,000
5	SHHH Australia (for the Hard of Hearing)	400
6	HYE HOKI INC	700
7	Uniting Care NSW -ACT	1,816
8	Rotary Club of Chatswood Sunrise	3,500
9	Vision Australia Ltd	1,000
	<b>TOTAL</b>	<b>16,916</b>

**CULTURALLY & LINGUISTICALLY DIVERSE**

<b>No</b>	<b>Organisation</b>	<b>Recn \$</b>
1	1st Willoughby Scouts	2,000
2	1st Northbridge Scouts	1,386
3	Migrant Network Services	3,537
4	No Problems Publishing Incorporated	1500
5	Relationships Australia NSW	1800
6	Cromehurst Special School P& C Assoc	2000
7	Northside Community Forum Inc	1600
8	Taldumande Youth Services Inc	500
9	Youth Forum Speech	100
	<b>TOTAL</b>	<b>14,423</b>

**ARTS ASSISTANCE**

<b>No.</b>	<b>Organisations</b>	<b>Amount</b>
1	Art Prize	13,500
2	Relationships Australia NSW - Art Calendar	2,000
3	Workshop Arts Centre	1,000
	<b>TOTAL</b>	<b>16,500</b>

**SPRING FESTIVAL & STREET AFFAIR**

<b>No</b>	<b>Organisation</b>	<b>Amount \$</b>
1	Spring Festival	300
2	Bike North	500
3	Castle Cove Public School P&C	3000
4	Chatswood Croquet Club	791.4
5	Haven Amphitheatre	1500
6	Northside Music Collective	1800
7	Northbridge School of Visual Arts	500
8	Macquarie Pyromaniacs	400
9	Australian Polish Assoc in Sydney Inc	154.55
10	Street Fair Dances	1175.73
11	Street Fair Italian Group	95.72
12	Street Fair Parade Grant	220
	<b>TOTAL</b>	<b>10,437</b>

**OTHER COMMUNITY GROUPS**

<b>No.</b>	<b>Organisations</b>	<b>Amount</b>
1	Willoughby City Band Inc	18,000
2	LNS Domestic Violence Committee	1,800
3	Phoenix House Youth Service	2,000
4	Italian Opera Foundation Ltd	1,620
5	Lightfoot Sound Pty Ltd	678
6	Sibella Matthews	200
7	North Sydney Council - Aboriginal Plan	5,000

8	Sonia Sattout - WSN Environ Solution Grant	1,200
9	Bankstown City Council Legal	12421.86
10	Italian Republic Celebration Committee	2272.73
11	North Sydney Leagues Baseball Club	992
12	Armenian Community Welfare Centre	500
13	Playground Association of NSW	977.5
14	Brothers Oztag	1000
15	Shootingstarstruck Productions	1500
16	Australia Institute of Tibetan Heal Practice	2000
17	The Leukaemia Foundation of NSW	500
18	Grief Support Inc	500
19	Neurofibromatosis Association of Aust Inc	500
20	Willoughby District Historical Society Inc	2000
21	Street Work	8500
22	Armenian Weekly	1000
23	Artarmon Progress Association	1,500
24	The Brazz Boyz	300
25	Salvation Army Chatswood	1,200
	<b>TOTAL</b>	<b>68,162</b>

**OTHER NON-CASH ITEMS**

<b>No.</b>	<b>Organisations</b>	<b>Amount</b>
1	Dougherty Centre Hire	47,330
2	Zenith Theatre -Epicentre Theatre Co	44,878
3	Zenith Theatre -Phoenix Theatre Productions	40,324
4	Zenith Theatre -Willoughby Theatre Company	13,520
5	Zenith- Willoughby City Band	1,890
6	Zenith - Chatswood Musical Society	11,815
7	Rehearsals Studio - Willoughby City Band	13,600
8	Civic Centre - Sydney Cultural Council	24,050
	<b>Total</b>	<b>197,407</b>

**E.restore ENVIRONMENT GRANTS**

<b>No.</b>	<b>Organisations</b>	<b>Amount</b>
1	Glenaeon Rudolf Steiner School Ltd	3,000
2	Scott Meynert	1,000
3	Zoltan Klinger	500
	<b>Total</b>	<b>4,500</b>

## 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 have been reviewed and implemented:

- Induction Policy
- Casual Recruitment
- Training & Development
- Educational Assistance
- Employment Screening (Police Certificates)
- Harassment, Bullying & Workplace Violence
- Use of Council's Computer Services

In addition, Council's Staff Information Booklet has been revised and Council is investigating transferring its Performance Planning & Review System into electronic format.

#### **Workplace**

The following Committees continue to operate effectively and with appropriate representation:

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

Council's Induction process includes Code of Conduct, E.E.O, OH&S, Sustainability and Bullying & Harassment training and is mandatory for all new staff.

Council continues to refine its Performance, Planning and Review System and data received complements the Staff Training and Development Program.

The Human Resources Branch co-ordinates all staff recruitment and provides an advisory service to employees and supervisors and managers to assist them in meeting their responsibilities and to ensure compliance with all relevant legislation.

#### **Special Events**

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

Occupational Health and Safety maintains a high priority and important role within Council's activities supported by an OH&S specialist and a Risk Management specialist. Programmes for immunisation, skin cancer identification and audiometrics are continuing.

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

Staff sport, yoga and healthy lifestyle are also supported with planning in place for a Staff Health Fair and influenza vaccinations.

## **Training**

Council's staff training and development program is co-ordinated by a dedicated Training and Development Specialist and is supported financially and by appropriate policies and procedures.

In addition, Council participates in regional training initiatives.

Staff training is provided on both an internal and external basis and a sample of training courses provided is shown below.

### **INTERNAL TRAINING**

Code of Conduct  
Equal Employment Opportunity  
Recruitment & Selection  
Bullying, Harassment & Workplace  
Violence Prevention

Performance, Planning & Review System  
Facilitation Skills Workshop  
Email, Internet & Intranet

### **EXTERNAL TRAINING**

- Aspiring Leaders Forum
- Cert. IV in Local Government
- Child Protection
- Convening Meetings
- Drainage Design Techniques
- Driver Safety Training
- First Aid
- Forklift Training
- Food Handling in Childcare
- Making Partnerships Work
- Mediation Conciliation
- Microsoft Office
- OH&S Induction for Construction
- OH&S in Children's Services
- Records Management Fundamentals
- Sustainability Living – Train the Trainer
- Traffic Control Training

## 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 a major focus of Council's employee activities and is an area monitored by Human Resources and Training and Development staff.

#### **Equal Employment Opportunity – Activities**

- Continued review of relevant policies and procedures to ensure compliance with, and application of, Equal Employment Opportunity principles.

#### **Equal Employment Opportunity – Training**

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

Council continues to incorporate EEO into its courses, for example:-

- Induction course for all new staff. This course includes:
  - Anti-discrimination
  - EEO & Grievance Handling 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 Procedures
- Supervising Employee Performance

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**

- A continuation of EEO staff training programmes and review of content.
- An 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 2007/2008:

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
Global Friendship Committee	Promoting Council's Friendly City Agreements and relationships with overseas councils.

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.

- **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.

- **Joint venture with other councils (North Sydney, Warringah, Lane Cove and Manly) and the Department of Education & Training** - to manage and preserve Aboriginal heritage sites throughout the participating Local Government areas.

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 1993. 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 400 for the year 2007/8.

Council applies 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.

**2006/07 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)			7
A2 Brought Forward	-	-	-
A3 Total to be processed	-		7
A4 Completed	-		7
A5 Transferred	-	-	-
A6 Withdrawn	-	-	-
A7 Total Processed	-		7
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	-	2
B3 Refused	-	
B4 Deferred	-	
B5 Completed	-	7

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}	-	-
G5 Section 25(1)(b),(c),(d) {otherwise available}	-	-1
G6 Section 28(1)(b) {documents not held}	-	-1
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	\$320	\$320

Section I - Discount allowed

Nil

Section J - Days to Process

<u>Elapsed Time</u>	<u>Personal</u>	<u>Other</u>
J1 0 - 21 days	-	7
J2 22 - 35 days	-	
J3 Over 35 days	-	-
J4 Total	-	7

Section K - Processing Time

<u>Processing Hours</u>	<u>Personal</u>	<u>Other</u>
K1 0 - 10 hours	-	7
K2 11 - 20 hours	-	-
K3 21 - 40 hours	-	-
K4 Over 40 hours	-	-
K5 Total	-	7

Section L - Reviews and Appeals

Nil

Details of Internal Review Results

Nil

**2006/07 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)		2	2
A2 Brought Forward	-	-	-
A3 Total to be processed	-	2	2
A4 Completed	-	2	2
A5 Transferred	-	-	-
A6 Withdrawn	-	-	-
A7 Total Processed	-	2	2
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	-	2
B2 Granted in part	-	
B3 Refused	-	
B4 Deferred	-	
B5 Completed	-	2

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}	-	-
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	-	-

Section H - Costs and Fees of requests processed

	<u>Assessed Costs</u>	<u>FOI Fees Received</u>
H1 All completed requests	\$120.00	\$120.00

Section I - Discount allowed

Nil

Section J - Days to Process

<u>Elapsed Time</u>	<u>Personal</u>	<u>Other</u>
J1 0 - 21 days	-	1
J2 22 - 35 days	-	1
J3 Over 35 days	-	-
J4 Total	-	2

Section K - Processing Time

<u>Processing Hours</u>	<u>Personal</u>	<u>Other</u>
K1 0 - 10 hours	-	2
K2 11 - 20 hours	-	-
K3 21 - 40 hours	-	-
K4 Over 40 hours	-	-
K5 Total	-	2

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 for 2007/08 :***

Rates and charges in respect of pensioners, revaluations, postponed rates and non-rateable properties	\$ 4,112
Pension rebates in accordance with Division 1 Part 8 Chapter 15 of the Local Government Act 1993	\$516,960
<b>TOTAL.....</b>	<b>\$521,072</b>

Schedule (r3)

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

No overseas visits were undertaken by councillors or others representing Council for the reporting period.

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 permanent staff attending to the needs of up to 1,000 children providing care and education through Long Day Care, Family Day Care, Out of School Hours Care and Vacation Care services. Council also financially assists Community Based Child Care Services through the Community Grants Program, and provides the premises for other Community Based child care services.

**Long Day Care** – Council manages and operates two long day care facilities offering 89 placements for children aged 0 – 6 yrs. A large number of places are provided to children of families where English is a second language. Council is also committed to and supports the inclusion of special needs children into our programs. There is currently a large demand for care of children under the age to 2 and this is reflected in the long waiting list for this age group.

**Family Day Care** – The Willoughby Lane Cove Family Day Care Scheme has been amalgamated since 1991. There are currently 25 Carers registered in the Scheme with over 200 children enrolled. As with Long Day Care, there is an extensive waiting list for children under the age of 2 years. Recruitment for new carers is ongoing. Family Day Care is accredited under the National Quality Assurance program.

**Before and After School Care** – Council manages and operates three After School Care and one Before School Care services at Chatswood, Naremburn and Artarmon. All three services have been accredited by the National Child Care Accreditation Council. Placements being utilised daily presently run at approximately 186 children each week of school term.

There are plans to re develop the Bales Park facility to accommodate Before and After School Care which would incorporate the current After School Care service operating from the Naremburn Community Centre. This will enable an increase in numbers as well as offer a Before School Care program.

As with other Council operated services, Before and After School Care provides for children from Culturally and Linguistically Diverse Backgrounds (CALD) as well as those with special needs by way of supporting their enrolment and integration into services. Artarmon Kids Cottage and Chatswood After School Care participate in the Federally funded Active After School Kid's Program This provides the opportunity for sports activities to be conducted as part of the weekly program.

**Vacation Care** - Council operates three vacation care services, Chatswood, Bales Park, and Kids Cottage this year. Demand for Vacation Care appears to be increasing with many holiday periods where the services are running at capacity. The planned re development of Bales will enable the Vacation Care program to increase its capacity to cater for the increase in demand.

However one of the major barriers to meeting the increasing demands for Vacation Care is the difficulty in recruiting sufficient numbers of staff. University students are the main source of casual staff. Of late conflicts occur between semester breaks and school holidays making recruitment within this pool of workers even more difficult. Vacation Care in general has greater numbers of children attending with parents from CALD

backgrounds. Children attending with special educational needs are also more likely to have higher support needs than those who attend Before and After School Care.

**General Comments** – The 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 and their families. These included:

- The Annual Children’s Forum held in during Families Week in May 2008. There were several themes to the forum including “Getting the Work Family Balance Right – Strategies of Highly Effective Parents” - “How Can Childcare Services Respond to Increasing Financial Burdens on Families Using Childcare’ and “Hey Dad – Putting Fathers in the Picture the importance of engaging Fathers in the delivery of quality Childcare Services.”
- Staff Development Day – also held in May 2008. The focus of this day was to provide childcare staff with the opportunity to spend a day away from face to face duties to work on personal and professional development and team building. It was also a time for staff that are generally isolated from each other to come together as a unit exploring different practices, skills and knowledge that increase the quality of care we provide for children and their families.
- A successful Family Picnic Day was held at Willoughby Park on Sunday 19th October during Children’s Week. Some small grant funding was provided by Kidsafe and supported by Council’s Road Safety Officer who prepared a display on Vehicle Driveway Safety. Children painted hearts to be incorporated into a display on the hoardings surrounding the Civic Centre construction site. Meanwhile parents were provided with information on the scale and civic importance of the project.
- Children’s Week Exhibition showcased Children’s abilities and talents and reflected the diversity of families in the Willoughby LGA.
- During Spring Festival Children’s Services held a Celebration of Generations where children attending Council services visited and enjoyed interacting with elderly residents of the Dougherty Centre.
- Children’s Services staff continued to provide support to Early Childhood Health Centres by way of information sessions to new mothers groups on all aspects of Childcare.
- Continued Facilitating the Northern Sydney Out of School Hours Care Network meetings, which provide opportunities for networking, sharing of information, with a focus on Quality Assurance.
- Ongoing membership on the Lower North Shore Families First Executive Management Group and Board of Management for SBS Childcare Centre.
- Out of School Hours and Family Day Care Services underwent Quality Assurance process with highly successful results.
- The roll out of the Federal Government’s Child Care Management System (CCMS) commenced with Long Day Care and Family Day Care for 2008.
- Children’s Services Management Team continued to provide comment on Development Applications for Childcare Services in the LGA.

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 CALD families.

## Schedule (r5)

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

### Public Relations

Council's Public Relations section produces all of Council's marketing and media material including the Willoughby City News, Willoughby City Guide, advertising and brochures, providing support to all divisions of Council. Major projects completed this year have included communication/marketing material for the Willoughby Leisure Centre, Library relocation, Performing Arts Unit, Spring Festival including Civic Centre closing and e.restore/environmental projects.

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

### Advertising

- A "What's On" advertisement featured in the North Shore Times fortnightly on page 12 provides regular updates to the community. The advert includes community announcements, council programs and event information and Development Application and Development Consent information.
- Additional advertising is undertaken in other local and metro papers, as well as other media.

### Newsletters

- Council produces a quarterly newsletter the "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.
- Electronic newsletters are produced for target markets including performing arts, events, Bushcare and the Willoughby Leisure Centre and emailed out on a regular basis.

### Editorial

- Media releases and bulletins are produced on a range of issues, events and programmes for local and broader media 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 5<sup>th</sup> 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**

- Workshops and public meetings are held throughout the year to enable specific issues to be discussed in open, interactive situations involving Councillors, staff and interested members of the public.

### **Willoughby City Guide**

- The Willoughby City Guide is designed to introduce residents and visitors to the City by providing an overview of the services and facilities available in Willoughby. The guide is updated on an annual basis.

### **Brochures**

- Council produces a range of brochures, posters and flyers to promote its various services and activities. Where appropriate brochures are produced in a range of languages.

### **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.

### **Ethnic Languages**

- With a large and diverse population from non English speaking backgrounds, Council is conscious of the need to provide translations and other services for people who have difficulties speaking or understanding English. For example, many brochures are produced with translations into other languages.

Our Library and MOSAIC Services cater for the needs of the ethnic population to access information and Council services.

- 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 is encouraged to factor into its 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 carer's 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.

### **Willoughby Leisure Centre**

Council assumed control of the Willoughby Leisure Centre during the financial year. The Centre includes a public swimming pool, gymnasium, indoor sports hall and other associated facilities.

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

### **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 revenue 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. 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

Council's "Complaints Handling Policy" which also deals with Competitive Neutrality Complaints 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 2007/08 financial year.

Schedule (r8)

(r8) Access and Equity

**1.0) CHILDREN**

**OBJECTIVE 1. 1 To increase accessibility to high quality childcare across the Willoughby LGA**

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
To investigate partnerships with community groups in the provision of services	<p>Gap program assessment for 12-14 year age bracket</p> <p>Facilitate expansion of preschools Investigate local facilities for the provision of care</p> <p>Link with Families First to identify existing services</p> <p>Investigate models of best practice</p>	Number of children on waiting lists and places available across all areas of child care e.g. Long Day Care. OOSH	<p><i>Children are provided access to high quality child care. Child care is flexible and meets the needs of the child and the family.</i></p> <ul style="list-style-type: none"> <li>- Council submitted funding application for co-investment opportunity to Federal Government for more LDC and preschool places.</li> <li>- Children's Services Manager or representative participating in Families First Projects Committee to identify potential projects and partnerships both in Willoughby and across the region.</li> <li>- Children's Forum provides opportunity to link services and create partnerships</li> <li>- Council coordinates the Northern Sydney OOSH Network</li> <li>- Council encouraging local services to partner with other providers in obtaining grants for locally based projects.</li> </ul>
Develop a DCP for children's services	DCP developed	<p>Services established that meet DCP guidelines</p> <p>Provision of high quality care</p>	<p><i>Children are being cared for in accessible, safe and enjoyable environments.</i></p> <ul style="list-style-type: none"> <li>- New DCP adopted by Council</li> </ul>
Promote & support flexible child care that meets the changing needs of families	A range of child care services operating within the LGA.	Services are provided for preschool, long day care, Family Day Care, occasional care and OOSH. Where possible these include both community and commercial operators.	<p><i>Council supports the operations of community based services, such as Occasional Care and preschools, by provision of premises.</i></p> <ul style="list-style-type: none"> <li>- The DCP to encourage service providers across all service types.</li> <li>- Children's Services Manager consulted in DAs to guide best practice and support developers</li> </ul>

Support Family Day Care as playing an integral role in the provision of child care	Information regarding FDC promoted  FDC employment opportunities are promoted via Early Childhood Centres etc.	Quality FDC options available to the community	<i>Families are accessing Family Day Care Centres.</i> - Review of FDC booklet completed - Promoting Family Day Care as carer/employment opportunities in local media - Review of the recruitment & selection criteria for carers (to assist in maintaining quality of care across the board) - Children's Services acting in a referral role for CALD families seeking FDC - Promotional folders, including information for parents and potential carers marketed in national Family Day Care logo
To support OOSH services in meeting growing demand	Advocate for and assist services in obtaining State Gov funding to help improve services  Council OOSH services participating in the Quality Assurance program	OOSH services obtain accreditation	<i>OOSH services are meeting demand while meeting accreditation standards</i> - Council OOSH services accredited & continuing to participate in the Quality Assurance Program - Regulations for OOSH services under review by State Gov. This draft will impact on requirements for buildings and play areas. It is anticipated that increased funding will be made available to OOSH services to meet these requirements. Council to liaise with OOSH services once draft has been completed. - Proposal to relocate Naremburn ASC to Bales Park creating additional places - OOSH services are now registered with DoCS in line with OOSH regulations - Support provided to St Thomas School in set up of new ASC/VAC service
To identify shortfalls in service provision for OOSH	Levels of demand investigated and reported	Levels of demand met	<i>Children are accessing before &amp; after school and vacation care as needed.</i> - High demand for vacation care, including care for children with additional needs, identified. WCC services operating at close to 100%
Promote Kids Cottage Community Centre for user groups and, where appropriate, other community groups	Groups are referred to Kids Cottage as an accessible venue  Liaise with services such as the Playgroup Assoc in promoting the facility	Kids Cottage venue hosting valuable community based organisations	<i>Community groups accessing high quality community venues</i> - 1 or 2 Saturdays per month the venue is used by a special needs group - 1 day per week it is used by the Chinese Playgroup - Casual booking exists for the Breast Feeding

			Association
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**OBJECTIVE 1.2 To advocate and lobby for the provision of children's services**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To provide information to the community about child care, services and current issues.	Develop marketing framework  Utilise existing forums  Develop an Information Kit  Provide information in CALD languages	Community participation in the lobbying process. Council representing community need to State and Federal Governments	<i>Improved access to child care and related services</i> - Children's Services information currently being updated for all service areas. - Information continues to be distributed amongst services, users and networks in a variety of formats. - CALD info disseminated throughout services
To partner with peak agencies in advocating for greater funding and resourcing across the sector	Partnerships formed and funding increased	Child care services accessing additional funding and improved resources	<i>Improved quality and accessibility of local services</i> - Children's Services Manager participating in key regional forums and committees as required
To advocate for additional 0-2 year old places	Council liaise with State Gov regarding policy direction  Review guidelines for inclusion in the DCP	Additional places available	<i>Level of demand for places is met while maintaining high quality standards of care.</i> - DCP completed - Submitting statistical data to State Gov outlining the high need for additional places - DCP completed & adopted

**OBJECTIVE 1.3 To develop strategies that assist children with additional needs**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To promote services that assist children with additional needs in a range of community languages	Publications available from Council in major CALD languages	Children from CALD backgrounds accessing relevant services	<i>Families from CALD backgrounds have knowledge and understanding of existing services and programs</i> - Children's Services and Library Services providing information in the most dominant community languages e.g. Chinese, Korean and Japanese. - Information update underway for each service area in English and Chinese

Community Grants Scheme gives priority to projects that target children with additional needs, including respite care.	Local projects developed via the scheme that assist children	Range of community projects undertaken that address gaps in service provision	<p><i>Children with additional needs are supported through local programs and services</i></p> <ul style="list-style-type: none"> <li>- CDSE Priority List supported funding programs for special needs children. WCC Grants also supported several projects targeting children with special needs e.g. Cromehurst Special School.</li> </ul>
Identify & promote activities & services for children that are inclusive	Inclusive and accessible activities are promoted to families	Range of activities available and accessed by the community	<p><i>Children are not discriminated against when it comes to accessing services and programs.</i></p> <ul style="list-style-type: none"> <li>- Children's Services Manager participating in KU Supported Playgroups Project Reference Group &amp; Northern Sydney Speech Pathology Outreach Pilot Reference Group</li> <li>- Council's Family Fun Day is promoted as an inclusive event with activities designed for children with additional needs</li> <li>- OOSH Vacation Care program offers a range of inclusive activities</li> <li>- Information now provided on a range of language specific playgroups in the area</li> </ul>
Advocate for improved access to early intervention services	Network established to help in advocacy role.	Number of programs and support services accessible to Willoughby families	<p><i>Children with additional needs are offered appropriate support towards their development.</i></p> <ul style="list-style-type: none"> <li>- Participation in the Families First projects</li> <li>- Supporting objectives of Families First early intervention strategies, improving outcomes for children less than 8 yrs of age. (Families First is a State Gov initiative for both prevention &amp; early intervention projects)</li> <li>- Children's Services Manager a member of the LNS Child at Risk Committee</li> </ul>
Support the inclusion of children with additional needs into childcare services.	Children with additional needs access Council's children's services.	<p>Numbers of children with additional needs enrolled in Council managed services.</p> <p>Number of applications for Inclusion Support Funding (previously known as SNSS)</p>	<p><i>Children with additional needs are accessing high quality support and care.</i></p> <ul style="list-style-type: none"> <li>- A new model has been developed called the Child Care Inclusion and Professional Support Program (CCIPSP). Inclusion support facilitators are involved with several services</li> <li>- SDN Children's Services won the CCIPSP tender to operate the program in the Willoughby LGA</li> <li>- Children's Forum not working in an advocacy role at present but has the capacity if required</li> </ul>

## OBJECTIVE 1.4 To promote safe environments for children

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
To promote and continue Council's commitment to high safety standards in the provision of play grounds and facilities	Play areas meet regulations and are accessible	All play grounds comply with current safety standards. Council is acknowledged for its continued commitment to quality & safety.	<i>Children are playing in safe and accessible community environments.</i> - Willoughby Council has achieved best practice in the delivery of safe and accessible playgrounds across the LGA
Review existing speed limits & crossings in areas of close proximity to schools & child care facilities	Limits and crossings are regularly reviewed	Crossings and speed limits are deemed appropriate and safe	<i>Children are living in a safe environment.</i> - Speed limits and crossings regularly under review - Road Safety Strategic Plan 2005 to 2008 identifies strategies for targeting "vulnerable pedestrians". - Raised pedestrian crossings (wombat crossings) have this year been installed at Chatswood Public, Chatswood High & St.Philip Neri to reduce speeds. - Council has purchased a trailer mounted speed display unit which is regularly stationed within School Zone Areas to raise awareness of the reduced speed limit - RTA has implemented flashing light school zones as some schools
Promote road safety through a community education program	Promotions involve child care centres, schools and other relevant groups	Increased community awareness & improved safety	<i>People are driving in a responsible and safe manner. Increased awareness of the dangers of speeding.</i> - Road Safety Officer responsible for on-going promotion & delivery of awareness campaigns - Road Safety Strategic Plan 2005 to 2008 developed to help prioritise safety issues - Children's Services working with Road Safety Officer to deliver information sessions to childcare services.
Council continue to use "safer by design" techniques in all areas of planning	DCP and planning instruments include "safer by design" principles	Principles used to guide all areas of planning and design	<i>Children are playing in safe environments.</i> - Willoughby Council has achieved best practice in the delivery of safe and accessible playgrounds across the LGA

## OBJECTIVE 1.5 To improve networking & communication amongst service providers

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
Promote and develop opportunities for networking and information sharing.	2 Forums held per year  Facilitation of Families First Regional Network  Facilitation of LNS OOSH Network	Number of services and carers attending forums and network meetings.	<i>Services supporting each other through information sharing. Increase in knowledge and awareness of programs and resources available in the LGA.</i> - TOR for the Forum has been reviewed to place emphasis on information sharing and networking - Advocacy will be undertaken where appropriate - Northern Sydney OOSH Network meetings held monthly.

### **OBJECTIVE 1.6 To provide & promote accessible socialisation & recreational activities**

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
Develop a Local Facilities Master Plan	Plan completed (Dec 2005)	Community facilities prioritised for improvement	<i>Children and their families have access to safe, affordable and relevant community facilities.</i> - Strategic Property Plan completed in December 2005 - Plan is a "living" document that examines the expansion of child care facilities, improvements to open and recreational spaces, community service delivery and cultural spaces.
Develop the capacity of the community to organise local events	Package developed under grants system that provides funding & guidelines for small, local events	Level of community participation in local, resident organised events	<i>Improved social cohesion and inclusiveness. Strengthens the community supporting one another.</i> - The Spring Festival Grants and Community Grants Schemes provide opportunities for community initiated events and activities.
Develop a Recreation Plan for the LGA	Plan completed	Plan considers options for improving bike tracks, access to sporting facilities including ovals etc.	<i>Future planning reflects the need of the community in accessing recreational activities</i> - 50k budgeted under Open Space for Recreation needs plan/review in 2008.
Support & promote activities that engage children in cultural and recreational activities	Activities available to children with additional needs	Level of participation in events and activities	<i>Children and their families have access to a wide range of recreational opportunities that encourage cultural development and healthy lifestyles.</i> - Grants package broadened to include funding for cultural and sporting activities - Council supporting relevant local forums and information sessions through concessions on venue hire and promotional assistance. - Council became a Community Partner with the

			Cancer Council in 2006 to promote and facilitate healthy lifestyle activities.
Expand existing library services	Civic Place developed (2009/2010) Provision of Family Day care library Story Time Program promoted	Number of activities and programs targeting children	<i>Children have broad access to a range of social and recreational activities that encourage education and personal development.</i> - Civic Place being developed as a family friendly venue with excellent community facilities, including a library. - Library continues to deliver a broad range of children's activities as part of its holiday program

## 2.0) YOUTH

### **OBJECTIVE 2.1 To support accessible socialisation & recreational activities & spaces**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To integrate a youth friendly café into the Civic Place Master Plan	Youth Café Business Plan (June 2006)  Café included as part of Civic Place	Cafe established. Feedback from clients.	<i>Youth have access to a safe, friendly, and affordable social space within the CBD</i> - Civic Place is designed as a "youth friendly" venue however a dedicated café is not planned for inclusion - Civic Place will offer young people opportunities such as meeting rooms and two rehearsal spaces designed for small presentations by entry level artists. A visual arts exhibition space and an Outdoor Amphitheatre with additional public spaces for performance, recreation and celebration.
The Chatswood Youth Centre is expanded/refurbished to accommodate the future needs of users	Property Plan developed that investigates options for the CYC	CYC accommodating diverse range of activities. CYC is a welcoming, safe venue.	<i>Youth have access to a safe, friendly, and affordable social space within the CBD</i> - Youth Services staff have actively upgraded equipment, programming, service provision and safety within the Youth Centre. Painting of the Centre has been included as PIP in the 08/09 Financial Year. A master planning process for the Albert Ave/Victor Street site has superseded plans to expand and refurbishment the Centre.
Develop a Recreation Plan	Plan completed	Plan identifies options for recreation venues and spaces	<i>Future planning identifies options for recreational activities</i> - 50k in Open Space budget for Recreation needs

			<p>plan/review for 2007/2008</p> <ul style="list-style-type: none"> <li>- Strategic Property Plan includes section on recreational sites and opportunities for future improvements</li> <li>- Upgrade of the skateboard facility at Chatswood is complete.</li> <li>- Master plan for the Albert Ave/Victor St site is inclusive of recreational facilities.</li> <li>- Staff have prepared funding applications for an extension of the fenced space on the rooftop basketball court. The planned extension would allow court space for activities such as handball, basketball, netball, soccer and cricket.</li> </ul>
Promote & support free youth events	<p>Promotions undertaken</p> <p>Grants identified to help subsidise these events</p>	Number of free of charge events	<p><i>Youth have increased access to events</i></p> <ul style="list-style-type: none"> <li>- Range of school holiday and term-time activities offered via Youth Services.</li> <li>- Advanced planning undertaken for holiday programs with details of activities advertised well in advance</li> <li>- Activities promoted via Youth Services networks including local schools</li> <li>- Youth in the Mall (offering free and diverse performance opportunities and entertainment) is now delivered on a monthly basis.</li> <li>- Accessible events and activities for young people supported via the Community Grants Scheme</li> <li>- Youth Services is working with LNS Councils to investigate options for a trial program for 12-18 year olds with special needs. The trial will provide recreational options for these people during holiday periods.</li> </ul>
Promote & support under age events	Investigate partnerships & promote existing event opportunities e.g. "Sound Remedy"	Feedback from event participants	<p><i>Under aged youth have opportunities to socialise in a safe, affordable and enjoyable environment</i></p> <ul style="list-style-type: none"> <li>- Band nights (quarterly) at the Youth Centre are now a permanent part of the Youth Services Program. Youth Services has also developed a "DIY Gigpack" to help young people organise and promote their own gigs.</li> <li>- "Youth in the Mall" takes place on a monthly basis within the Melody Markets in Chatswood Mall. It is a fantastic opportunity for young performers to showcase their skills.</li> </ul> <p>The annual 3-on-3 (basketball) showdown is fast</p>

			<p>becoming a large sports/entertainment event with 150-200 participating as competitors and/or spectators.</p> <ul style="list-style-type: none"> <li>- Youth Week 2008 activities in Chatswood comprised a free youth entertainment event on the Chatswood Mall.</li> <li>- The 2007 Annual Youth Forum themed "Participation = Social Change" promoted youth participation in the local and global communities.</li> </ul>
To continue to facilitate the Chatswood CBD Security Committee	<p>Committee meets bi-monthly</p> <p>Committee investigates opportunities to promote safety awareness by linking in with key campaigns e.g. "Watch Your Drink"</p> <p>Inform the Committee of the Social Plan outcomes</p>	Number of campaigns & associated activities undertaken	<p><i>Safety issues effectively addressed via the Committee. Youth feel and experience increased levels of safety in and around the CBD.</i></p> <ul style="list-style-type: none"> <li>- CBD Security Committee ongoing.</li> <li>- Ongoing information exchange between Youth Services, police and local businesses on youth related issues e.g. graffiti, vandalism, shoplifting, theft, assault.</li> <li>- Youth Services have initiated a sub-group of this Committee to share information about key risk issues for staff and young people within Willoughby. The group consists of Council and NGO staff who work directly with young people in the Willoughby LGA.</li> <li>- Youth Services staff worked with neighbouring Councils to organise a forum for parents re. Cyberspace (Internet Safety)</li> <li>- Dougherty and Youth Services staff hosted an information evening for parents re. "Safe Partying"</li> <li>- Discipline policies within the CYC and surrounds reviewed and tightened.</li> </ul>
Identify projects that promote road safety	Youth Services work with the Road Safety Officer to identify relevant projects and education initiatives that help reduce road fatalities involving youth. Projects promoted or/and implemented	Number of campaigns & related projects promoted or undertaken	<p><i>Young people recognise the dangers of speeding and reckless driving. A decrease in the number of youth directly involved in road accidents.</i></p> <ul style="list-style-type: none"> <li>- Issues regarding road &amp; pedestrian safety addressed at the CBD Security Committee to help improve safety and security.</li> </ul>

## OBJECTIVE 2.2 To address access and transport difficulties

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
To report Social Plan findings regarding youth and transport to service providers	Information distributed amongst networks	Feedback from youth & service providers regarding access & experiences on	<p><i>Service providers are aware of access problems faced by youth and strategies are developed</i></p> <ul style="list-style-type: none"> <li>- Policy &amp; Projects Officer presented key social plan</li> </ul>

		public transport	findings to the CBD Security Committee in 2005. No plans to undertake an update presentation as the Committee routinely reviews current related issues if and when they arise.
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### OBJECTIVE 2.3 To promote a positive image of youth within the community

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
Encourage local media to promote the positive achievements of youth in the area	Media is kept aware of positive programs and outcomes for youth e.g. Young Person of the Year, Young Achiever's Award  Media invited to relevant program launches and youth related events	Number of positive articles in the local media	<i>Young people are respected, supported and appreciated</i> - Ongoing liaison with local media to promote upcoming events, achievements and activities. - Youth services continuously seeking positive exposure of youth in the area e.g. efforts of the Youth Council, the annual Youth Forum, promoting community awareness of CYC events/activities via the new Marketing Strategy. - 2007 Youth Forum topic "Participation = Social Change" to encourage positive participation by young people in the local and global community.
Promote and provide opportunities to showcase the talent of young people	Events & projects are developed that are youth specific or inter-generational	Number of opportunities available and feedback from participants	<i>Young people are supported in their personal development. Young people provided opportunities to achieve their ambitions.</i> - CYC hosts a music program & provides rehearsal space, recording opportunities and equipment. - Youth Services run "Y-Lounge" around a central stage area as part of the Street Fair every year. Performances include musicians, dancers and martial arts displays - WCC Foyer Exhibition Space utilised to exhibit youth artwork - Youth Services coordinated the Sydney Metro-North Art Start program (across 11 LGAs) and showcased the works as part of the 2007 Spring Fair.

### OBJECTIVE 2.4 To support health and wellbeing amongst young people

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
Community Grants to support programs and projects that support positive health outcomes for youth	Grants are attracting submissions that target youth wellbeing	Number and relevance of projects undertaken under the scheme	<p><i>Young people have improved awareness of health and wellbeing issues and take positive, well informed actions to live healthy lives</i></p> <ul style="list-style-type: none"> <li>- Council funded 8 youth related community projects under the Community Grants scheme 2007/2008.</li> <li>- CDSE funding gave priority to projects targeting youth at risk.</li> <li>- "Stepping into your teenagers world". 3 x forums held for CALD families.</li> <li>- Safe partying and cyberspace forum held.</li> <li>- "Life on OZ" forum held. Surviving dual cultural households.</li> </ul>
Develop the Council website to further promote services that support youth health and wellbeing	<p>Links database promoted to the community</p> <p>Website promoting local projects</p>	Number of youth accessing services. Number of hits on website.	<p><i>Services are supported by Council in achieving positive outcomes for youth. Young people are provided improved access to relevant services available in the area.</i></p> <ul style="list-style-type: none"> <li>- Youth Services targeting the "on-line" mentality of youth by promoting events on interest specific sites e.g. skateboarding, basketball.</li> <li>- "My Space" site created to help promote events and other activities</li> </ul>
To assist young people in finding appropriate housing and accommodation	<p>Youth needs addressed via the Housing Policy</p> <p>Community Grants program supporting local services that provide emergency housing for youth</p>	Levels of young people accessing housing	<p><i>Young people, particularly those "at risk" have improved access to safe, friendly and timely housing options.</i></p> <ul style="list-style-type: none"> <li>- Support for accommodation providers is continued via the Grants Scheme.</li> <li>- Youth staff participate in the Barton Road Interagency to help address concerns re: social/emotional well being of young residents.</li> <li>- Youth staff, as part of the Barton Rd Interagency, continue seeking to improve outcomes for all tenants and families of public housing.</li> <li>- Youth rep on LNS Youth Services Executive which addresses issues/strategies &amp; advocacy issues on youth homelessness.</li> </ul>

**OBJECTIVE 2.5 To support youth in seeking education, training and employment**

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
Liase with schools, and service providers to advise them of the Social Plan outcomes	<p>Meet with service providers and educators to identify priority issues for action</p> <p>Support work experience initiatives</p>	Strategies identified and implemented	<p><i>Youth are provided timely and relevant assistance to help them achieve their educational and career goals. Improved links between service providers and local youth.</i></p> <ul style="list-style-type: none"> <li>- CYC promotes existing services and supports relevant programs through concessional use of the venue</li> <li>- Career information &amp; advice is provided and promoted via the CYC on a needs basis. Assistance provided with creating CV's</li> <li>- Youth Services frequently host student placements</li> <li>- Informal advice &amp; assistance plus "quiet space" provided for students</li> <li>- Students invited to participate in the youth forums</li> <li>- Youth Services working with Intensive English Centre providing specific orientation of the CYC for new arrivals</li> </ul>

**OBJECTIVE 2.6 To develop opportunities for greater social cohesion & interaction at the local level**

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
To encourage volunteerism amongst young people	<p>Volunteer information available to youth</p> <p>Young volunteers are promoted and</p>	Levels of youth volunteerism in the LGA	<p><i>Young people have opportunities to participate in inter-generational and cross-cultural activities and programs. Experiences assist learning and skills development plus awareness and appreciation of the</i></p>

	acknowledged  Develop a Volunteer Working Group		<i>diversity of community.</i> - Youth Council ongoing. The Council is made up entirely of volunteers (15 to 25 years). - Youth volunteers assist on Council special events e.g. Street Fair, band nights - Youth services provides ongoing support of Duke of Edinburgh volunteers & student placements
Facilitate community projects that enable residents to hold local events	Grant package developed for residents to hold local events. (e.g. "Meet Your Street")	Number of locally organised, youth run events	<i>Young people, with assistance from their community, are enabled to hold local events</i> - Council facilitated band nights - Youth DIY Guide for Event Management completed. The guide will teach young people about finances, venues, promotions etc.

## OBJECTIVE 2.7 To support advocacy, lobbying & leadership amongst young people

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
To continue to support and develop the Willoughby Youth Council	Youth Council meets 10 times per year	Feedback from the Youth Council. Projects and issues supported and assisted by the Youth Council.	<i>A forum is provided that allows local youth to be proactive within their community. Young people are informing Council to assist with program and service development.</i> - Youth Council ongoing - The YC has met in addition to the required number of sessions per year to work on specific projects e.g. Street Fair - Youth Forum held focusing on Participation = Social Change. - Constitution changed to facilitate ongoing membership & contribution of skills/experience
To investigate opportunities that develop leadership and advocacy skills amongst young people	Programs such as Young Achiever's is promoted via local schools, youth services etc.  Projects are developed in partnership with other Councils and service providers to assist advocacy opportunities	Number of promotions and related activities supported.	<i>Young people have access to avenues to discuss issues that affect their lives. Young people are encouraged to play an active role in decision making at all levels of government.</i> - Promotion of relevant youth targeted awards and opportunities is on-going - Council supports local youth groups that inspire leadership e.g. scouts, via grants and other schemes as appropriate.

### **3.0) CULTURALLY & LINGUISTICALLY DIVERSE COMMUNITY (CALD)**

#### **OBJECTIVE 3.1 To monitor & support the needs of new migrants and migrant communities**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To identify & develop community projects that will increase accessibility for new migrants	Data accessed on new arrivals  CALD community consulted in regard to need  Support projects via grants programs that target migrants & their needs Projects developed that target this group e.g. Migrant Information Expo, Family support seminars, workshops for LNS service providers	Number of projects developed that assist new migrants	<i>Migrants are successfully integrating into the community and achieving quality of life.</i> - Harmony Day Multicultural Forum "Australian Values, Common Sense?" held. - Grant awarded supporting a Chinese Elderly Welfare Information Session to assist migrants accessing services and improving quality of life.
To continue to partner with CALD service providers & committees	Maintain partnerships with LNS Multicultural Network & other key agencies	Number of partnerships that are developed & projects undertaken in support of the CALD community	<i>Services are adequately supported to meet the needs of the CALD community.</i> - Ethnic Services Co-ordinator (ESC) participates in the LNS Multicultural Network and relevant forums - Partnership projects supported include Life Management Skills course for the Chinese community; CALD parenting workshops and sustainability education workshops/
To support English Literacy amongst the CALD communities	Operate ESL classes at MOSAIC & the library  Offer community information sessions in range of languages and media	Attendance rates at classes.  Number of sessions offered in languages other than English	<i>CALD community members have improved English skills and hence better access and participation rates.</i> - 19,246 participants in MOSAIC programs over the past year - MOSAIC provides 8 ESL classes/ conversation groups every term for 8 sessions per term. The estimated number of attendance over a year is 2,336.

			<ul style="list-style-type: none"> <li>- Intermediate ESL conversation classes were conducted in the Library</li> <li>- BIMSTM is the Australia's first Chinese bi-lingual online public catalogue system. Willoughby City Library implemented the system in 1997. Ongoing support of this system.</li> <li>- Internet training in Chinese (Mandarin &amp; Cantonese) offered via the Library</li> </ul>
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### OBJECTIVE 3.2 To support ageing migrant communities

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
To co-operate regionally in supporting people accessing supported accommodation and residential care	Network established between Councils and service providers	Number of regional initiatives undertaken to support ageing migrants	<p><i>CALD community accessing appropriate accommodation and supported community care.</i></p> <ul style="list-style-type: none"> <li>- Lower North Shore Multicultural Aged Day Care Program operated from Council provides weekly centre-based activities for frail older persons from a culturally and linguistically background</li> <li>- Council's other HACC programs eg Meals on Wheels, Constant Companion and Willoughby Community Aid reach out to CALD communities.</li> </ul>
Develop a Transport Plan that promotes accessibility for all users	Plan completed (Dec 2006)	Number of strategies implemented and their outcomes	<p><i>CALD community has improved access &amp; mobility</i></p> <ul style="list-style-type: none"> <li>- Integrated Transport Strategy has been completed and adopted by Council with recommendations arising from that plan progressively being implemented.</li> <li>- Transport Access Guides developed for the Chatswood Shops, Willoughby Park Centre, Willoughby Leisure Centre, Artarmon Reserve and Northbridge Shopping Centre. A special Christmas Shopping TAG was also developed for access to the Chatswood CBD.</li> <li>- E-restore funding used to provide and improve local walking routes and linkages in many areas.</li> <li>- Access to bus stops improved at a number of locations in consultation with the STA</li> <li>- Council Cab service brochure made available in Armenian, Chinese, Italian, Korean and Japanese and distributed to 21 local ethnic groups.</li> </ul>

<p>To continue to provide &amp; facilitate access for older members of the CALD community to social &amp; recreational activities</p>	<p>MOSAIC groups supported Resource local groups that support older migrants</p> <p>Use the ethnic media to advertise events &amp; services</p> <p>Hold relevant information sessions to educate and advise migrants Investigate "Friendship Force" models i.e. volunteers supporting migrants</p>	<p>Number of older people participating in community life and accessing relevant services and events</p>	<p><i>CALD community is actively participating in local events and activities.</i></p> <ul style="list-style-type: none"> <li>- Council assisted in the resourcing of a Mandarin-speaking Grandparents' Group</li> <li>- Council offers subsidised venue hire on Council facilities via the ROI program to support CALD activities</li> <li>- Range of MOSAIC programs and information sessions offered that cater specifically to the elderly</li> <li>- Pension talks for Japanese, Korean and Chinese Mandarin and Italian.</li> <li>- Council regularly works with the ethnic media to promote programs and services to the migrant community (e.g. Chinese, Korean and Japanese)</li> <li>- MOSAIC is based upon a volunteer model of community development with the majority of groups facilitated by community volunteers.</li> <li>- MOSAIC information made available on relevant activities in 10 community languages including Arabic, Armenian, Chinese, Farsi, Indonesian, Italian, Japanese, Korean, Hindi and Russian</li> </ul>
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**OBJECTIVE 3.3 To improve networking and communication amongst service providers**

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
<p>Continue to participate in Interagency and regional committees (projects)</p>	<p>Development of partnership projects that address high need areas</p> <p>Services sharing information and resources</p>	<p>Attendances at committee meetings and number of joint projects that emerge</p>	<p><i>Services developing and delivering effective CALD specific projects.</i></p> <ul style="list-style-type: none"> <li>- Ethnic Services Co-ordinator (ESC) participating in LNS Multicultural Network and regularly attends key forums targeting CALD issues.</li> <li>- ESC also participated in the Multicultural Access</li> </ul>

			Awards.
Develop a Community Expo incorporating service providers and local businesses	Expo held	Feedback from participants. Number of local services participating in the expo and attendance figures.	<p><i>Increased community and industry awareness of existing services and programs available. Providers offering each other support and developing partnerships.</i></p> <ul style="list-style-type: none"> <li>- Community Expo project deemed unfeasible with a number of duplicate events being undertaken in the area. Council will link into these events as appropriate.</li> <li>- Ethnic services completed a marketing framework to help with promotion of services</li> <li>- Regular promotion through charities day in the Chatswood Mall, Spring StreetFair Community Development Stall and Seniors Lifestyle Day</li> </ul>

#### **OBJECTIVE 3.4 To support socialisation and recreational activities for the CALD community**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To investigate expanding MOSAIC facility as part of the Property Plan	Strategy for MOSAIC developed	MOSAIC able to accommodate demand for community space	<p><i>MOSAIC providing a safe, accessible, affordable community venue for CALD programs.</i></p> <ul style="list-style-type: none"> <li>- Review suitability of site for current purpose. Integrate facility into Masterplan for Youth Centre site. Review future viability of site and dispose of when expanded facility available</li> </ul>
Inform the CALD community of social, recreational, cultural and educational opportunities	Dissemination of information via appropriate networks in a range of media and languages	Number of CALD participants in activities and events	<p><i>CALD community has improved access to local events, activities and programs that support interaction and personal development.</i></p> <ul style="list-style-type: none"> <li>- Ongoing distribution of information in community languages and promotion through MOSAIC, the library, Council website, Willoughby City News and other Council publications of cultural events and activities.</li> <li>- PR department issues media releases in relevant community languages to notify of specific cultural activities and events</li> <li>- MOSAIC delivers a wide range of leisure activities including craft, dance groups, exercise and origami.</li> </ul>

#### **OBJECTIVE 3.5 To support cultural awareness and celebrate cultural diversity**

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
Promote accessibility to cultural events	CALD community have improved participation in events such as the Art Prize.  Development of outreach programs that take cultural experiences to the more isolated members of the CALD community. E.g. bus trips to local heritage sites	Number of accessible events and programs plus number of participants	<i>Improved accessibility achieved for CALD community. Increased awareness and tolerance of cultural diversity and identity.</i> - Information provided on all event marketing material regarding transport, including bicycle access and public transport options. Transport Access Guides (TAGs) are available from Council offices. - People with mobility problems can call Council for assistance. Council also advertises a TTY number for people who are deaf or hard of hearing - Community Grants Scheme encourages events to be accessible
Encourage and support local events that are provided and/or promoted in a variety of community languages	Grants scheme supports accessible programs	Number of local events that are advertised/provided in relevant community languages.  Number of projects in Grants Scheme that promote CALD participation.	<i>CALD community participating in a diverse range of cultural events. Programs are developed that encourage inclusiveness regardless of ethnic background.</i> - Grants scheme revised in 2006 to emphasise the need for events to be, where possible, accessible to CALD community e.g. promoted in community languages. - Other local events supported included: Korean New Year, Chinese New Year, Harmony Day, MOSAIC Farewell Fiesta to Civic Centre, MOSAIC community performances at citizenship ceremonies, school festivals, Seniors Week and Artarmon Fair.

### **OBJECTIVE 3.6 To support CALD communities understanding legal rights and systems**

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
Facilitate information sessions in community languages	Information sessions organised in key community languages.	Number of sessions held and attendance figures	<i>CALD community members have an understanding of their rights and responsibilities under the legal system. People are aware of what services are available to help them with legal matters.</i> - Parent information sessions held regarding alcohol and cyberspace risks related to young people (South Asians, Koreans and Japanese)
To support services that offer	Facilitate contact between service	Range and number of	<i>Services are supported to meet the needs of the CALD</i>

assistance to the CALD community	providers and ethnic groups.  Support accessible services through the Grants Scheme.	programs supported and opportunities developed	<i>community.</i> - Legal advice service run out of Dougherty Community Centre is promoted via MOSAIC - Legal Information Access Centre (LIAC) promoted at the Library - Women's Legal Resources Centre NSW is a community legal centre providing women with a range of free community legal services, including legal advice and information, education, training and resources across metropolitan and regional areas of New South Wales. Women's Legal Services NSW provides a free service for all women in the community, particularly for those who are socially and economically disadvantaged. Both are heavily promoted via Council's Library. - Library customers are referred to different Community Legal Centres for advice and assistance. The Library also keeps some legal information booklets or brochures in different languages. - LIAC information available from the library in Chinese.
Continue to promote free legal advice services	Refer clients to relevant, free legal advice services	Number of referrals made	<i>Legal services and information are easily accessible to the CALD community.</i> - At present MOSAIC keeps informal records of client referrals

### **OBJECTIVE 3.7 To support children, youth and families from CALD backgrounds**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
Promote and support parenting workshops for CALD families	Provision of relevant and timely workshops to high needs groups	Number of workshops and participation rates	<i>Improved support for parents.</i> - HSC Seminar for Japanese parents. "Understanding Your Teenager's World" forum for South Asian, Japanese and Koreans. - Facilitated the establishment of a Chinese Grandparents Playgroup - Journey with Your Teenager workshops for Cantonese-speaking parents - Hey Mum workshops for Cantonese-speaking

			workshops
Investigate, as part of the Children's Forum, access issues affecting children from the CALD families	Issues identified and strategies developed to assist children	Range of programs developed and issues addressed	<i>CALD children have access to services and programs that achieve quality of life and meet identified need.</i> - Forum has not been targeting CALD issues over the past 12 months. Role of Forum has changed to now be more of an information exchange network. - The forum is still used however to distribute relevant resources in community languages where appropriate
MOSAIC maintained as a key Information and Referral Service	Families assisted and referred to the appropriate specialist service	Number of enquiries and referrals made	<i>CALD community are accessing professional services that support them in finding employment, health services, child care, education and training opportunities etc.</i> - Informal records on referrals kept. Statistics are included as part of the Quarterly Reporting procedure

### **OBJECTIVE 3.8 To support and promote health and well-being amongst the CALD community**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
Work with health services in targeting health issues and strategies that assist the CALD community	Participation in the Northern Sydney Multi-cultural Health Promotion Advisory Committee  Facilitate the delivery of a CALD targeted education campaign	Number of initiatives undertaken	<i>Health services and Council delivering programs that improve health and well-being of the local CALD community</i> - Mental health, general health and women's health programs delivered locally to CALD target groups. - Older Women's Wellness supported via grants and subsidised venue hire to offer classes that are inclusive of CALD participants - Sustainability education workshops and field trips offered in Armenian, Chinese, Italian, Korean and Japanese.
Liase with relevant agencies to support CALD women who have experienced domestic violence	Involvement in interagency network	Accessibility of services and number of DV cases reported by CALD women	<i>Strategies are developed that improve awareness, knowledge and support for women experiencing DV. Women feel empowered and supported.</i> - DV information available at MOSAIC in Japanese - Council funded and advised on the additional roll out of LNS specific DV information in key community languages. Due for completion in early 2009.

			- Policy & Projects Officer participates in forums and committees including the LNS DV Committee.
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**OBJECTIVE 3.9 To support and promote access and equity principles in the provision of services**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
Pursue cross-cultural training for staff	Training delivered	Number of workshops completed	<i>Council staff members have an understanding of cultural diversity and sensitivities. Staff provided with the relevant skills to deliver high quality, non-discriminatory customer service.</i> - No specific training conducted in 2007/2008. Sessions being considered for 2009.
To adhere to, promote and monitor the Access and Equity Policy	Access and Equity Policy reviewed to ensure it is relevant and current  Staff trained to use TIS (translation) service. TIS number is promoted to the community.	Number of staff trained.  Policy endorsed by the Access Committee and adopted by Council	<i>Community members have access to Council run services and programs regardless of ethnic background.</i> - Access & Equity Policy reviewed & adopted in August 2006. - TIS number promoted to community via publications and services
Facilitate opportunities for the CALD community to contribute and participate in the development of Council run programs and services	Community consultation undertaken during planning processes  Participation in the "Towering Towards Sustainability" project and sustainability education program	Level of community participation	<i>CALD community is given a "voice" in how Council plans and delivers its services and activities.</i> - MOSAIC Advisory Committee continues to be regularly consulted - On-going Ethnic Community Representative meetings for information exchange and event organisation - CALD community advised on the development of Civic Place.

#### 4.0) People living with a disability

##### **OBJECTIVE 4.1 To raise the profile of mental health issues within the community**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To continue to provide support for community mental health services & highlight respite care for funding	<p>Participation in planning across the region for improved service delivery</p> <p>Prioritise this area for grants</p> <p>Lobby for locally based services</p> <p>Promote existing services</p>	Availability of local services. Number of clients accessing services and programs.	<p><i>Mental health programs and clients are supported through better access to resources. Raised community awareness</i></p> <ul style="list-style-type: none"> <li>- Council acting in a lobbying and advocacy role to support continued provision of local services e.g. Hercules Street Working Party and submission to State Gov to keep mental health facilities in the local area</li> <li>- Council providing a site in Sydney St Willoughby for respite care.</li> </ul>

##### **OBJECTIVE 4.2 To promote safety & justice for people with a disability**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To continue to raise community awareness through the Road Safety Program	Promotions provided for target group.	Number of campaigns and activities undertaken	<p><i>PWD are living in a safe environment</i></p> <ul style="list-style-type: none"> <li>- Road Safety Strategic Plan 2005 to 2008 proposes targeting “vulnerable” pedestrians as part of an education and awareness raising campaign over the next 4 years</li> <li>- Access Committee makes recommendations to Council on pedestrian safety as required.</li> </ul>
To ensure consultation with older people & service providers in relation to design & improvements to facilities &	Representation of Aged Sector in community consultation process	Level of community consultation	<p><i>Feedback integrated into planning mechanisms. Community participating in the planning process.</i></p> <ul style="list-style-type: none"> <li>- Continuing consultation with local advisory committee’s such as HACC and the Access</li> </ul>

infrastructure			Committee.
To continue to work with advisory committees to identify issues of personal safety & design appropriate strategies	Issues identified and referred to the appropriate forum for action	Forums discussing and actioning strategies for improved safety and design	<i>Community participation in planning processes of Council</i> - Access Committee consulted on an on-going basis in regards to all levels of physical planning including Civic Place, bike pathways and the revision of the DDA Action Plan
To implement and monitor a Disability Discrimination Act Action Plan	DDA Action Plan reviewed	Council adhering to the Action Plan	<i>Policies of Council achieve social justice for people with a disability</i> - The DDA Action Plan is updated annually with a full review of the document underway. A full review and update of the Plan was completed in November 2006. The update included community consultation.
To continue to use "Safer By Design" options in all areas of planning	Safer By Design approach implemented	Adherence with regulations	<i>Safe environments promoted &amp; delivered &amp; quality control ensured</i> - DCP and planning instruments encompass 'safer by design' principles. All DCP's reviewed in accordance with the Australian Standards and placed into one planning document known as the Willoughby DCP.

### OBJECTIVE 4.3 To improve access to respite care and services

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
To advocate and lobby for improved access and diversity in the provision of respite care	Work with service providers to identify existing need and possible strategies.  Findings circulated to State and Federal Governments and relevant stakeholders	Submissions made to levels of government and response rate	<i>Council is pro-active in achieving support for people with a disability and their carers. State and Federal Governments are made aware of gaps in service provision and encouraged to take action.</i> - Respite care packages (2 x \$5000) awarded for 06/07 for one older and one younger person. Aim is to provide increased access to respite care for these people. - Successful tender for \$1.65 million from DADH for capital works for 114 Sydney Street.
To investigate partnerships to	Opportunities for supporting services	Improved level of access to	<i>Council facilitates a co-ordinated approach to filling</i>

improve access to respite care & affiliated services	identified and partnerships are developed.	respite care. Number of services available to the community.	<i>gaps in service provision. Access levels are improved.</i> - Council working with Mercy Community Care and Baptist Community Services to develop day care opportunities in the LGA. - Council representative attending HACC Advisory and HAC Sub Regional Committee.
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#### **OBJECTIVE 4.4 To promote & provide accessible socialisation & recreational activities & spaces**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To promote available funding opportunities for the development of accessible activities & programs	Funding opportunities marketed via Web, network, newsletters, community centres and libraries	Services accessing funding	<i>Services provided opportunities to create accessible environments.</i> - Local services advised of relevant grant opportunities as they arise, including CDSE.
To continue to educate the community regarding access issues to events & venues	Promotion of the benefits of accessible design principles to the all sectors of the community.  Access Awards held bi-annually.	Number of nominations under the Awards. Number of promotions undertaken.	<i>Increased numbers of accessible events are held. Willoughby is an inclusive and supportive community that encourages participation.</i> - Mobility Maps of the Chatswood CBD and Willoughby LGA available through Council - Mobility Maps to be updated following the CBD redevelopment - Access Awards held in 2008
To develop a Recreation Plan for the Willoughby LGA	Plan developed (2007)	Future planning includes strategies that support accessibility to recreational venues.	<i>Council is actively planning to meet future needs of PWD in accessing recreational activities</i> - 50k in Open Space budget for Recreation needs plan/review for 2007/2008 - Strategic Property Plan addresses recreational sites and opportunities for future improvements

#### **OBJECTIVE 4.5 To develop strategies that assist children with special needs**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To give priority under the Community Grants Scheme to	Grants attracting submissions that help special needs children and fill	Number & quality of applications submitted.	<i>Local service providers are assisted in delivering services to children with special needs. Accessibility</i>

projects that help children with special needs	gaps in service provision	Number of projects funded.	<i>improved.</i> - 7 projects supported under the Community Grants Scheme targeting children with additional needs.
To continue to advocate in partnership with key providers & networks to address shortages in service provision.	Participation in sub/regional forums in lobbying for increase in services	Number of services delivered that help fill existing gaps	<i>Local service providers are assisted in delivering services to children with special needs. Accessibility improved.</i> - Continued and ongoing advocacy via the Disability services network
Special needs issues prioritised for discussion at Children's Forum.	Issues impacting on special needs children raised at forum level. Co-op approach to identifying solutions. Information on services promoted to forum participants.	Form users aware of services and programs for special needs children	<i>Council supporting a co-ordinated, partnership approach to promoting and supporting existing services. Families have improved awareness of available programs.</i> - Children's Forum regularly promotes information regarding support services for special needs children and their carers via the forum network.

#### **OBJECTIVE 4.6 To improve access to affordable & accessible transport options**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To continue to develop the Council Cab program	Council Cab is accessible to people with a disability	Number of special needs users	<i>PWD have improved access to transport options across the LGA</i> - Council Cab launched in 2006 and continuing
To continue to educate the community regarding access & promote access across the LGA eg. Mobility Maps	Mobility Map updated Access Awards offered bi-annually	Maps are accessible from key community centres & services.	<i>PWD are aware of and using accessible paths of travel. Accessibility for PWD is improved.</i> - Mobility Maps are available from Council offices and community centres. The Maps will be updated following the CBD redevelopment. - Access Awards held 2008
To lobby for increased accessibility at Artarmon and Chatswood Railway	Disabled access achieved	Number of PWD accessing the platform	<i>PWD have equity of access. Improved transport options for PWD travelling to and from the outer suburbs.</i>

			<ul style="list-style-type: none"> <li>- Chatswood Interchange under development and to include disabled access via lifts to the platforms</li> <li>- Council forwarded a letter to the Minister advocating for access to Artarmon. Disabled access still not available. Lobbying continues via the Access Committee.</li> </ul>
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**OBJECTIVE 4.7 To support & promote education, employment & training for people with disabilities**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To continue to provide support to services that assist PWD in finding employment & accessing training	<p>Information provided in a range of accessible formats</p> <p>Priority support given to services/programs that offer internet and computer training</p>	Number of training and placement programs available and success rates. Feedback from participants and providers.	<p><i>PWD are accessing employment and training opportunities.</i></p> <ul style="list-style-type: none"> <li>- Consultation with Job Search and Steps Employment Specialists for PWD.</li> </ul>
To promote funding opportunities for assisting PWD seeking employment and training	Service providers notified of Grant opportunities	Services accessing funds to support projects	<p><i>Broad range of programs and support available for PWD at the local level.</i></p> <ul style="list-style-type: none"> <li>- 1 grant awarded under the Community Grants Scheme to assist in skills development for PWD. 2 grants awarded under the CDSE Scheme in support of local projects assisting employment and training of PWD.</li> <li>- Officers investigating employment strategies for PWD with a view to discussing options at Council (this will also include training and mentoring programs options)</li> </ul>
To promote and support the library as a resource to PWD	<p>Library facilities are easily accessible to PWD</p> <p>Branch libraries providing accessible facilities</p> <p>Technical aids available</p>	Number and range of library services available to PWD	<p><i>PWD have ready access to learning material and relevant services that assist with education and career development.</i></p> <ul style="list-style-type: none"> <li>- Civic Place redevelopment to include a fully accessible library facility</li> <li>- Civic Place Access Forum in place</li> <li>- Suburban branch libraries identified in the Strategic Property Plan as being in need of enhancement. Potential for some of the libraries that have limited or poor access and space to be relocated in the future.</li> </ul>

			e.g. Northbridge Library - Home Library Services available
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#### **OBJECTIVE 4.8 To address the diminishing pool of volunteers & labour resource support**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To continue to support and acknowledge community volunteers	Volunteer Appreciation Day  Training and assistance provided to volunteers	Number of volunteers and feedback	<i>More community members becoming volunteers. Volunteering recognised for the positive contribution it brings to the community.</i> - Volunteer Appreciation day held annually - Training and support is provided as required. - Volunteers provided with an induction and information including the Code of Conduct and policy and procedures manual relating to the service they are assisting. - Daily personal contact and feedback between staff and volunteers following the delivery of services (e.g. MOW) provides ongoing support and assistance
To research and develop strategies that will promote volunteering	Volunteer Working Group established and investigating marketing strategies	Number of volunteers and feedback	<i>More community members becoming volunteers.</i> - Marketing of volunteer opportunities is ongoing via publications such as Volunteer Job Opportunity booklet, Willoughby City News and North Shore Times - Volunteer Working Party not required at present. Activities now delegated to various service co-ordinators and issues regularly addressed by the Community Development Team. - Volunteers are formally recognised through Volunteer's Appreciation Day. - Organisations supported by volunteer's given grant priority
To investigate training opportunities for volunteers	Training opportunities identified and volunteers participating	Range of opportunities available. Level of support given to volunteers.	<i>Volunteers are offered professional assistance. Volunteers demonstrate relevant skills and knowledge associated with their roles.</i> - Internal and external training opportunities are available for Council volunteers e.g. safe home visiting/dealing with challenging behaviours.
Continue to develop the	Network with volunteering groups	Level of interaction and	<i>Support and information is available to assist</i>

existing Volunteering Task Force	and establish practical links	practical outcomes	<i>volunteers and volunteer based services.</i> - Community Development provides a forum for discussion of volunteering issues as part of their team meetings.
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#### **OBJECTIVE 4.9 To advocate and lobby in the provision of services for PWD**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To continue to work in an advocacy & lobbying role on behalf of local service providers & residents	Participate in sub/regional forums and disability planning networks  Consult with PWD regarding needs	Outcomes of forums	<i>Gaps in service provision are acknowledged and strategies developed to address short falls. PWD are consulted as part of the planning process and their needs well represented across all levels of government.</i> - Lobbying and advocacy undertaken as required. Aged & Disability Services Co-ordinator representing Council on regional and sub-regional committees including the HACC Advisory Committee
To specifically lobby for additional respite care	Participate in sub/regional forums and disability planning networks  Consult with PWD regarding needs	Level of additional respite available	<i>PWD and their carers can access much needed support at the local level</i> - Lobbying and planning undertaken via the disability network. - HACC networks currently lobbying DADHC for additional funding of services to support PWD
To support strategies that provide more affordable and accessible accommodation options in the area	Universal design options promoted to developers.  Adaptable housing requirements met	Level of accessible housing available to PWD	<i>PWD have improved access to adaptable/affordable housing in the Willoughby LGA.</i> - The Willoughby City Strategy provides a direction for housing strategy into the future with any related actions updated in the Management Plan.

#### **5.0) Older People**

#### **OBJECTIVE 5.1 To enable older people to continue independent living & make decisions regarding their future**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
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To advocate for the expansion of home support services that assist independent living	<p>Consultations with DADHC</p> <p>Continue to monitor need in partnership with service providers &amp; related agencies</p> <p>Consultation with older people living in the area regarding need</p> <p>Facilitate direct lobbying to the State Government to improve access to services</p>	Reduction of waiting time for home services. Range of services available.	<p><i>Older people achieving independent living where appropriate</i></p> <ul style="list-style-type: none"> <li>- Proposals submitted to DADHC for expansion of existing services</li> <li>- Council representative on DADHC Consultative Committee &amp; on HACC Advisory Committee</li> <li>- Increased funding received for social support programs</li> </ul>
To continue to promote HACC Services through auspicing	<p>Continuation of existing HACC services</p> <p>Grant opportunities explored to support services</p> <p>Continue to liaise with HACC service providers to identify promotion opportunities</p>	No gaps in service provision	<p><i>Older people have access to home support services that improve quality of life. Services are operating via HACC guidelines.</i></p> <ul style="list-style-type: none"> <li>- Meals on Wheels, Willoughby Community Aid, Constant Companion and the Lower North Shore Multicultural Day Care Program currently being co-ordinated by Council</li> <li>- Council promotes external funding opportunities such as CDSE to HACC services targeting Willoughby residents</li> </ul>
To plan for future HACC service demand	Services meeting demand and maintaining quality service levels	Services meeting level of demand and providing quality assistance	<p><i>Services are better equipped to meet future demands.</i></p> <ul style="list-style-type: none"> <li>- Services monitor levels of demand on a regular basis and report back via the Quarterly Reports with statistics on client numbers, services delivered etc.</li> <li>- Participation in the HACC advisory committee allows for updating on overall levels of demand across the region and informs future planning.</li> <li>- Tri-annual planning implemented</li> </ul>

## OBJECTIVE 5.2 To promote & support healthy & productive ageing

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
To collaborate with service providers in the promotion of healthy lifestyle programs	<p>Promotions identified</p> <p>Older people consulted identify suitable programs</p>	Number of older people accessing healthy life style programs and activities	<p><i>Older people are participating in healthy lifestyle activities and programs.</i></p> <ul style="list-style-type: none"> <li>- Council continues to promote a diverse range of programs offered by services such as Northern</li> </ul>

	Work with agencies such as NSACCH to support local programs e.g. falls preventions campaigns		Sydney Central Coast Area Health. Examples include; Aqua fitness, Falls Prevention, Stretch and Tone, Swiss ball, Women's Fitness Programs, Gentle Exercise, Feldenkrais, Pilates, "Staying Active – Staying Strong" and Tai Chi. - Dougherty Community Centre houses several of the above programs at no cost or limited charge to the service. - Activities such as Older Women's Wellness and Italian Seniors Group supported through grants and subsidised venue hire.
To investigate community transport options for easier access to healthy lifestyle programs and health services	Continued representation in regional forums to expand community transport options  Support outreach programs	Availability of accessible transport options	<i>Older persons have improved accessibility to events and activities. Ease of access encouraging increased levels of participation.</i> - The Council Cab program was developed in 2005 to offer subsidised, accessible transport options to elderly and less mobile residents across the LGA. - Community Transport offered through Community Aid - Grants programs giving priority to activities that provide access for older persons
To establish an older men's working party to assist in advising on men's issues & information distribution	Group established	Participation levels	<i>Men are accessing gender specific information about health &amp; well-being. Improved community participation.</i> - Men's Shed opened 2007.
To co-operate regionally to acquire appropriate support & accommodation for people with a diverse range of needs.	Explore options available for the transition from large family home to smaller home/unit.  Housing Policy reviewed and issues included in the Management Plan	Gaps in levels of affordable & adaptable housing stock	<i>Older persons accessing accommodation that is affordable and supportive of their needs.</i> - The Willoughby City Strategy provides a direction for housing strategy into the future with actions also updated in the 2006-2011 Management Plan. - Grants program supporting local counselling pilot project assisting older persons during the transition phase of leaving the family home and entering aged care facilities.

### **OBJECTIVE 5.3 To facilitate networking & communication amongst service providers**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To develop a Community	Community Expo working party	Number of services	<i>Services assisting Older Persons are well promoted.</i>

Expo incorporating local service providers and business.	established. Expo held	participating in the Expo	<p><i>Increased community knowledge of existing services and resources.</i></p> <ul style="list-style-type: none"> <li>- Community Expo project deemed unfeasible with a number of duplicate events being undertaken in the area. Council will link into these events as appropriate</li> <li>- Community Development teams developing marketing frameworks to promote their own services and programs.</li> <li>- Services invited to participate in events such as the Spring Festival and Charities Day to promote their programs and activities.</li> <li>- Seniors Lifestyle Choices &amp; Information Day held with 2 follow up evening sessions with Centrelink, Mercy Community Care.</li> </ul>
To continue to promote & develop existing partnerships with committees & interagencies.	Attendance and collaboration at interagency and committee meetings	Number of joint initiatives identified through partnership development	<p><i>Issues raised &amp; addressed at forums. Strategies developed that meet identified gaps in service provision.</i></p> <ul style="list-style-type: none"> <li>- Council officers participating in HACC Advisory Committee, LNS HACC Sub Regional and DADHC Consultative Committee on a regular basis.</li> <li>- Council has an established relationship with DADHC via this committee and other forums and has since consulted with them in the development of the HACC Action Plan. (Completed and ongoing)</li> <li>- Ongoing partnership with St Leonard's Rotary in the provision of the "Odd Jobs Service" to elderly residents.</li> </ul>

#### **OBJECTIVE 5.4 To support carers and the ageing of carers**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To pursue opportunities to influence State & Federal Gov's for improved & greater diversity in the provision of respite care	Network and participate in regional/sub regional DADHC and NGO's	Availability of respite care	<p><i>Older persons and carers are provided with timely and relevant support</i></p> <ul style="list-style-type: none"> <li>- Ongoing lobbying via the disability network e.g. HACC LNS HACC and Interagencies</li> </ul>
To investigate potential partnerships to improve access to respite care &	Partnerships developed  Investigate options for subsidising	Availability of respite care	<p><i>Older persons and carers are provided with timely and relevant support</i></p> <ul style="list-style-type: none"> <li>- 2 Respite Care Packages of \$5,000 each offered via</li> </ul>

affiliated services.	venues to be used for respite		Council to one younger and one older resident - Partnerships developed with Mercy Community Care and Baptist Community Services to provide dementia day care centre respite services. Application submitted for capital works grant.
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## OBJECTIVE 5.5 To promote access and accessibility to services, facilities & activities

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
To continue to facilitate aged sector participation in Council planning mechanisms via the HACC Services Advisory Committee & Access Committees	Consultations undertaken	Level of participation	<i>Services are actively contributing to future planning</i> - HACC Advisory & Access Committees continue to include older residents in advising on Council PWD issues and strategies.
To provide information regarding access in marketing, service & event publications	Development of marketing tool to assist in promotion of services  Grants reviewed 2005	Number of events and activities promoted & levels of participation	<i>Community aware of venues available. Community participation supported &amp; promoted.</i> - Community Grants applicants encouraged to make events and services as accessible as possible. These applications to be granted priority for funding. - Information on Council run events contain access options for the community e.g. Spring Festival Guide - HACC services promoted at Melody Markets quarterly.
To continue to promote the benefits of access through the Access Awards.	Promotion of the benefits of accessible design principles within LGA	Number of nominations and awards	<i>Increased participation at events by older persons due to venues being more accessible</i> - Access awards held in 2007 and thereafter bi-annually.
To continue to develop the Willoughby Transport Plan as part of the e-restore program.	Transport Plan completed	Number of strategies implemented as a result of the Plan.	<i>Sustainable, accessible transport strategy implemented in Willoughby.</i> - Integrated Transport Strategy has been completed and adopted by Council. Progressively introducing the recommendations arising from that plan.
To continue to promote accessibility & mobility across the LGA e.g. mobility maps	Mobility maps updated	People using best access routes	<i>Community are aware of and utilising access routes. People with mobility issues have improved access to venues, services and activities.</i> - Mobility maps available from Council - Maps to be updated following the CBD

			redevelopment
To lobby for increased accessibility at Artarmon & Chatswood Railway	Disabled access provided at both stations	Levels of less mobile commuters using Artarmon and Chatswood railway stations	<i>Older people have equity of access. Improved transport options for older people travelling to and from the outer suburbs.</i> - Chatswood Interchange under development and to include disabled access via lifts to the platforms. Lobbying continues for better access. - No disabled access currently available at Artarmon. Lobbying continues via various networks.
To continue to promote & support activities & events that engage older people.	Events actively promoted and Grants reviewed to prioritise these activities	Range of accessible and inclusive events at the local level	<i>Events are inclusive &amp; engage older members of our community.</i> - Grants Scheme supported 14 activities that engage older and isolated residents. - Seniors Week activities - Dougherty Community Centre offering social opportunities targeting elderly clients such as luncheons (Mothers Day), Scrabble, Social Circle group, Mah Jong and Bingo groups, bus trips and afternoon teas.
To continue to provide community facilities that are affordable & accessible.	Promotion of existing venues including DCC & community hiring rates.  Implementation of ROI process  Venues audited & rated	Number of community groups that support older persons accessing appropriate community venues	<i>Community aware of venues available. Community participation supported &amp; promoted.</i> - ROI undertaken in 2005. Category D under "Hirer Categories" created to acknowledge that some groups have a limited ability to pay for venue hire on a regular basis. The majority of these groups consist of mostly elderly members offering "gold coin" membership fees. - Strategic Property Plan has identified venues in the area that are not easily accessible and need enhancement or relocation
To support local events that are inclusive & provide intergenerational & cross-cultural activities	Grants reviewed to encourage these events.	Range of accessible and inclusive events available	<i>Increased participation in events by older persons.</i> - Grants guidelines revised in 2005 to include an Arts and Cultural Category that provides for community run events. Priority for funding to be given to events that are inclusive. - Men's Shed opened in 2007

**OBJECTIVE 5.6 To provide access to lifelong learning opportunities**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To incorporate a broad range of technical aids in the planning & development & design of Civic Place in order to meet the diversity of needs.	Technical aids incorporated in final plan.	Level of accessibility	<i>Diverse aids incorporated that promote access for older persons &amp; people with a disability.</i> - Civic Place being developed as a universally accessible facility in line with an aim to achieve “best practice” outcomes. Access Committee, Civic Place Access Forum and an Access Consultant participating in the planning of the facility.
To continue to provide & promote access to lifelong learning opportunities via consultation.	Relevant programs & services promoted & supported.  Services & networks consulted to identify opportunities for assistance.	Level of participation in activities & consultations	<i>Ongoing community participation in programs with the library utilised as a key access point.</i> - Library offering ongoing programs & services targeting seniors including Home Library Service, Self Select Home Delivery (SSHD) service and the Internet tutorials for seniors during Seniors Week. The Library also has a number of senior volunteers helping with shelving, translating, processing etc. - University of the Third Age (U3A) classes held at the Dougherty Centre.
To continue to promote & support existing branch libraries as key community facilities	Branch libraries providing accessible services to the aged sector.  Promotion undertaken that targets local users	Level of accessibility of branch libraries	<i>Improved participation for older persons. Older persons accessing local facilities &amp; programs.</i> - Strategic Property Plan completed in 2005 identifies levels of accessibility of existing branch libraries with recommendations for relocating or enhancing inaccessible venues.

## **6.0) Gender & Family Issues**

### **OBJECTIVE 6.1 To support women in situations of domestic violence**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To continue to distribute information regarding DV via key services	Information made available at community centres etc.	Increased awareness of DV issues and support services. Increase in number of	<i>Increased accessibility and awareness of services, events and programs across community.</i> - DV information available from Council offices,

	<p>Information is culturally sensitive Council liaising with key agencies to ensure information is current</p> <p>Develop the website to promote DV issues &amp; services</p>	women reporting DV cases to police	<p>website, community venues and at MOSAIC in key community languages</p> <ul style="list-style-type: none"> <li>- Grants program supported development of a DV information booklet specific to the Northern Sydney Area. Available in key community languages.</li> <li>- Continued participation on the Lower North Shore DV Committee to facilitate improved communication with the community and amongst service providers.</li> </ul>
To continue to identify & promote access to local support services	<p>Local services meeting demand Council working with providers DV services and projects prioritised for funding under grants scheme</p>	Women & children accessing services	<p><i>Local women have increased knowledge and awareness of available services and are accessing those services</i></p> <ul style="list-style-type: none"> <li>- Community Grants and CDSE Priority Lists give priority for funding to services and projects targeting DV</li> <li>- Women's Legal Resources Centre NSW is a community legal centre providing women with a range of free community legal services, including legal advice and information, education, training and resources across metropolitan and regional areas of New South Wales. Women's Legal Services NSW provides a free service for all women in the community, particularly for those who are socially and economically disadvantaged. Both are heavily promoted via Council's Library.</li> <li>- Local services promoted at events such as Stop DV Day. Council also partnered with Lane Cove Council in March to promote International Women's Day (March 2008) and held a service providers art exhibition during the 16 Days Of Activism in November 2007.</li> <li>- Council funded the production of the Lower North Shore DV Booklet that identifies local services and networks.</li> </ul>
To participate in the activities of the DV network	<p>Attendance at DV Committee meetings and forums targeting DV issues</p> <p>Supporting DV services in assisting women</p>	Initiatives undertaken via the network	<p><i>Services offering support to women are well coordinated and appropriately resourced.</i></p> <ul style="list-style-type: none"> <li>- Council representative attends forums as required and consults on an ongoing basis with the Hornsby Ku-ring-gai DV Committees.</li> <li>- The Policy &amp; Projects Officer is Chair of the Lower North Shore DV Committee for the 2008 calendar year.</li> </ul>

			- Assistance in applying for grants and the promotion of Stop DV Day also provided as required.
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## OBJECTIVE 6.2 To support women as carers

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
To continue to promote & facilitate access to local services that provide carers support	Services supported & promoted to access funding  Support groups identified and networking facilitated to strengthen ties	Increased access to support services  Networks empowered to provide lobbying and advocacy	<i>Council is pro-active in achieving support for people with a disability and their carers. State and Federal Governments are made aware of gaps in service provision and encouraged to take action.</i> <ul style="list-style-type: none"> <li>- Sydney Street Dementia Day Care Centre in development</li> <li>- Respite care services listed as high priority for funding under Community and CDSE grants programs.</li> </ul>
To advocate for an increase in income support & compensation for loss of income for carers	Lobbying supported via established networks  Key dates e.g. International Women's Day used to promote message	Availability of compensation	<i>Improved access to compensation</i> <ul style="list-style-type: none"> <li>- Council continuing to act in an advocacy and lobbying role through agencies such as HACC Advisory, LGSA Aged Care Workers Committee and DADHC consultative committee</li> </ul>
To investigate potential partnerships to improve access to respite care & affiliated services	Partnerships developed  Investigate options for subsidising venues to be used for respite	Availability of respite care	<i>Council facilitates a co-ordinated approach to filling gaps in service provision. Access levels are improved.</i> <ul style="list-style-type: none"> <li>- Council working with Mercy Community Care and Baptist Community Services to develop respite opportunities in the LGA.</li> <li>- Council representative attending HACC Advisory Committee.</li> </ul>

## OBJECTIVE 6.3 To affirm diversity & promote tolerance & awareness of GLBT communities

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
To work in partnership with	Programs delivered in consultation	Number and reach of	<i>Community tolerance and understanding of sexual and</i>

local schools & health services to deliver anti-homophobic programs	with service providers & support groups  Training packages developed in partnership with Northern Sydney Area Health  Investigate GLBT friendly events Support access to resources that increase awareness of non-traditional family structures	initiatives undertaken	<i>gender diversity.</i> - Youth Services promote support groups and programs such as Twenty 10, Glam and the F&E project - Glam participates in the Youth Interagency on an ad hoc basis - Events, programs and activities promoted across networks on an on-going basis. - Investigating "Love Bites" program for implementation in Willoughby LGA 2008/2009.
To include GLBT issues in future policy development	Policies reviewed in line with emerging issues	Policies are developed that consider the needs of the GLBT community	<i>Council is actively promoting diversity and tolerance</i> - GLBT issues to be re-addressed as part of the Social Plan update in 2009.

### **OBJECTIVE 6.3 To promote health and wellbeing amongst the GLBT community**

<b>Strategies</b>	<b>Performance targets</b>	<b>Performance indicator</b>	<b>Outcomes 2007/2008</b>
To promote healthy lifestyle programs & services specific to the GLBT community	Services consulted regarding programs & access options. Programs initiated.	Number of promotions undertaken	<i>Number of specific programs developed &amp; promoted. Programs are relevant to local GLBT community.</i> - Information on events and services promoted via the CYC.
To continue to work in partnership with health services in addressing strategies for health promotion.	Participation in relevant committee's e.g. Northern Summit.  Research potential partnerships with Northern Sydney Health etc.	Initiatives undertaken in partnership with health services	<i>Strategies for improved awareness &amp; addressing of key health issues specific to GLBT community. Programs effectively promoted &amp; accessed.</i> - Policy & Projects Officer in ongoing consultation with Northern Sydney Central Coast Area Health to identify and promote relevant activities.
To consult with local support groups for GLBT re: health issues	Participation in relevant committees, events & programs plus project / event specific consultation.	Consultations undertaken	<i>Health issues identified and strategies actioned that improve health &amp; well-being.</i> - Targeted consultation program being developed for implementation as part of the Social Plan update 2009.

## OBJECTIVE 6.5 To support men and women re-entering the workforce

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
To continue to promote access of the CALD community to job assistance, education & training	Services & programs targeting CALD effectively promoted via existing mechanisms	Range & relevance of services promoted	<i>CALD community members are accessing relevant employment &amp; training opportunities</i> - MOSAIC acting as a key promoter and referral agency for employment & training services locally
To continue to support local service providers to gain State & Federal funding	Assistance identifying grant opportunities	Number of services accessing funding for local projects/services	<i>Services are appropriately resourced and supported</i> - Services assisted in identifying grant opportunities - Policy & Projects Officer provides assistance as required to assist services applying for grants.
To work in partnership with local service providers to identify & address access issues	Services consulted regarding options for partnering with Council  Council supporting services via advocacy	Partnerships & initiatives developed	<i>Services are appropriately resourced and supported</i> - Council continues to support services through promotions, reduced venue hire (where appropriate) and grants.

## OBJECTIVE 6.6 To support appropriate & affordable socialisation & recreational activities & spaces

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
To develop the Property & Local Facilities Master Plan	Plans are completed that identify priority areas for upgrades & development  Upgrades included in budgets MOSAIC & Youth Centre targeted for improvement	Facilities are supporting future demand considerations	<i>Families have access to venues and spaces that support healthy lifestyles.</i> - Strategic Property Plan developed in 2005. Plan identifies options for relocating or enhancing existing facilities.
To progress with the Civic Place Masterplan	Civic Place project completed	Number of users & events. Civic Place utilised as a premier cultural venue	<i>Civic Place developed as the premier cultural &amp; recreational facility on the North Shore.</i> - Civic Place due for completion in 2010.
To develop community projects that enable residents to organize local events	Package developed to allow residents to manage small, neighbourhood events across the LGA	Number of locally organised events.	<i>Improved social cohesion &amp; inclusiveness at the local level.</i> - Neighbourhood Nexus webpage under development. Site to link Council services and activities that encourage interaction at the street level.

			Community and Spring Festival grants provide funding options for community based events.
That Council develop a Recreation Plan	Plan completed	Plan identifies options for recreation venues and spaces	<i>Future planning identifies options for recreational activities</i> - Recreation needs plan/review due for completion in late 2008 - Strategic Property Plan addresses the issue of recreational sites and opportunities for future improvements

### OBJECTIVE 6.7 To achieve an integrated communication & information strategy

Strategies	Performance targets	Performance indicator	Outcomes 2007/2008
To promote information regarding key access points to service types	Directories produced by service type LINCS database continued Information promoted via key community events e.g. Stop DV day, Seniors Week	Community accessing local services relevant to their needs	<i>Community across the board has an excellent knowledge of services, events and access points.</i> - Stalls in the Mall promoted services and not for profit groups - Community Development Branch developed marketing frameworks to reach target clients - Service information produced for target clients e.g. older people, children, CALD in relevant formats and languages - Willoughby City Guide produced for residents, visitors and service providers - Website continues to promote services and events.
To continue to maintain partnerships with relevant committees & inter-agencies that promote access & equity issues	Delivery of joint projects across the region  Participation in committees and inter-agencies	Number of joint projects and initiatives	<i>Networks are developed to offer support to community agencies</i> - Relationships & representation maintained with key networks, agencies and projects e.g. Northern Sydney Aboriginal Social Plan, Barton Rd Interagency, HACC Advisory, Youth Interagency, NSROC.
To investigate new & innovative ways of disseminating information	Annual review of marketing Cross divisional forum addressing issues specific to older persons &	Community accessing services	<i>Information is developed that is timely &amp; appropriate to the client. Increased accessibility &amp; awareness of services, events &amp; programs</i>

across the LGA	people with a disability Cross-cultural training		- Media & Marketing Group continuing to highlight services and events to the local community and the region via relevant media - Community Development Branch developed marketing frameworks for each service area
To continue to promote & develop the Children's Forum	Forum held 2 x per year	Number of participants and initiatives undertaken via the Forum	<i>Forums support information sharing &amp; strengthen the children's services network</i> - Terms of Reference for the Forum were revised to highlight the Forum as an opportunity for information sharing amongst service providers and users - A Forum was held in March 2008 to coincide with Families Week.
To maintain the MOSAIC Information & Referral Services	Continue to promote the service to new arrivals Information made available in relevant, key languages Ethnic media used to promote services & events	Increased number of enquiries from the CALD community	<i>CALD community is accessing relevant information &amp; services to promote quality of life</i> - Council providing information on a broad range of services & events in dominant community languages e.g. Sustainable living, Road safety, Parenting skills, Spring Festival, Life Management Skills, and Healthy Lifestyle Programs, Domestic Violence etc.

## **7.0) Our Indigenous Community**

The Northern Sydney Aboriginal Social Plan (NSASP) project was developed to provide strategic direction for meeting the social needs of the Aboriginal community across the Northern Sydney Region. It is funded by 10 Northern Sydney Councils including Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, Manly, Mosman, North Sydney, Pittwater, Warringah and Willoughby. In addition to identifying areas of high need and proposing strategies it also promotes a commitment towards achieving social justice and reconciliation.

The NSASP 2007 to 2011 "builds on the foundations of the previous Plan" and contains recommendations in the following key areas;

1. Collaboration and Cooperation
2. Health and Wellbeing
3. Education and Training
4. Housing
5. Employment
6. Culture and Heritage

The following is taken directly from the current NSASP Action Plan.

### 1. Orientation tasks

<b>RECOMMENDATION</b>	<b>ACTION</b>	<b>INDICATOR</b>	<b>WHO</b>	<b>TIME FRAME</b>	<b>PROGRESS/COMMENTS</b>
Develop professional working relationships with Aboriginal workers / groups / organisations from northern Sydney	Identify dedicated Aboriginal positions / organisations in the region (both government and community based)	<ul style="list-style-type: none"> <li>• Establishment of co-operative working relationships</li> <li>• Investigate option of a Northern Sydney Koori Interagency (NSKI) under the guidance of the Dept of Fair Trading</li> <li>• Attendance at bi-monthly DOCS consultative forum meetings</li> </ul>	Project Officer – in collaboration with other agencies	First 3 months	NSKI has finalized Terms of Reference. Government Departments approached to invite Aboriginal and Torres Strait Islander employees to attend. These meetings have been moving around the Region and have had success in linking workers. Forward planning is in the process.
	Develop and implement a reporting framework	<ul style="list-style-type: none"> <li>• Regular reporting process established with line manager</li> <li>• Quarterly written progress reports on work plan for funding group</li> <li>• Written annual report</li> </ul>	Project Officer /Line Manager	Ongoing	<ul style="list-style-type: none"> <li>• Supervision meetings established &amp; ongoing</li> <li>• Comprehensive 6 month NSASP Progress report submitted to Funding Group in June 2008.</li> </ul>

## 2. Medium and high priority tasks from the Northern Sydney Aboriginal Social Plan

### PROJECT MANAGEMENT – Additional actions not found in the Plan

<b>RECOMMENDATION</b>	<b>ACTION</b>	<b>INDICATOR</b>	<b>WHO</b>	<b>TIMEFRAME</b>	<b>PROGRESS/COMMENTS</b>
Work to secure stable long-term funding for the Plan including funding for the Project Officer (on a full time basis) and for administration and program costs	<ul style="list-style-type: none"> <li>• <b>Work with the funding group and other stakeholders – including government departments and non-government organizations – to identify sources of funding</b></li> <li>• <b>In collaboration with the line manager, funding group and other stakeholders, actively promote the project and its priorities and achievements within the local community, the media and beyond to increase its profile and visibility</b></li> <li>• <b>Prepare proposals, submissions, presentations and other material for relevant funding bodies</b></li> </ul>	<ul style="list-style-type: none"> <li>• Documentation of relevant submissions, proposals, presentations etc presented on an annual basis</li> <li>• Feedback on same from funding bodies</li> <li>• Success in securing further funding*</li> <li>• Evaluation after 12 months with recommendations for further action if required</li> </ul>	Project Officer (in collaboration with line manager, funding group and others)	Funding sources identified and proposals prepared in first 12 months	<p>Submitted Funding Applications for CDSE.</p> <p>Positive media in local papers to promote NSASP, Yarn Up, Incorporation workshop</p> <p>Other funding options under investigation</p> <p>Continuing dialogue with DoCs regarding future funding options</p>

### COLLABORATION & COOPERATION

<b>RECOMMENDATION</b>	<b>ACTION</b>	<b>INDICATOR</b>	<b>WHO</b>	<b>TIMEFRAME</b>	<b>PROGRESS/COMMENTS</b>
Northern Sydney Aboriginal Social Plan Project and Northern Sydney councils support reconciliation groups in the region through access to meeting spaces, resources, information and participation in joint projects.	<p><b>Councils to provide support and joint working with reconciliation groups/ regional worker to form relationship with reconciliation groups etc. develop communication lines between the NSASP and other key groups i.e. reconciliation/ MLALC, AHO</b></p> <ul style="list-style-type: none"> <li>• <i>Meet with groups to identify key issues, projects, opportunities, challenges and if necessary, protocols</i></li> <li>• <i>Liaise with northern Sydney councils regarding the specific needs of the various reconciliation</i></li> </ul>	Increased awareness of reconciliation groups/ in-kind support provided	Individual Councils & Project Officer	Ongoing	<p>PO Attending NSRRN network meetings as required</p> <p>Ongoing liaison with NSRRN members</p> <p>Information share with NSRRN and other related networks</p> <p>Working with individual reconciliation groups to assist their programs and events</p>

	<p>groups – e.g. meeting space, administrative support etc.</p> <ul style="list-style-type: none"> <li>• Provide quarterly updates to funding group of councils</li> </ul>				
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### CULTURE AND HERITAGE

<b>RECOMMENDATION</b>	<b>ACTION</b>	<b>INDICATOR</b>	<b>WHO</b>	<b>TIMEFRAME</b>	<b>PROGRESS/COMMENTS</b>
In partnership with local Aboriginal residents facilitate community events and gatherings to promote cultural heritage and identity within contemporary society	<p><b>Hold a regional community gathering</b></p> <ol style="list-style-type: none"> <li>1. <i>Host a series of regional gatherings with the Aboriginal community to develop and enhance formal and informal networks</i></li> <li>2. <i>Work with the Heritage Office to identify issues of cultural significance and opportunities to work together</i></li> <li>3. <i>Work with the local Indigenous community, organisations and reconciliation groups to develop a program of community events including both stand-alone events and those that link to existing ones such as the Guringai Festival</i></li> </ol>	<ol style="list-style-type: none"> <li>1. Event / gathering held; networks identified and developed</li> <li>2. Collaborative projects outlined in work plan</li> <li>3. New events program developed</li> </ol>	Project Officer	High Priority – 6-9 months	<ul style="list-style-type: none"> <li>- Ongoing meetings with Family's First Officer to help co-ordinate community events e.g. Xmas in the Bush</li> <li>- Liaising with the newly established Hornsby Aboriginal Community Corporation to further develop the organisation</li> <li>- Yarn Up gatherings held fortnightly at the AHO (Northern Sydney)</li> <li>- Future events planned for 2008/2009 that will promote culture and heritage including a combined Seniors and Youth Week Event.</li> </ul>

### HEALTH AND WELLBEING

<b>RECOMMENDATION</b>	<b>ACTION</b>	<b>INDICATOR</b>	<b>WHO</b>	<b>TIMEFRAME</b>	<b>PROGRESS/COMMENTS</b>
<p>Northern Sydney councils lobby Northern Sydney Central Coast Area Health Service and other relevant agencies for increased provision of accessible and culturally responsive primary health services and specialist services (e.g. mental health) for Aboriginal people in Northern Sydney.</p>	<p><b>Lobby NSCCAH to conduct an audit of existing services and consultation of clients regarding cultural appropriateness of services</b></p>	<p>Audit of existing services undertaken/ feedback gained from clients regarding availability and cultural appropriateness</p>	<p>Project Officer/NSASP Councils</p>	<p>Medium Priority</p>	<ul style="list-style-type: none"> <li>- Working with Area Health Aboriginal unit to improve access for the Aboriginal community to programs and services</li> <li>- PO assisting in the development of specific programs in eye care, sexual and mental health</li> </ul>
<p>The Northern Sydney Aboriginal Social Plan Project works with the Northern Sydney Central Coast Area Health Service to enhance the provision of information in a variety of formats to Aboriginal people about regional health services.</p>	<p><b>Work with NSCCAH to produce a range of promotional material targeting the Aboriginal community Investigate relevant strategies via the Aboriginal Health &amp; Medical Research Council (AHMRC)</b></p>	<p>Health service information available and distributed to Aboriginal people</p>	<p>Project Officer</p>	<p>Medium Priority</p>	<ul style="list-style-type: none"> <li>- PO on subcommittee of Area Health to develop promotion for new programs to encourage improved Aboriginal community participation.</li> <li>- PO and AHMRC having discussions on future projects to target community lifestyle issues such as Gambling, Smoking Cessation etc.</li> </ul>
<p>Northern Sydney councils approach the Northern Sydney Central Coast Area Health Service to:</p> <ul style="list-style-type: none"> <li>➤ To make public the outcomes report of the assessment of the health needs and issues affecting Aboriginal people in the Northern Sydney region</li> <li>➤ collect and publish data regarding the health status of the Aboriginal people in Northern Sydney, and</li> <li>➤ Integrate current NSW government Aboriginal Health policies and program in local planning.</li> </ul>	<p><b>Lobby NSCCAH to publish outcomes report of the assessment of the health needs and issues affecting Aboriginal people as well as health data.</b></p>	<p>Outcomes report and data regarding health status published and circulated to relevant organisations</p>	<p>Project Officer/NSASP Councils</p>	<p>Medium Priority</p>	<ul style="list-style-type: none"> <li>- To be actioned. The Funding Group's main focus in 2007/2008 was to secure funding. On-going dialogue is maintained between Area Health and the Project Officer.</li> </ul>

<b>RECOMMENDATION</b>	<b>ACTION</b>	<b>INDICATOR</b>	<b>WHO</b>	<b>TIMEFRAME</b>	<b>PROGRESS/COMMENTS</b>
Northern Sydney councils urge the relevant government agencies to provide counselling services for Aboriginal people targeting high priority issues including Stolen Generation.	<b>Lobby government agencies and local services to provide counselling services/ Identify funding opportunities to deliver this program</b>	Counselling delivered to Aboriginal people affected by the Stolen Generations and other related issues	Project Officer	Medium Priority	<ul style="list-style-type: none"> <li>- Relationships Australia (RA) to deliver a counselling service to Aboriginal people.</li> <li>- Policy Officer member of the State Indigenous Working Group for RA. Attended 2 meetings to move forward on Aboriginal issues with RA.</li> </ul>
<b>RECOMMENDATION</b>	<b>ACTION</b>	<b>INDICATOR</b>	<b>WHO</b>	<b>TIMEFRAME</b>	<b>PROGRESS/COMMENTS</b>
That the Northern Sydney Aboriginal Social Plan Project works with Link Up and other relevant agencies to bring together people affected by the Stolen Generations experience i.e. via a “buddy system”.	<b>Explore feasibility of setting of a ‘buddy’ or mentoring program via Link Up, Sorry Day Committee etc.</b>	Program established	Project Officer	Medium Priority	<p>Relationships Australia to provide free counselling for members of the Stolen Generation.</p> <p>Continued dialogue with Link Up &amp; National Sorry day committee</p>

In addition to NSASP specific outcomes, Council initiated “Bo-ra-ne Ya-goo-na Par-ry-boo-go – Yesterday Today Tomorrow” (An Aboriginal History of Willoughby) which aims to create an image in the minds of readers as to what the area of Willoughby may have been like, and how its people may have lived, prior to and post European settlement. The heritage sites that remain today have been placed into their historical context as the project seeks to promote an appreciation of an Aboriginal landscape in the Willoughby area and the greater Sydney region. The project was developed in association with the Aboriginal Heritage Office Northern Sydney Region. Additional funding was approved by the Federal Government, Department of Environment and Water Resources through their Indigenous Heritage Program. An important component of the research process was to ensure Aboriginal women were invited to contribute to the project to provide a balanced perspective of the history.

## Schedule (r9)

### **(r9) Information Protection Principles**

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

In 2005, Council revised its Privacy Management Plan. A fresh Management Plan was adopted that incorporates the provisions of the Health Records and Information Privacy Act 2002.

Council provides training to managers, supervisors and customer service staff on the requirements of the PIIP 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.

## Schedule (r10)

### **(r10) Cultural Plan**

Willoughby City Council recognises the arts as a powerful expression of the community's culture and identity which can enrich the vitality and lifestyle of the City and promote understanding and wellbeing.

Cultural Services works with people across Council towards delivering a broad range of arts programs, organisations, venues and festivals that benefit the whole community. Cultural Services has also consistently contributed to the design development of Civic Place, Council's major cultural precinct project for the CBD.

Cultural Services Branch has 3 units: Arts & Cultural Unit, Events Unit and Performing Arts Unit.

#### **Arts and Cultural Unit**

In 2007 the Arts & Cultural Unit coordinated the last Willoughby Art Prize held in the current Civic Centre – there were 200 additional entries. The Willoughby Artists Open Studios Weekend were well supported during the Spring Festival. The Foyer Exhibition Space program emphasised community cultural development: in addition to local artists exhibitions there was the "Stop Violence against Women Art Exhibition" with 50 artworks from Lower North Shore local service providers, an exhibition by Shane Haurama for the Guringai Festival and paintings and claywork from Stewart House to celebrate 50 years of NAIDOC week. The Unit assisted the Willoughby Park Centre in making a new Park path, with the community making over 3000 tiles. The Unit has also been involved in advising on selection of public art for the redevelopment of Chatswood Chase and the Chatswood Station. The Unit also contributed the Cultural grants to the Community grants program.

#### **Events Unit**

The Events Unit designs, produces and facilitates Cultural and Community Events in for Willoughby City. This includes Australia Day, Chinese New Year, Harmony Day, Sister City Projects, the Heritage, Guringai, and Willoughby Spring Festivals.

2007 saw the production of highly successful community partnerships with the production of a free film screening of an Inconvenient Truth with Naremburn Progress Association as well as The Castlecrag and Artarmon Fairs. Chinese New Year produced in partnership with the Chinese Cultural Centre was again a well attended

In 2007 Willoughby City Council received a NSW Local Government Special Commendation Award for the Guringai Festival. The festival included Aboriginal Heritage in Northern Sydney Talks – highly informative talks attended by a very receptive audience.

#### **Willoughby Spring Festival**

The Spring Festival 2007 saw the final month of operation of the Willoughby Civic Centre. There were 45 events in total in the festival across Willoughby City. Twenty two that were run by Council. Eight Community Events received Spring Festival Grants and a further thirteen events were produced by the Willoughby Community and participated as umbrella events.

Fourteen closing events were produced for different sectors of the community culminating in the Last Hurrah the official closing ceremony of the Civic Centre. Streetfair 2007 was attended by and estimated 120,000 people.

### **Chatswood Mall**

Chatswood Mall has a record number of bookings for promotions, fundraising and community events. The Melody Market – weekly market is well attended, now with a high quality and wide range of weekly music entertainment which provides ongoing employment for musicians across Sydney.

The Chatswood Mall Masterplan is underway with redevelopment proposed to occur in 2008.

Schedule (r11)

**(r11) Stormwater Management Services**

**if the council has levied an annual charge for stormwater management services—a comparison of the actual stormwater management services made available by the council during the year (measured in accordance with the criteria set out in the relevant management plan) with the projected stormwater management services that were proposed to be made available (outlined in the management plan relating to the year concerned), together with a statement of the reasons for any difference between them.**

Council levied its first charge for the provision of stormwater management in the 2007/8 financial year. The levy was:

- \$25.00 per rateable residential property
- \$12.50 per rateable strata titled property
- \$25.00 per 350 sq m for business related properties

The funds obtained from the stormwater management levy for the 2007/08 financial year have been used for:

1. A major stormwater project in the Chatswood CBD to harvest stormwater in Ferguson Lane to prevent the flooding of downstream properties in the vicinity of Archer St and Victoria Avenue which have a history of flooding in heavy rainfall. The project is expected to be carried out in four major stages. Stages 1 and 2 were completed in 07/08 and the cost of the construction was \$1,065,752.

2. Capital repair and renewal projects, viz:

a. Wyalong St at Artarmon Road intersection	\$ 59,645
b. Victoria Avenue at Bertram Street	\$ 39,330
c. Ross Street / Lawson Lane	\$ 43,043
d. Evan Lane at Christie Street intersection	\$ 18,500
Total	\$ 160,518

The selection of the above projects was based on data collected using CCTV as part of Council's stormwater drainage condition auditing program. Identified repair works are prioritised and rated depending on the potential of local flooding and the extent of Council's liability should property damage occurs. The prioritising of drainage improvement works reflects Council's Management Plan Pricipal Activity 6: Infrastructure, Transport and Access Management.

The expenditure was in accordance with that envisaged in the Management Plan.

Schedule (r12)

**(r12) Planning Agreements -  
Particulars of compliance with and effect of planning agreements in force during the year.**

Council has no planning agreements under the Environmental Planning and Assessment Act.

## Schedule (r13)

### **(r13) Companion Animals**

*detailed statement, prepared in accordance with such guidelines as may be issued by the Director-General from time to time, of the council's activities during the year in relation to enforcing, and ensuring compliance with, the provisions of the Companion Animals Act 1998 and the regulations under that Act.*

**Animal Registration** – Council carries out education programmes to make owners and prospective owners aware of the need to identify and register their pets. Returns are sent to the Department on a monthly basis and Council follows up the owners of unregistered animals to make them aware of the need to register their pets.

**Stray dogs** – Stray dogs are captured by the Rangers and where possible returned to their owners using the Companion Animals Register to obtain identification and contact details. Dogs which cannot be identified or, where the owners cannot be contacted, are impounded.

**Barking dogs** – Council's Rangers investigate complaints about the noise nuisance created by barking dogs. The question about what constitutes a noise nuisance can be subjective and so the Rangers have adopted a procedure that includes surveillance, questionnaires to neighbours and negotiations with owners to deal with these complaints.

**Companion Animal Committee** – is a Committee that meets to consider companion animal issues. It consists of Councillors, representatives from dog and cat owner organisations, a veterinary representative, an environmental group representative and community representatives.

**Companion Animal Management Plan** – A revised Companion Animal Management Plan was adopted by Council during the reporting period. This Plan updated the first Plan taking into account the contemporary issues in companion animal management.

**Unleashed Dog Exercise Areas** – Thirteen unleashed exercise areas have been set aside in the City for owners to exercise their dogs. Some of these areas have access and time restrictions so other park users can also enjoy the facilities.

Council provides dog litter disposal bags from dispensers located in eight of the most popular of these exercise areas to assist owners to clean up after their pets. These dispensers are replenished on a weekly basis.

This year, the western section of Willoughby Park was added to the leash free areas on a trial basis to complement the new walking track that was installed as part of the upgrade to the Park. The 6 month trial ends in January 2009 when a review will be undertaken.

**Wildlife Protection Areas** – Council has designated a number of reserves in the City as Wildlife Protection Areas. This action prevents or places limits on the use of the reserves by companion animals and gives Council the power to impose fines on people who allow their pets to enter these reserves.

**Unowned cats in bushland** – To limit the threat to native wildlife in our reserves, Council's Bushland Staff conduct trapping programmes in bushland where there is evidence that unowned cats are active. These trapping programmes together with the annual fox baiting programme have lead to a tangible increase in the native wildlife population in our reserves.

**Initiatives to Educate People re Companion Animals** – Council's Rangers visit schools to give talks on being a responsible pet owner and other issues relating to companion animals such as identification and registration and their pets impact on the environment.

**Companion Animals Registration Fees** – During the 2007/8 year Council received \$23,080 in companion animal registration fees.

These funds were used to:

- provide dog litter bag dispensers together with the disposal bags in selected unleashed dog exercise areas.
- Signage to inform residents about the Wildlife Protection Areas.
- The production and printing of brochures about companion animals and associated matters.
- Ranger activities in education and enforcement of the Companion Animals Act.
- Payment of animal pound fees.

**Lodgement of Companion Animal Returns** – Council has complied with the requirements of the Department of Local Government in submitting returns for pound collection data and dog attacks that have occurred in the City.

**Dog attacks and Dangerous Dog Declarations** – Dog attacks and dangerous dog declarations are notified to the Department in accordance with statutory requirements.

One dog attack incident was reported to the Department of Local Government during the year.

Council has three current dangerous dog orders.

One order was issued in 2007/8 by another authority over a dog kennelled in Willoughby.

There are no restricted breed animals in Willoughby.

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