



Willoughby City Council

2008/2009

Annual Report

- 1) [Introduction](#)
- 2) [Index of Schedules](#)
- 3) [Profile Of Willoughby including Map of City](#)
- 4) [Mayor and Council](#)
- 5) [Organisational Structure](#)
- 6) [General Manager and Directors](#)
- 7) [Schedules](#)

Index of Schedules

- Schedule
- a) [Financial Statement](#)
 - b) [Performance measures related to Management Plan](#)
 - c) [State of Environment Report](#)
 - d) [Condition of Public Works](#)
 - e) [Legal proceedings costs](#)
 - f) [Fees and expenses paid to Mayor and Councillors](#)
 - g) [Senior Staff payments](#)
 - h) [Details of Contracts Awarded](#)
 - i) [Environmental Programmes](#)
 - i1) [Bush Fire Hazard Reduction Activities](#)
 - j) [Ethnic and Cultural Services](#)
 - k) [Work carried out on private land](#)
 - l) [Financial Assistance Grants](#)
 - m) [Human Resources activities](#)
 - n) [Equal Employment Opportunity](#)
 - o) [External bodies exercising delegated functions of Council](#)
 - p) [Companies in which Council has a controlling interest](#)
 - q) [Partnership co-operatives or Joint Ventures in which Council participates](#)
 - r) [Additional Information required:](#)
 - 1. [Freedom of Information](#)
 - 2. [Rates and Charges written off](#)
 - 3. [Overseas Visits](#)
 - 4. [Children's Services](#)
 - 5. [Promotional Programmes](#)
 - 6. [Remuneration Packages payable to Senior Staff \(see Schedule g\)](#)
 - 7. [National Competition Policy](#)

8. [Access and Equity](#)
9. [Information Protection](#)
10. [Cultural Plan](#)
11. [Stormwater Management Service](#)
12. [Planning Agreements](#)
13. [Companion Animals](#)

INTRODUCTION

Welcome to Willoughby City Council's Annual Report covering the period 1 July 2008 to 30 June 2009.

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 2008-2013 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 2008 – 2013 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.

Council also publishes an annual Willoughby City Guide which provides information about the local area and the services available to residents and visitors.

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.

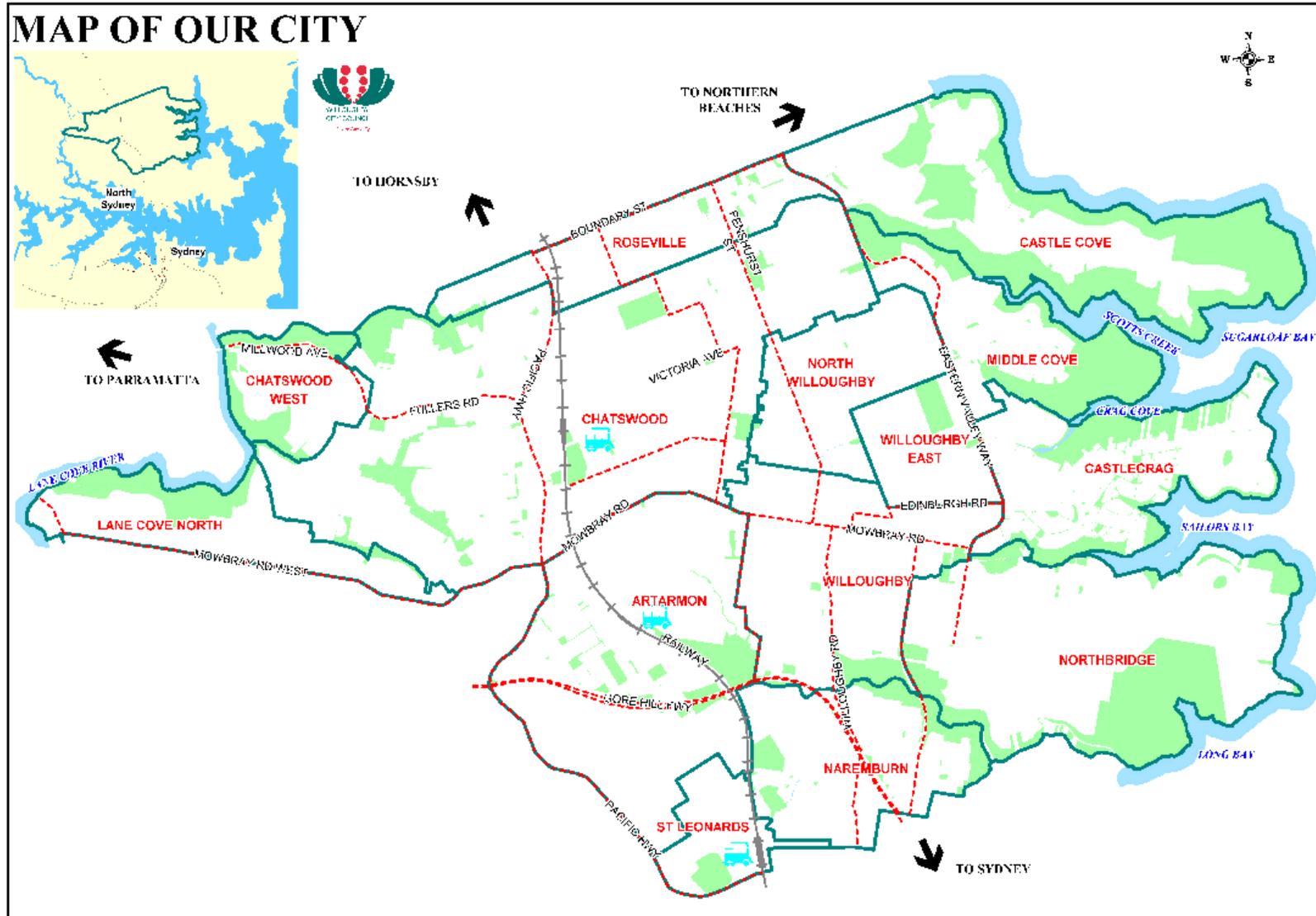
The diversity of the City’s built environment is reflected in the thriving commercial centres at Chatswood and St Leonards, industrial areas at Artarmon and East Chatswood and one of the finest retail centres in New South Wales at Chatswood. These centres create a huge employment pool which draws people 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 50,000 people each weekday. This importance as a transport centre has been confirmed with the Chatswood to Epping Rail Link opening in February. This line caters for an additional 12,000 passengers per day and in October will be integrated into the rest of the City Rail network. The Chatswood railway station and bus interchange has been redesigned 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 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, economic 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 2009

Mayor		
REILLY, Pat	280 Eastern Valley Way WILLOUGHBY 2068	9417 7739
Middle Harbour Ward		
NORTON, Wendy	43 Headland Road CASTLE COVE 2069	9417 1984
RUTHERFORD, Judith	189 Deepwater Road CASTLE COVE 2069	9417 2585
WILSON, Robert	9 Ferncourt Avenue ROSEVILLE 2069	9412 2545
Naremburn Ward		
COPPOCK, Stuart	59 Marlborough Road WILLOUGHBY 2068	9958 0483
LAMB, Kate	23 Chelmsford Avenue WILLOUGHBY 2068	9958 0415
THOMPSON, Barry (Deputy Mayor)	33 Tindale Road ARTARMON 2064	9412 1596
Sailors Bay Ward		
COX, Adrian	62 Mowbray Place WILLOUGHBY 2068	9958 1135
GILES-GIDNEY, Gail	3 The Scarp CASTLECRAG 2068	0438 633 587
HOOPER, John	PO Box 685 WILLOUGHBY 2068	9417 5355
West Ward		
FOGARTY, Terry	73 Greville Street CHATSWOOD 2067	9904 8984
SAVILLE, Lynne	91 Eddy Road CHATSWOOD 2067	9412 1846
STEVENS, Mandy	4 Jenkins Street CHATSWOOD 2067	9419 4644

Record of Councillor Attendance at Council and Standing Committee Meetings

Number of Council Meetings held between July 2008-June 2009	21
Number of Standing Committee Meetings held between July 2008-June 2009	17
Councillor Name	Meetings Attended
Councillor Reilly	19 Council Meetings 7 Committee Meetings
Councillor Chao (<i>to 13 September 2008</i>)	4 Council Meetings 4 Committee Meetings
Councillor Coppock	17 Council Meetings 6 Committee Meetings
Councillor Cox	18 Council Meetings 13 Committee Meetings
Councillor Fogarty	21 Council Meetings 16 Committee Meetings
Councillor Giles-Gidney (<i>elected 2 May 2009</i>)	4 Council Meetings 3 Committee Meetings
Councillor Hooper (<i>elected 25 September 2008</i>)	14 Council Meetings 8 Committee Meetings
Councillor Hickie (<i>to 13 September 2008</i>)	0 Council Meetings 0 Committee Meetings
Councillor Johnston (<i>to 13 September 2008</i>)	5 Council Meetings 4 Committee Meetings
Councillor Lamb.	19 Council Meetings 15 Committee Meetings
Councillor Morgan (<i>resigned 8 February 2009</i>)	6 Council Meetings 1 Committee Meetings
Councillor Mustaca (<i>to 13 September 2008</i>)	4 Council Meetings 1 Committee Meeting
Councillor Norton	21 Council Meetings 17 Committee Meetings
Councillor Rutherford	19 Council Meetings 13 Committee Meetings
Councillor Saville (<i>elected 25 September 2008</i>)	17 Council Meetings 13 Committee Meetings
Councillor Stevens (<i>elected 25 September 2008</i>)	16 Council Meetings 13 Committee Meetings
Councillor Thompson	18 Council Meetings 16 Committee Meetings

GENERAL MANAGER AND DIRECTORS

The General Manager together with three directors - Environmental Services Director, Infrastructure Services Director and Community Services Director - comprise the contracted senior staff of the Council.

In addition, three directors, who are not classed as senior officers for the purpose of the Senior Officers reporting requirements, have been appointed to oversee the operations of the Corporate Services Division.

The Civic Place Project is the responsibility of a Project Director.

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 created a structure of four Divisions, viz. : Corporate Services, Community Services, Environmental Services and Infrastructure Services (see organisation chart). Each Division is responsible for the following functional classifications:

Major Functions

Corporate Services

Financial Services

- Accounting and financial statements
- Budgets
- Rating
- Risk management
- Centralised purchasing

Corporate Support

- Information technology including GIS
- Administration and governance
- Public relations/communications
- Information resources
- Citizenship ceremonies/public receptions
- Printing

Economic and Property Development

- Commercial property acquisition and disposal
- Economic opportunities
- Property management/leases

Community Services

- Library services
- Aged, disabled, children's, youth and ethnic services
- Willoughby Monitoring Network

- Childcare
- Community arts and cultural planning and facilitation
- Events management
- Administration of community facilities:
 - Dougherty Community Centre
 - Willoughby Park Recreation Centre
 - Zenith Theatre and Convention 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
- Strategic planning
- Sustainable environment
- 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
- Environmental controls -water pollution, noise pollution
- 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, parking meters, 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 and facilities
- Playground equipment
- Conditioning of engineering works associated with development applications
- Catchment management and environmental engineering programmes
- Street cleaning
- Maintenance and construction of Council-owned property
- Willoughby Leisure Centre

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

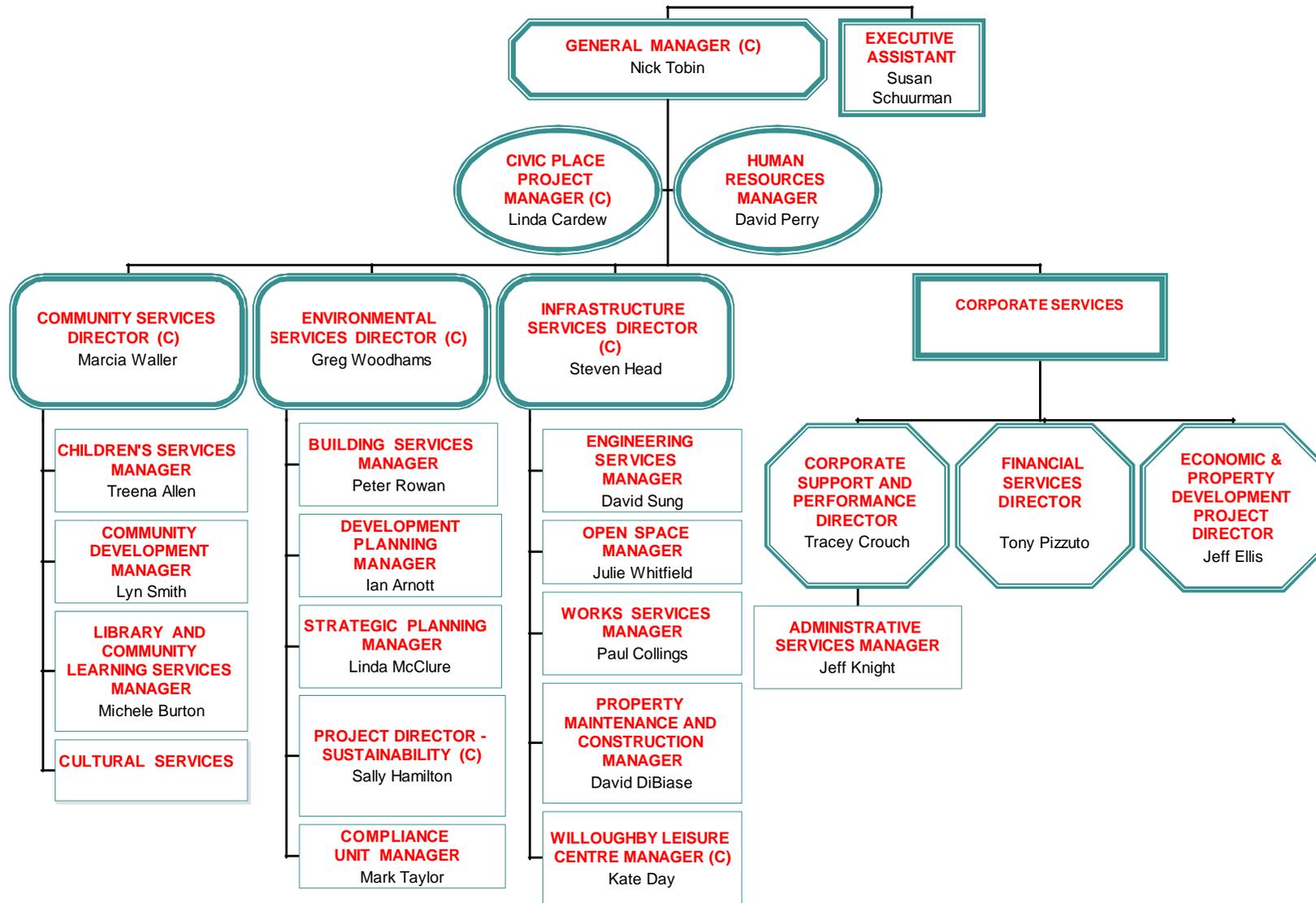
Civic Place Project Director

- Civic Place Project and Master Plan

Human Resources Manager

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

Council Management Structure as at 30 June 2009



Schedules:

Section 428 of the Local Government Act 1993

**Sections 132, 217 & 224 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 2008 to 30 June 2009.

Statement of -

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

The Financial Statements provide information about Council's financial position as at 30 June 2009.

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

A copy of Council's audited 2008/09 Financial Statements are posted on our website at 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 2009.

Special Rate Variation

In 2007-2008 the Minister for Local Government approved a Special Rate Variation of 1.75% to partly fund the repayment of a \$30 million loan for the Civic Place project.

The income received from the variation has been:

2007/2008	\$524,980
2008/2009	\$541,779

All income raised from the special variation is being utilised to meet the Civic Place Loan repayments. The investment income generated from investment of the loan funds is being placed in a sinking fund (reserve) to assist in meeting future loan commitments.

The Civic Place Loan Reserve at June 2009 is \$2.79m.

Income Statement

For the financial year ended 30 June 2009

Budget 2009	\$,000	Actual 2009	Actual 2008
	Income from Continuing Operations		
	Revenue:		
43,439	Rates & Annual Charges	43,345	39,807
16,527	User Charges & Fees	13,521	14,419
4,905	Interest & Investment Revenue	8,291	-
3,816	Other Revenues	8,220	8,822
4,133	Grants & Contributions provided for Operating Purposes	5,578	4,892
3,292	Grants & Contributions provided for Capital Purposes	4,158	6,342
	Other Income:		
<u>220</u>	Net gains from the disposal of assets	<u>2,615</u>	<u>74,523</u>
76,332	Total Income from Continuing Operations	85,728	148,805
	Expenses from Continuing Operations		
32,241	Employee Benefits & On-costs	32,222	31,045
1,306	Borrowing Costs	2,289	760
20,846	Materials & Contracts	24,873	23,434
9,046	Depreciation & Amortisation	8,743	20,116
-	Impairment	-	-
9,830	Other Expenses	9,555	8,943
-	Interest & Investment Losses		202
<u>1</u>	Net Share of Interests in Joint Ventures & Associated Entities using the Equity Method	<u>17</u>	<u>6</u>
<u>73,270</u>	Total Expenses from Continuing Operations	<u>77,699</u>	<u>84,506</u>
<u>3,062</u>	Operating Result from Continuing Operations	<u>8,029</u>	<u>64,299</u>
	Discontinued Operations		
	Net Profit / (Loss) from Discontinued Operations		
<u>-</u>		<u>-</u>	<u>-</u>
<u>3,062</u>	Net Operating Result for the Year	<u>8,029</u>	<u>64,299</u>
3,062	Net Operating Result attributable to Council	8,029	64,299
-	Net Operating Result attributable to Minority Interests	-	-
	Net Operating Result for the year before Grants and Contributions provided for Capital Purposes		
<u>(230)</u>		<u>3,871</u>	<u>57,957</u>

Balance Sheet

As at 30 June 2009

\$'000	Actual 2009	Actual 2008
Assets		
Current Assets		
Cash & Cash Equivalents	7,661	6,143
Investments	74,844	84,242
Receivables	4,391	5,019
Inventories	29	31
Other	1,165	246
<u>Non current assets classified as "held for sale"</u>	<u>8,589</u>	<u>8,578</u>
Total Current Assets	96,679	104,259
Non Current Assets		
Investments	33,706	62,332
Receivables	42	42
Inventories	-	-
Infrastructure, Property, Plant & Equipment	2,330,326	2,283,432
Investments Accounted for using the equity method	68	85
Investment Property	-	-
Intangible Assets	-	-
Other	-	-
Total Non-Current Assets	2,364,142	2,345,891
Total Assets	2,460,821	2,450,150
Liabilities		
Current Liabilities		
Payables	15,742	14,510
Borrowings	749	727
Provisions	8,572	7,814
Total Current Liabilities	25,063	23,051
Non-Current Liabilities		
Payables	2,230	1,987
Borrowings	34,090	33,728
Provisions	394	369
Total Non-Current Liabilities	36,714	36,084
Total Liabilities	61,777	59,135
Net Assets	2,399,044	2,391,015
Equity		
Retained Earnings	2,210,961	2,202,932
Revaluation Reserves	188,083	188,083
Council Equity Interest	2,399,044	2,391,015
Minority Equity Interest	-	-
Total Equity	2,399,044	2,391,015

Comparison of the council's actual performance of its principal activities during the 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;

Major Achievements 2008 to 2009.

Council currently manages the progress of its activities by Principal Activity Area. The June Review of Council's Management Plan for the period 2008 to 2013 provides the details of our existing objectives, strategies, targets and progress to date across all of Council's key activities. For a copy of the June Review, and hence a more detailed summary of our achievements, please go to our website or contact our Customer Service Centre.

Our Principal Activity Areas are as follows;

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

Some of the most notable achievements under each Principal Activity have been summarised below.

1. Urban Development and Physical Planning

We aim to provide a high standard of development planning and building control to ensure visual quality, environmental sustainability and amenity across the City of Willoughby. We produce policies and plans that help to create a sustainable future balancing the needs of the economic, social, built and natural environment.

Key achievements in 2008/2009 included;

- Our DA process was streamlined with processes including checklists, standard reporting templates and electronic referrals for residential dwellings and dual occupancies trialled.
- The implementation of the market garden masterplan continued.
- Development consent was given for a new medical facility at Hercules Street
- Our draft WLEP 2009 was completed and referred to the Department of Planning in December following government consultations.
- The ABC site at Gore Hill was DA approved with new public open space and recreation facilities.
- The Heritage Festival was held in April under the theme "Our Place in Space – Under the Southern Cross" Community and Council events were held as part of the festival.
- The review of Council's long-term community plan, "The Willoughby City Strategy – Together Towards Tomorrow" commenced.

2. Heritage, Environment, Recreation and Open Space

Long-term programs are in place to improve the environment, conserve our bushland, provide passive and active recreational facilities, improve our streetscapes and landscaped public areas, meet targets for waste reduction, and provide a healthy and safe environment for the people of Willoughby. In addition, we aim to embed sustainability within Council and promote it to our community.

Key achievements in 2008/2009 included;

- Implementation of our Domestic Waste Strategy with an on-call clean up service introduced.
- The Climate Clever program was launched including program and home assessments. 136 home assessments were completed.
- A \$1.7 million grant was awarded for a joint Council's "Sustainable Business North Shore" program. The program has since commenced.
- Implementation of Council's Sustainability Charter and e.restore programs continued in partnership with local schools and community groups.
- Solare hot water PV workshops were held to educate residents on costs and options available.
- The sustainable renovation of 34 Devonshire Street was approved with the aim involving the community in the delivery of the project.
- The 2008/09 Sharing Sydney Harbour Access grant assisted works were completed.
- Earthworks at Coolaroo Reserve completed and Lane Cove Estuary Management Plan completed.
- Bushfire Risk Maps were prepared with Regional Bushfire Management Committee. Successful Willoughby presentation made to NCC Fire Conference.
- A community garden was established at Barton Road Housing Estate in conjunction with the Department of Housing.
- A draft Recreation Plan for the City was completed.
- Partnership developed with Willoughby Legion Club for the use of 3 bowling greens for sports training.
- Council achieved a 100% work completion rate in street cleansing.
- Regional Sport development plans for hockey and netball commenced.
- Major park upgrade work continued with landscape restoration completed around Hallstrom Park playground. Other upgrades completed included Saunders Park, Warners Park, Bicentennial Reserve and Parkes Street Reserve. The Junior Soccer field at warners Park was also completed.

3. Community Development

Our community development activities provide a broad range of outcomes often assisting some of our community's most vulnerable residents. Importantly, these activities also include continual monitoring and assessment of the community service needs of the City and the region, providing services, programs and facilities that are responsive to our changing demographics.

Key achievements in 2008/2009 included;

- Development commenced on the Dementia Day Care Centre (Willoughby House) in Sydney Street, Willoughby. The Centre is being developed in partnership with DADHC, Catholic Community Services and Baptist Community Services and will help to fill an important gap in providing services to many of our aged residents

- All direct services completed risk management plans while our Meals on Wheels service also moved to improve its efficiency through a review and upgrade of computer software.
- A series of events were held throughout the financial year including Youth and Seniors Week, Youth in the Mall, Harmony Day, MOSAIC end of year celebrations, Refugee Week and a Multicultural Dance Party.
- Our volunteers were recognised via the Volunteer Appreciation day held at the Dougherty Community Centre.
- Our community grants scheme awarded 38 grants for projects targeting mental health, youth at risk, children with special needs, healthy lifestyles and our multi-cultural community.
- Our staff continued to work closely with a range of committees and community groups to improve access to key services including the Hercules Street Working Party (improving access to mental health facilities and services), the Local Government Youth Workers Network, The Lower North Shore Multi-cultural network and the Northern Sydney Aboriginal Social Plan.
- Our Artarmon Childcare Centre achieved high quality range accreditation while our Out of School Hours services conducted a review of their work practices
- Children's Services promoted partnerships with key agencies, schools and families through its Children's Forum.

4. Arts and Cultural Development

Our cultural and library services are the key drivers in arts and cultural development in Willoughby. They aim to provide the whole community with opportunities to engage and participate in a diverse and challenging range of cultural and learning experiences. The Civic Place Project will further develop the range of arts and cultural opportunities available to our residents and visitors.

Key achievements in 2008/2009 included;

- Completion of the Willoughby City Library Service Financial Plan.
- On-going services, programs and community activities were held at our Central library and branch libraries including Author Talks, Book Clubs, Lapsit (reading program for babies and their parents), Internet training, school holiday programs, library out reach, and HSC Seminars. Where appropriate courses were offered in community languages such as Cantonese and Mandarin.
- Improved technologies were implemented including the continuing roll-out of RFID technology (Radio Frequency Identification System) and enhanced newsletters.
- Our multi-cultural community and heritage was celebrated through events including Chinese New Year.
- Our local history information has been consolidated and streamlined with the conversion of our oral history collection from cassette to DC and the digitalisation of 7,500 historic photos to the Image Bank database.
- Our branch library network continued its expansion with consultations, planning and some fit outs underway for new library facilities at Artarmon, Castle Cove, West Chatswood and Naremburn.
- Council reviewed and adopted its Public Art Policy.
- Planning for the 2009 Sculpture Prize commenced with 49 artists invited to install works, while 35 artists participated in the Willoughby Artist Weekend held in September 2008.
- The arts and cultural team continued to curate displays and specific Willoughby exhibitions in the Foyer Exhibition Space.

- \$4000 worth of grants was awarded to support arts and cultural development in the City, while Willoughby Park Centre implemented its on-going community program to almost full capacity.
- Our Performing Arts Unit delivered its Willoughby Symphony Orchestra series with 5 concerts held in the first 6 months of 2009.
- Over \$170,000 worth of in kind subsidies were provided to our founding theatre groups.
- The Global Friendship Committee received a delegation from Guardia Sanframondi, Italy in acknowledgment of our rich Italian heritage; co-ordinated the Bingara Youth Exchange Program and facilitated a student exchange with our friends in Suginami, Japan.
- Our Events unit implemented a variety of well received community events from the Heritage & Guringai Festivals, to International Women's Day, Australia Day and our flag ship event, the Willoughby Spring Festival.

5. **Economic Activity**

Our economic activities include implementing plans, and providing information and assistance to improve the viability of businesses and provide employment and commercial opportunities locally. We also aim to ensure that the amenity of the Central Business Districts and local business and industrial precincts are maintained and improved. This is in order to support and maintain our role as key regional commercial hub.

Key achievements in 2008/2009 included;

- The revitalisation of Chatswood Mall continued with the appointment of an architect to complete the new design. Preliminary work also commenced on the mall area including the removal of kiosks.
- The fast track Development Application system continued to assist valued businesses in the lodgement and determination of applications.
- An architectural competition was developed for St Leonard's which supports Council's strategy for the locality.
- Continued involvement with major retailers, including Chatswood Chase and Westfield, and other businesses to improve the vitality, safety and amenity of the retail precincts.
- Investigated and provided options for improved access to community facilities and resources for not for profit groups including the provision of office space for groups providing high need services to the local community.

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

Council establishes and maintains infrastructure which enhances the public domain and improves amenity for all users. This includes the construction and maintenance of roads, footpaths and drainage systems, the enhancement of Council facilities in line with community need and the redevelopment of our Civic Precinct.

Key achievements in 2008/2009 included;

- Successful relocation of Council's depot.
- Council commenced its Asset Management Strategy and Plan.
- The Asset Management Policy was completed.
- The Civic Place Project continued with an updated Business Plan completed and submitted to the Steering Committee; the continuation of a community engagement program; and water sensitive design features developed and incorporated into the building design. As at June 2009 the project was ahead of schedule and within budget. The webcam and website is ongoing providing timely updates for the community and local business.

- The implementation of extensions to our bike network continued with Brook St to Naremburn Ave linking to North Sydney and the Gore Hill freeway completed.
- Footpath improvements included upgrades to Victoria Ave/Penshurst Streets and pedestrian refuges in High St and North Willoughby.
- A number of pool bicycles were purchased to reduce the use of cars by Council staff.
- The Artarmon Loop shuttle bus service continued with an increase in users.
- Staff met with the Taxi Council to further improve the taxi rank facilities within the Chatswood CBD.
- Council continued to work with the Regional Pedestrian and Bike Committee and Willoughby Walking Volunteers to expand the walking network.
- All programmed building maintenance and inspections were completed to schedule.
- A register of all current leases was completed along with an asset register of all Council buildings and a condition rating system.
- Sustainable transport options were promoted through the distribution of TAGs (Transport Access Guides).
- Parking restrictions were rationalised around the Royal North Shore Hospital to facilitate higher parking turnover.
- An ongoing speed trailer was used at various locations to inform motorists of speed limits in local streets.
- Civil infrastructure programs were completed across the City in accordance with our asset management objectives including road, footpath, kerb and gutter and drainage capital works.

7. Finance, Administration and Corporate Management

We manage a wide range of administration and corporate activities designed to support our on-going service provision. Our aim is to ensure financial sustainability and viability; accurate, timely and targeted customer service; technology and administrative support; and ongoing enforcement of Council regulations.

Key achievements in 2008/2009 included;

- Our records management system was further developed with the integration of all our Council documents into Dataworks with Browser interface. Smart client integration of Dataworks in Pathway and the web was also completed. Each of these enhancements assists Council to achieve best practice in the area of records management.
- Council also continued the upgrade of its tracking, working flow and publication of Council minutes and agendas via the implementation of Minutes Manager.
- Council's revenues and rating performance in regards to % of rates outstanding was 3% well below the NSW average of 5%.
- Our customer services were improved with an upgrade to the main foyer area including improved access to electronic data including FOI requests (Freedom of Information).
- Our information and technology team continued to roll out improvements to the way in which we do our business. This included enhancements to our website, completion of the electronic documentation management project, and improved integration between software.
- Administrative services updated and reviewed key policies and procedures including the Code of Conduct, Finance & Purchasing and Council & Councillors policies. This included undertaking comprehensive training where necessary.
- Council worked to improve its risk management through increased promotion of occupational health and safety guidelines.

8. Corporate Development and Communication

The key responsibilities of corporate development and communication sit within the areas of information provision and consultation. It also refers to the management of our human resources. Council looks to aim for a system that ensures a two-way flow of communication which is provided in a transparent, timely manner while also meeting any statutory requirements.

Key achievements in 2008/2009 included;

- Our Human Resources department implemented a new on-line recruitment and selection system that has improved our overall recruitment process by enhancing accessibility for applicants and interview panellists. Training was held throughout early 2009 to support the transition to the new electronic system.
- Our CHRIS HR software system for HR was further developed.
- Position descriptions across all of Council were developed to now include a sustainability component. These new requirements have also been integrated within the compulsory induction process.
- The HR team have continued to support and enable an environment of “Council of Choice” including supporting and promoting family friendly initiatives.
- Council began the renewal process of its website to enhance and improve the way in which we communicate on-line.
- Our Media and Marketing Group continued to enhance Council’s profile and promote our range of services and facilities through implementation of marketing plans, media releases, e- newsletters, surveys and on-line community forums. This included engaging Bang the Table in late 2008 to host 20 community forums over 12 months.
- Council recruited internally for a Corporate Research and Planning Officer to implement the new Integrated Planning and Reporting requirements.

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;**

Report as to the state of the environment.

The 2008/09 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.

In July 2008, Willoughby City Council introduced a new levy for environment and sustainability initiatives which raises \$4.25M annually. The levy was introduced after extensive community consultation and subsequent approval from the Department of Local Government. This levy, known as 'e.restore 3', builds on two previous environmental levies (e.restore 1 and 2) which delivered a number of environmental programs which predominately focused on bushland restoration and stormwater management.

e.restore 3 continues to address bushland and stormwater issues, however the scope of levy funded projects has been expanded to include broader sustainability issues with a strong focus on climate change. During the 2008/2009 period, Willoughby City Council worked to ensure the continuation of ongoing environmental programs whilst working to embed sustainability into the organisation's operations. Council has developed a suite of new programs to reduce Council's organisational carbon footprint and assist the community to respond to climate change. During 2008/2009, Council has worked to reduce energy consumption through the installation of voltage reduction devices at key buildings and through staff education. Council also introduced a new carbon neutral fleet policy to improve the fuel efficiency of its vehicle fleet by shifting towards four cylinder and hybrid vehicles and purchasing an accredited offset to cover operating emissions. Council's administration building and Chatswood Mall now source electricity from 100 per cent GreenPower.

Council also recognises the growing concern within our community around the potential impacts of climate change and the need to reduce our community's greenhouse gas emissions. Therefore a new community education campaign has been developed called "*ClimateClever*". *ClimateClever* has a range of innovative programs such as a range of practical workshops, a free climate change forum, school and home energy assessment programs to provide the tools and information to enable the community to take personal action. *ClimateClever* aims to position the City of Willoughby as a leading community in responding to climate change and moving towards sustainability.

Community participation in sustainability programs has been encouraged and Council has supported the formation of community groups to enable networking and encouraging neighborhood based projects. This has been achieved through the Council's facilitation of Sustainability Street groups and the ongoing delivery of community education through workshops and events.

Council manages approximately 290 hectares of bushland of which 85% is actively managed. Priority projects for Willoughby City Council are the protection and restoration of natural areas. These projects aim to preserve wildlife, restore creeks, expand environmental education, prevent pollution and protect the natural environment through the Streets to Creeks program. Around 50 artificial fauna arboreal shelters and 15 terrestrial shelters were installed during 2008/2009. Workshops were also held to train 40 volunteers in how to use and construct shelters.

Bush regeneration has continued in 2008/09 along with noxious weed and pest species management. Bush regeneration covers all catchments in the LGA including the Lane Cove River; Blue Gum Creek; Swaines Creek; Coolaroo Creek; Middle Harbour; Scotts Creek; Camp Creek / Sugarloaf Creek; Sailors Bay Creek and Flat Rock Creek. Wildlife and biodiversity issues have been publicised at a World Environment Day event in Chatswood Mall (1,000 visitors to the event), Castlecrag Fair (100 visitors to the stall, 1,000 visitors to the event) and bush poetry event (90 attendees) and a Willoughby Wildlife Book is almost complete and will be in print in Spring 2009.

Water Quality monitoring continues across the LGA. All creeks sampled had an impaired macroinvertebrate assemblage. This indicates a degree of impact consistent with the urbanisation of the catchments. There were many pollution tolerant taxa that would be expected in small urban-impacted streams.

Council is continuing to carry out a number of mitigation projects and implement strategies to improve water quality, restore riparian habitat, rehabilitate both natural and built drainage systems and protect properties from flooding. This has been necessary due to an unprecedented growth in medium to high-density development in Willoughby over the past 20 years.

Council currently offers a waste and recycling collection service to residences, and collect waste for a very small percentage of businesses. Council's current residential recycling service was estimated to have saved 3,897 tonnes CO_{2-e} last financial year. In addition, by diverting 45% of municipal waste to the Alternative Waste Technologies facility (UR-3R) an additional 1,964 tonnes CO_{2-e} were saved.

Council has increased community awareness of the destination of kerbside collection of household waste, recycling and green waste, through site tours of the Eastern Creek landfill site and Alternative Waste Technology Facility (UR-3R), the Materials Recycling Facility at Chullora and Kimbriki Waste and Recycling Centre (six free tours conducted per year). Information has also been disseminated about the problems of hazardous waste and alternative disposal arrangements for items such as batteries, mobile phones, compact fluorescent light globes and e.waste.

Willoughby City Council has encouraged an interest and increased knowledge of waste issues with children through school-based activities such as recycling relays, waste audits, Rubbish Free Lunch Challenges and composting and worm farming workshops. The importance of reducing waste produced at source through the promotion of home composting and worm farming via regular free workshops (four free workshops conducted per year) and the subsidised sale of compost bins and worm farms continues to be successful.

A number of water conservation projects throughout the 2008/2009 financial year. Most notably, Council's new Civic Place which is currently under construction includes a 5,000m³ detention tank. The tank has been designed to capture, clean and reuse water from a 19 hectare catchment in the north-west area of the Chatswood CBD. The treated water will be used extensively throughout Civic Place including in the cooling towers, bathroom facilities as well as subsoil irrigation in the landscaped garden area. Excess water will be sent to neighbouring sites for use in their facilities.

Other water projects include rainwater tank installation at Northbridge Library, Willoughby House and the Willoughby Leisure Centre for roof water reuse. The Rotary Athletic Park storage system was also built, storing and reusing treated water from the Lane Cove Tunnel.

A number of sustainable transport initiatives were also implemented in 2008/2009. The new Artarmon Loop shuttle bus was introduced in May to service businesses in the Artarmon industrial area, while the CouncilCab service continued to be popular with residents and Council took over the management of the booking system. Residents were encouraged to get back on their bikes through participation in Council's cycling skills and bicycle maintenance workshops, National Ride to Work Day, and a number of free activities during NSW Bike Week. Additional bike paths and racks were installed across the Council area to increase access to cycling facilities. Willoughby City Council continued to encourage its own staff to cycle more frequently by offering cycling skills workshops to employees and expanding the staff bicycle fleet.

In addition to an update of the bicycle map, a new walking in Willoughby map was developed. This was produced in conjunction with a signposting project to highlight the many walking links in the local area. Council staff also worked with local schools to encourage walking, cycling and using public transport. Council supported Walk Safely to School Day by hosting a healthy breakfast and providing incentives to students in local schools. A sustainable travel competition was also run with a local primary school with very successful results.

Details of the projects in e.restore 3 are set out in the following tables.

e.restore Financial Year Progress Report 2008 - 2009 (first year of e.restore 3 levy)

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
Restoring our Ecosystems			
Natural Areas PIP 345001804 This project encompasses the protection and restoration of natural areas.	Bush regeneration, noxious weed and pest species management	Maintain all previously worked sites and integrate proposed works to Reserve Action Plans (RAPs).	Final inspections of contractor's work sites held and reports reviewed. Contractual works completed at all catchments in the LGA: Lane Cove River Catchment: Blue Gum Creek \$60K; Swaines Creek \$70K; Coolaroo Creek \$30K; Lane Cove River foreshores \$80K; Middle Harbour Catchment: Scotts Creek \$85K; Camp Creek / Sugarloaf Creek \$60K; Sailors Bay Creek \$80K; Flat Rock Creek \$85K; Middle Harbour Foreshore \$60K. Tenders called for future work in these areas, with recommendations prepared for 2009 / 2010 work plans.
	Companion animal management	Highlight rights and responsibilities of pet owners in Wildlife Protection Areas (WPAs).	Responsibilities of pet owners promoted through 2008 Willoughby Fauna Fair and brochure distribution in conjunction with meeting residents in Wildlife Protection Areas (WPAs). Responded to customer enquiries about appropriate use of WPAs and domestic cat control. Dog walking information updated for inclusion in new brochures.
	Wildlife protection and habitat restoration integrated with community participation	Link wildlife management with Reserve Action Plans and Fire Management Plans.	Commenced and continued planning with the Nature Conservation Council to develop corporate threatened species monitoring program targeting Red Crowned Toadlets. Reviewed the Rapid Fauna Habitat Assessment guide for the Metropolitan Catchment Management Authority. Fauna Habitat Assessments linked to current Reserve Action Plans in Beverly Blacklock Reserve, Killingswoth Park. Continued entry of past fauna records into Council's Wildlife Watch database and promoted the database (available via Council's website) to encourage residents to make contributions of wildlife sightings.

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
		Encourage community participation to create wildlife friendly backyards.	<p>Held Willoughby Annual Fauna Fair, promoting key urban wildlife habitat issues – over 1 000 attendees at the Fair. Developed and implemented community awareness evaluation at the Fair and produced DVD to document it.</p> <p>Wildlife and biodiversity issues publicised at World Environment Day event in Chatswood Mall (1 000 visitors to the event), Castlecrag Fair (100 visitors to the stall, 1 000 visitors to the event) and bush poetry events (90 attendees at each).</p> <p>All workshops in Council’s Bushland activities and events calendar held (workshop topics included native bee habitat, frog habitat, bush tukka / bush foods, wet area plants, nestbox building. Each workshop attracted around 30 participants).</p> <p>Commenced and continued School Wildlife Habitat Creation Project in conjunction with Lane Cove Council and Lane Cove Public School as part of the joint Councils Environmental Education Program.</p> <p>Community fauna surveys held 14 and 21 March at Harold Reid Reserve and results recorded.</p> <p>Willoughby Wildlife book in draft form for printing in spring.</p> <p>Implementation of Greenstyle program to assist residents in creating wildlife friendly backyards.</p>
	Bushfire management	Develop regional fire management plans and implement works in conjunction with NSW Fire Brigades.	Regional fire management plan developed and updated. Scheduled burns completed and post-fire maintenance work coordinated in conjunction with new contract team. Bushfire risk mapping completed and prepared for exhibition in July.
Catchment Management PIP 345001805	Water quality and habitat improvements (creeks, wetlands and estuaries).	Undertake Streets to Creeks education projects to increase residents’ catchment awareness.	Drain Stencilling program continued in areas not previously targeted in Middle Harbour Catchment, particularly Scotts Creek Catchment and Sailors Bay Catchment.

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
<p>Project focuses on water quality and habitat improvements in Willoughby's creeks, including their wetlands and estuaries.</p>		<p>Develop a brochure for residents on preventing stormwater pollution.</p>	<p>Brochure artwork and maps made available for future printing as required.</p>
		<p>Carry out improvements to stormwater outlets to bushland.</p>	<p>Contract work carried out at outlet sites including armouring, sediment removal, weed control and revegetation.</p>
<p>Environmental Monitoring</p> <p>PIP 345001273</p> <p>Project monitors water quality, air quality and noise levels)</p>	<p>Water quality monitoring</p>	<p>Monitor water quality of creeks, including macro-invertebrate monitoring and biological / chemical sampling.</p>	<p>The program was revised to become a regional project with nearby councils to ensure consistent methodology. Willoughby City Council coordinated the inter-council water quality monitoring strategy which included an expanded water chemistry component that began testing in 2009. June sampling results for pH, conductivity, turbidity, dissolved oxygen and temperature were within the acceptable ranges of the ANZECC guidelines. Faecal coliforms, copper, total nitrogen and total phosphorus were not within acceptable range. Monitoring will therefore continue and should the levels not decrease over time a detailed investigation will be undertaken. Bi-annual macro-invertebrate sampling is ongoing. The streams sampled show various degrees of impact from urbanisation with values indicating that all sites were missing some expected taxa (species).</p>

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
	Air quality monitoring (Mowbray Rd)	Monitor air quality at Mowbray Road site to establish impacts on the local airshed and surrounding community.	Mowbray Road air quality data is now posted on the Council website. Analysis of the data from the monitoring station from March 2006 to March 2009 indicates that the air quality is generally good and there has been a general downward trend in average concentrations of Nitrogen Dioxide (NO ₂) and Carbon Monoxide (CO) and particulate matter (PM ₁₀ and PM _{2.5}) after the Lane Cove Tunnel opened in March 2007. Air monitoring will continue to ensure long term air quality objectives are met.
	Monitoring of background noise levels	Monitor background noise levels where required to ensure appropriate noise levels are maintained.	Researched best approach to monitor background noise in the LGA to establish baseline data so that effective strategies can be developed. This will assist in handling noise issues in a timely manner and ensure development and activities do not exceed prescribed noise levels. Baseline monitoring will commence next financial year.
<u>Climate Change</u>			
<u>Sustainability Projects / Climate Change Action</u> PIPs 345001275 345001681	Energy conservation within Council	Develop list of top energy conservation sites for sustainability retrofits.	Top energy sites identified for energy and water efficiency retrofits. Retrofit of lighting at the Chatswood Library in the Mandarin Centre is 70% complete and will save approximately 30 tonnes of carbon dioxide (CO ₂) per year at a cost of \$9 000, with a total saving of \$5 000 from energy use and an extra potential saving of \$2 500 from reduced heat load on the air-conditioning system.

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
<p>Project's key aim is to reduce Council's carbon footprint.</p>		<p>Install and evaluate voltage conditioning systems that could result in substantial energy savings.</p>	<p>Voltage conditioning system now installed at Artarmon Kids Cottage and Zenith Theatre. Installation at Dougherty Community Centre planned for July 2009. The Ark device primarily optimises excess voltage that is being received to a level that is suitable for the building, thus enabling electrical equipment to run more efficiently. Total cost is \$53 000 for the three buildings with an estimated saving of 73 tonnes CO₂ and \$10 000 in electricity costs per year.</p>
	<p>Monitor carbon footprint to reach targets for Council and community</p>	<p>Continue monitoring Council's carbon footprint and determine community footprint and monitor over time.</p>	<p>Council's 1999 greenhouse gas baseline reassessed and confirmed. Monitoring of scope 1 footprint (fuel used on site – gas, petrol and diesel) and scope 2 footprint (electricity use on site by Council) carried out by Planet Footprint. Carbon audit of Council completed by Planet Footprint, including scope 3 indirect emissions (e.g. aeroplane flights, taxis, paper production, etc). Planet Footprint continues to monitor Council's corporate footprint. Electricity and gas consumption (and CO₂ emissions) were down 15% from last financial year. Streetlights were marginally down (0.3%), however fleet emissions were up by 4.8%. Obtained LGA electricity consumption figures from Energy Australia to estimate community carbon footprint into the future. Reviewed community carbon footprint reduction target based on 2007 baseline and changed target to a 15% reduction by 2015.</p>
	<p>Renewable energy installation at Council</p>	<p>Install PV at new depot site.</p>	<p>A 14.4KW photovoltaic system was installed in addition to the existing 6KW system at the new Council depot saving around 31 tonnes of CO₂ per year and \$4 300 in electricity costs.</p>
	<p>Hybrid vehicles</p>	<p>Fund cost gap of hybrid vehicles for staff so as to reduce fleet footprint.</p>	<p>Six hybrid vehicles have now been funded through the scheme. The scheme continues.</p>
	<p>GreenPower for Council</p>	<p>That Victor Street and Chatswood Mall switch to GreenPower and source 20% of the total electricity use from GreenPower.</p>	<p>100% GreenPower purchased for Victor Street headquarters and Chatswood Mall offsetting around 1 200 tonnes CO₂ for Victor Street and 172 tonnes CO₂ for the Mall. The switch to GreenPower was promoted with a major launch in Chatswood Mall in November 2008.</p>

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
	Carbon offsets	Offset Council fleet and events with carbon credits to make them carbon neutral.	Fleet carbon of 1 262 tonnes offset through Gold Standard credits at a cost of \$12 000. Gold Standard credits were also purchased to offset <i>ClimateClever</i> campaign launch on Earth Hour Day, 28 March 2009.
	<i>ClimateClever</i> Shop (One Stop Shop)	Make it easier for our community to take up sustainability equipment.	Preferred suppliers chosen for solar photovoltaic (PV) systems, solar hot water systems, heat pump hot water systems, GreenPower and rainwater tanks through a tender process. Standalone website now in development to be ready for program launch in October.
<p>Sustainable Building</p> <p>PIP 345001801</p> <p>Project focuses on community awareness and installation of sustainable retrofits for Council and community buildings.</p>	Sustainable House Day	Increase number of houses taking part in Sustainable House Day.	Sustainable House Day was held in October 2008. Council staffed the houses for the day. The event was successful with high visitor numbers to two houses that participated. Several more houses were assessed as to their suitability for future events. Council sponsoring Sustainable House Day on Sunday 13 September 2009.
	Alternative fuel investigation	Identify alternative fuels for Council vehicles.	Commenced research into alternative fuels including compressed natural gas and hybrids.
	Sustainable building centre	Retrofit house to become sustainable building centre and put on display weekly to the public.	Council houses scoped for feasibility to be developed as a sustainable building centre, where house will be retrofitted and on display weekly. Best site identified at 34 Devonshire Street. Site was approved for sustainable retrofit. Brief sent to architects. Briefs assessed by Sustainable Environment Branch and Property.
	Willoughby Leisure Centre cogeneration, solar hot water and other projects	Tender for services for installation of cogeneration at Willoughby Leisure Centre.	Consultant preparing tender documents for cogeneration (due for completion September 2009). Integration of centre heating plant and equipment will occur during the installation of the co-generation plant, planned for winter 2010. Ultraviolet (UV) water treatment project out for tender, quotes due end August 2009. CO ₂ savings for co-generation estimated to be around 600 tonnes and 60 tonnes for UV. This equates to around 30% energy and CO ₂ savings for the Leisure Centre.

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
<p>Resource Conservation / Water</p> <p>PIPs 345001276</p> <p>Project focuses on reducing Council's water usage.</p>	<p>Water conservation program</p>	<p>Develop and implement a Water Savings Action Plan, which involves water conservation systems at many sites.</p>	<p>Water Savings Action Plan completed and being implemented. More than 12 sites identified as key sites for water conservation initiatives such as roof water reuse (e.g. bowling greens), connection to public toilet facilities and general oval water irrigation. Obtained \$148 000 grant for water and energy saving ultraviolet filtration technology. Five 26 000L rainwater tanks (total 130 kilolitres) were installed at Willoughby Leisure Centre to help make up water for the pool and toilet flushing. 10 000L underground rainwater tank installed and connected to Northbridge Library building for toilet flushing and possibly irrigation. Water sensitive urban design integrated into building works at Willoughby House including 50 000L underground rainwater tank being installed for toilet and irrigation.</p>
Sustainable Business/ Suburbs			
<p><u>Sustainable Business / Cleaner Production</u></p> <p>PIP 345001274</p> <p>Project focuses on cleaner production methods and improving sustainability for businesses within</p>	<p>Sustainable business – improving sustainability for businesses within the LGA</p>	<p>Develop and manage Sustainability Advantage business sustainability program.</p>	<p>Six companies have now joined Sustainability Advantage. Active recruitment continuing. Council hosted a meeting at the Chambers to inform members about the new program developments including the \$20M available across NSW for members to undertake energy efficiency audits and action plans.</p>
		<p>Develop North Shore regional small to medium enterprise business sustainability program.</p>	<p>Grant funding of \$1.7 million obtained from the Environmental Trust's Urban Sustainability Program for joint council 'Sustainable Business - North Shore'. The Project Coordinator has been appointed and is undertaking a needs analysis component.</p>

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
the LGA.		Businesses join CitySwitch Green Office Program.	Memorandum of Understanding with CitySwitch Green Office signed by Willoughby City Council. Currently in an active recruitment phase. Four local businesses have signed up to the program with two to come on board in the near future. Co-hosted a breakfast event with North Sydney Council on World Environment Day, with approximately 60 attendees from the City of Sydney, North Sydney and Willoughby City Council areas.
		Set up a sustainable shop cluster	Working with 'Sustainable Business - North Shore' program to scope feasibility and best methods to set up a sustainable shop cluster (geographically close to each other).
<u>Streetscapes / Linkages</u> PIP 345001806 The project will improve the management of nature strips and pedestrian linkages between reserves, suburban streets	Neighbourhood improvements - urban streetscapes and linkages between reserves, streets and parks	Coordinate neighbourhood planting projects.	Plans have been developed for Artarmon Lanes and initial works commenced. Streetscape improvements also carried out at Cleland Road and Reserve Road, Artarmon. Further street tree planting completed in the Artarmon commercial area.
		Assist with urban weed control.	Contract staff engaged from 'Strategy One' to support Council's streetscape field staff and to assist with weed control, particularly on road verges such as Willoughby Road, Naremburn.

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
and parks and will involve residents in planting and other neighbourhood improvement activities. It will provide landscape architectural co-ordination of design proposals and project implementation. On site weed control and planting work will be carried out.		Upgrade walking tracks.	Projects completed in Chatswood West (Avian Crescent-Hinkler Link), Castle Cove and Naremburn. The Naremburn upgrades were completed in conjunction with weed control and landscaping works. Following community consultation and site planning, the construction of steps and pathways are underway in Parkes Road Reserve, Artarmon.
<u>Sustainability audits and reporting</u> PIP 345001803	Residential sustainability audits	To carry out 300 sustainability audits for residents.	Contractor appointed and <i>ClimateClever</i> home assessments underway, with 150 completed as of July 2009. Research and evaluation module underway with findings report to Council due June 2010.
Project focuses on conducting and reporting on residential sustainability.	Sustainability indicators	To establish the best way to report sustainability outcomes to the public and Council.	A Sustainability Action Plan is being developed which will incorporate indicators for sustainability reporting.
<u>Community Engagement and Action</u>			

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
<p>Sustainability Made Easy</p> <p>PIP 345001802</p> <p>Project aims to communicate projects to the community and Council, and increase e.restore media and community presence.</p>	<p>Media and marketing</p>	<p>Assist in transforming technical talk into messages for general public consumption by reviewing brochures, newsletters, posters, etc.</p>	<p>Power Usage Meter / Power-Mate fact sheet and poster prepared and distributed.</p> <p>Development of flyers, posters and banners for Earth Hour Festival.</p> <p>World Environment Day flyers, posters, banners and fact sheets prepared.</p> <p><i>ClimateClever</i> Home Assessment Service promotional material prepared and revised.</p> <p>Development and revision of <i>ClimateClever</i> branding.</p> <p>The <i>ClimateClever</i> name and logo have been classed as registrable. Now awaiting full approval as a registered trademark.</p> <p>Development and revision of <i>ClimateClever</i> fact sheets, including: Get involved, hot water, insulation, solar photovoltaic panels, Council initiatives and water.</p> <p><i>ClimateClever</i> rates notice insert prepared and distributed.</p> <p>CitySwitch Green Office and Sustainability Advantage informational material prepared.</p> <p>Artarmon Loop promotional banners, posters and brochures developed and distributed.</p>

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
		<p>Complete e.restore update for quarterly report, Willoughby City News and website.</p>	<p>e.restore 3 program overview included in Spring 2008 Willoughby City News. Home Assessment Service overview, Scotts Creek rehabilitation and green tips for Christmas included in Summer 2008 Willoughby City News. Greenstyle and Power usage Meter featured in Autumn 2009 Willoughby City News. Artarmon Loop, Pool to Pond project and <i>ClimateClever</i> pledge competition featured in Winter Willoughby City News. e.restore section of the Management Plan and Budget compiled in April. e.restore update compiled each quarter. Publicity booklets prepared for Earth Hour Festival and World Environment Day event detailing media coverage and promotional material for the events. <i>ClimateClever</i> section of the Council website developed and planning of the <i>ClimateClever</i> Shop website commenced. Sustainability and environment section of Council website under review. Event information for website continuously updated.</p>
		<p>Write and edit new and existing newsletters for external dissemination.</p>	<p>New <i>ClimateClever</i> (formerly Sustainability) e.newsletter disseminated on a monthly basis. Distributed to 160 subscribers (as at June 2009) and posted on Council's website. Willoughby Environment and Sustainability Education Network (WESEN) newsletter for Environmental Educators team prepared and distributed each school term. e.restore information prepared for other Willoughby City Council e.newsletters and community newsletters.</p>
		<p>Develop a system for internal communication of projects.</p>	<p>Intranet opportunities being investigated. PR team met with General Manager and Research and Corporate Planning Officer to discuss internal communication possibilities and to improve networking.</p>

Project, PIP Number and Brief	Sub-projects/ programs	Planned Outcomes July 2008 – June 2009	Achievements July 2008 – June 2009
		<p>Assist with project marketing and promotion.</p>	<p>Bushland projects: Marketing and promotion of Bushcare's Major Day Out. Pre and post promotion of Bushland Interpretive programs, workshops and bushwalks, especially in-school activities. Editorial achieved in local papers. Promotion of Pool to Pond project to community and local media, particularly radio – three interviews on the local station achieved. Promotion of Greenstyle through local papers. Reviewed marketing material for Greenstyle and other Bushland programs.</p> <p>Sustainable Environment projects: GreenPower launch promotion. Sustainable House Day promotion. Development of marketing plans for initial projects within the <i>ClimateClever</i> campaign. Investigated promotional opportunities to showcase local champions for sustainability. Promotion of <i>ClimateClever</i> foyer display. Development of <i>ClimateClever</i> Shop media and marketing plan. Promotion of the <i>ClimateClever</i> pledge competition. Targeted marketing of <i>ClimateClever</i> business programs Sustainability Advantage and CitySwitch Green Office. Marketing and promotion of waste projects including e.waste, composting and worm farming workshops, recycling workshops and Fridge BuyBack to community and local media.</p> <p>Sustainable Transport projects: Developed marketing plan for CouncilCab and promoted to wider customer base. Conducted marketing for GoGet Car Share. Developed marketing plan and branding for Artarmon Loop industrial area shuttle bus. All tasks in the plan were completed. Service was launched on 4 May. Achieved editorial in local newspapers and radio. More than 2 000 workers and customers use the service each week (as at June 2009) and numbers are increasing. Promotion of Walk Safely to School Day to local media. Editorial achieved in local newspapers. Promoted cycling workshops to the community via media outlets and community networks.</p>

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
		<p>Assist in planning events (promotion, running order, pr, invites, advertising).</p>	<p>Promotion of rescheduled 2008 <i>StreetFair</i> for Sustainability Street. Promotion of Earth Hour Festival to local and Sydney wide networks. PR coordinated planning, organising, advertising, promoting and scripting World Environment Day sustainable cooking event in Chatswood Mall with the Environmental Educators and Events teams. 1 000 shoppers and workers attended the event and the attendance of a younger demographic was noted. Notable editorial achieved in the Simply Food section of the Daily Telegraph. Arranged World Environment Day activity for local schools which incorporated a science show about climate change. 430 students attended the event. Launch of the Artarmon Loop and transport challenge media stunt prior to its launch. Promotion and delivery of Walk Safely to School Day at Mowbray Public School. Editorial achieved in North Shore Times and Northside Courier. Planning of the NSW Bike Week stall, sourcing engaging and interactive activities. Promotion of Bushcare stall at the Royal Easter Show. Pre and post event promotion of Bushcare’s Major Day Out to local area and investigated new opportunities to promote the next event. Promotion of Bushland, Sustainable Environment, Sustainable Transport and Waste workshops , events and programs to local area.</p>
		<p>Ensure regular distribution of media releases.</p>	<p>50 e.restore specific media releases were disseminated to the press for this financial year. 65 relevant articles were published in print media (local and Sydney-wide). A more regular system of media release scheduling has been coordinated and further radio opportunities are being explored.</p>

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
	Sustainability education for the community	<p>Improve communication with the community about sustainability.</p> <p>Increase engagement with sustainability that leads to action.</p> <p>Make sustainability easier for community uptake via seminars, website, sustainability hotline, sustainable shop and culturally diverse programs (e.g. Towering Towards Sustainability).</p>	<p>Sustainable (now <i>ClimateClever</i>) display house completed and in use at a range of events (e.g. Carbon Smart event in Chatswood Mall in late October 2008, Chinese New Year in February 2009, Earth Hour Festival in March 2009, World Environment Day event in June 2009).</p> <p>Development of <i>ClimateClever</i> education program that focuses on reducing energy use, installing energy efficient products and systems, switching to GreenPower, conducting residential sustainability home assessments, facilitating workshops, etc.</p> <p>Undertook community consultation including online community forum (Bang the Table), two focus group sessions and surveys to assist in the development of an appropriate campaign.</p> <p>Education strategy for <i>ClimateClever</i> community engagement program under development.</p> <p>Managed <i>ClimateClever</i> campaign launch on 28 March 2009 (Earth Hour Festival), with 2 000 people attending. Festival featured lights out finale with drumming and fire dancing, workshops and stalls on renewable energy, drum making out of recycled materials and face painting.</p> <p>In collaboration with community champions, developed and delivered three workshops (total of 70 participants) including:</p> <ul style="list-style-type: none"> • Everything you need to know about installing a rainwater tank • Tips for a sustainable home renovation • Harness the sun! Solar PV and solar hot water – it's easy <p>Promotion and conclusion of <i>ClimateClever</i> pledge competition (version 1), an integrated promotion of the home assessment and workshop series. 180 residents' pledges recorded, many of whom participated in either a home assessment or workshop. The competition winner was a Northbridge resident.</p> <p>Development of <i>ClimateClever</i> pages on Council website.</p>
		Develop a sustainable living collection in the library	Development of a sustainable living collection at Castle Cove Library and an internal staff library at Council underway.

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
	Sustainability education within Council	Facilitate cross sectoral Environmental Educators group	Coordinated cross-sectoral Environmental Educators quarterly meetings and professional training opportunities.
		Coordinate Council sustainability working group	Scheduled and facilitated sustainability working group meetings. Mentors from the Sustainable Environment Branch assist the working group members to achieve a range of objectives, including the promotion of a paperless office, sustainable purchasing and a green fleet. Coordinated sustainability input for the Willoughby City Strategy.
		Building capacity for sustainability within Council	Movie of the Month was run the third Monday of every month in the Council Chambers. Movies were about sustainability, climate change or waste issues. Recent titles include <i>Garbage Warriors</i> , <i>Who Killed the Electric Car</i> and <i>The Power of Community</i> .
<p>Education for Sustainability Plan</p> <p>PIP 345001280</p> <p>Project to develop a strategy for a long term comprehensive approach to</p>	Sustainability education for schools	Implement <i>ClimateClever</i> schools project to assist schools to reduce energy consumption and improve resource management.	Conducted energy audits and delivered reports to schools. Three schools audited to date. Facilitated School Environmental Management Plan (SEMP) workshops. Two schools have begun the SEMP to date. Development of <i>ClimateClever</i> School Award underway. Five grants totalling \$50 000 will be provided for smart energy metering so that schools can demonstrate their savings.

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
education for sustainability based upon current community attitudes, then develop and implement this strategy through an education for sustainability plan.		Coordinate school, community and Council network	Organised quarterly meetings for Willoughby Environment and Sustainability Educators Network (WESEN), provided regular email updates and answered inquires from school community in regards to sustainability, climate change and funding opportunities.

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
<p>Community Projects</p> <p>PIPs 345001809 345001279</p> <p>Project provides practical on site support for community events and environmental projects such as Tree Day, school and community plantings. It will allow presentation of exhibits and information, including staff time, about Council programs at local fairs, Spring and Guringai festivals. Improved training and materials for Bushcare volunteer groups, Footprints, friendly cities and youth projects to expand the</p>	<p>Community events, projects, displays and engagement</p>	<p>Continue local biodiversity awareness projects and interpretive walks.</p>	<p>July 2008 to June 2009 bushwalks program and activities completed. Some of the highlights included the following.</p> <p>School activities:</p> <ul style="list-style-type: none"> • Chatswood HS Year 8 and Chatswood PS Year 6 - biodiversity walk and talk in Chatswood HS's bush area and biodiversity study activity. • Northbridge PS Year 6 - school planting activity of a 'no-dig garden'. • St Thomas PS - Flat Rock Gully bushwalk. • Willoughby Girls HS Years 8 and 10, Artarmon PS, Northbridge PS and Willoughby PS Year 6 – short introductory talk for Willoughby Girls HS Environmental Links Middle School (ELMS) Project - A study of the Flat Rock area. • Artarmon Public School Year 5 - bush tucker walk. • Glenaeon Rudolph Steiner School planting day held. <p>Events:</p> <ul style="list-style-type: none"> • Heritage Festival: Aboriginal storytelling of the night sky at Mowbray Park Aboriginal Site. 50 participants. • Landscape art workshop at Harold Reid Reserve. • World Environment Day event - Artarmon PS Years 3 – 6, Mowbray PS Year 6, Willoughby PS Year 6 - short talk about World Environment Day at the event for 430 students. • Water themed activity with Willoughby Cubs. <p>Bushwalks:</p> <ul style="list-style-type: none"> • General public and group walks - total of 3 714 participants this financial year. • Walking Gourmet's Group walk. • Bush Christmas pantomime for young children, December 2008.

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
volunteer base.		Prepare public displays in Council foyer and community events.	<p>Fire and biodiversity foyer display held in 2008.</p> <p>End of year Bushcare event attended by more than 200 volunteers.</p> <p>ANZANG Nature Photography display exhibited in Council foyer in January 2009.</p> <p>Community Gardens, Bushcare, Greenstyle and Interpretive teams participated in Earth Hour Festival with interactive and informational displays.</p> <p>Bushland display held at World Environment Day event and Castlecrag Fair.</p> <p>Coordinated and presented the Regional Councils Bushcare display at the Easter Show, with support from the Sydney Catchment Management Authority and 15 councils. Awarded second prize in the horticulture exhibit category.</p>
		Liaise with Council committees and groups to achieve joint open space outcomes.	Natural Heritage and Bushland Advisory Committee and Griffin Reserves Committee supported to review the Urban Bushland Plan of Management and develop Reserve Action Plans.
		Develop and implement on ground environmental improvements with community participation.	<p>School activities and planting days held (as described in local biodiversity awareness projects and interpretive walks).</p> <p>2009 Bushcare and Environmental workshop calendar planned and distributed.</p> <p>Bushcare training sessions completed Saturday 27 June at Warners Park. 15 new Bushcare volunteers trained.</p> <p>Bushcare News prepared quarterly and distributed to all volunteers and subscribers.</p> <p>Planned Bushcare's Major Day Out weeding bee held at Northbridge Golf Course on Sunday 29 March. 45 volunteers in attendance.</p> <p>Two Pools to Ponds talks and information sessions were held at the Council Chambers in May and June with 25 people in attendance and up to ten residents undertaking the project.</p>

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
		Co-ordinate the Sustainability Street community program.	Designed, produced and distributed a bookmark publicising the Sustainable Living Collection at Artarmon Library. Created a user survey for the Sustainable Living Collection. Facilitated meetings of the Mowbray Road and Northbridge Sustainability Street groups and co-ordinated the Northbridge Sustainability Street group's Tenilba Road nature strip project. Reviewed and updated the Sustainability Street web pages. Prepared and distributed a case study of the Sustainability Street program in Willoughby. Presented a session at the NSW Sustainability Street Conference.
Transport Management / Active Transport PIPs 345001277 345001591 345001866 345001808 Project advocates sustainable modes of travel including public transport, walking and cycling through education, promotion and infrastructure improvements.	CouncilCab service	Council management of service from Combined Communications Network. Additional promotion of service and changes to operating hours.	Management of the CouncilCab booking service was transferred to the customer service team in December 2008. The hours were changed slightly and promotional materials updated. Additional promotion of the service implemented to a wider target market. The service is ongoing. 935 passengers used the service in the quarter ending 30 June 2009.
	Transport Access Guides (TAGs)	Develop new TAGs and maintain existing TAGs.	Three existing TAGs were revised and reprinted for Willoughby Leisure Centre, Willoughby Park Centre and Chatswood Shopping Centre. New TAGs were produced for Artarmon Reserve, Northbridge Shopping precinct, Bicentennial Reserve and Mowbray Public School and distributed. A Christmas TAG was produced and distributed to local shopping centres.
	Walking volunteers group	Develop walking map, install wayfinding signage, and promote walking as a sustainable transport option.	The walking volunteers group conducted walking audits. The information collected was used to recommend walking improvements for the Walk This Way project. Several route improvements were made including new footpaths, new steps up laneways and walking links and plantings along new works. The walking brochure was completed, printed and distributed. Signage highlighting walking links in the local area has been developed and installed. Promotion of walking brochures planned for July 2009.

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
	Car sharing	Support and promote car sharing in the local area.	Additional pods were approved and provided in St Leonards and Artarmon for GoGet bringing the total number of active pods to six. There are 166 members in the local area and five active cars. There have been 2 321 hours of car bookings and 371 trips in the latter three months of the financial year. Three spaces were approved for FlexiCar to operate in the area, commencing in 2009. A cross promotional activity with CouncilCab was established.
	Improvements to Chatswood CBD traffic management	Complete Chatswood CBD micro simulation traffic study.	2013 and 2018 models of Chatswood CBD complete. Reporting has been finalised.
	Artarmon industrial area (AIA) shuttle bus	Investigate, design and implement shuttle bus service for the AIA.	A report was produced and presented to Council. Council recommended to further investigate costs and operations of the service. A consultant was employed to complete a report for Council. The service options were determined by Council. A bus charter company was engaged to commence the service which launched on 4 May 2009. Initial patronage numbers showed signs of success with more than 2 700 users each week as at the end of June 2009, and numbers increasing. Additional promotion and marketing was conducted after the first run of promotion through letter box drops, distribution of posters and brochures to businesses, media and advertising and web promotion. Tenders called for longer term contract.

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
	School projects	Support Walking School Buses, Ride2School Program, sustainable travel competitions, sustainable transport events and provide educational materials.	Bike racks were donated by Council to Artarmon Public School. Council continued to work with Mowbray Public School on sustainable transport activities with the Mowbray Public School sustainable travel competition proving very successful. It will be repeated in 2009 / 2010. A TAG was developed for the school and Council hosted a breakfast at Mowbray Public School in conjunction with the Road Safety Officer and Lane Cove Council for Walk Safely to School Day. The event was promoted to local schools and four schools participated: St Pius X, Chatswood Public, St Thomas and Mowbray Public Schools. The Ride2School program was promoted with local schools and through the WESEN group.
	Workshops	Provide community cycling skills and maintenance workshops.	Maintenance workshops and cycling training sessions for staff and residents held regularly throughout the year. A series of workshops planned for the following year.
	Sustainable transport events	Support National Ride to Work Day, Walk to Work Day, Walk Safely to School Day, NSW Bike Week and other relevant Council events.	National Ride to Work Day was held in September 2008 and was successful with more than 100 cyclists joining the local breakfast. Ride2School Day was promoted to schools and media. Walk Safely to School Day promoted to schools. Bike valet parking provided at Earth Hour event. Supported World Environment Day activities. Sustainable transport information was very popular at the event stall. Successful NSW Bike Week events were held in September 2008 including free cycling skills and bike maintenance workshops, a bicycle film event, stalls, and guided ride.

<u>Project, PIP Number and Brief</u>	<u>Sub-projects/ programs</u>	<u>Planned Outcomes July 2008 – June 2009</u>	<u>Achievements July 2008 – June 2009</u>
	Other	Develop workplace initiatives and cycling brochures	<p>A revision of the bicycle map was completed and printed. Cycling brochures and these maps were regularly distributed.</p> <p>The staff bike fleet continued with more staff trained and two new bikes made available for the Council depot. Bike racks were installed outside Council buildings.</p> <p>Seven additional bike racks were installed in the Council area at Hallstrom Park, High Street Marketplace and Penshurst Street.</p> <p>Free cycling skills workshops were offered to local businesses in addition to the regular community workshops.</p> <p>A bicycle recycle project is being investigated.</p> <p>Walking promotion stalls were conducted at Chatswood Mall, Northbridge Plaza and the Castlecrag Quadrangle.</p>

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 the 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

Asset Class	Category	Cost (\$'000)	Valuation (\$'000)	Written Down Value	Asset Condition	Estimated Cost to bring to a satisfactory standard (\$'000)	Required Annual Maintenance	Current Annual Maintenance (\$'000)
Public Buildings	Council Offices	-	800	789	Superficial Deterioration	-	20	244
	Council Works Depot	-	21,360	21,343	New Condition	-	534	52
	Council Halls	-	755	695	Deterioration evident	3,410	60	19
	Council Houses	-	6,146	3,900	Superficial deterioration	-	98	28
	Commercial buildings	-	70,994	66,586	Superficial deterioration	550	1,665	206
	Library	-	3,246	3,117	Deterioration evident	550	78	17
	Childcare Centres	-	7,318	6,827	Superficial Deterioration	1,080	171	116
	Community Centres	-	8,584	7,935	Deterioration evident	1,347	198	242
	Amenities Toilets	-	8,274	33,224	Deterioration evident	1,692	507	35
	Other Structures	6,408		3,289	Deterioration evident	339	54	45
Total		6,408	127,447	122,096		7,418	3,385	1,004

Public Buildings								
Asset Class	Category	Cost (\$'000)	Valuation (\$'000)	Written Down Value	Asset Condition	Estimated Cost to bring to a satisfactory standard (\$'000)	Est. annual Maint expense	Program Maint Works for Current Year (\$'000)
Public Roads	Sealed Roads	232,920		105,956	Superficial deterioration	9,009	1,866	2,004
	Bridges	4,678		2,898	Good Condition	-	-	-
	Footpaths/ Cycleways	27,524		12,646	Superficial deterioration	831	1,338	1,371
	Kerb & Gutter	48,897		11,709	Superficial deterioration	4,150	192	185
	Street Signs	1,182		-	Good Condition	253	141	130
	Car parks	6,233		3,573	Deterioration evident	343	89	5
Total Public Roads		321,434		136,782		14,586	3,626	3,698
Drainage Works	Storm water Conduits	60,579		30,464	Superficial deterioration	29,301	328	236
	Inlet & Junction Pits	9,300		4,824	Superficial deterioration	2,181	467	452
Total Drainage works		69,879		35,288		31,482	795	688
Total All Assets		397,721	127,477	294,166		53,486	7,806	5,390

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 \$2,063,000 for road pavement maintenance and improvements in 2008/9.

Footpaths

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 \$280,000 for footpath maintenance and improvements in 2008/9.

Stormwater and Drainage

\$330,000 was spent on improvement and preventative drainage works during the year. This work is in addition to the stormwater improvement works detailed separately in Schedule (r 11).

Summary of the amounts incurred by the council during the 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	\$737,077
(2)	Total legal costs incurred defending appeals	\$578,955
(3)	Total legal costs for matters initiated by Council	\$57,371

Council was involved in the following legal proceedings for the period 1st July 2008 to 30th June 2009:

Property	Proposal	Status	Staff Recommendation	Costs Paid
Land and Environment Court Matters				
Alpha Road, Willoughby	Shore Sports Field and conditions for use. Conditions requiring use of playing field for parking during all home games.	Appeal Upheld	Refusal	\$51,601
24 Anderson Street, Chatswood	Unauthorised work at Monkey Bar.	Pending	N.A.	\$16,724
24 Anderson Street, Chatswood	Legal action over costs incurred in various legal actions with Monkey Bar.	Pending	N.A.	\$42,421
12 Barcoo Street, Roseville	Deemed refusal of subdivision and fitout. Subdivision granted and appeal discontinued. Fitout appeal upheld subject to conditions.	Appeal Upheld	Refusal	\$58,445
76-78 Cliff Avenue, Northbridge	Class 1 Seniors Living development. Prospects obtained but revised plans submitted before hearing. Re-assessment and re-notification needed.	Withdrawn	Refusal	\$12,394
10 Coolawin Road, Northbridge	Sec 34 Conference held. Consent orders prepared following significant changes to plans.	Discontinued	Conditional Approval	\$15,519
31-33 Coolawin Road, Northbridge	Class 1 appeal re conditions of consent	Withdrawn	Conditional Approval	\$3,412
11 Deepwater Road, Castle Cove	Unauthorised use of residential building for commercial storage	Upheld	Proceed with action	\$9,035
31 Devonshire Street, Chatswood	Appeal against refusal of application for residential flat building	Appeal upheld	Refusal	\$50,115

Property	Proposal	Status	Staff Recommendation	Costs Paid
5-7 Donnelly Road, Naremburn	Appeal against refusal of child care centre	Appeal Dismissed	Refusal	\$72,928
69 Edinburgh Road, Castlecrag	Class 4 action re large concrete parking area in front yard	Withdrawn	N.A.	\$2,731
78 Hampden Road, Artarmon	Appeal against decision to refuse brothel.	Appeal Upheld	Approval	\$46,611
90 Hotham Parade, Artarmon	Appeal against decision to refuse brothel.	Appeal Upheld	Approval	\$16,785
401A-403 Mowbray Road,	Demolition of two dwellings and construction of SEEP5 development. Matter settled at hearing.	N.A.	Refusal	\$16,770
3 Neerim Road, Castle Cove	Unauthorised work without consent	Pending	N.A.	\$5,156
42 Northcote Street, Artarmon	Unauthorised building works semi detached house including loft, lower floor area and garage.	Discontinued as works being undertaken	N.A.	\$5,343
14 Rockley Street, Castlecrag	Class 1 appeal against Council refusal of application	Appeal dismissed	Deferred consent	\$66,808
1 Ross Lane, Naremburn	Class 1 appeal against Sec 96 appeal	Discontinued	Approval	\$1,326
12 Second Avenue, Willoughby	Unauthorised demolition works	Pending	N.A.	\$12,525
1103/1 Sergeants Lane, St Leonards	Unauthorised brothel	Use ceased. Action discontinued	N.A.	\$1,230
70 Sugarloaf Crescent, Castlecrag	Class 1 appeal against refusal of application for two dwellings	Appeal dismissed	Refusal	\$66,563
70 Sugarloaf Crescent, Castlecrag	Applicant granted for leave to rely on amended plans for altered DA.	Appeal upheld	Refusal	\$31,368
72 Sugarloaf Crescent, Castlecrag	Class 1 appeal against Sec 96 application for excavation and extension of sub-floor of dwelling	Appeal dismissed	Approval	\$36,728
41-43 Wilfred Avenue, Chatswood	Class 1 appeal against refusal of application for dwelling house	Discontinued	Refusal	\$31,562
Total				\$674,101
Local Court Matters				
44 Avian Crescent, Chatswood West				\$858
Various premises	Compliance matters			\$3,769
Total				\$4,627

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 2008/9.

Council resolved to adopt the maximum scale of fees set by the Tribunal for period 1 July 2008 to 30 June 2009. The fees payable were:

<u>Councillor</u>	<u>Mayor</u>
19,250	51,130

On this basis, the total fees expended for the 2008/9 year were:

Mayor	51,130
Councillors	241,811
	\$292,941

A copy of Council's Policy for the Payment of Expenses and the Provision of Facilities to Councillors is available for viewing on Council's Website under Policies. This Policy was adopted in January 2009 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	\$8,798.00
Telephone call costs made by councillors	\$8,196.00
Attendance of councillors at conferences and seminars	\$19,300.00
Training of councillors and provision of skill development	\$8700.00
Interstate visits by councillors including transport, accommodation and other out of pocket expenses	\$10,743.00
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

Statement of the number of senior staff employed by the council during the 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 four senior staff on performance based contracts. Details of the packages for 2008/09 are as follows:

Officer	Total Value of Salary Package Component [cl.217(1)(b)(i)] \$	Total Contribution or Salary Sacrifice to any Superannuation Scheme [cl.217(1)(b)(iii)] \$	Total Amount Payable by Council - Fringe Benefits Tax for any Non-Cash Benefits [cl.217(1)(b)(v)] \$	Total Amount of Annual Remuneration Packages \$
General Manager Community Services Director	247,909	21,700	5,391	275,000
Environmental Services Director	137,907	50,000	3,993	191,900
Infrastructure Services Director	198,837	16,900	6,063	221,800
	190,100	16,100	5,300	211,500
Total	774,753	104,700	20,747	900,200

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.

Details of each contract awarded by the council during the 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 2008/09:

Contractor	Description of Contract	Term	Amount
Commerical Building Group Pty Ltd	Construction of Willoughby House	8 months	\$1,600,628
Proline Building Commercial Pty Ltd	BCA Compliance upgrade works Albert Car Park Chatswood	Completed	\$312,811
The following contracts were current during 2008/9			
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	Maintenance of parking meters	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

Contractor	Description of Contract	Term	Amount
Kelbon Concrete paving Kodi Civil Platinum Civil Pty Ltd Sydney Civil Pty Ltd	All Concrete Works	12 Months	Schedule of Rates
Byrne Civil Engineering Constructions Pty Ltd	Drainage Works	12 Months	Schedule of Rates
J & M Schembri Pty Ltd	Asphalt Works	12 Months	Schedule of Rates
The Australia Grinding Company Pty Ltd	Footpath Grinding Works	12 Months	Schedule of Rates
ISS Cleaning Services	Internal Cleaning of Council Administration Building	3 years	Schedule of Rates
Ballantines Cleaning Service	Cleaning of public amenities buildings	3 years	Schedule of Rates
Haden Engineering	Maintenance of air conditioning in Administration Building	2 years	Schedule of Rates
CBD Electrical Services	General electrical maintenance on Council facilities	2 years	Schedule of Rates
Kone Elevators	Lift maintenance in Administration Building	2 years	Schedule of Rates
Amalgamated Pest Control	Pest control in all Council Buildings	2 years	Schedule of Rates
Extinguisher Services	Fire extinguisher maintenance	2 years	Schedule of Rates

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

Contractor	Description	Amount
Boral Asphalt & Downer EDI Works & Roadworx	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
D & M Excavations & 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

Programmes undertaken by the council during the year to preserve, protect, restore and enhance the environment:

**ANNUAL REPORT BUSHLAND
2008-2009**

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), Harold 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 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

Blue Gum Reserve:

Target weeding of woody weeds and other exotic species.
Primary and maintenance weeding in areas below Findlay Ave and along creek line.
Supervision of Bushcare volunteers at selected sites.

Transplanting of indigenous plant species along creek edge.

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.
Bushcare support, including flaming.

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, with new drain construction at Avian Cres..
Post fire weeding in area parallel to Ulm St through arson burn and along Avian Cres.
Supervision of Bushcare volunteers at various sites.
Bushcare support: drainage, flaming, rubbish removal at Avro Cres.

O H Reid

Pearl St: rope access weeding.
Supervision of Bushcare volunteers.

- Contractors

Blue Gum Reserve:

Primary and secondary weeding, targeting woody weeds and other exotic species.
Secondary weed control along Millwood Ave

Coolaroo Park:

Target control of woody weeds and other exotic species along creekline towards golf course.
Revegetation of sandstone capped area opposite Greenlands Rd.
Maintenance of reserve along Moola Ave above pathway.

Ferndale Reserve:

Supplementary 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.
Secondary weeding of area within Chatswood High school adjacent to Eddy Avenue

Mowbray Park:

Secondary and maintenance of areas on roadside edges at Avian and Avro Cres.

Primary/secondary weeding in drainage lines and along Lane Cove River
Primary and secondary weeding in areas near Rotary Park.

O H Reid Reserve:

Target woody weeds adjacent to golf course and along Reid Dr.
Primary and secondary weeding on southern and eastern boundary of oval.
Primary removal of woody weeds and target weeding of vines throughout reserve.
Primary weeding in Swaines Ck estuarine areas adjacent to golf course.

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.
Secondary and maintenance weeding at Chelmsford Avenue.
Supervision of Bushcare volunteers at selected sites.
Post fire weeding adjacent to Burra Rd behind houses.
Bushcare support, including flaming.

- Contractors

Artarmon Park:

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

Artarmon Reserve:

Primary and secondary weed removal in reserve.
Secondary and maintenance weeding along creekline
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 .

Prentice Park:

Maintenance of areas around pond and targeting vines
Primary and secondary weed control east of freeway.

Marlow Reserve:

Maintenance weeding in areas encouraging groundcover of native grasses and shrubs.

Castle Cove Area

- Council

Castle Cove Reserve:

Supervision of Bushcare volunteers at selected sites.

Explosives Reserve:

Secondary and maintenance weeding throughout reserve.
Continued rubbish removal along Cammaray Rd edge.
Rope access weeding of Headland Rd lookout.

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.
Removal of noxious weeds at the Willis Rd turning circle.

North Arm Reserve

Primary and maintenance weed removal in areas adjacent to Morella and Korinya Roads

- Contractors

Castle Cove Reserve:

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

Deepwater Road Reserve:

Target weeding and maintenance throughout the reserve with supplementary planting.

HD Robb Reserve:

Primary and secondary weeding on verge at Willowie Rd and Bampi Place.
Primary weeding behind residential properties on Neerim Rd.
Secondary weeding works near Normac St.
Primary weeding works near the end of Boundary St.

North Arm Reserve:

Target weeding and canopy protection throughout reserve: Mannerim to Morella PI and Willis Rd to Emerstan Dr.

Willis Park:

Target weeding and canopy protection throughout reserve.
Creekline restoration works and initiated nodal worksites downstream of Eastern Valley Way
Vine Control at Castle Cove Drive and Eastern Valley Way.

Secondary and maintenance work of area below Eastern Valley Way (ex Sydney Water site).
Supervision of Bushcare volunteers at selected sites.

Middle Cove Area

- Council

Greenfield Avenue:

Primary and secondary weed removal at Bushcare site.

Harold 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.

Post fire weeding in area near entrance to reserve.

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

- Contractor

Rembrandt Drive/Camp Creek:

Secondary weed removal throughout reserve, especially drainage lines below Rembrandt Dr.

Castlecrag Area

- Council

Castlecrag Northern Escarpment:

Supervision of Bushcare volunteer groups at selected sites.

Target weeding of noxious plants in drainage lines and reserves.

Regeneration at Edinburgh Rd reserve.

Rope access weeding behind 53-55 Sunnyside Cr.

Bushcare support: Gargoyle Reserve, Oriel Reserve, Market Gardens Park

Supervision of Bushcare volunteers at selected sites.

- Contractors

Beverley Blacklock Reserve, Cheyne Walk

Target control of weed vines for canopy protection.

Maintenance weeding and supplementary planting along road edge.

Castlecrag Northern Escarpment:

Secondary weed removal and manual reduction of fire fuel.

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 of previous work sites below The Scarp.
Maintenance weeding of previous work sites below The Barricade.
Supervision of Bushcare volunteers at selected sites.

Linden Way Reserve:

Secondary weed removal throughout reserve.

Sailors Bay Park:

Primary and secondary weed removal near Rockley St.
Targeting of vines and weeds.

Tower/Buttress Reserve:

Secondary weed removal throughout reserve.

Turret Reserve/ Embrasure Reserve:

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

Warners Park/Keep Reserve:

Primary and secondary weed removal throughout reserve.
Targeted noxious weeds near residential boundaries.

Northbridge Area

- Council

Clive Park:

Primary, secondary and maintenance weeding throughout reserve.

Flat Rock Gully

Primary weed removal, particularly at the tip face and near main track entrances.
Maintenance weed removal throughout reserve.
Continuing restoration and maintenance of areas for recreational purposes.
Revegetation and landscaping of entrances, car park areas, road verges and adjacent to walking tracks.

General Areas

Bushcare support at Upper Cliff Ave.
Rope access weeding at Ulric Lane

- Contractors

Bonds Corner (Northbridge Golf Course) Site:

Bush landscaping along roadside verge and Northbridge War Memorial Park.

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.

Forsyth Park:

Primary and secondary weed removal throughout reserve.

Killingsworth Reserve:

Primary and secondary weed removal throughout reserve.

Bush landscaping on road verges.

Lower Cliff Avenue:

Secondary weed removal at selected sites throughout reserve.

Supervision of Bushcare group.

Northbridge Reserve:

Primary and secondary weed removal (nodes) adjacent to track from Dorset Rd.

Maintenance for access track through reserve.

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:

- Gore Hill Oval
- HD Robb
- Mowbray Park, Avian to Hinkler
- Sailors Bay Park/ Castlehaven Reserve

Council

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

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

Maintenance of bush furniture was carried out at bushland reserves.
Maintenance of gas barbecues at Harold Reid Reserve continued.
Maintenance of interpretation and wildlife signs.

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.

- Council

Mowbray Park:
Avian Cres

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

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.

Council removes noxious weeds from Open Space areas via staff and contractual bush regeneration programs. Council's Streetscapes Team, continues to target weeds along roadsides 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.

The Noxious Weeds Committee - Sydney North has completed an update of a brochure identifying declared noxious weeds in the northern Sydney region. Publicity and public events, including ABC gardening show, have helped to raise community awareness of weeds and their impacts on bushland.

5. Bushcare Program

There are over 370 active community volunteers involved in bushland rehabilitation and restoration work in Willoughby. The Bushcare program is invaluable for raising the awareness of environmental issues in the general community. Also it is increasing the number of bushland sites being restored. The program provides practical training in bush regeneration through a series of three workshops run annually 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. An attractive year calendar is used to promote these workshops in the community.

A trainer, a set of tools, Bushcare Action Plan and publicity material are provided to all Bushcare groups. Extra Bushcare support is provided by the Council's Bushland Support Team when required.

The Bush Friendly Backyard Program encourages residents to reduce any negative impacts on adjoining bushland, and 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 provide free on-site advice and information on bushland conservation. This service is complemented by the Greenstyle program, a joint initiative of Willoughby, Ku-ring-gai and Hornsby Councils and The Environmental Trust, which commenced in October. The Greenstyle Advisor visits residents to provide advice on making their homes and gardens more sustainable.

The Community Garden Program

In mid 2006 a Community Garden group was formed in Willoughby. The group 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.

Council and members of the Community Garden at Warners Park constructed a garden bed and assisted tenants to launch a community garden in Housing NSW's Phyllis Bourke Complex at Barton Road, Artarmon. Housing NSW has installed a water tank to collect water from the roof of the complex to be used on the gardens.

Council staff also assist the Sustainability Street groups and various schools with their sustainable vegetable gardens. The Bushland team attends events such as Earth Hour, Spring Fair, local fairs and Sydney Royal Easter Show. Displays and information are provided about native animals and plants, weed management, community vegetable gardens and Bushcare. These events promote Council's bushland programs to residents and enable Council to stay in touch with residents' concerns.

Bushcare, Parkcare, Streetcare and Community Garden Groups 08/09

- The Flying Squad (roving Bushcare group)
 - Lanecare (laneways in Northbridge)
 - 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
 - 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
 - Rockley St, Castlecrag
 - Retreat Reserve, Castlecrag
 - Clive Park/The Knoll, Northbridge
 - OH Reid Reserve, West Chatswood
 - Heights Crescent (weekday and weekend)
 - Warners Park Community Garden (2 x month)
 - Cortile Reserve Parkcare
 - Gargoyle Reserve, Castlecrag
 - Cheyne Walk, Castlecrag
 - Tennis Cove, Castle Cove
 - Community Garden (meets twice a month)

6. Bushland Interpretation

The Bushland Interpretive Program has grown and developed to become an essential part of the Willoughby community's social and environmental framework. The program and interpretive staff have a high profile within schools and at community events, effectively communicating local environmental issues and success stories. The friendly and fun approach has proven successful in educating the community on best practice in relation to issues such as reducing stormwater damage, the impacts of pollution in local creeks and potential impacts of climate change on our local fauna.

Interpretive Program Achievements:

Between July 2008 and June 2009 a total of 3 714 people participated in the program which consisted of a quarterly Guided Bushwalks Program and related activities for the general public of all ages, including:

- Bushwalks with Aboriginal Heritage Officers which incorporated Koori games;
- Guided bushwalks for local groups, e.g. preschools, Guides and Scouts and multicultural groups;
- Fauna spotlight walks;
- National Tree Day indigenous plantings with the community
- Talks, walks and plantings with vacation care centres and school holiday programs;
- A bushland/bushwalks information trailer and interactive displays for community events;
- Library and Council displays;
- Living Environment Information Talks organised with other North Shore councils;
- Council staff bushwalks for bushland orientation and staff development
- Libraries and Council foyer bushland displays
- Interactive activities at Council community events, e.g. Earth Hour Festival, Fauna Fair, Easter Show Bushland display, and Bush Poetry Reading.

Schools Environmental Awareness for Sustainability Program:

The School Environmental Awareness for Sustainability Program involved 2 115 students from local schools participating in 46 environmental activities utilising local bushland. activities included environmental curriculum based bushwalks, indigenous seed propagation and tree plantings involving 480 students.

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 Willoughby's 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.
- Nest Box Workshop – A practical workshop on species-specific nest box design and construction (workshop carried out in partnership with Northbridge Men’s Shed).
- Creating habitat for reptiles - Building appropriate shelters for a range of reptiles that visit or live in backyards.

On-ground Projects:

- West Chatswood Wildlife Corridor – street tree plantings and erection of habitat boxes to help link areas of existing bushland.
- Assisted residents to convert their pools into a habitat resource for wildlife.

Events:

- Fauna Fair - An educational event attended by 1500 people.
- Community fauna surveys. Volunteers under the guidance of wildlife officers and professionals carry out morning and evening opportunistic surveys of specific reserves.

Educational Material:

- Production of a book of our local wildlife and the story of changes (historic and future) to their habitat.
- Creating a wildlife habitat educational garden at Warners Park. this will contain habitat elements that can be included in any garden and interpretive signage to explain the function of these elements.

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
2009	March/April	11
2008	August September	3
2008	May/June	0
2007	August September	2
2007	May/June	1
2006	August September	3
2006	May/June	1
2005	August September	1
2005	May/June	5
2004	August September	11

2004	May/June	3
2003	May/June	11
2002	August September	1
2002	May/June	39
2001	August September	48
2001	May/June	22
2000	October/November	27
2000	May/June	39
Total poison baits taken		228

8. Reserve Documentation

Bushland Reserve Action Plans 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.

Work proceeded on recording items in Northbridge for the The Natural Heritage Register.

Report on the bush fire hazard reduction activities of the council during the 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 July 2008/June 2009 WORK PROGRAMME

Work carried out in the Lane Cove Catchment Area

Primary Bushfire Fuel Reduction

Blue Gum Reserve:

Greville St, West Chatswood

Removal of exotic weed growth and fire fuel adjacent to and below Greville St.

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

Mowbray Park:

Pile burns burnt, August 2008, and manual fuel reduction adjacent to Mooney St.

Pile burns prepared April 2009.

Maintenance

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.

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.

Millwood Ave Reserve (Fullers Park):

Continued weeding of areas along Blue gum creek and fuel reduction and maintenance weeding around Commonwealth Acoustic Laboratories including Millwood Ave

Mowbray Park:

Avian Crescent, Chatswood West

Maintenance and reduction of fire fuel along road verge on Avian Cres (in conjunction with bush regeneration programs).

Post fire weeding from Avro Cr to Melrose 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 and Ulm Sts.

Post fire weeding on sites previously burnt at Melrose, Ulm, Avian and Mooney Sts.

Post fire weeding on arson burn along Ulm St and Avian Cr.

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.

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

Primary Bushfire Fuel Reduction

Castlecrag:

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

Burn prepared and conducted at road island at The Bastion and The Barquette.

Oriel Park burn April 2009.

Burn prepared at Beverley Blacklock Reserve, Cheyne Walk.

Clive Park

Preparation of 2 small hazard reduction/ecological burns.

Harold Reid Reserve:

Heights Cr, Middle Cove

Burn prepared and conducted in conjunction with Bushcare.

North Arm Rd, Middle Cove

Weed removal along road verge.

Rembrandt Dr, Middle Cove

Manual fuel reduction and weed removal behind properties in Rembrandt Dr.

H C Press Reserve:

Small ecological burn adjacent to running track.

H D Robb Reserve:

Neerim Rd, Castle Cove

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

North Arm Reserve:

Morella Place, Castle Cove

Preparation of hazard reduction burn behind Morella Place and Korinya Rd.

Pile burns to reduce lantana fuel

Deepwater Rd, Castle Cove

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

Denawen Ave, Castle Cove
Manual fuel reduction

Maintenance

Casement Reserve:

Continued post fire weeding throughout ecological burn sites continues by Bushcare volunteers

Castle Cove Reserve:

Continued post fire weeding of Holly St burn area.

Clive Park:

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

Harold Reid Reserve:

Maintenance weeding of burn site between loop road and car park areas.
Maintenance weeding of burn completed May 2008 between North Arm Road and reserve entrance.

Keep Reserve:

Post fire weeding on burns adjacent to 3 The Palisade and 36 The Rampart continues by Bushcare volunteers.

North Arm Reserve:

Mannerim Place, Castle Cove
Maintenance weeding.

Deepwater Rd, Castle Cove
Maintenance weeding along boundaries of properties where asset protection burns have been completed.

Morella Pl, Castle Cove
Maintenance weeding on burn area behind properties 20-26 Morella Pl.
Maintenance weeding along boundaries of properties where asset protection burns have been completed.

The Quarterdeck, Middle Cove

Maintenance weeding on previously burnt areas by Bushcare volunteers

Willis Road, Castle Cove

Post-fire weeding of November 2007 burn area.

Northbridge Park:

Ongoing maintenance weeding throughout burn areas at Upper Cliff Ave by Bushcare volunteers

Oriel Reserve:

Maintenance weeding throughout ecological burn sites by Bushcare volunteers.

The Knoll:

Maintenance weeding by Bushcare volunteers continues throughout the burn areas.

Watergate Reserve:

Continued post fire weeding throughout ecological burn sites.

Maintenance of fuel reduced zone next to 3 The Palisade.

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).

Details of programmes undertaken by the council during the year to promote services and access to services for people with diverse cultural and linguistic backgrounds;

Demographic Profile

In the 2006 Census, the total number of people living in the Willoughby Local Government area (LGA) was 63,605. Approximately 53.7% (34,208 persons) are Australian born, 29.7% of the population (18,914 persons) were born in a non-English speaking country and 9.5% (6,066 persons) were born overseas in an English speaking country.

The Department of Immigration and Citizenship (DIAC) Settlement Database showed from 1/7/2004 to 30/6/2009 a total of 4,211 permanent arrivals in the Willoughby LGA: 1321 China; 488 Korea; 267 India; 190 Japan; 169 Hong Kong; 164 Philippines; 117 Indonesia and 83 Thailand.

Social Planning

The Ethnic Services Unit within the Community Development Branch has been working with stakeholders addressing the issues identified in the Social Plan 2005-2009 for the Culturally & Linguistically Diverse (CALD) community. The report on the CALD Social Plan action plan is included in the Annual Report in Schedule (r8) Section 3.0.

Council is currently developing a Community Strategic Plan to address the needs of the community for the next ten years. Strategies to address the identified needs will be included in the Delivery Program re-assessed every 4 years.

Community Development and Participation

Harmony Day

The Harmony Day Celebrations were held on Thursday 26/3/2009 at the Melody Market, Flag Court, Chatswood Mall. Big crowds were drawn to the lunch time and evening performances and community dancing. A number of people also participated in the origami and paper-cutting art activities at the MOSAIC Harmony Stall. A mini-notepad which contains "Contribute to Community Harmony" messages were distributed at the Harmony Day stall. These messages were derived from the group discussions at the Harmony Forum held in March last year.

In addition to the mentioned outdoor celebrations, MOSAIC groups have staged a *Cultural Diversity* display at Council Foyer Exhibition Space from 4/3 to 20/3/2009.

Seminars on Intergenerational issues for the Mandarin-speaking Community

Six parent seminars and a 2-day workshop for primary year 6 children are funded by Gordon Social and Recreation Club through the Community Development and Support Expenditure Scheme. The 6 seminars aimed to enrich parents' understanding of the complex world of teenagers and the NSW school education system and to improve cross generation communication. Participants also learned about Australian laws that concern families. The 2-day workshop prepared the year 6 children getting ready for high school.

Wellness Expo

Council in partnership with the Lower North Shore Multicultural Network hosted a Wellness Expo for the Seniors and Carers in November 2008. The expo targeted the South Asian, Chinese, Japanese and Korean communities. Over 20 information stalls from aged care, carer services, Centrelink, mental health and social groups provided information stands on the day. Information talks on Early Signs of Depression, Dementia and How to Use Interpreting Service were conducted by bi-lingual speakers or assisted by interpreters. Over 200 people attended the expo.

Information Talks in Community Languages

During the reporting period, 15 information sessions were held for various communities. Among the talks, 2 were health-related; 2 education-related, 2 on Laws, 4 on parenting issues, 2 on Council services and 3 on sustainability education. 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 has 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 the origami, Chinese knotting and paper cutting activities, Taiwanese and Japanese cultural dances, English and community language classes.

MOSAIC Korean Social Group hosted *Annyeong Haseyo*, a Korean cultural event in September 2008. The presentation included costume show, singing, dances, cooking demonstration and tasting. Other MOSAIC events included Korean New Year celebration, Multicultural Dance Party and the MOSAIC End of Year Party. These events enhanced active participation of individuals and groups.

Furthermore, the MOSAIC multicultural community have participated in the events hosted or supported by Council: Australia Day, Chinese New Year, Artarmon Fair and Willoughby Spring Festival.

MOSAIC groups contributed to community performances at a number of occasions. The MOSAIC 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 Multicultural Centre 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 50 trained English-speaking and bi-lingual/ multi-lingual volunteers. MOSAIC aims to assist CALD residents to settle and participate within the community.

Council has a strong commitment working with the CALD community. The MOSAIC Multicultural Centre has been in service for 16 years and is the only council operated multicultural centre in the Northern Sydney region. The Centre offers regular social, cultural, educational and recreational activities; majority of them are weekly activities. These programs include community wellness activities, English learning, community language classes, ethnic social groups and harmony initiatives. All the activity programs are delivered by volunteers under the guidance and support of the MOSAIC Centre Co-ordinator.

The Objectives of the Centre:

- Enrich the Willoughby Local Government area by embracing and promoting cultural diversity
- Promote understanding, respect and friendship between people of all cultural backgrounds
- Establish and develop links between all ethnic groups in the community
- Promote access and equity in service provision
- Facilitate this communities participation in decision making
- Involve residents of different cultural backgrounds in the planning and running of the Service
- Facilitate and assist the multicultural community to access information and referral services.
- Develop and co-ordinate a programme of education, support and general interest, eg, English classes, Multicultural Seniors Group.

Service Provision:

Information and Referral Service

Individuals are welcome to phone or come in for assistance with a settlement problem. Clients from CALD communities utilise this service as a contact point for making enquiries.

Ethnic Social /Leisure Activities

These group activities build up social networks, trust and support in the community. Most of the activities are held weekly. MOSAIC recognises and provides guidance to our volunteers utilising their talents and skills to contribute to the CALD community.

- Taiwanese Women's Group - folk dancing, cooking demonstrations and yoga
- Taiwanese and Japanese Dance Groups - perform all over Sydney and encourage people from all ages and backgrounds to participate and enjoy Taiwanese and Japanese folk dancing
- Tai Chi Group (Beginners) - 42 variations, 24 Yang style and 24 Chan Style
- Arts and Craft Groups (3 groups) - jewellery and paper flower making and Chinese painting

- Chinese Social Group - karaoke, tai chi and information sessions
- Korean Social Group - yoga, traditional games, knitting, origami and information talks
- Yang Ji Dance Group - gentle exercise class for all ages
- SANGAM Indian Social Group (fortnightly) - lunch gatherings
- Multicultural Senior Citizen's Group - games, karaoke and information talks
- Korean Dance Group - traditional Korean folk dance
- Origami Workshop for Beginners (monthly activity) - different Origami diagrams ranging from simple to complex
- MOSAIC Men - table-tennis and lunch gatherings

English as a Second Language Program

The ESL Program is run by experienced volunteers covering grammar, spelling, pronunciation and conversational skills. Seven classes including Grammar classes at 3 levels, English Conversation at 2 levels and the news discussion for the Japanese Friendship Group

Community Language Programs

Lessons include basic grammar and pronunciation with an emphasis in conversational skills.

- Mandarin for Beginners
- Mandarin Conversation Class
- Spanish for Beginners
- French for Beginners
- Japanese for Beginners

Other Programs at the Centre

- **Tax Help**
Trained volunteers from the Australian Taxation Office provide assistance for low income groups between July – October each year.
- **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.

MOSAIC Welcomes New Citizens

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

The LNS Multicultural Program for Older People

This is a centre-based activity program funded by the Home and Community Care program operated from Council's Ethnic Services Unit. Two weekly activity sessions are offered. The 2-hour activity session held on Mondays provides an opportunity for the less frail older people from different cultural backgrounds for social interaction and health maintenance. The average attendance in June is 10 people. The 4-hour activity session held Wednesdays is orientated to frail aged people. Morning tea, lunch and transport are provided on Wednesdays.

Representation of CALD community in decision making

MOSAIC Advisory Committee – consists of 10 community members including 3 representatives from local community organisations. These members are from Anglo, Armenian, Chinese, Italian, Japanese, Korean and Taiwanese backgrounds.

MOSAIC programs – All activity programs are delivered in consultation with volunteer group leaders and members. Annual feedback is arranged for every group and program which has involved group members.

Council's consultations on various plans and initiatives - MOSAIC volunteers, local group leaders and Advisory Committee members have been invited to Council's consultations eg Willoughby City Strategy review. MOSAIC community members have participated in the e-restore 3 surveys which were made available in Chinese, Korean and Japanese languages. The Social Planning process includes a Plan specific to the needs of the CALD community.

WILLOUGHBY CITY LIBRARY

Doorways into Denmark @ Chatswood Library 2008 commenced on 22 September and continued in October School Holiday period. The Consulate General of Denmark, Sydney provided resources for setting up the Danish Cultural Display in the Library. Many customers showed their interests in the display materials like the replica Danish Royal Crown, Danish toys and the posters of beautiful Danish scenery.

"Floating on a Sea of Stories by Bronwyn Vaughan" was the first Carnivale children's activity. Seven story-telling sessions on Hans Christian Andersen's fairy tales were held in Chatswood, Artarmon and Naremburn Libraries. "Starting a Photo Album of Your Memory on the Sea Workshop" was held for children in the Library. All activities were well attended and popular among our young customers.

Chinese Book and Movie Lovers' Club

The Library started the first meeting of the Chinese Book and Movie Lovers' Club in August 08. It was a new concept for the Chinese readers and the Club received a warm welcome from the Chinese community. Members of the Club enjoyed the discussion and social gathering nature of the new activity.

The Ethnic Services Librarian was invited to give a talk on setting up the Chinese Book and Movie Lovers' Club in a seminar in March at the State Library of NSW for our colleagues from other public libraries.

Multicultural Services, Seminar and Talk

As at 30 June 2009, total membership of Willoughby City Library was 74,257. 40% of the total membership came from Non-English Speaking background. The Library has a number of library staff who can speak more than one language. To support these NESB customers, Library staff provide language support in Armenian, Chinese, Italian, Hungarian and Vietnamese. The Ethnic Services Librarian also provides translations of Library brochures and some special Council programs.

In October 2009, the Ethnic Services Librarian presented a talk on Ethnic Services to the MOSAIC volunteers and a Power-point presentation on Chinese cataloguing, using the Book Information Management System (BIMSTTM) in the "*Multicultural - Language and Cultural Identity*" seminar. These two presentations provided an opportunity to introduce the excellent multicultural library services provided by Willoughby City Library & highlights our 12 community languages held in the collection.

English Conversation Classes, talks on special topics and ESL Tours

The Library conducts 4 English Conversation Classes at intermediate level per week during school terms for Culturally and Linguistically Diverse (CALD) communities since 1994. During the year, 148 sessions of the English Conversation Classes were conducted. Regular referrals to MOSAIC, Macquarie Community College and TAFE of lower or higher levels were made.

Talks on Recycling and Police Force were also organised for the English classes students. Guest speakers from Council's Environmental Services and police constables from North Shore Local Area Command were invited. Both the teachers and the students found them informative and useful. Seven sessions of ESL tours for individual library users and Adult Migrant Education Service (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 find relevant information on the net and to use email to communicate. During the year, the Ethnic Services Librarian conducted 20 Internet tutorials in both Mandarin and Cantonese for Chinese customers. This year, the Library started a new session "Online for Everyday Living". Chinese tutorial notes on the basic training and "Online for Everyday Living" guidelines were prepared. The service is very popular among the Chinese community.

Chinese New Year 2009 Celebration – Year of the Ox

To celebrate the Year of the Ox, a colourful Chinese New Year display was set up in the Council foyer with pictures of golden oxen, nine lucky Chinese characters and the writing of the word Ox in different Chinese styles. The Chinese Cultural Centre and the Art Gallery of NSW also provided supporting materials for the Chinese New Year decorations. This excellent display really impressed many visitors to the Council.

The Library joined the celebration by hanging red lanterns and firecrackers in the Library. Chinese New Year arts and crafts, lucky slogans and writing tools were on display. As usual, a series of activities were organized for the Library customers, including 2 Chinese New Year deco workshops, a slide show - decoding auspicious symbols in Mandarin conducted by the Art Gallery NSW Ambassadors and seven story-time sessions for preschoolers. The activities were very popular and the participants learned the Chinese New Year customs from the Library staff.

The big Chinese New Year celebration was held on Saturday 31 January in the Mall. Lion and dragon dances, singing, magic show and Chinese opera were organised to celebrate the festival. Thousands of people from all over Sydney came to join the fun day. Details of the Chinese New Year celebration were sent to local media including local papers, Chinese newspapers, Chinese radios and television and were promoted at the media conference held on 20 January 2009.

BIMS™ (Book Information Management System)

BIMS™ is a database application specially designed for the management of publications in languages other than English. The Chinese language publications at Willoughby Library are all accessible via the BIMS™ catalogue. Library patrons are able to search the Chinese catalogue using English, Pinyin or by writing in Chinese characters. The Ethnic Services Librarian conducted demonstrations in using the system for the customers. The team is currently working on the further development of BIMS™ to introduce Chinese cataloguing search through Internet for the new Civic Place Library, to open in 2011.

Willoughby Multicultural Library Services going overseas

On 9 January 2009, two Korean university students employed by a research company in Korea flew to Sydney and visited Chatswood Library. An interview with the Outreach Services Manager and the Ethnic Services Librarian was conducted. The students were impressed by the well established and diversified multicultural services provided by Willoughby city Library. They were keen to learn from our experience for the improvement of their library services in Korea.

“My Language” website

“My Language” is a partnership project between the State Libraries of NSW, QLD, SA, VIC, WA and the NT and ACT Library and Information Services. The website consists of useful links to websites of over sixty languages. To promote the use of the website, the State Library of NSW produced promotional films in different languages and put them in the Youtube. The Ethnic Services Librarian was honoured to be invited to write the scripts and to present in the film in Cantonese.

Journal Publication

An article “Book Club for Chinese Readers – preparation and experience” by the Ethnic Services Librarian, was published in the journal “Incite” Vol.30, Issue 4, April 2009. It is a very good opportunity to introduce the Willoughby City Library’s new service to the Chinese customers.

Volunteers

The Library has a team of 20 volunteers who helped in different Library tasks, e.g. English teaching, transliteration, translation, book processing, activities, shelving and book sales, etc. The volunteers come from different NESB background. Some of the volunteers have had a long association with Willoughby Library and have built a sense of belonging to the Library and contributing a lot to the community.

Community Relations and Library Promotion

- English Conversation Classes
- Internet training sessions in Mandarin and Cantonese
- BIMS™ OPAC demonstrations
- ESL tour for individual users, TAFE and Adult Migrant Education Service (AMES) students
- Monthly book sales
- Chinese Book and Movies Lovers’ Club
- Carnivale Danish Cultural Display
- “Floating on a Sea of Stories” - a Carnivale activity
- Story time sessions on Hans Christian Andersen’s Fairies – a Carnivale activity
- “Starting a Photo Album of Your Memory on the Sea Workshop” – a Carnivale activity
- Bulk loan requests to State Library of NSW (55 requests in 32 languages)
- ILL requests from public libraries (25 requests in 15 languages)
- Power-point presentation on Chinese cataloguing in Multicultural Seminar-Language and Cultural Identity seminar
- Talk on Ethnic Services in the Library for MOSAIC volunteers
- Chinese New Year display at Council Foyer, co-project with Chinese Cultural Centre (NSW) and the Art Gallery of NSW
- Chinese New Year Deco Workshops at Chatswood Library and Artarmon Branch

- Slide Show-Decoding Auspicious symbols in Mandarin
- Story time sessions on CNY theme for preschoolers
- 2009 Chinese New Year Celebration at the Mall
- Library tour/interview from 2 university students in Korea
- Talks on Police (speaker from Chatswood Police Station) for students of English classes
- Talks on recycling (speaker from Council's Environmental Services) for students of English classes
- Monthly Armenian videos loaned to Warringah Library for Alexander Aged Care Facility

Publications and Publicity

- Carnivale flyers and posters
- "Library Information" brochure updated (Chinese, Japanese and Korean versions)
- Carnivale 2008 programs on Council's and library website, "What's on in Willoughby City Library", "North Shore Times", SBS Radio, Chinese media (including Sing Tao Daily, Australian Chinese Daily).
- "My Language" website (a partnership between the State Libraries of NSW, QLD, SA, VIC, WA and the NT and ACT Library and Information Services) promotion film (in Cantonese) in Youtube.
- 1 Power-point presentation file on Chinese cataloguing (BIMS™) for the "*Multicultural seminar – Language and Cultural Identity*" organized by the State Library of NSW
- Poster for doubling the loan quota during summer time (Chinese version)
- Posters for "*2009 Chinese New Year Celebration*" (English and Chinese versions)
- "*Chinese New Year 2009 Year of the Ox*" Activity Booklet
- Press releases of 2009 Chinese New year Celebration in Willoughby (English and Chinese)
- Internet Training course handout on Online Shopping as part of "*Online for Everyday Living*" in Chinese
- Power-point presentation on Chinese Book and Movie Lovers' Club for "*Reality Check - Nonfiction Readers Advisory Seminar*" in the State Library of NSW
- Poster on "*Internet for beginners*" (Chinese version)
- Poster on "*Online for Everyday Living*" (Chinese version)
- An article "*Book Club for Chinese Readers – preparation and experience*" published in "Incite" Vol.30, Issue 4, April 2009
- Library Information brochures (New fee and charges) (CJK versions)

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 the year;

Council did not undertake any works on private land in 2008/2009 in accordance with Section 67 of the Local Government Act.

Total amount contributed or otherwise granted under Section 356 (financial assistance grants by Council);

CHILDREN'S SERVICES

No	Organisation	Recn \$
1	Castle Cove Public School	1,000
2	Chatswood Occasional Child Care Centre	1,000
3	Martin & Emma Hannes Preschool	1,000
4	Northside Baptist Pre-school	1,250
5	Willoughby Kids House	2,900
	TOTAL	7,150

OLDER PEOPLE

No	Organisation	Recn \$
1	UCA-Sydney North Uniting Church Aged Care Service	1,995
2	Older Women's Network	3,000
3	Chatswood Golden A Club	800
	TOTAL	5,795

PEOPLE WITH DISABILITIES

No	Organisation	Recn \$
1	Riverlink Interchange Inc	4,000
2	Chatswood Social Club (Recreation Rendezvous)	3,000
3	Action Foundation for Mental Health	3,000
4	Cromehurst Special School	2,000
5	DARTS	1,000
6	SHHH Australia (for the Hard of Hearing)	500
7	Australian Paralympic Committee	1,500
8	The Sunnyfield Association	5,000
9	Rotary Club of Chatswood Sunrise	3,500
10	Vision Australia Ltd	1,000
11	Centacare Broken Bay	2,000
12	Oliver Cox - (Athlete with disabilities)	450
	TOTAL	26,950

CULTURALLY & LINGUISTICALLY DIVERSE

No	Organisation	Recn \$
1	ACLI (Italian Seniors)	500
2	Co.As.It (Italian Seniors)	500
3	Lower North Shore Multicultural Network	3,535
4	Armenian Weekly	1,000
5	North Sydney Council - Aboriginal Plan	10,000
6	Bridge for Asylum Seekers - Leichhardt Council	2,000
7	Refugee Week Performances	300
	TOTAL	17,835

ARTS ASSISTANCE

No.	Organisations	Amount
1	Workshop Arts Centre	2,500
2	Armenian Community Welfare Centre	1,500
3	Willoughby City Band Inc	18,000
11	Chatswood High School - Concertband Sponsorship	1,000
	TOTAL	23,000

SPRING FESTIVAL & STREET AFFAIR

No	Organisation	Amount \$
1	Castle Cove Public School P&C	1,500
2	Armenian Community Welfare Centre	500
3	Japan Club of Sydney	1,000
4	Northside Music Collective	1,300
5	Chatswood Croquet Club	500
6	Sydney U3A Choir	550
	TOTAL	5,350

OTHER COMMUNITY GROUPS

No.	Organisations	Amount
1	1st Sailor's Bay Sea Scout Group - Willoughby	4,759
2	Phoenix House Youth Services	3,000
3	1st Willoughby Scouts	4,000
4	1st Northbridge Scouts	2,500
5	Taldumande Youth Services Inc	2,000
6	The Housing Connection	1,500
7	Point Zero Youth Service Inc	2,500

No.	Organisations	Amount
8	Chatswood Croquet Club	950
9	Streetwork Inc	3,000
10	Mae Hubnik (athlete)	450
11	Guringai Festival Writing Competition	300
12	Willoughby City Rugby Club	2,000
13	Municipal Association of Victoria Local Government Bushfire Recovery Fund	25,000
14	Relationships Australia NSW (LNS Domestic Violence Committee)	2,000
15	Royal North Shore Hospital	3,000
16	Chatswood Junior Rugby Club Inc	1,200
17	Australian Flying Disc Association	450
18	St Vincent de Paul	1,000
19	St Vincent de Paul Society - NILS Program	2,000
20	Emma Morgan (athlete)	450
21	Bethany Croft (athlete)	450
22	Cameron John Rowland - Sports Grant	500
23	Castlecrag Community Library	5,000
24	NSW Lacrosse	145
25	Friends of STARTTS Inc	300
26	Brothers Oztag	2,500
27	Willoughby District Historical Society Inc	1,000
28	Northern Sydney Astronomical Society	500
29	St Johns Ambulance Earth Hour	500
	TOTAL	72,954

Statement of the human resource activities (such as training programmes) undertaken by the council during the year;

Policy and Procedures

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

The following policies have been reviewed and implemented:

- Occupational Health and Safety
- Staff Immunisation
- Medical Examinations
- Working from Home
- Smoke Free Work Environment
- Substance Abuse
- First Aid

In addition, the analysis of requirements and specifications for an electronic performance planning and review system were developed and agreed to with implementation planned for October 2009.

Council's fully electronic recruitment system (e.recruitment) was successfully implemented in May 2009.

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 E.E.O, OH&S, Sustainability and Bullying & Harassment training and is mandatory for all new staff. A revised Code of Conduct was implemented and comprehensive training provided to Councillors and staff.

The Staff Training and Development Program continues with essential data received in conjunction with the Performance Planning and Review System..

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 information.

Staff Welfare

Occupational Health and Safety maintains a high priority and important role within Council's activities supported by a Occupational Health and Safety specialist and a Risk

Management Specialist. Programs for immunisation, audiometrics, influenza vaccinations and skin cancer identification are continuing.

Council's Employee Assistance Program remains in place for the support of staff and family members and a Travel Assistance Policy is also available to staff.

Staff sport and healthy lifestyle initiatives continue to be supported.

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 human resources policies and procedures.

Staff training is provided on both an internal and external basis and, in addition, Council also participates in regional training initiatives.

Council's staff training program acts in conjunction with and draws data from the annual Performance Planning and Review System.

Statement of the activities undertaken by the council during the year to implement its equal employment opportunity management plan;

Equal Employment Opportunity Management Plan

Equal Employment Opportunity continues to be the centrepiece of Council's employee activities and is an area monitored by Human Resources and Training and Development staff.

Equal Employment Opportunity – Activities

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

Equal Employment Opportunity – Training

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

Council incorporates EEO into its internal courses as follows:-

- Induction training for all new staff which includes:
 - Anti-discrimination
 - EEO & Grievance Handling Procedure
 - Bullying, Harassment and Workplace Violence
- Code of Conduct (revised 2009)
- 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.

Statement of all external bodies that during the year exercised functions delegated by the council;

The following external bodies carried out functions delegated by Council during 2008/2009:

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.

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

Council has no controlling interests in any companies.

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.

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 2008/9.

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.

2008/09 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)		9	
A2 Brought Forward	-	-	-
A3 Total to be processed	-		9
A4 Completed	-		9
A5 Transferred	-	-	-
A6 Withdrawn	-	-	-
A7 Total Processed	-		9
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	-	7
B2 Granted in part	-	1
B3 Refused	-	1
B4 Deferred	-	
B5 Completed	-	9

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}	-	1
G5 Section 25(1)(b),(c),(d) {otherwise available}	-	-
G6 Section 28(1)(b) {documents not held}	-	1
G7 Section 24(2) - deemed refused, over 21 days	-	
G8 <u>Section 31(4) {released to Medical Practitioner}</u>	-	
G9 Total	-	2

Section H - Costs and Fees of requests processed

	<u>Assessed Costs</u>	<u>FOI Fees Received</u>
H1 All completed requests	\$290	\$290

Section I - Discount allowed

1

Section J - Days to Process

<u>Elapsed Time</u>	<u>Personal</u>	<u>Other</u>
J1 0 - 21 days	-	8
J2 22 - 35 days	-	1
J3 <u>Over 35 days</u>	-	-
J4 Total	-	9

Section K - Processing Time

<u>Processing Hours</u>	<u>Personal</u>	<u>Other</u>
K1 0 - 10 hours	-	8
K2 11 - 20 hours	-	-
K3 21 - 40 hours	-	1
K4 Over 40 hours	-	-
K5 Total	-	9

Section L - Reviews and Appeals

Nil

Details of Internal Review Results

Nil

2007/08 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 {applications 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 <u>Section 31(4) {released to Medical Practitioner}</u>	-	-
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 <u>Over 35 days</u>	-	-
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 <u>Over 40 hours</u>	-	-
K5 Total	-	7

Section L - Reviews and Appeals

Nil

Details of Internal Review Results

Nil

Rates and Charges Regulation 1993 - Rates and Charges written off for 2008/09 :

Rates and charges in respect of pensioners, revaluations, postponed rates and non-rateable properties	\$ 4,376
Pension rebates in accordance with Division 1 Part 8 Chapter 15 of the Local Government Act 1993	\$523,452
TOTAL.....	\$527,828

Details of overseas visits undertaken by councillors and others representing the Council;

One overseas visit was undertaken during the year to Maoming Municipality in China.

The trip was undertaken by the Mayor and General Manager at the invitation of the Australia Asia Friendship Forum (AAFF)

During the visit to Maoming Municipality, a Memorandum of Understanding was signed for promoting friendly exchanges between the Maoming Municipality, the People's Republic of China and Willoughby City Council. The aim of the MOU is to ensure the two parties actively promote exchanges and cooperation in the fields of economy, trade, science and technology, culture, education, public health, sports, urban construction and management.

During the three day visit to the Maoming Municipality it was agreed that further discussions would be held on options to facilitate staff exchanges, particularly in the area of environmental sustainability, student exchanges at both secondary school level and TAFE level, medical exchanges to facilitate the exchange of skills and finally, business exchanges to facilitate investment in both cities.

A formal Global Friendship Agreement may be entered into at a later date, if agreed by both parties.

The costs of the trip were:

Maoming accommodation and meals provided by Maoming Government:	Total costs (Mayor and General Manager)	\$4,400
Transportation to site visits was also provided, together with transfers from Guangzhou to Maoming and Maoming to Zhuhai.	Cost unknown.	
Accommodation costs: 2 nights Zhuhai 1 night Guangzhou and 1 night Shanghai (Mayor only) (AAFF)	Total costs: (Mayor and General Manager)	\$1,730
Airfares (AAFF)	Total Cost	\$13,770
Meals and transportation costs 3 lunches; 4 dinners (Welles Thomas)	Estimated total cost	\$2,000
	Total cost:	\$21,900

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 28 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 represent around 168 children per day, catering for approximately 260 different children per week.

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 was held during Families Week in May 2009. There were several themes to the forum which all related to the National theme of "Celebrating how everyone makes a difference". Health professionals delivered presentations that focussed on Children's Nutrition and Healthy Eating Behaviours along with Exercising and Staying Healthy in a cost effective way. There was also a presentation on "Brighter Futures", a programme that targets vulnerable children and associated support services.
- The Annual Children's Services Staff Development Day – was held in July 2009. The focus of this day was to provide 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. The day focussed on understanding, valuing and working effectively with others.
- A successful Family Picnic Day was held at Willoughby Park in October 2008.
- During Children's Week an exhibition was also displayed in the foyer where children from Council operated children's services prepared and displayed art work.
- Children's Services staff continued to provide up-to-date information for community members on the child care facilities available across the Local Government Area to community members looking for child care.
- 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.
- Long Day Care, Out of School Hours and Family Day Care Services underwent Quality Assurance process with highly successful results.
- Children's Services continued to work closely with the Inclusive Support Agency in gaining support and funding for the inclusion of children with additional needs into council child care services.
- Children's Services Management Team continued to provide comment on the demand for child care, both local and national, Development Applications for new and upgraded Childcare Services within the Willoughby LGA. They also kept Council informed on the fallout and impact on the community as a result of the collapse of ABC Childcare.

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.

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, brochures and coordinates media coverage, providing support to all divisions of Council. Major projects completed this year have included communication/marketing material for the Willoughby Leisure Centre, Willoughby Spring Festival, brand development and marketing of the Artarmon Loop service, ongoing Civic Place marketing and brand development and e.restore's new ClimateClever program.

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 including local and AM radio.

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. During the last 12 months this document has been reformatted to increase its effectiveness and readability.
- Electronic newsletters are produced for target markets including performing arts, events, Bushcare and the Willoughby Leisure Centre and emailed out on a regular basis. Marketing has been successfully undertaken to increase subscriptions to these publications and the content and design is continually being improved to increase readability.

Editorial

- Media releases and bulletins are produced on a range of issues, events and programmes for local and broader media when required. A strategic approach to the distribution of Council's media releases is undertaken to deliver a constant stream of positive editorial coverage and minimise any negative attention.

Internet Website

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

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

Council and Committee Meetings

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

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

Business Papers

All Council and Committee Business Papers are available at Council's Administrative Offices and Libraries on Thursday evenings prior to the meeting. In addition, the Business Papers are placed on Council's Website on Friday for people to access the agendas, reports and minutes of Council and Committee meetings.

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.

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".

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 Financial Services Director.

Council has not received any complaints in respect of competitive neutrality during the 2008/09 financial year.

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 2008/2009
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</p> <p>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>	<p>Number of children on waiting lists and places available across all areas of child care e.g. Long Day Care. OOSH</p>	<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"> - 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. - Children's Forum provides opportunity to link services and create partnerships - Council coordinates the Northern Sydney OOSH Network - Council encouraging local services to partner with other providers in obtaining grants for locally based projects. <p>Kept Council informed on impact of collapse of ABC Childcare to determine what role, if any, Council would play</p>
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"> - New DCP adopted by Council

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.	<i>Council supports the operations of community based services, such as Occasional Care and preschools, by provision of premises.</i> <ul style="list-style-type: none"> - <i>The DCP to encourage service providers across all service types.</i> - <i>Children's Services Manager consulted in DAs to guide best practice and support developers</i>
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> <ul style="list-style-type: none"> - <i>Review of FDC booklet completed</i> - <i>Promoting Family Day Care as carer/employment opportunities in local media</i> - <i>Review of the recruitment & selection criteria for carers (to assist in maintaining quality of care across the board)</i> - <i>Children's Services acting in a referral role for CALD families seeking FDC</i> - <i>Promotional folders, including information for parents and potential carers marketed in national Family Day Care logo</i>
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> <ul style="list-style-type: none"> - <i>Council OOSH services accredited & continuing to participate in the Quality Assurance Program</i> - <i>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.</i> - <i>Proposal to relocate Naremburn ASC to Bales Park creating additional places (still pending)</i>
To identify shortfalls in service provision for OOSH	Levels of demand investigated and reported	Levels of demand met	<i>Children are accessing before & after school and vacation care as needed.</i> <ul style="list-style-type: none"> - <i>High demand for vacation care continues.</i> - <i>Vacation Care and Before and After School care for children with additional needs, identified.</i>

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> <ul style="list-style-type: none"> - 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. A casual booking exists for the Breast Feeding Association - Kids Cottage Sunset Committee convened for the purpose of advising Council of possible community usage. To be complete by Dec'09.
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OBJECTIVE 1.2 To advocate and lobby for the provision of children's services

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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> <ul style="list-style-type: none"> - 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> <ul style="list-style-type: none"> - 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 addressed while maintaining high quality standards of care.</i> <ul style="list-style-type: none"> - DCP completed & reviewed

OBJECTIVE 1.3 To develop strategies that assist children with additional needs

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To promote services that	Publications available from Council in	Children from CALD	<i>Families from CALD backgrounds have knowledge</i>

assist children with additional needs in a range of community languages	major CALD languages	backgrounds accessing relevant services	<i>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	<i>Children with additional needs are supported through local programs and services</i> - 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.
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	<i>Children are not discriminated against when it comes to accessing services and programs.</i> - Children's Services Manager participating in Supported Playgroups Project Reference Group - Council's Family Fun Day is promoted as an inclusive event with activities designed for children with additional needs - OOSH Vacation Care program offers a range of inclusive activities - Information now provided on a range of language specific playgroups in the area
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	<i>Children with additional needs are offered appropriate support towards their development.</i> - Participation in the Families First projects - 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 & early intervention projects) - Children's Services Manager a member of the LNS Child at Risk Committee
Support the inclusion of children with additional needs into childcare services.	Children with additional needs access Council's children's services.	Numbers of children with additional needs enrolled in Council managed services. Number of applications for Inclusion Support Funding (previously known as SNSS)	<i>Children with additional needs are accessing high quality support and care.</i> - A new model has been developed called the Child Care Inclusion and Professional Support Program (CCIPSP). Inclusion support facilitators are involved with several services

OBJECTIVE 1.4 To promote safe environments for children

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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> RTA sets speed limit. Council installs traffic calming devices. Speed limits and crossings regularly under review - Road Safety Strategic Plan 2005 to 2008 identifies strategies for targeting "vulnerable pedestrians". - Speed display trailer located at several schools - RTA has implemented flashing light school zones at High St, Willoughby near Willoughby Girls HS following receipt of Council submissions. A number of pedestrian refuges install in North Willoughby area.
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 - Children's Services working with Road Safety Officer to deliver information sessions to childcare services. Provision of Child Restraint checking days and resources to schools for parent education.
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 2008/2009
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> - 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 2008/2009
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 continues to be a Community Partner with the Cancer Council 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 and library.

			- Library continues to deliver a broad range of children's activities as part of its holiday program
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2.0) YOUTH

OBJECTIVE 2.1 To support accessible socialisation & recreational activities & spaces

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To integrate a youth friendly café into the Civic Place Master Plan	Youth Café Business Plan (June 2006)	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 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 is complete. A master planning process for the Albert Ave/Victor Street site has superseded plans to expand and refurbish the Centre. <i>A Sport and Rec. Capital Works Grant was secured in order to extend and expand play options on the rooftop play area.</i>
Develop a Recreation Plan	Plan completed	Plan identifies options for recreation venues and spaces	<i>Future planning identifies options for recreational activities</i> - Strategic Property Plan includes section on recreational sites and opportunities for future improvements - Master plan for the Albert Ave/Victor St site is inclusive of recreational facilities (pending). - The planned extension of rooftop court will allow court space for activities such as handball, basketball, netball, soccer and cricket.
Promote & support free youth	Promotions undertaken	Number of free of charge	<i>Youth have increased access to events</i>

events	Grants identified to help subsidise these events	events	<ul style="list-style-type: none"> - Range of school holiday and term-time activities offered via Youth Services. - Advanced planning undertaken for holiday programs with details of activities advertised well in advance - Activities promoted via Youth Services networks including local schools and website - Youth in the Mall (offering free and diverse performance opportunities and entertainment) is delivered on a monthly basis. - Accessible events and activities for young people supported via the Community Grants Scheme
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"> - "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. - The annual 3-on-3 (basketball) showdown is fast becoming a large sports/entertainment event with 150-200 participating as competitors and/or spectators. - Youth Week 2009 activities in Chatswood comprised a rang of activities including "Elements" - The 2008 Annual Youth Forum themed "Schedule Me In" promoted discussion re. youth health. - Assisted organisation of Multicultural youth forum titled "Life on Oz"
To continue to facilitate the Chatswood CBD Security Committee	Committee meets bi-monthly	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"> - CBD Security Committee ongoing. - Ongoing information exchange between Youth Services, police and local businesses on youth related issues e.g. graffiti, vandalism, shoplifting, theft, assault. - 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. - Youth Services staff worked with neighbouring Councils to organise a forum for parents re.

			<p><i>Cyberspace (Internet Safety)</i></p> <ul style="list-style-type: none"> - Discipline policies within the CYC and surrounding areas reviewed and uniformly maintained by all staff.
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"> - Issues regarding road & pedestrian safety addressed at the CBD Security Committee to help improve safety and security. Council worked in partnership with other North Shore Council's on "Look" campaign. - Learner driver workshops advertised at High Schools and through local media. Course capacity is 30 people. Courses teach parents how to teach Learner drivers .

OBJECTIVE 2.2 To address access and transport difficulties

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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 public transport	<p><i>Service providers are aware of access problems faced by youth and strategies are developed</i></p> <ul style="list-style-type: none"> - CBD Safety and Security Committee routinely reviews current related issues if and when they arise.

OBJECTIVE 2.3 To promote a positive image of youth within the community

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
Encourage local media to promote the positive achievements of youth in the area	<p>Media is kept aware of positive programs and outcomes for youth e.g. Young Person of the Year, Young Achiever's Award</p> <p>Media invited to relevant program launches and youth related events</p>	Number of positive articles in the local media	<p><i>Young people are respected, supported and appreciated</i></p> <ul style="list-style-type: none"> - Ongoing liaison with local media to promote upcoming events, achievements and activities. - Youth services continuously seeking positive exposure of youth in the area and promotes community awareness of CYC events/activities via the new Marketing Strategy. - 2008 Youth Forum topic "Schedule Me In" to encourage young people to consider health and

			wellbeing issues when decision making in day to day life.
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	<p><i>Young people are supported in their personal development. Young people provided opportunities to achieve their ambitions.</i></p> <ul style="list-style-type: none"> - 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 and children's artwork - Youth Services participated in the 2008 Sydney Metro-North Art Start program (across 11 LGAs) and showcased the works as part of the 2008 Spring Fair.

OBJECTIVE 2.4 To support health and wellbeing amongst young people

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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"> - Council funded several youth related community projects through the 2008/09 Community Grants scheme. - CDSE funding gave priority to projects targeting youth at risk. - Safe partying and cyberspace forum held.
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"> - Youth Services targeting the "on-line" mentality of youth by promoting events on interest specific sites e.g. skateboarding, basketball. - "My Space" site and Events page on WCC website

			maintained to help promote events and other activities
To assist young people in finding appropriate housing and accommodation	Youth needs addressed via the Housing Policy Community Grants program supporting local services that provide emergency housing for youth	Levels of young people accessing housing	<i>Young people, particularly those "at risk" have improved access to safe, friendly and timely housing options.</i> - Support for accommodation providers is continued via the Grants Scheme. - Youth staff participate in the Barton Road Interagency to help address concerns re: social/emotional well being of young residents. - Youth staff, as part of the Barton Rd Interagency, continue seeking to improve outcomes for all tenants and families of public housing. - Youth rep on LNS Youth Services Executive which addresses issues/strategies & advocacy issues on youth homelessness.

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

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
Liase with schools, and service providers to advise them of the Social Plan outcomes	Meet with service providers and educators to identify priority issues for action Support work experience initiatives	Strategies identified and implemented	<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> - CYC promotes existing services and supports relevant programs through concessional use of the venue - Career information & advice is provided and promoted via the CYC on a needs basis. Assistance provided with creating CV's - Youth Services frequently hosts student placements - Referral & assistance is provided plus students can access "quiet space" inside the Youth Centre. - Students invited to participate in the youth forums - Youth Services working with Intensive English Centre providing specific orientation of the CYC for new arrivals

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

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To encourage volunteerism amongst young people	<p>Volunteer information available to youth</p> <p>Young volunteers are promoted and acknowledged</p> <p>Develop a Volunteer Working Group</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 diversity of community.</i></p> <ul style="list-style-type: none"> - 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	<p><i>Young people, with assistance from their community, are enabled to hold local events</i></p> <ul style="list-style-type: none"> - Council facilitated band nights - Youth DIY Guide for Event Management completed and distributed. The guide informs young people about finances, venues, promotions etc. in relation to organising a performance.

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

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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.	<p><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></p> <ul style="list-style-type: none"> - Youth Council disbanded in December 08. Youth Services is reviewing other models of youth representation and leadership. - Youth Forum held focusing on Youth Health and wellbeing
To investigate opportunities that develop leadership and	Programs such as Young Achiever's is promoted via local schools, youth	Number of promotions and related activities supported.	<i>Young people have access to avenues to discuss issues that affect their lives. Young people are</i>

advocacy skills amongst young people	<p>services etc.</p> <p>Projects are developed in partnership with other Councils and service providers to assist advocacy opportunities</p>		<p><i>encouraged to play an active role in decision making at all levels of government.</i></p> <ul style="list-style-type: none"> - Promotion of relevant youth targeted awards and opportunities is on-going - Youth Centre staff consult with service user re. programming - Council supports local youth groups that inspire leadership e.g. scouts, via grants and other schemes as appropriate. - Facilitated attendance by 2 young women at annual Rotary Youth Leadership camp in January
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3.0) CULTURALLY & LINGUISTICALLY DIVERSE COMMUNITY (CALD)

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

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To identify & develop community projects that will increase accessibility for new migrants	<p>Data accessed on new arrivals</p> <p>CALD community consulted in regard to need</p> <p>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</p>	Number of projects developed that assist new migrants	<p><i>Migrants are successfully integrating into the community and achieving quality of life.</i></p> <ul style="list-style-type: none"> - Harmony Day Multicultural Celebration; Community and cultural dance, information stall and craft. - Grant awarded supporting the duplication of a Domestic Violence booklet in a community language. - Several talks given to parents of IEC students re. Willoughby community services and facilities. <p>The PartTime Ethnic Project Officer position become permanent at 14 hours/week.</p>
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	<p><i>Services are adequately supported to meet the needs of the CALD community.</i></p> <ul style="list-style-type: none"> - Ethnic Services Co-ordinator (ESC) participates in the LNS Multicultural Network and relevant forums - Partnership projects supported include Wellness Expo - a focus on Mental Health in 4 CALD communities. First Light Care engaged for workshops re communication with teenagers in bi-cultural households.

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> - 16,591 participants in MOSAIC programs over the past year - MOSAIC provides 8 ESL classes/ conversation groups every term for 8 sessions per term. These included 2 new sessions for the frail, and active people aged over 65 years. - Intermediate ESL conversation classes were conducted in the Library - BIMST™ 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. - Internet training in Chinese (Mandarin & Cantonese) offered via the Library - The LNS Multicultural Program for older people (>65 years) commenced in May 2009 in addition to the Day care program
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OBJECTIVE 3.2 To support ageing migrant communities

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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	<i>CALD community accessing appropriate accommodation and supported community care.</i> - 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 - Council's other HACC programs eg Meals on Wheels, Constant Companion and Willoughby Community Aid reach out to CALD communities. MOW is developing Chinese and Japanese meals. Provide information and referral services for people needing accommodation.
Develop a Transport Plan that promotes accessibility for all users	Plan completed (Dec 2006)	Number of strategies implemented and their outcomes	<i>CALD community has improved access & mobility</i> - Integrated Transport Strategy has been completed and adopted by Council with recommendations arising

			<p>from that plan progressively being implemented. E.g. WCC Loop Service launched in early 2009</p> <ul style="list-style-type: none"> - Transport team becoming increasingly involved with Access Committee. - Transport Access Guides (TAG) developed for the Chatswood Shops, Willoughby Park Centre, Willoughby Leisure Centre. Artarmon Reserve and Northbridge Shopping Centre. - E-restore funding used to provide and improve local walking routes and linkages in many areas. - Access to bus stops improved at a number of locations in consultation with the STA - Council Cab service brochure made available in Armenian, Chinese, Italian, Korean and Japanese and distributed to 21 local ethnic groups.
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<p>To continue to provide & facilitate access for older members of the CALD community to social & recreational activities</p>	<p>MOSAIC groups supported Resource local groups that support older migrants</p> <p>Use the ethnic media to advertise events & 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"> - Council assisted in the resourcing of a Mandarin-speaking Grandparents' Group - Council offers subsidised venue hire on Council facilities via the ROI program to support CALD activities - Range of MOSAIC programs and information sessions offered that cater specifically to the elderly - Pension talks for the Korean speaking community. - Council regularly works with the ethnic media to promote programs and services to the migrant community (e.g. Chinese, Korean and Japanese) - MOSAIC is based upon a volunteer model of community development with the majority of groups facilitated by community volunteers. - MOSAIC information made available on relevant activities in 10 community languages including Arabic, Armenian, Chinese, Farsi, Indonesian, Italian, Japanese, Korean, Hindi and Russian. The Aged Daycare brochure is delivered in 8 languages. - CDSE grants secured to support CALD focused initiatives.
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OBJECTIVE 3.3 To improve networking and communication amongst service providers

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
Continue to participate in Interagency and regional committees (projects)	Development of partnership projects that address high need areas Services sharing information and resources	Attendances at committee meetings and number of joint projects that emerge	<i>Services developing and delivering effective CALD specific projects.</i> - Ethnic Services Co-ordinator (ESC) participating in LNS Multicultural Network and regularly attends key forums targeting CALD issues.

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

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To investigate expanding MOSAIC facility as part of the Property Plan	Strategy for MOSAIC developed	MOSAIC able to accommodate demand for community space	<i>MOSAIC providing a safe, accessible, affordable community venue for CALD programs.</i> - 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
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	<i>CALD community has improved access to local events, activities and programs that support interaction and personal development.</i> - 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. - PR department issues media releases in relevant community languages to notify of specific cultural activities and events - MOSAIC delivers a wide range of leisure activities including craft, dance groups and exercise classes.

OBJECTIVE 3.5 To support cultural awareness and celebrate cultural diversity

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
Promote accessibility to cultural events	<p>CALD community have improved participation in events such as the Art Prize.</p> <p>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</p>	Number of accessible events and programs plus number of participants	<p><i>Improved accessibility achieved for CALD community. Increased awareness and tolerance of cultural diversity and identity.</i></p> <ul style="list-style-type: none"> - 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	<p>Number of local events that are advertised/provided in relevant community languages.</p> <p>Number of projects in Grants Scheme that promote CALD participation.</p>	<p><i>CALD community participating in a diverse range of cultural events. Programs are developed that encourage inclusiveness.</i></p> <ul style="list-style-type: none"> - Other local events supported included: WCC Spring Festival, Korean New Year, Chinese New Year, Harmony Day, MOSAIC community performances at citizenship ceremonies, school festivals, Seniors Week and Artarmon Fair. - Hosted Parade and Feast of the Consumption with Italian community including guests from San Framondi, Italy.

OBJECTIVE 3.6 To support CALD communities understanding legal rights and systems

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
Facilitate information sessions in community languages	Information sessions organised in key community languages.	Number of sessions held and attendance figures	<p><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></p> <p>Held discussions with CALD groups re. addressing problems between neighbours titles "<i>Neighbours, Householders and the Law</i>".</p>

To support services that offer assistance to the CALD community	Facilitate contact between service providers and ethnic groups. Support accessible services through the Grants Scheme.	Range and number of programs supported and opportunities developed	<i>Services are supported to meet the needs of the CALD 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> - MOSAIC refers clients to legal services as required and keeps informal records of client referrals

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

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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> - Provided 6 workshops for Chinese parents about the school system in NSW. And provided a 2-day workshop for parents of Year 6 students about the legal rights and responsibilities of young people. - Facilitated the establishment of a Chinese Grandparents Playgroup - Ran a series of Sustainability workshops for

			Mandarin, Korean and Taiwanese communities including week identification and management, Natural gardens – planing and maintenance and consumerism workshops.
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

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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 Chinese and Korean. - Delivery of talks about Breast Cancer in Korean and Chinese. - Provision of Wellness Expo for South Asian, Chinese Korean and Japanese people.
Liaise 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. - Policy & Projects Officer participates in forums and committees including the LNS DV Committee.

OBJECTIVE 3.9 To support and promote access and equity principles in the provision of services

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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 2008/2009.
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> - 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 and other WCC initiatives such as the Sustainability strategies and programs.

4.0) People living with a disability

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

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To continue to provide support for community mental health services & highlight respite care for funding	Participation in planning across the region for improved service delivery Prioritise this area for grants	Availability of local services. Number of clients accessing services and programs.	<i>Mental health programs and clients are supported through better access to resources. Raised community awareness</i> - Council acting in a lobbying and advocacy role to

	Lobby for locally based services Promote existing services		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 - Council providing a site in Sydney St Willoughby for respite care.
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OBJECTIVE 4.2 To promote safety & justice for people with a disability

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To continue to raise community awareness through the Road Safety Program	Promotions provided for target group.	Number of campaigns and activities undertaken	<i>PWD are living in a safe environment</i> - 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. “Senior Road Safety Calendar 2010 is under development – in partnership with 10 other Northern Sydney Councils - Access Committee makes recommendations to Council on pedestrian safety as required.
To ensure consultation with older people & service providers in relation to design & improvements to facilities & infrastructure	Representation of Aged Sector in community consultation process	Level of community consultation	<i>Feedback integrated into planning mechanisms. Community participating in the planning process.</i> - Continuing consultation with local advisory committee’s such as HACC and the Access 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	Safer By Design approach	Adherence with regulations	<i>Safe environments promoted & delivered & quality</i>

Design" options in all areas of planning	implemented		<i>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.
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OBJECTIVE 4.3 To improve access to respite care and services

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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 08/09 for one older and one younger person. Aim is to provide increased access to respite care for these people. This has been discontinued in the 09/10 budget. - Successful tender for \$1.65 million from DADH for capital works for 114 Sydney Street. Facility to be complete by December '09 and to come into service in January '10
To investigate partnerships to improve access to respite care & affiliated services	Opportunities for supporting services identified and partnerships are developed.	Improved level of access to respite care. Number of services available to the community.	<i>Council facilitates a co-ordinated approach to filling gaps in service provision. Access levels are improved.</i> - Council working with Catholic Community Services and Baptist Community Services to develop day care opportunities in the LGA. - Council representative attending HACC Advisory and HAC Sub Regional Committee.

OBJECTIVE 4.4 To promote & provide accessible socialisation & recreational activities & spaces

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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 WCC Community Grants and 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 annually. Council sponsors 2 awards (\$1000 each) as part of the North Shore Times Business Achievement Awards	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 (to commence in early 2010) -
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

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To give priority under the Community Grants Scheme to projects that help children with special needs	Grants attracting submissions that help special needs children and fill gaps in service provision	Number & quality of applications submitted. Number of projects funded.	<i>Local service providers are assisted in delivering services to children with special needs. Accessibility improved.</i> - Council advocates for individuals on a case by case basis. - 7 projects supported under the Community Grants Scheme targeting children with additional needs. - Council advocates for the support of disability supports on the CDSE Committee.

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 and lobbying of DADHC 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

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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. Currently do not provide wheelchair access.
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 in 2009and annually from this time on.
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/from the outer suburbs.</i> - Chatswood Interchange is complete and includes disability access via lifts to and from the platforms and pedestrian thoroughfares. Council continues to lobby for changes to Thomas lane to make it more accessible. - Council forwarded a letter to the Minister advocating for access to/from Artarmon Station. Disabled access still not available. Lobbying continues via the Access Committee.

OBJECTIVE 4.7 To support & promote education, employment & training for people with disabilities

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To continue to provide support to services that assist PWD in finding employment & accessing training	Information provided in a range of accessible formats Priority support given to services/programs that offer internet and computer training	Number of training and placement programs available and success rates. Feedback from participants and providers.	<i>PWD are accessing employment and training opportunities.</i> - Consultation with Job Search and Steps Employment Specialists and with Spastic Centre and Sunnyfield for PWD. - Held an employment expo in late 2008 for school leavers with disabilities. Very well attended.
To promote funding opportunities for assisting PWD seeking employment and training	Service providers notified of Grant opportunities	Services accessing funds to support projects	<i>Broad range of programs and support available for PWD at the local level.</i> - Officers investigating employment strategies for PWD with a view to discussing options at Council (this will also include training and mentoring program options)
To promote and support the library as a resource to PWD	Library facilities are easily accessible to PWD Branch libraries providing accessible facilities Technical aids available	Number and range of library services available to PWD	<i>PWD have ready access to learning material and relevant services that assist with education and career development.</i> - Civic Place redevelopment to include a fully accessible library facility - Civic Place Access Forum in place - Suburban branch libraries identified in the Strategic Property Plan as being in need of enhancement. – Strategies implemented and facilities are accessible. - Home Library Services available

OBJECTIVE 4.8 To address the diminishing pool of volunteers & labour resource support

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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.

			<ul style="list-style-type: none"> - 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 and Linen Service) 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	<p><i>More community members becoming volunteers.</i></p> <ul style="list-style-type: none"> - Council received \$72k from DADHC for a Lower North Shore HACC Volunteer Coordinator – located at Council. Recruitment for the position took place in March '09 and the person commenced in July '09. 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 – its activities are now delegated to various service co-ordinators and issues regularly addressed by the Community Development Team. - Volunteers are formally recognised through Council's 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.	<p><i>Volunteers are offered professional assistance. Volunteers demonstrate relevant skills and knowledge associated with their roles.</i></p> <ul style="list-style-type: none"> - Internal and external training opportunities are available for Council volunteers e.g. safe home visiting/dealing with challenging behaviours.
Continue to develop the existing Volunteering Task Force	Network with volunteering groups and establish practical links	Level of interaction and practical outcomes	<p><i>Support and information is available to assist volunteers and volunteer based services.</i></p> <ul style="list-style-type: none"> - Community Development provides a forum for discussion of volunteering issues and needs as part of their team meetings.

OBJECTIVE 4.9 To advocate and lobby in the provision of services for PWD

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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. Accessibility is managed through regulation and legislation, however affordable housing in the LGA continues to present as a huge problem.

5.0) Older People

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

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To advocate for the expansion of home support services that assist independent living	Consultations with DADHC Continue to monitor need in partnership with service providers & related agencies	Reduction of waiting time for home services. Range of services available.	<i>Older people achieving independent living where appropriate</i> - Proposals submitted to DADHC for expansion of existing services - Council representative on DADHC Consultative

	<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>		<p>Committee & on HACC Advisory Committee</p> <ul style="list-style-type: none"> - Increased funding received for social support programs Lobby the Dept. of Health and Ageing (DOHA, C'wealth) for an increase in the number of Aged Care packages.
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"> - Meals on Wheels, Willoughby Community Aid, Constant Companion and the Lower North Shore Multicultural Day Care Program and HACC Volunteer Coordination project are currently being co-ordinated by Council. - Council promotes external funding opportunities such as CDSE to HACC services targeting Willoughby residents
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"> - Services monitor levels of demand on a regular basis and report back via the Quarterly Reports with statistics on client numbers, services delivered etc. - Participation in the HACC advisory committee allows for updating on overall levels of demand across the region and informs future planning. - Tri-annual planning implemented

OBJECTIVE 5.2 To promote & support healthy & productive ageing

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To collaborate with service providers in the promotion of healthy lifestyle programs	<p>Promotions identified</p> <p>Older people consulted identify suitable programs</p> <p>Work with agencies such as NSACCH to support local programs e.g. falls preventions campaigns</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"> - Council continues to promote a diverse range of programs offered by services such as Northern 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 –

			<p>Staying Strong” and Tai Chi.</p> <ul style="list-style-type: none"> - 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	<p>Continued representation in regional forums to expand community transport options</p> <p>Support outreach programs</p>	Availability of accessible transport options	<p><i>Older persons have improved accessibility to events and activities. Ease of access encouraging increased levels of participation.</i></p> <ul style="list-style-type: none"> - 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 - Aged and Disability Officer continues to sit on the the Ministry of Transport’s Community Transport Advisory Committee.
To establish an older men’s working party to assist in advising on men’s issues & information distribution	Group established	Participation levels	<p><i>Men are accessing gender specific information about health & well-being. Improved community participation.</i></p> <ul style="list-style-type: none"> - Men’s Shed opened 2007. - Men’s Health Day being organised.
To co-operate regionally to acquire appropriate support & accommodation for people with a diverse range of needs.	<p>Explore options available for the transition from large family home to smaller home/unit.</p> <p>Housing Policy reviewed and issues included in the Management Plan</p>	Gaps in levels of affordable & adaptable housing stock	<p><i>Older persons accessing accommodation that is affordable and supportive of their needs.</i></p> <ul style="list-style-type: none"> - The Willoughby City Strategy provides a direction for housing strategy into the future with actions also updated in the 2006-2011 Management Plan.

OBJECTIVE 5.3 To facilitate networking & communication amongst service providers

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To develop a Community Expo incorporating local service providers and business.	<p>Community Expo working party established.</p> <p>Expo held</p>	Number of services participating in the Expo	<p><i>Services assisting Older Persons are well promoted. Increased community knowledge of existing services and resources.</i></p> <ul style="list-style-type: none"> - Community Development teams developing marketing frameworks to promote their own services and programs.

			<p>- Services invited to participate in events such as the Spring Festival and Charities Day to promote their programs and activities.</p> <p>- Seniors Lifestyle Choices & Information Day - held with 2 follow-up evening sessions with Centrelink, Catholic Community Services – has become an annual event..</p>
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 & addressed at forums. Strategies developed that meet identified gaps in service provision.</i></p> <p>- Council officers participating in HACC Advisory Committee, LNS HACC Sub Regional and DADHC Consultative Committee on a regular basis.</p> <p>- 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)</p> <p>- Ongoing partnership with St Leonard's Rotary in the provision of the "Odd Jobs Service" to elderly residents.</p>

OBJECTIVE 5.4 To support carers and the ageing of carers

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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> <p>- Ongoing lobbying to DADHC (state) and DOHA (C'wealth) via the various networks e.g. NS HACC and Interagency</p>
To investigate potential partnerships to improve access to respite care & affiliated services.	<ul style="list-style-type: none"> • Partnerships developed • Investigate options for subsidising venues to be used for respite • 	Availability of respite care	<p><i>Older persons and carers are provided with timely and relevant support</i></p> <p>- 2 X Respite Care Packages of \$5,000 each offered, via Council, to one younger and one older resident. Not to occur in 09/10</p> <p>- Partnerships developed with Catholic Community Services and Baptist Community Services to provide dementia day care centre respite services. Facility to open in January 2010.</p>

OBJECTIVE 5.5 To promote access and accessibility to services, facilities & activities

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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. Council officers would like to promote participation of younger people with disabilities.
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	<ul style="list-style-type: none"> • <i>Community aware of venues available. Community participation supported & 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 •
To continue to promote the benefits of access through the Access Awards.	<ul style="list-style-type: none"> • Promotion of the benefits of accessible design principles within LGA 	Number of nominations and awards	<ul style="list-style-type: none"> • <i>Increased participation at events by older persons due to venues being more accessible</i> • - 2 X Access awards of \$1000 each are sponsored within the annual North Shore Times Business Awards
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 and will be updated following the CBD redevelopment in 2010. Regional maps (rather than LGA maps) to be developed. - "Wheeling and Walking in Willoughby" released in '08.
To lobby for increased accessibility at Artarmon &	<ul style="list-style-type: none"> • Disabled access provided at both stations 	Levels of less mobile commuters using Artarmon	<i>Older people have equity of access. Improved transport options for older people travelling to and from</i>

Chatswood Railway		and Chatswood railway stations	<p><i>the outer suburbs.</i></p> <ul style="list-style-type: none"> - 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	<p><i>Events are inclusive & engage older members of our community.</i></p> <ul style="list-style-type: none"> - 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.	<p>Promotion of existing venues including DCC & community hiring rates.</p> <p>Implementation of ROI process</p> <p>Venues audited & rated</p>	Number of community groups that support older persons accessing appropriate community venues	<p><i>Community aware of venues available. Community participation supported & promoted.</i></p> <ul style="list-style-type: none"> - ROI Process Category D acknowledges that some groups have a limited ability to pay for venue hire on a regular basis. The majority of these groups consist of y 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	<ul style="list-style-type: none"> • Grants reviewed to encourage these events. 	Range of accessible and inclusive events available	<p><i>Increased participation in events by older persons.</i></p> <ul style="list-style-type: none"> - Grants guidelines revised 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

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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 into Civic Place plans that promote access for older persons & people with a disability.</i> - Civic Place being developed as a universally accessible facility. 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. New Branch libraries to open in 2009. Both Castle Cove and West Chatswood are situated within Aged Care facilities.
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 & programs.</i> - Strategic Property Plan completed in 2005 identifies levels of accessibility of existing branch libraries with recommendations for relocating or enhancing inaccessible venues. Recommendations addressed in new Branch Libraries.

6.0) Gender & Family Issues

OBJECTIVE 6.1 To support women in situations of domestic violence

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To continue to distribute information regarding DV via key services	<p>Information made available at community centres etc.</p> <p>Information is culturally sensitive Council liaising with key agencies to ensure information is current</p> <p>Develop the website to promote DV issues & services</p>	Increased awareness of DV issues and support services. Increase in number of women reporting DV cases to police	<p><i>Increased accessibility and awareness of services, events and programs across the community.</i></p> <ul style="list-style-type: none"> - DV information available from Council offices, website, community venues and at MOSAIC (in key community languages) - Grants program supports development and translation of a DV information booklet specific to the Northern Sydney Area. Available in key community languages. - Continued participation on the Lower North Shore DV Committee to facilitate improved communication with the community and among service providers.
To continue to identify & promote access to local support services	Local services meeting demand Council working with providers DV services and projects prioritised for funding under grants scheme	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"> - Community Grants and CDSE Priority Lists give priority for funding to services and projects targeting DV - Council community services and facilities actively promote services such as Women's Legal Resources Centre NSW and Women's Legal Services NSW - Local services promoted at community events and awareness days - Council funded the production of the Lower North Shore DV Booklet that identifies local services and networks.
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"> - Council representative attends forums as required and consults on an ongoing basis with the Hornsby Ku-ring-gai DV Committees. - The Policy & Projects Officer was Chair of the Lower North Shore DV Committee to December 2008.

OBJECTIVE 6.2 To support women as carers

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To continue to promote & facilitate access to local services that provide carer support	<p>Services supported & promoted to access funding</p> <p>Support groups identified and networking facilitated to strengthen ties</p>	<p>Increased access to support services</p> <p>Networks empowered to provide lobbying and advocacy</p>	<p><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></p> <ul style="list-style-type: none"> - Sydney Street Dementia Day Care Centre (currently under construction. To open Jan '10) - Respite care services listed as high priority for funding under Community and CDSE grants programs.
To advocate for an increase in income support & compensation for loss of income for carers	Lobbying supported via established networks	Availability of compensation	<p><i>Improved access to compensation</i></p> <ul style="list-style-type: none"> - 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
To investigate potential partnerships to improve access to respite care & affiliated services	<ul style="list-style-type: none"> • Partnerships developed • Investigate options for subsidising venues to be used for respite • 	Availability of respite care	<p><i>Council facilitates a co-ordinated approach to filling gaps in service provision. Access levels are improved.</i></p> <ul style="list-style-type: none"> - Council working with Catholic Community Services and Baptist Community Services to develop respite opportunities in the LGA. - Council representative attending HACC Advisory Committee.

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

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To work in partnership with local schools & health services to deliver anti-homophobic programs	<p>Programs delivered in consultation with service providers & support groups</p> <p>Training packages developed in partnership with Northern Sydney Area Health</p>	Number and reach of initiatives undertaken	<p><i>Community tolerance and understanding of sexual and gender diversity.</i></p> <ul style="list-style-type: none"> - 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. - Youth Services investigating GLBT friendly events and activities. Support access to resources that increase awareness of non-traditional family structures
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>

OBJECTIVE 6.3 To promote health and wellbeing amongst the GLBT community

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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 & promoted. Programs are relevant to local GLBT community.</i> - Information on relevant 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 & addressing of key health issues specific to GLBT community. Programs effectively promoted & 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 & well-being.</i>

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

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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 & 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 2008/2009
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> - Draft Recreation Plan completed in 2008/09. 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 & recreational facility on the North Shore.</i> - Civic Place due for completion in 2010. Official launch in June 2011.
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.	<ul style="list-style-type: none"> • <i>Improved social cohesion & inclusiveness at the local level.</i> • 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 maintenance and improvements

OBJECTIVE 6.7 To achieve an integrated communication & information strategy

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
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. International Woman's Day, Seniors Week, Youth Week, International Volunteers Day	Community accessing local services relevant to their needs	<p><i>Community across the board has an excellent knowledge of services, events and access points.</i></p> <ul style="list-style-type: none"> - 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. - Packages of Information prepared and delivered to Housing NSW for distribution to new and existing residents at Barton Road and other Housing NSW properties.
To continue to maintain partnerships with relevant committees & inter-agencies that promote access & equity issues	<p>Delivery of joint projects across the region</p> <p>Participation in committees and inter-agencies</p>	Number of joint projects and initiatives	<p><i>Networks are developed to offer support to community agencies</i></p> <ul style="list-style-type: none"> - 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 across the LGA	<p>Annual review of marketing</p> <p>Cross divisional forum addressing issues specific to older persons & people with a disability</p> <p>Cross-cultural training</p>	Community accessing services	<p><i>Information is developed that is timely & appropriate to community needs and interests. Increased accessibility & awareness of services, events & programs</i></p> <ul style="list-style-type: none"> - Public Relations Unit 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. - Council's Events team negotiating promotional space for community events/activities with Corporate Providers (e.g. Adshell) Youth Services and PR Unit using webstreaming sites such as Myspace etc to promote services and

			activities.
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 & 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
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 & services to promote quality of life</i> - Council providing information on a broad range of services, issues & 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 and cultural needs of the Aboriginal community across the Northern Sydney Region. It is funded by 11 Northern Sydney Councils including Hornsby, Hunters Hill, Ryde, 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

A new Project Officer was recruited to the NSASP project during 2008/09 and is co-located at the Aboriginal Heritage Office at Northbridge. She is formally employed through North Sydney Council and was supervised by Willoughby Council to December, 2008. Some graphic

support for promotional material is provided through Willoughby Council and the Policy and Project Officer sits on the Funding Group for the Project. Significant support is provided through the generation of grant applications to support the activities of the project.

Council has undertaken the following initiatives in active support of the Aboriginal people in the local community and surrounding areas

- Recognition of NAIDOC week
- Financial and Logistical support of Regional Reconciliation Groups through grants and subsidised rent
- Engagement of Aboriginal artists for community cultural events and programs – particularly those involving community awareness building components with children and older students.

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

PROJECT MANAGEMENT – Additional actions not found in the Plan

RECOMMENDATION	ACTION	INDICATOR	WHO	TIMEFRAME	PROGRESS/COMMENTS
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"> • Work with the funding group and other stakeholders – including government departments and non-government organizations – to identify sources of funding • 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 • Prepare proposals, submissions, presentations and other material for relevant funding bodies 	<ul style="list-style-type: none"> • Documentation of relevant submissions, proposals, presentations etc presented on an annual basis • Feedback on same from funding bodies • Success in securing further funding* • Evaluation after 12 months with recommendations for further action if required 	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

RECOMMENDATION	ACTION	INDICATOR	WHO	TIMEFRAME	PROGRESS/COMMENTS
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>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</p> <ul style="list-style-type: none"> • Meet with groups to identify key issues, projects, opportunities, challenges and if necessary, protocols • Liaise with northern Sydney councils regarding the specific needs of the various reconciliation 	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>

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

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

HEALTH AND WELLBEING

RECOMMENDATION	ACTION	INDICATOR	WHO	TIMEFRAME	PROGRESS/COMMENTS
<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>Lobby NSCCAH to conduct an audit of existing services and consultation of clients regarding cultural appropriateness of services</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"> - Working with Area Health Aboriginal unit to improve access for the Aboriginal community to programs and services - PO assisting in the development of specific programs in eye care, sexual and mental health
<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>Work with NSCCAH to produce a range of promotional material targeting the Aboriginal community Investigate relevant strategies via the Aboriginal Health & Medical Research Council (AHMRC)</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"> - PO on subcommittee of Area Health to develop promotion for new programs to encourage improved Aboriginal community participation. - PO and AHMRC having discussions on future projects to target community lifestyle issues such as Gambling, Smoking Cessation etc.
<p>Northern Sydney councils approach the Northern Sydney Central Coast Area Health Service to:</p> <ul style="list-style-type: none"> ➤ To make public the outcomes report of the assessment of the health needs and issues affecting Aboriginal people in the Northern Sydney region ➤ collect and publish data regarding the health status of the Aboriginal people in Northern Sydney, and ➤ Integrate current NSW government Aboriginal Health policies and program in local planning. 	<p>Lobby NSCCAH to publish outcomes report of the assessment of the health needs and issues affecting Aboriginal people as well as health data.</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"> - 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.

RECOMMENDATION	ACTION	INDICATOR	WHO	TIMEFRAME	PROGRESS/COMMENTS
Northern Sydney councils urge the relevant government agencies to provide counselling services for Aboriginal people targeting high priority issues including Stolen Generation.	Lobby government agencies and local services to provide counselling services/ Identify funding opportunities to deliver this program	Counselling delivered to Aboriginal people affected by the Stolen Generations and other related issues	Project Officer	Medium Priority	<ul style="list-style-type: none"> - Relationships Australia (RA) to deliver a counselling service to Aboriginal people. - Policy Officer member of the State Indigenous Working Group for RA. Attended 2 meetings to move forward on Aboriginal issues with RA.
RECOMMENDATION	ACTION	INDICATOR	WHO	TIMEFRAME	PROGRESS/COMMENTS
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".	Explore feasibility of setting of a 'buddy' or mentoring program via Link Up, Sorry Day Committee etc.	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 & 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.

Information Protection Principles

The Privacy and Personal Information Protection Act (PPIP 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 PPIP Act. Ongoing training is provided to Customer Services Staff as part of their on-the-job training.

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

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

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. In 2009 a new Cultural Plan was commenced to be integrated with the revised Social Plan and implemented through the Willoughby City Strategy.

Cultural Services

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 2008/09 the Arts & Cultural Unit initiated the first Willoughby Sculpture Prize to be held in the Incinerator building in September 2009. The judges selected 43 sculptures from the 188 entries received. The Unit commenced planning for the studios and exhibition space in the Incinerator when its refurbishment is complete. Willoughby Artists Open Studios Weekend had 19 venues and was very well supported during the Spring Festival. The Foyer Exhibition Space program promoted community cultural development through exhibitions curated in-house including: smART eXPRESSion (HSC/Year 12 Art Exhibition from local schools) and paintings from indigenous artist Jessica Birk who worked with the Chatswood Public School artist in school exhibition for Guringai Festival. The Unit has also been involved in advising on selection of public art for the redevelopment of Depot, Artarmon and Gore Hill and the public art at the expanded Chatswood Chase. The Unit also contributed the Cultural grants to the Community grants program.

Performing Arts Unit

Background

The Performing Arts help make our community a healthier, more sustainable, more interesting place to live. Whether you want to relax and enjoy a show, relish the challenge of new experiences, or simply find something else to do in your local area, the Performing Arts are a great place to start. A leader in cultural development, Willoughby City Council has a dedicated Performing Arts Unit that provides regular opportunities for everyone to participate in and enjoy quality cultural experiences.

The Performing Arts Unit is responsible for the ongoing development of Live Arts, as well as providing high quality venues for a diverse range of Council, commercial, private and community functions within Willoughby City through three main areas of activity:

Generating Engaging Performances

This entails producing and presenting world-class shows and artists as well as a huge range of local talent. The award-winning Willoughby Symphony for example, is recognised throughout the country as a role model for meaningful community development through the performing arts.

Managing Venues

As well as managing a range of purpose-built performance venues, this involves converting generic spaces into dynamic performance venues as needed. Our experienced operations team field's expertise in show sound/lighting, CD production, videoconferencing, front/back of house management, hospitality and more.

Encouraging Community Performing Arts

This includes providing advice to all community groups wishing to present live arts experiences in the Willoughby region. From marketing on a budget, box office services, technical production assistance, programming feedback and more, it is no wonder that Willoughby City has established a reputation as the cultural hub of the North Shore and beyond.

2008/2009 Financial Year

In the 2008/2009 financial year the Zenith Theatre & Convention Centre had 326 events with attendance of approximately 24,940. This included a diverse range of performances of Theatre, Dance, Comedy, Magic, Live Music and Musicals.

The Willoughby Symphony performed 16 concerts in venues including the Zenith Theatre, Sydney Opera House, Verbruggen Hall at the Sydney Conservatorium of Music, The Independent Theatre North Sydney, Parramatta Riverside Theatres and Pymble Ladies College.

The Willoughby Symphony also continued to manage its successful development programs, the Young Composer Award in conjunction with 2MBS FM, the Young Conductor Initiative and the Young Performer Program.

The Performing Arts Unit is responsible for the hiring of the following venues; The Joe Ciantar Music Rehearsal Studio, Bales Park Centre, Beauchamp Pavilion, Gore Hill Park Centre and Warners Park Centre.

The following is a table outlining the number of times the venue was booked by the Performing Arts Unit for usage during the 2008/2009 Financial Year. Please note that in some circumstances the centres were not available for hire on every day.

VENUE	NUMBER OF DAYS HIRED OUT
Joe Ciantar Music Rehearsal Studio	127 days
Bales Park Centre	57 days
Beauchamp Pavilion	26 days
Gore Hill Park Centre	79 days
Warners Park Centre	312 days

In addition, in the 2008/2009 Financial Year the Performing Arts Unit offered ticketing Services to all hirers.

The Performing Arts Unit is also responsible for assisting the Civic Place Project in achieving Council's goals. This included the development of the Cultural Facilities Business Plan for 2012.

Stormwater Management Services

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 2008/09 financial year have been used for:

1. A major stormwater project in the Chatswood CBD to harvest stormwater in Ferguson Lane and 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 will be carried out in four major stages. Stages 1 and 2 were completed in 07/08 at a cost of \$1,065,752. Stage 4 is scheduled for 2009/10 and stages 3 & 5 are expected to be constructed in 2011.
2. Capital repair and renewal projects, viz:
 - a. Chandos Street (near Sargeants Lane) St Leonards.....\$10,000
 - b. Sawyer Lane, Artarmon.....\$10,000

Total.....\$ 20,000

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 Principal Activity 6: Infrastructure, Transport and Access Management.

3. An amount of \$38,000 was allocated to partly fund an overland flow study for the entire Willoughby Local Government Area. The purpose of the study was to identify properties that are subject to overland flow flooding. Such properties will be subject to development control under the Department of Planning's "Exempt and Complying Development Codes."

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

Planning Agreements -

A Planning Agreement is in force for the Gore Hill (former ABC site) Development located at the Pacific Highway, Artarmon

This agreement is between Willoughby City Council and Lindesay Benelong Developments Pty Ltd.

The effect of the Planning Agreement is that the Developer must provide:

1. a Community Building, and
2. a Shuttle Bus Service, and
3. a Sporting and Recreation Facility

in lieu of s.94 and s 94A contributions.

The Agreement sets out how and when the facilities are to be provided.

Companion Animals

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. Council introduced a new procedure for impounded animals which involves leaving them at a local vet for 48 hours whilst the owner is contacted. Dogs which are not claimed after 48 hours are transferred to the Sydney Dog and Cat Home.

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 Management Plan – A revised Companion Animal Management Plan has been adopted by Council. 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.

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 led 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 2008/9 year Council received \$20,840 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.

12 dog attack incidents were reported to the Department of Local Government during the year.

According to the Companion Animals Register, as at 30 June 2008:

1. there is 1 current dangerous dog order in force in Willoughby.
2. there is 1 restricted breed animal registered in Willoughby.