

Willoughby City Council

2009/2010

Annual Report

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INTRODUCTION

Welcome to Willoughby City Council's Annual Report covering the period 1 July 2009 to 30 June 2010.

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 2010

The report is based on the requirements contained in the following legislation:

1. Local Government Act 1993
2. Local Government (General) Regulation 2005
3. Freedom of Information Act 1989
4. Privacy and Personal Information Protection Act 1998
5. Environmental Planning and Assessment Act 1979

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 2009-2014 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 2009 – 2014 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 69,000 with Japanese, Chinese, Italian, Greek and Armenian backgrounds featuring strongly in our multi-cultural society.

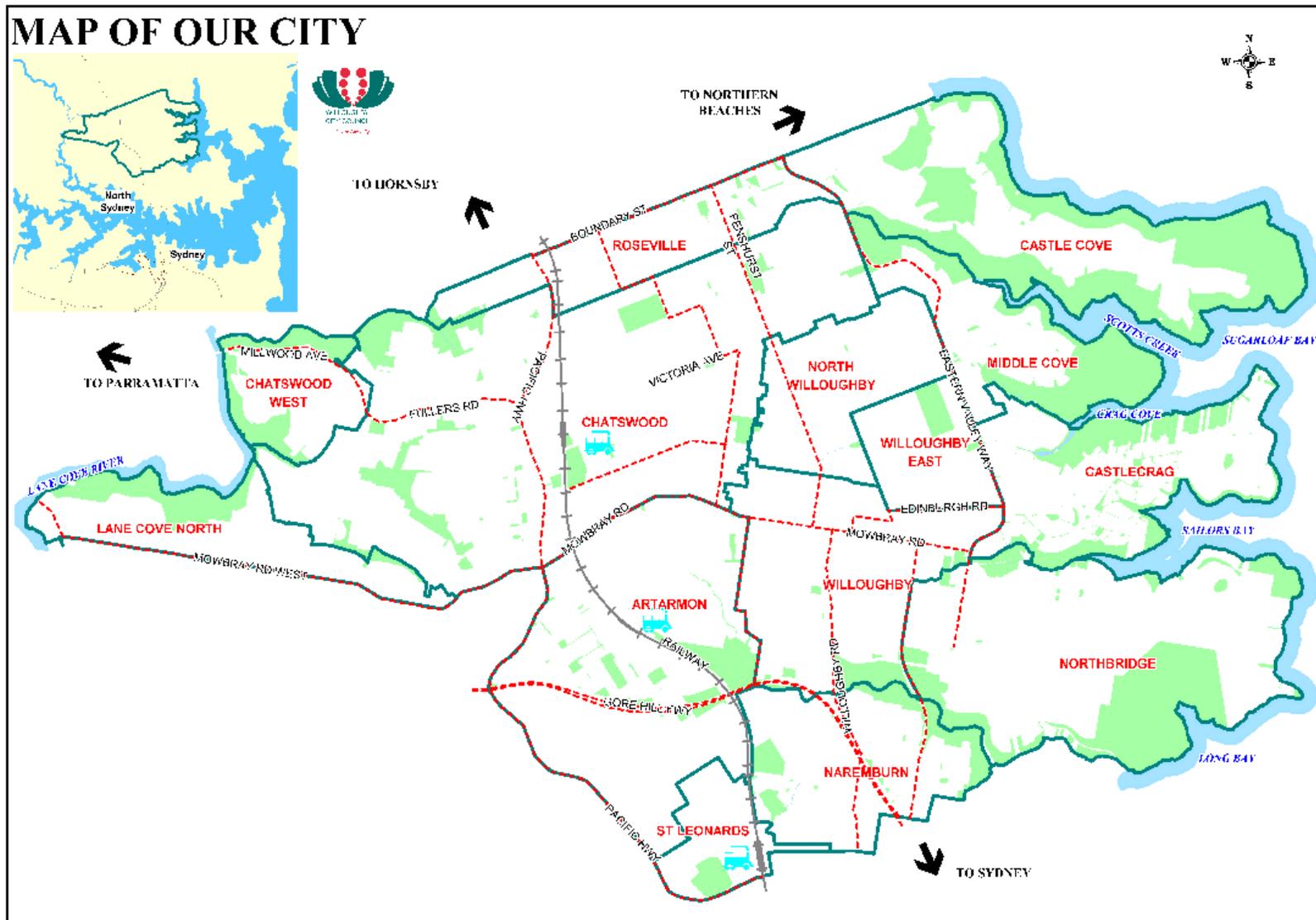
The diversity of the City’s built environment is reflected in the thriving commercial centres at Chatswood and St Leonards, industrial areas at Artarmon and East Chatswood and one of the finest retail centres in New South Wales at Chatswood. These centres create a huge employment pool which draws people 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 70,000 people each weekday. The Chatswood railway station and bus interchange has been redesigned to accommodate the Chatswood to Epping 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.



OUR VISION

Willoughby: the vital hub of the region, where residential, cultural, 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.

The following overarching principles of **sustainability**, **social justice** and **community** form the basis of the Willoughby City Strategy which underpins all of Council's activities.

Sustainability

Sustainable development is development that meets the needs of the present, without compromising the ability of future generations to meet their own needs. It is about balancing environmental, economic and social needs for the long term. We will build sustainability into all facets of our City, community and the Council organisation and everything we do.

Council's Sustainability Charter, adopted in 2008, details Council's response to climate change and the environment, and outlines the steps that will be taken to achieve a reduction in emissions, resource use and environmental impact. The Charter contains a number of sustainability principles, including:

- We respect the Earth and its life, both for its intrinsic value and for present and future generations.
- We realise that the pressures on nature will increase in coming years unless human attitudes and actions change.

- We seek to protect and restore the Earth's ecological integrity, biological diversity and natural processes.
- We uphold the principles of intra- and *inter-generational equity*, or fairness in how resources are distributed within this generation and between this and future generations.
- We adopt the *precautionary principle*, so that those proposing development will need to show that their actions are without significant harm to the environment, rather than the community needing to demonstrate absolute proof of cause.
- We recognise that sustainability will happen faster if local communities become champions of sustainability, share the benefits, and are involved in the decisions affecting sustainability.
- We strive to work together with all sections of government, business, and the community to reach sustainability.

Social Justice

Social justice means that all people receive a “fair go” at the opportunities of life. It is about recognising that our society is made up of many different communities and working to ensure that no group or section of society is excluded.

We will respect the four inter-related social justice principles of equity, access, participation and rights:

- Equity- the fair distribution of resources with a particular emphasis on protecting those people who are considered vulnerable;
- Access- people are provided with opportunities to use relevant services and facilities regardless of their circumstances;
- Participation- encouraging and providing opportunities for people to take part in those decision making processes that impact on their quality of life;
- Rights- people should not be discriminated against and that everyone is entitled to be informed and involved.

Community

A sense of community is one of the basic essential human experiences, a perception of our connection with others, that we all need for our wellbeing. There are many levels at which one can experience a sense of community (such as family, neighbourhood, interest groups, culturally, ethnicity, locality or even globally).

Community is about people, places and events. A “happy, healthy” community is typically defined as one which has a strong identity and achieves inclusiveness, collaboration, cooperative, problem solving, diversity, has access to cultural resources and the arts and has an optimistic view of the future. These kinds of communities demonstrate leadership, innovation, and have broad community participation¹.

Communities are not homogenous entities. Any community will consist of a variety of beliefs, values, traditions and viewpoints that can sometimes lead to disagreement, misunderstanding or conflict. It is important therefore that a community respects its diversity, promotes tolerance and understanding and welcomes difference and change.

¹ Community Builders, NSW, 2009. <http://www.communitybuilders.nsw.gov.au/>

Community does not just mean residents. The community includes a diverse range of visitors including employees who come to Willoughby to work, students who come to learn and people who use our recreation areas and facilities and busy retail centres.

A key responsibility for any Council is to represent, promote, support and work with the community in all its varied dimensions to achieve positive local outcomes. A connected community which encourages active citizenship is essential to the future life of the City. This can be achieved through cultural events and activities, services and facilities, supporting initiatives that cater to a broad spectrum of needs and providing opportunities for people to contribute to community life.

Council will continue to work in partnership with our communities to build a beautiful, safe, creative, healthy, innovative, tolerant City which is valued and appreciated. Council will also continue to implement programs and provide opportunities that will actively nurture and strengthen the community and provide people with a sense of community spirit and “belonging”.

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 2009-June 2010	20
Number of Standing Committee Meetings held between July 2009-June 2010	19
Councillor Name	Meetings Attended
Councillor Reilly	18 Council Meetings 8 Committee Meetings
Councillor Coppock	13 Council Meetings 9 Committee Meetings
Councillor Cox	15 Council Meetings 13 Committee Meetings
Councillor Fogarty	19 Council Meetings 16 Committee Meetings
Councillor Giles-Gidney	19 Council Meetings 12 Committee Meetings
Councillor Hooper	17 Council Meetings 10 Committee Meetings
Councillor Lamb	18 Council Meetings 17 Committee Meetings
Councillor Norton	20 Council Meetings 18 Committee Meetings
Councillor Rutherford	17 Council Meetings 15 Committee Meetings
Councillor Saville	20 Council Meetings 18 Committee Meetings
Councillor Stevens	20 Council Meetings 18 Committee Meeting
Councillor Thompson	18 Council Meetings 17 Committee Meetings
Councillor Wilson	20 Council Meetings 19 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 non-contract directors, have been appointed to oversee the operations of the Corporate Services Division.

The Concourse Project and the Human Resources Branch report directly to the General Manager.

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:

The Concourse Project Manager

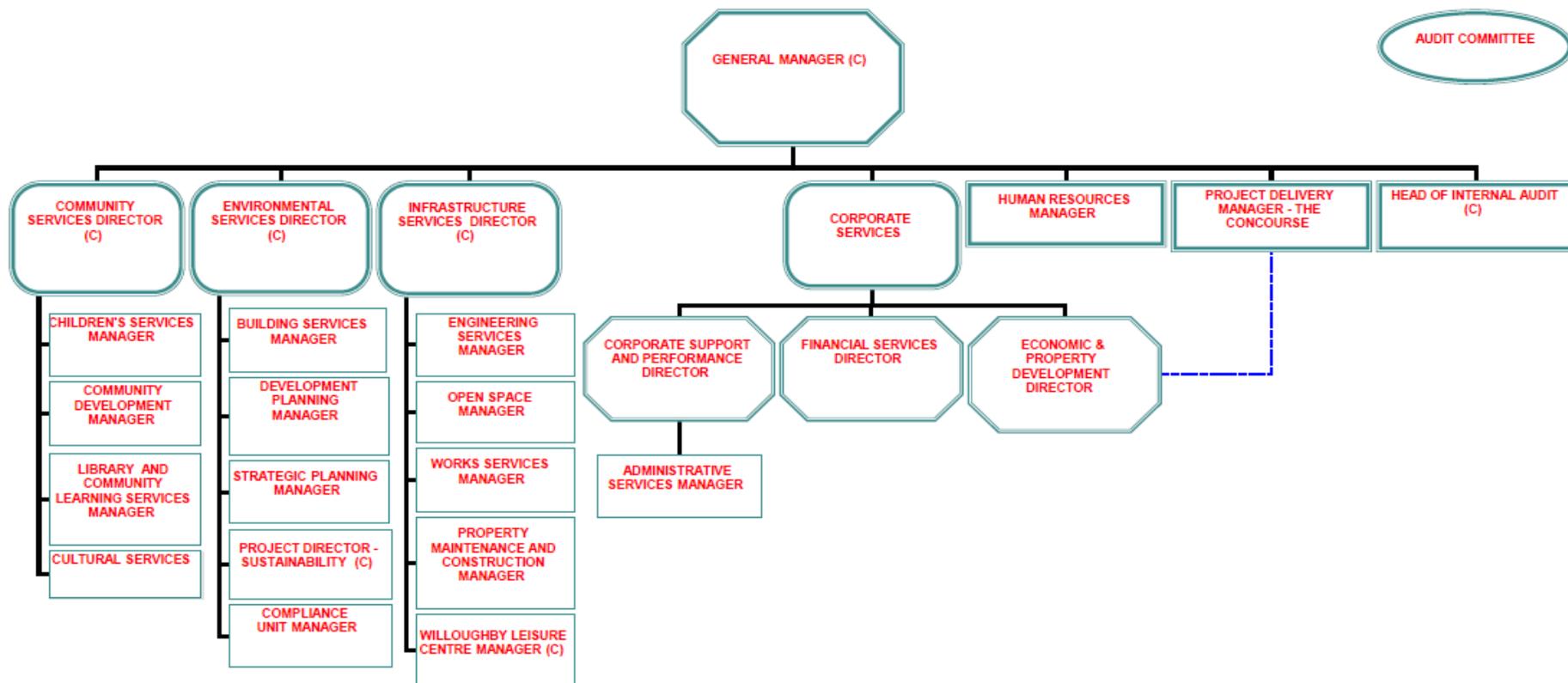
- The Concourse Project and Master Plan

Human Resources Manager

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

Council Management Structure as at 30 June 2010

Council Management Structure



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 2009 to 30 June 2010.

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 2010.

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

A copy of Council's audited 2009/10 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 2010.

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 Concourse project.

The income received from the variation has been:

2007/2008	\$524,980
2008/2009	\$541,779
2009/2010	\$560,741

All income raised from the special variation is being utilised to meet The Concourse 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 Concourse Loan Reserve at June 2010 is \$3.51m.

Income Statement

For the financial year ended 30 June 2010

Budget 2010	\$,000	Actual 2010	Actual 2009
	Income from Continuing Operations		
	Revenue:		
45,813	Rates & Annual Charges	45,849	43,345
16,477	User Charges & Fees	14,910	13,521
2,973	Interest & Investment Revenue	5,541	8,291
4,321	Other Revenues	11,790	8,220
4,631	Grants & Contributions provided for Operating Purposes	6,049	5,578
3,869	Grants & Contributions provided for Capital Purposes	5,884	4,158
	Other Income:		
220	Net gains from the disposal of assets	139	2,615
78,304	Total Income from Continuing Operations	90,162	85,728
	Expenses from Continuing Operations		
34,840	Employee Benefits & On-costs	34,268	32,222
1,391	Borrowing Costs	1,938	2,289
23,053	Materials & Contracts	24,771	24,317
9,041	Depreciation & Amortisation	8,983	8,743
-	Impairment	-	-
10,267	Other Expenses	9,821	9,555
-	Interest & Investment Losses	-	-
1	Net Share of Interests in Joint Ventures & Associated Entities using the Equity Method	25	17
78,593	Total Expenses from Continuing Operations	79,806	77,143
(289)	Operating Result from Continuing Operations	10,356	8,585
	Discontinued Operations		
	Net Profit / (Loss) from Discontinued Operations	-	-
(289)	Net Operating Result for the Year	10,356	8,585
(289)	Net Operating Result attributable to Council	10,356	8,585
-	Net Operating Result attributable to Minority Interests	-	-
	Net Operating Result for the year before Grants and Contributions provided for Capital Purposes	4,472	4,472

Balance Sheet

As at 30 June 2010

\$'000	Actual 2010	Actual 2009
Assets		
Current Assets		
Cash & Cash Equivalents	7,042	7,661
Investments	32,866	74,844
Receivables	6,188	4,391
Inventories	25	29
Other	160	1,165
Non current assets classified as "held for sale"	<u>8,589</u>	<u>8,589</u>
Total Current Assets	54,870	96,679
Non Current Assets		
Investments	19,751	33,706
Receivables	42	42
Inventories	-	-
Infrastructure, Property, Plant & Equipment	2,542,474	2,330,882
Investments Accounted for using the equity method	43	68
Investment Property	8,700	-
Intangible Assets	-	-
Other	-	-
Total Non-Current Assets	<u>2,571,010</u>	<u>2,364,698</u>
Total Assets	<u>2,625,880</u>	<u>2,461,377</u>
Liabilities		
Current Liabilities		
Payables	19,466	15,742
Borrowings	1,015	749
Provisions	<u>9,211</u>	<u>8,572</u>
Total Current Liabilities	<u>29,692</u>	<u>25,063</u>
Non-Current Liabilities		
Payables	1,468	2,230
Borrowings	37,120	34,090
Provisions	<u>456</u>	<u>394</u>
Total Non-Current Liabilities	<u>39,044</u>	<u>36,714</u>
Total Liabilities	<u>68,736</u>	<u>61,777</u>
Net Assets	<u>2,557,144</u>	<u>2,399,600</u>
Equity		
Retained Earnings	2,352,141	2,211,517
Revaluation Reserves	<u>205,003</u>	<u>188,083</u>
Council Equity Interest	2,557,144	2,399,600
Minority Equity Interest	-	-
Total Equity	<u>2,557,144</u>	<u>2,399,600</u>

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 2009 to 2010.

Council currently manages the progress of its activities by Principal Activity Area. The June Review of Council's Management Plan for the period 2009 to 2014 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.

As of next year Council's Annual Report will report back on activities assigned to the Operational Plan and Budget (which, along with Council's 4-Year Delivery Program replaces the Management Plan and Budget under the newly adopted Integrated Planning and Reporting framework).

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

Council's aim is to maintain and enhance Willoughby City's reputation as a place of excellent housing choice from CBD based apartments to modern foreshore homes. Willoughby is also promoted as a great place for business and employment through its major CBD enterprises to small local industrial and strip centre businesses. As the City grows provision must be made for upgrades to infrastructure and provision of new services to meet community needs. Through the DA process, strategic planning, environmental health, infrastructure and building services, we aim to provide a high standard of development planning and building control that will secure the visual quality, heritage and amenity of the City as well as protect environmentally sensitive locations.

Key achievements in 2009/2010 included;

- The implementation of the Willoughby Market Garden project continued.
- Development consent was given for a new Integrated Hospital/ Medical facility at Archer Street, Chatswood;

- Our draft WLEP 2009 was completed and received approval from the Department of Planning and was exhibited;
- 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 Council’s Community Strategic Plan was translated into the Delivery and Operational Plan and where appropriate incorporated into the LEP and DCP.
- An architectural competition was held for land in St. Leonards owned by Council, the SRA and a private property owner.

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 2009/2010 included;

- Implementation of our Domestic Waste Strategy with an on-call clean up service introduced.
- Sustainable Business North Shore Project commenced.
- Comprehensive energy Audits on Council buildings have been completed with over 100 projects to reduce energy use.
- Installation of a Cogeneration plant at the Willoughby Leisure Centre is nearing completion. The Cogeneration system will provide 120kw of electricity to the Centre and save around 500t/year of greenhouse gases.
- ClimateClever Workshops reaching out to hundreds of residents and homeowners.
- Artarmon, Chatswood, Mowbray and Northbridge Public Schools won the ClimateClever Schools competition and were awarded an "eco-Driver" - a real-time energy logger to be installed to monitor energy use.
- ClimateClever Shop is proving to be a popular source of information and access to subsidies.
- ARK voltage system installation at Dougherty Community Centre completed. Total cost of \$17,438 and potential savings of approx. \$3500 pa.
- A \$1.7 million grant was awarded for a joint Council’s “Sustainable Business North Shore” program.
- Implementation of Council’s Sustainability Charter and e.restore programs continued in partnership with local schools and community groups.
- The sustainable renovation of 34 Devonshire Street was completed as a demonstration house and workshop centre.
- The Sharing Sydney Harbour Access grant assisted works were completed.
- A draft Recreation Plan for the City was completed.
- 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.
- A new Waste Depot at land purchased by Council at 4 McLachlan Street , Artarmon was constructed.

- Council's Environmental Health Officers inspect all registered food businesses at least once per annum in accordance with new State Food legislation.
- Negotiations with supermarkets on management of shopping trolleys have led to Chase and Westfield installing trolley controls systems around the centres.
- Projects recommended in the Energy Savings Action Plan have now been scoped and projects are being implemented throughout Council facilities.
- An Ultraviolet (UV) water treatment system has been installed at the Willoughby Leisure Centre replacing the Ozone system. CO2 savings for UV are estimated to be approximately 60 tonnes per year.
- Council established a Sustainability Reference Group of community and expert representatives for advice on sustainability matters. The first meeting was held on 2 February 2010.
- Successful Earth Hour event held on 27 March in Wilkes Avenue Plaza, Artarmon.
- "Wake up to Climate Change": breakfast held during International Women's Week at the Dougherty Centre.

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 2009/2010 included:

- Meals on Wheels received an "A" rating in the NSW Food Authority Food Safety audit.
- DCC Volunteer Appreciation Day was held 2 December 2009 with 120 volunteers attending.
- International Day of People with Disability held in the Chatswood Mall 3 December 2009 with Junction House Band and Cromehurst School plus an art exhibition by Chatswood Independent Living clients.
- Food Services provided locally sourced and organic catering for Sustainability Education Event hosted by WCC for Australian Association for Environmental Education.
- Dougherty Community Centre food services had excellent end of year results. Compared to last financial year, Café income was 13% higher; catering income 21% higher whilst production costs ratio improved.
- Chinese Memory Seminars and Expo for Mandarin speaking community held on 14 October 2009 at the Dougherty Community Centre with over 160 in attendance.
- A program of 25 events was scheduled for Seniors Week 21 - 29 March 2010, with over 400 people attending.
- Ethnic Services Unit held festival celebrations in early 2010: Chinese New Year luncheon, Lunar New Year Korean Traditions and Holi Party.
- Falls Prevention seminar for Chinese community in partnership with Lane Cove Council and Northern Sydney Central Coast Area Health Service held 30 April 2010 at the Dougherty Community Centre with 140 people in attendance.
- Youth Centre increased attendance by 30% compared to previous quarter, totalled 7,661 visits by young people.
- Youth Centre conducted G-Style DownUnder Dance Competition, 100 young people attended.
- ShoreFest Development for Youth Week - delivered with Mosman, Lane Cove and North Sydney Councils featured two stages, bands and dancing.

- Youth Centre Redevelopment of Basketball court continuing with toilets, watertank, storage shed and additional lines for soccer, cricket and handball.
- ShoreFest was held Saturday 10 April 2010, it is a collaborative music festival and celebration of National Youth Week between four Local Government Areas, Willoughby, Mosman, Lane Cove and North Sydney.
- Youth Centre: World Environment Day - Your Climate, Your Future - 150 young people attended for mural painting.
- Naremburn After School Care and Family Day Care received a high quality assurance rating.
- Accreditation was gained in the high quality range for Artarmon OOSH and Devonshire Children's Centre.
- Children's Services partnered with East Willoughby pre-school in holding a Family fun and Picnic Day in October 2009 along with a celebration of the anniversary of the pre-school.
- Successfully held the Annual Children's Forum with mini-expo during Families Week in May 2010 with 54 attendees.

4.Arts and Cultural Development

Our cultural and library services are the key drivers in arts and cultural development and community learning 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 Concourse will further develop the range of arts and cultural opportunities available to our residents and visitors.

Key achievements in 2009/2010 included:

- Willoughby Sculpture Prize was held 26 September - 5 October 2009. Approximately 800 people attended the opening day with between 100-200 on each of the other days.
- Willoughby Artists Open Studio Weekend 19 - 20 September 2009. 24 venues and over 50 artists across Willoughby. Each venue had approximately 100 visitors over the weekend.
- Darug Guringai Elders art exhibition on 6 July 2009.
- Smartexpression exhibition, in the foyer exhibition space of Higher School Certificate artworks from Mercy Catholic College, Chatswood High School and Willoughby Girls High School.
- Spring Festival 2009 included; Spring Festival Launch, Melody Markets, Star gazing night and Warners Park Opening with the major event of the Street Fair in Chatswood attracting over 100,000 visitors in September.
- Christmas Banner Competition was held on 5 November 2009.
- Christmas Melody Markets operated in the Mall from 10 - 23 December 2009.
- Carols at Willoughby Park 12 December 2009.
- WSOC - Concerts performed in 2009 included: The Spectre's Bride, Romance for the Soul, The Baltic Passion, Building Spirits and At Brandenburg's Gate.
- Zenith Theatre hosted 240 events with total attendance figures of 27,466.
- Council opened 3 new Branch Libraries and Community Learning Centres in 2009/10 at Castle Cove, Northbridge and West Chatswood.
- WIFI (Wireless Services) introduced at Artarmon & Castle Cove libraries - November 2009.
- Library services won a Multicultural Excellence Award in November 2009 for the Library's Chinese Book and Movie Lover's Club program.
- The Library and Community Learning Branch conducted 19 author talks and 611 other learning and community activities in 2009/10, with a total attendance of 26,248.

- Willoughby Park Centre ran 47 courses in the April 2010 school holiday program with 323 enrolments; in the July school holiday program there was a substantial 9.5% increase with a total of 730 enrolments. Term courses totalled 149 with 16,988 attendees.
- Park Art at Willoughby Park Centre continued as a very popular community event.

5. **Economic Activity**

Our economic activities include implementing plans, and providing information and assistance to improve the viability of businesses and encourage 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 and employment centre

Key achievements in 2009/2010 included;

- The revitalisation of Chatswood Mall is underway and when completed will provide a safe, active pedestrian space linking the Chatswood Transport Interchange, The Concourse and retail areas of Chatswood. The mall will feature new landscaping, lighting and public art as well as spaces readily available for outdoor dining, markets, community events and entertainment.
- The architectural competition 'Proposition 2065' has been awarded. The competition attracted considerable interest Australia-wide and the ideas created have been used to educate the planning process for the site and locality, aiming to create employment and housing opportunities and an attractive, active public space.
- Continued involvement with major retailers, including Chatswood Chase and Westfield, and other businesses to improve the vitality, safety and amenity of the retail precincts.
- Undertaking a complete audit of all Council's commercial and community leases and licences, together with a review of procedures and policies for use in the future when determining such property matters.
- Commenced the leasing process for the retail and food & beverage spaces at The Concourse.

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 2009/2010 included;

- The Concourse - Over the last financial year Council has continued with the construction of the site and taken significant steps in the construction, retail management, and marketing of the site.
- Restoration and Adaptive Re-use of the Willoughby Incinerator - The project, now 80 per cent complete, will repair structural damage to the nationally heritage listed, Walter Burley Griffin designed Willoughby Incinerator.
- Drainage and Stormwater Upgrades - The 2009/10 drainage stormwater program has continued to maintain Council's drainage network. The works have reduced localised flooding and the aesthetics of the streets.

- Missing Links Footpath Program In 2010 Council made significant progress completing the missing links in Council's footpath network and improving pedestrian access across the City
- Chatswood Mall Upgrade - The construction program which commenced in February 2010, has enabled work to be undertaken without impeding on the activities of the 35,000 people who pass through the mall each day.
- Flat Rock Drive New Bicycle Path - The additional bike path facility has enabled bicycle riders and pedestrians to safely share the road with cars encouraging residents to use alternative transport.
- Artarmon Circuit Path - stage one The Artarmon Circuit Path is part of the ongoing implementation of the Artarmon Reserve Master Plan and is to be completed in four stages with Stage one now complete.
- A purpose built waste depot has been built for the storage of waste vehicles and servicing workshop facilities for waste contractors. The centre also provides a shared truck wash facility for Council vehicles as well as waste contractors vehicles.
- Additional parking facilities have been provided for train commuters, visitors and local residents who visit the St Leonards precinct through the addition of a 60 space car park. The additional parking has supported the viability of the St Leonards commercial centre.
- Traffic diversions and access Improvements at the Willoughby Leisure Centre have been made to improve the traffic congestion during netball games and other major sporting activities at the Willoughby Leisure Centre and adjacent sporting fields.
- The Willoughby Leisure Centre has continued to grow in clientele and reputation. Willoughby has continued to increase the sporting and recreational facilities available to its community by increasing the diversity of existing assets and facilities such as the library facilities which host classes such as yoga. Total attendance at the Willoughby Leisure Centre increased by 5%.
- The Artarmon Loop service was expanded. Council now provides separate shuttle routes from outlying areas of the municipality, poorly served by public transport, to and from commercial hubs at Artarmon, Northbridge and Chatswood.

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 2009/2010;

- Council's revenues and rating performance in regards to % of rates outstanding was 2.8%, well below the NSW average of 5%.
- 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.
- Implementation of the new Government Information Public Access Act (GIPA).
- Willoughby joined with 5 other north shore councils and introduced an internal audit function to provide an independent objective assurance and consulting activity designed to add value and improve Councils operations.
- Administrative services updated and reviewed key policies and procedures including Councillors' Payment of Expenses and Provision of Facilities Policy and Statement of Business Ethics.

- Council worked to improve its risk management through increased promotion of occupational health and safety guidelines.
- Electronic Performance Planning and Review System (e.PPRS) - An online staff performance planning and review system has been developed. The system is efficient, integrates with core systems, has excellent reporting functionality and complies with Council's legislative and operational requirements. The system was utilised by staff for the first annual performance review period from December 2009 to February 2010.
- Implemented a number of corporate application projects designed to improve council's use of software. This includes upgrades to the financial management ~ to implement funds control, the electronic document management software ~ to implement GIPA compliance, booking system, and the enhancement of mapping software to implement flood study data.
- Officers continue to issue cautions & fines for breaches of Road Rules 2008 throughout the City of Willoughby and particular attention was given to illegal parking on verges and driveways.
- Officers are succeeding with 'safety over convenience' enforcement' program in school zones, parking issues in Chatswood CBD; Artarmon Industrial Area and misuse of MPS Permits.
- Building sites are inspected proactively and in response to specific complaints. Warning letters, notices, orders and fines are issued for breaches of Development Consents – EP & A & POEO Acts; A campaign to inform residents about the problems of unauthorised work commenced.
- New Food Premises Inspection Safety processes commenced and notices, orders and fines have been generated for unhealthy premises.

8. Corporate Development and Communication

The key responsibility of this area is to enable the timely, accurate and transparent provision of information and services to the community. The Integrated Planning framework, statutory compliance, governance and performance management also falls within this area.

Key achievements in 2009/2010 included;

- Developed a four-year Delivery Program and Operational Plan as a tier one Council under the newly introduced Integrated Planning and Reporting framework.
- Developed an Asset Management Strategy and Policy, developed asset inventories, defined levels of service and commenced work on individual asset class plans.
- Prepared for the implementation of the GIPA Act, including modifying Council's website to ensure that key documents are web publishable.
- Council has enhanced its business function through improved electronic means to enable residents to find information online and undertake common business transactions without the need to come into the Council premises.
- Held workshops with Councillors on modernisation, regional issues and the integrated planning framework.
- Commenced development of a business continuity plan.
- Rebranded Council's new cultural precinct as The Concourse and commenced community engagement strategy, including new collateral and website.

- Developed improved communication for the Willoughby Leisure Centre, the Artarmon Loop bus service, and created a web site for the Zenith Theatre.

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 2009/10 State of the Environment Report (SOE) 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 NSROC's website). The benefit of a regional report is that it enables a greater understanding of the state, pressures and responses to the environment within a regional context as environmental issues are often not localised to one particular area. The 2009/10 NSROC SOE is a supplementary report. The key findings from the supplementary report were:

- Expenditure on environmental activities and related initiatives has risen across NSROC member councils by \$15million in the last year.
- There has been some early indication of progress against the NSROC Regional Sustainability Plan 2009-2014, particularly in the areas of public education and awareness, and energy and water consumption trends. However performance relating to urban environment such as increasing open space and ensuring the increased provision of public transport are less encouraging.
- NSROC Councils are continuing to find great community demand for action on sustainability and uptake in environmental initiatives. Initiatives focus on both residents and business activity. Councils have also commenced various joint environmental programs reflecting best value and recognising common needs for services and information across the region.
- The population continues to grow in the NSROC region (as projected by census data) and councils continue to calibrate their planning arrangements to meet State Government required dwelling and employment targets. However built development across the region, as measured by number of Development Applications, was lower than the previous year by approximately 1000. This drop in Development Applications is likely to be linked to the financial crisis in late 2009. Longer-term, the region's development is expected to increase and this places further challenges on the environment.

- Further work has been done over the last year on collating information on aboriginal heritage in the region which provides an important source of information for residents and future generations. With changes to NSW planning laws, member councils are continuing to face challenges in preserving non-aboriginal heritage as outlined in case studies in this report.
- NSROC and member councils focused considerable efforts this year in assessment of transport and planning issues in the region. In response to the State Government's Metropolitan Strategy and Transport Plan, NSROC councils identified their key transport priorities. In doing so the critical emphasis has been on sustainable public transport which maximise environmental, social and economic outcomes for the region.
- Waste is an important environmental challenge for the NSROC region, particularly in its densely populated areas. In the last year the total amount of residential waste generated in the region declined, unfortunately portion of this waste which has been recycled has fallen slightly compared with 2008-09. This outcome reflects difficulties with current recycling operators and their limited capacity to take the increased total recyclable materials being generated across Sydney.

How Willoughby City Council is responding to the state of the environment

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.

The Council's draft Sustainability Action Plan defines 10 target areas for Council in terms of Ecological Sustainability. Below provides a brief summary of Council's actions in these target areas during 2009/2010.

1) A sustainable Willoughby Council

During the 2009/2010 period, Willoughby City Council worked to ensure the continuation of ongoing environmental programs whilst working to embed sustainability into the organisation's operations and it builds an organisational culture of sustainability. Council firmly believes it must lead by example in moving towards sustainability. To ensure this Council is building on its Sustainability Charter which outlines Council's vision and commitment to sustainability and developing a Sustainability Action Plan (SAP) that details the programs and actions Council plans to undertake to ensure it's moving towards sustainability. The SAP has an emphasis on ecological sustainability in recognition that this area of sustainability has traditionally had less consideration by society. The SAP complements Council's existing integrated planning framework which is underpinned by the principles of ecological, social and economic sustainability and governance.

2) Climate Change and energy consumption

Council recognises in terms of moving towards sustainability the significant threat that human induced climate change poses and therefore the Council continues to focus on responding to this global challenge through a combination of mitigation works and adaptation planning. To this end Council has worked to implement its Energy Savings Action Plan to retrofit Council buildings with energy efficiency measures and install renewable energy. The projects include

lighting retrofits, air conditioning upgrades, hot water upgrades and passive design improvements amongst others. 17 projects are complete, 21 are in progress and a further 50 are in the planning phase. Estimated total savings for all ESAP projects is around 600 tonnes of CO₂. Further to this Council has purchased the required volume of accredited carbon offsets to ensure that the organisation meets its greenhouse reduction target of 50% reduction of Councils carbon footprint by the end of 2010.

Council has also worked actively with our community to help reduce its carbon footprint. Council in 2009 launched the community education campaign called "*ClimateClever*". During 09/10 Council has continued to roll out a suite of innovative programs such as a range of practical workshops, school, home and apartments' 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.

Council also recognises the need to restore and enhance our local environment. Council manages approximately 290 hectares of bushland. Priorities are to preserve and restore the health of natural areas, including creeks, preserve and enhance wildlife habitat, and expand environmental education.

3) Sustainable Transport

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 and Willoughby City Council continued to encourage its own staff to cycle by maintaining the staff bicycle fleet. Council's bicycle map was updated and expanded to be the official bike map for a number of North Shore Councils.

Council staff continued to work with local schools to encourage walking, cycling and using public transport. Walk Safely to School Day was supported by Council with a healthy breakfast and a sustainable travel competition at a local primary school. Additional carshare pods were introduced to support the expansion of carshare schemes in the local area.

4) Water quality and consumption

Water Quality monitoring continues across the LGA. A full year of monitoring has now been completed with quarterly, wet weather and bi-annual macro-invertebrate sampling undertaken. The key parameters of concern identified from the analysis of stream health are faecal coliforms, copper, zinc, total nitrogen and total phosphorous. The report recommends continual monitoring of the microbiological bacteria in the water (i.e. faecal coliforms) on a regular basis. Willoughby City Council will continue its water quality monitoring program in 2010/11.

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.

A number of water conservation projects throughout the 2009/2010 financial year. Most notably, Council's new The Concourse 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 The Concourse 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 a 10,000 litre underground rainwater tank installation at Northbridge Library and water sensitive urban design integrated into building works at Willoughby House.

A number of sustainable transport initiatives were implemented in 2009/10. Council's free shuttle bus service was expanded on a trial basis to new areas throughout the LGA. The existing Artarmon Loop shuttle bus and CouncilCab services continue to be popular with residents and businesses.

6) Resource Recovery and Waste Avoidance

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 4165 tonnes CO_{2-e} last financial year. In addition, by diverting 50% of municipal waste to the Alternative Waste Technologies facility (UR-3R) an additional 7269 tonnes of waste was diverted from landfill.

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 and Council has provided drop-off events to recover these hazardous materials.

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, Bokashi buckets and worm farms continues to be successful.

7) Biodiversity and Ecological Integrity

Bush regeneration continued in all catchments during 2009/10, along with noxious weed and pest species management. Ten hazard reduction and ecological burns covered 1.83 ha. Approximately 340 volunteers conducted regular bushcare activities and fauna surveys.

Biodiversity and wildlife education continued through programmes and events: the Fauna Fair (1200 visitors), the stall at the Easter Show (500 visitors requested information), the Spring Fair, a wide range of workshops (243 participants), bushland interpretive activities for children and adults (2,551 participants), two Bush Poetry events (270 participants), Tree Day activities, and Greenstyle, an environmental/sustainability program for residents (advice given to 140 residents). Publications included the quarterly Bushcare Newsletter (distribution 1,400), and the Environmental Events Calendar (distribution 4,000). A book "Willoughby's Wildlife" was published.

8) Education and awareness for Sustainability

The ClimateClever education campaign continues to be implemented by Council. As part of the campaign eight workshops were held over the year with topics including:

- All you need to know about installing a rainwater tank
- Harness the sun! Solar PV – it's easy
- Hot water – the best option for you and your household
- Shopping that doesn't cost the Earth
- A Sustainable Food Adventure, From the Seed to the Plate and More

- Don't let Christmas Shopping Cost the Earth

All workshops have been well attended with the most popular being the solar PV workshops. The total number of participants was around 255.

ClimateClever Schools continues to work with Schools. Under this program schools were supported to undertake energy audit reports and the School Environmental Management Plan (SEMP). Five schools have begun the SEMP to date and four have undertaken energy assessments. Two local high schools participated in energy assessments in April. In addition Artarmon, Chatswood, Mowbray and Northbridge Public Schools have been awarded with a \$10,000 ClimateClever Power Tracker which is a real-time energy logger that will help the schools monitor their energy use.

9) Air and Noise

Council operates and maintains an air quality monitoring station at Lane Cove which is situated within the grounds of Mowbray Public School. The monitoring station monitors particle pollution from vehicle exhausts, dust, and smoke as particulate matter PM₁₀ and PM_{2.5}. Monitoring information is presented on Council's website as real-time results.

Council reviews proposed activities and development of land that has the potential to increase background noise levels at the development application stage. Noise is considered and conditions of consent are recommended which set noise limits, provide controls for attenuation and provide operational conditions to minimise noise. All noise complaints received by Council are investigated and resolved in a timely manner.

10) Sustainable Building

In addition to the retrofitting of multiple Council buildings occurring as part of the Energy Savings Action Plan (previously described) Council has established a "Sustainability Hub" at 34 Devonshire St. This project involved the retrofitting of an existing council building (an old residential house from around 1915) to improve its sustainability performance and enhance its useability. The sustainability hub showcases simple sustainable renovation ideas including high efficiency lighting, new double glazed windows, installation of ceiling fans, use of non VOC paints internally and low VOC paints externally, insulation, non PVC carpet squares with recycled PET backing, a 5,000L water tank and an edible garden. A 2.1kWh solar power system has been installed.

11) Sustainable Business

Council has continued to facilitate a number of programs to help local business become more sustainable including:

- Sustainability Advantage (DECCW);
- Fast Track Energy Efficiency (DECCW) – This program provides subsidised; energy audits and technical advice to help save energy;
- CitySwitch Green Office;
- Energy Efficiency for Small Business Program (DECCW); and
- Better Business Partnership

The Better Business Partnership is a notable addition to our program during 09/10/ The program is funded by the Environmental Trust, this program works in collaboration with Willoughby, North Sydney and Ku-ring-gai Councils. The program uses the Energy Efficiency Program and Sydney Water Saver program to help them **save money** through reduced energy

and water bills, to **improve their environmental performance** and provide **promotion** and recognition of their actions.

Council also engages with the business community through other established events such as Earth Hour, Clean Up Australia Day, World Environment Day etc. Council also hosts information sessions and networking events.

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

<u>Activity or Service</u>	<u>Targets</u>	<u>Proposed Key Actions July 2010 – June 2011</u>
Conserve biodiversity and maintain natural ecosystems	<ul style="list-style-type: none"> • Minimum of two action plans to be reviewed. • Urban Bushland Plan of Management (UBPOM) implemented. 	<ul style="list-style-type: none"> • Reserve Action Plans (RAPs) to be reviewed and relevant UBPOM actions to be implemented.
Protect and monitor creeks and waterways from stormwater runoff and improve water quality	Stormwater outlet upgrades carried out as identified in RAPs.	<ul style="list-style-type: none"> • Implement stormwater outlets to bushland remediation project. • Maintain remediated sites.
Improve the protection of foreshores, watercourses and bays	All contract work areas to be maintained.	<ul style="list-style-type: none"> • Implement recommendations of RAPs relating to waterways.
Manage potential impacts of bushfires on natural ecosystems and development	<ul style="list-style-type: none"> • Burn plans implemented and site reports completed. • Liaison with Regional BFMC. 	<ul style="list-style-type: none"> • Prepare bushfire hazard reduction and ecological burn plans in conjunction with Regional Bushfire Committee.
Implement and promote environmental education programs.	Implement interpretive program with local community.	<ul style="list-style-type: none"> • Plan and coordinate interactive bushland educational activities. • Schedule environmental events with community groups.

<u>Activity or Service</u>	<u>Targets</u>	<u>Proposed Key Actions July 2010 – June 2011</u>
Promote community involvement in volunteer activities and promote bushland and environmental awareness	Update Bushcare Action Plans for each site.	<ul style="list-style-type: none"> • Increase participation in volunteer activities.
Implement sustainable plantings and habitat linkages in streetscapes and verges	Landscaped road verges that are sustainable, prevent weed spread and improve habitat linkages.	<ul style="list-style-type: none"> • Continue programs of repair and re-landscaping of verges using 'water-wise' plants and native species for wildlife corridors.
Climate change adaptation and energy reduction (50% target).	<ul style="list-style-type: none"> • Reduce Willoughby City Council carbon footprint by 50% by end 2010 from 1999 levels. • Strive towards carbon neutrality after 2010. 	<ul style="list-style-type: none"> • Monitor carbon footprint. • Reduce consumption of electricity in Council buildings and reduce consumption of vehicle fuel. • Work with Streetlight Improvement Program to improve the efficiency of streetlights • Investigate distributed energy systems including renewable and transition technologies. • Offset Council's remaining emissions. • Climate change risk assessment and adaptation plan development.
Reduce community carbon footprint by 15% by 2015	Reduce Willoughby City's community carbon footprint by 15% by 2015.	<ul style="list-style-type: none"> • Reduce community carbon footprint through education campaign. • Reduce the community's electricity consumption through promotion of energy efficiency and renewable energy • Implement the Sustainability Action Plan and related programs.

<u>Activity or Service</u>	<u>Targets</u>	<u>Proposed Key Actions July 2010 – June 2011</u>
<p>Sustainable transport</p> <p>Includes:</p> <ul style="list-style-type: none"> • Artarmon Loop shuttle bus • CouncilCab • Active transport management 	<ul style="list-style-type: none"> • Increased utilisation of more sustainable modes such as active and public transport. • Increased awareness within the community of sustainable transport. • Improved infrastructure and facilities for sustainable transport. 	<ul style="list-style-type: none"> • Expand and monitor the Artarmon Loop service. • Trial pilot shuttle bus program to include other suburbs where highest need has been identified. • Continue CouncilCab service. • Work with the State Government to improve sustainable transport options. • Promote services to the community, including educational activities, workshops and events.
<p>Water efficiency in Council and the community</p>	<ul style="list-style-type: none"> • Reduce consumption of potable water by 25% by 2013 based on 2003 levels. • Overall reduction in the total consumption of potable water by the community. 	<ul style="list-style-type: none"> • Reduced consumption of potable water by Council and the LGA. • Council becomes a leader of water management. • Increase awareness of Council's water savings initiatives. • Increase the number of rainwater tanks installed on Council's buildings. • Increase the volume of water being harvested and/or recycled by the community.
<p>Water quality in local waterways</p>	<p>Monitor water quality in local waterways.</p>	<ul style="list-style-type: none"> • Monitor local water quality. Test chemical and biological parameters on a quarterly basis and conduct macro-invertebrate identification on a seasonal basis in autumn and spring. • Prevent and manage the impact of spills.
<p>Reduce air pollution and greenhouse gases</p>	<p>Continuous ambient air quality monitoring at Mowbray Public School.</p>	<ul style="list-style-type: none"> • Monitor and report on local air quality. • Improve fleet efficiency. • Identify significant contributors to local air pollution.
<p>Manage environmental noise</p>	<p>Minimise the potential for noise.</p>	<ul style="list-style-type: none"> • Monitor, report and resolve complaints on local noise incidents. • Minimise potential for noise through DA process.

<u>Activity or Service</u>	<u>Targets</u>	<u>Proposed Key Actions July 2010 – June 2011</u>
Sustainable buildings	Sustainable retrofit of all Council buildings.	<ul style="list-style-type: none"> • Integration of best practice into new developments and encourage retrofitting of existing buildings. • Strengthen planning requirements for new developments. • Develop an education program for residents and developers.
Sustainable business	Increase the number of businesses signing up to CitySwitch Green Office, Sustainability Advantage and the Better Business Partnership.	<ul style="list-style-type: none"> • Increase implementation of sustainable practices by local business and industry. • Increase implementation of energy efficiency measures. • Provide assistance to businesses to access funding for tools and equipment.
Sustainability education	Increased behavioural change towards sustainability and adaptation to climate change.	<ul style="list-style-type: none"> • Increase community's skills in, knowledge about and motivation for sustainability. • Develop education program for CALD community. • ClimateClever education strategy implemented. • Expand partnerships and networks internally and externally. • Explore sustainable food choices.

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;

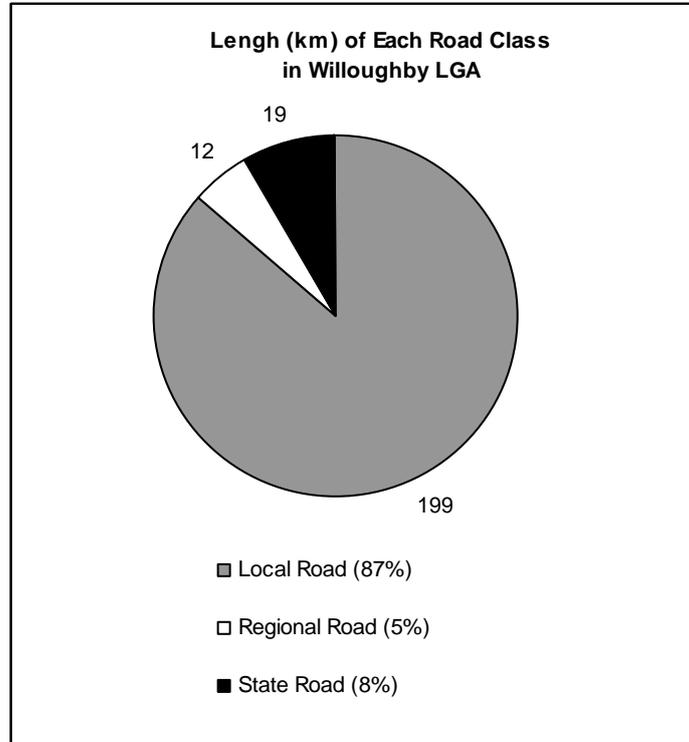
Condition of Public Works as at June 2010

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	-	790	770	Superficial Deterioration	-	21	253
	Council Works Depot	-	20,371	20,293	New Condition	-	544	54
	Council Halls	-	755	686	Deterioration evident	2,458	61	20
	Council Houses	-	5,883	3,783	Superficial deterioration	-	100	29
	Commercial buildings	-	74,416	69,660	Superficial deterioration	-	1,698	213
	Library	-	6,700	6,544	Deterioration evident	561	80	18
	Childcare Centres	-	7,318	6,784	Deterioration evident	1,104	174	120
	Community Centres	-	8,879	8,174	Deterioration evident	1,374	201	250
	Amenities Toilets	-	8,237	7,564	Deterioration evident	1,726	517	36
	Other Structures	6,590	-	3,172	Deterioration evident	346	55	46
Total Public		6,590	133,349	127,430		7,569	3,451	1,039

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	-	177,653	131,605	Superficial deterioration	8,770	2,904	2,781
	Bridges	-	7,746	6,272	Deterioration evident	562	92	-
	Footpaths/ Cycleways	-	57,357	47,276	Superficial deterioration	3,519	1,070	1,423
	Kerb & Gutter	-	79,754	71,578	Superficial deterioration	2,370	729	391
	Car parks	-	2,426	1,556	Superficial deterioration	362	28	51
Total Public Roads		-	324,936	258,287		15,583	4,823	4,646
Drainage Works	Storm water Conduits	-	76,269	48,520	Superficial deterioration	16,534	655	268
	Inlet & Junction Pits	-	17,410	12,169	Deterioration evident	1,107	896	622
Total Drainage works		-	93,679	60,689		17,641	1,551	890
Total All Assets		6,590	551,964	446,406		40,793	9,825	6,575

Road Pavement

The total length of sealed road network in Willoughby Local Government Area (LGA) is approximately 230km, which can be further classified into State Road, Regional Road, and Local Road. The length and proportion of roads in each type is shown in the graph below.



19km of the sealed road network is classified as State Road and therefore maintained by the New South Wales Roads and Traffic Authority (RTA). This leaves approximately 211km of sealed roads that Willoughby City Council is responsible for, 12km of which is classified as Regional Road and the remaining 199km as local roads.

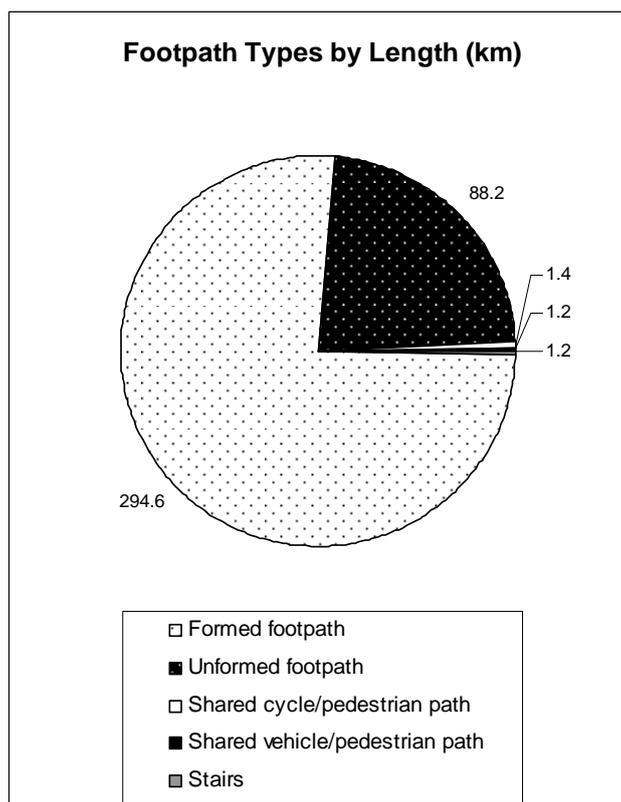
In terms of material, approximately 82% of the road surface area Council is responsible for in the network is bitumen, and the remaining 18% is constructed of concrete.

The data from Council's pavement management system indicates that the road pavement is generally in good condition, with the average condition being 2 in the scale of 0-5 used in Council's asset condition rating. More details in the description of this condition rating scale can be found below.

During financial year 2009/2010, expenditure on road pavement maintenance and renewal was \$2.78M.

Footpaths

Council is responsible for the care and control of approximately 387km of footpaths and cycleways within the road reserves, with the breakdown as shown in the graph below.



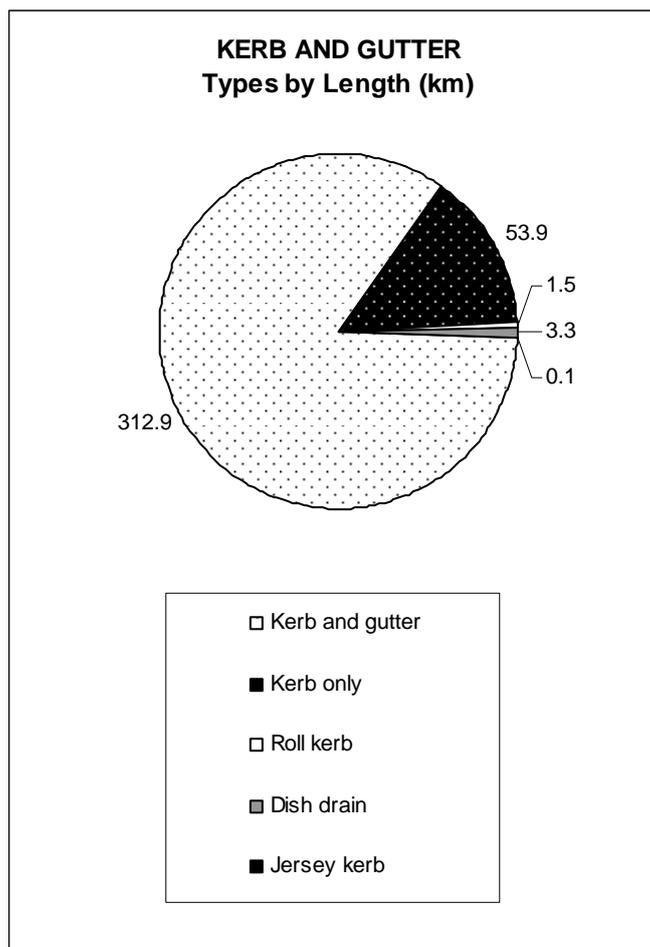
Approximately 80% of the formed footpath area is constructed of concrete, with bitumen, or pavers making up the rest. Unformed footpath is walkway typically made of turf and naturally existing materials. The stairs that have been included here are stairways that form part of the footway.

Council’s asset inspection data indicates that the footpaths are generally in good condition. Similarly to the road pavements, the average network condition is 2 in the general scale of 0-5.

During financial year 2009/2010, expenditure on footpath maintenance and renewal was \$1.42M.

Kerb and Gutter

The kerb and gutter network in Council’s LGA consists of a number of different types of kerb and gutter as shown in the graph below.



85% of the whole network is constructed of concrete. Other materials that make up the rest of the network include sandstone, bitumen, timber logs and flagging.

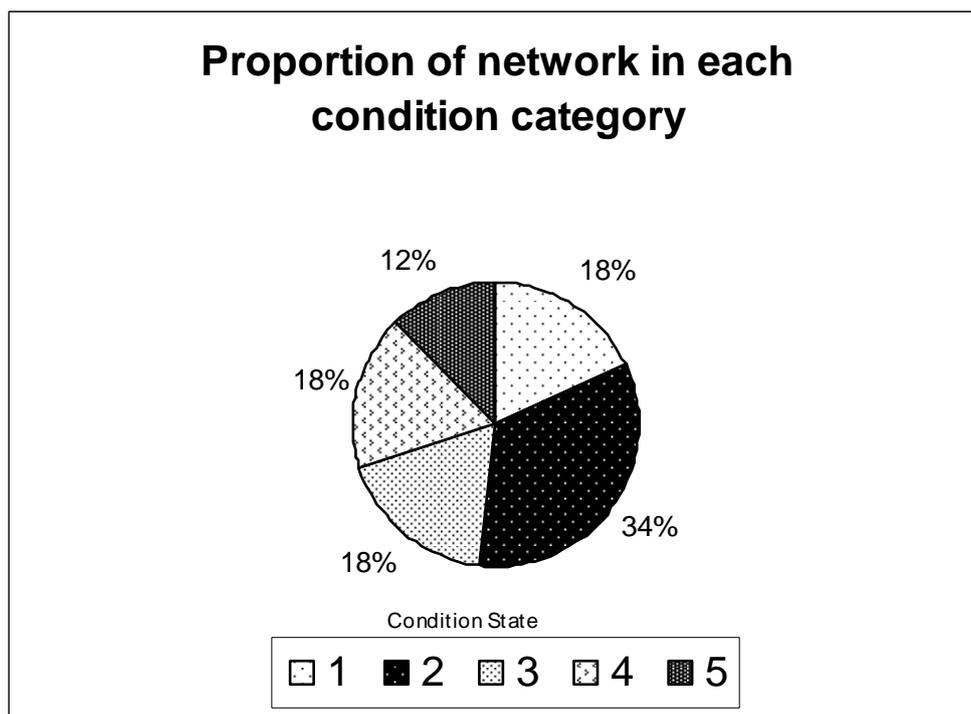
Council’s asset inspection data indicates that the kerb and gutter are generally in very good condition, with the average network condition being 1.5 in the general scale of 0-5.

During financial year 2009/2010, expenditure on kerb and gutter maintenance and renewal was \$391,000.

Stormwater Drainage

Council has approx 153km of stormwater drainage network that it is responsible for maintaining. Of this 153km, 119km is required to be valued and includes conduits that have been “constructed” such as pipes, open channels or rock lined creeks. The majority of the remaining 34km consists of natural creeks and overland flow paths.

As of 30 June 2010, 52% or 56km of all stormwater conduits have been inspected and their condition rated. Condition data on the inspected portion of the stormwater network has been analysed and has been used to estimate the condition of the remaining 48% of uninspected conduits. The overall condition of Council’s stormwater network is summarised by the charts below. Figure 1 shows the proportion of the stormwater network that is in each condition category.



Approximately \$268,000 was spent on stormwater conduit maintenance during the 2009/2010 Financial Year.

Bridges

The bridge asset groups are further classified into major bridges and major culverts. Council is responsible for 22 major bridges and 7 major culverts. In addition to these, there are other suspended structures whose maintenance responsibilities lie with other agencies.

The average condition of the bridge structures is good to fair. There has been no expenditure on direct maintenance work on this asset group during financial year 2009/2010, but during the inspection, it has been identified that some work will need to be undertaken on a number of the structures in the near future.

Condition Rating Scale

Rating	Description
0	Brand new or very good condition. Providing full service potential.
1	Not new but in very good condition with no indicators of any future obsolescence and providing a high level of service.
2	Aged but in good condition. Providing an adequate level of service.
3	Providing an adequate level of service but some concerns over the ability of the asset to continue to provide an adequate level of service in the medium term. May be signs of obsolescence in medium term.
4	Indicators that Council will need to renew, upgrade or decommission in near future. May need to be included in the capital works plan over the short term. Very low level of service.
5	At intervention point. No longer providing an acceptable level of service. Action must be taken immediately by Council to renew, upgrade or decommission asset.
End of life	Theoretical end of life – asset is either decommissioned or deemed obsolete and scheduled for future closure.

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	\$576,688
(2)	Total legal costs incurred defending appeals	\$480,288
(3)	Total legal costs for matters initiated by Council	\$71,944

Council was involved in the following legal proceedings for the period 1st July 2009 to 30th June 2010:

Property	Proposal	Status	Staff Recommendation	Costs Paid
Land and Environment Court Matters				
39 Alexander Pde, Roseville	Class 1 Order re unauthorised works	Pending	NA	\$8,064
24 Anderson Street, Chatswood	Court action to recover costs	Pending	NA	\$13,891
12 Barcoo Street, Roseville	Deemed refusal of subdivision and fitout. Subdivision granted and appeal discontinued. Fitout appeal upheld subject to conditions.	Appeal Upheld	Refusal	\$27,321
52 Cammaray Road, Castle Cove	Class 1 appeal against house approval	Discontinued	Refusal	\$35,429
15 Carr Street, Chatswood	Class 1 appeal against deferred commencement conditions of approval	Pending	Deferred commencement	\$9,670
4 Cheyne Walk, Castlecrag	Class 1 Appeal against refusal of application for demolition of existing dwelling and construction of new dwelling	Consent orders issued	Refusal	\$20,714
76-78 Cliff Ave, Northbridge	Class 1 Appeal against refusal of senior's living development	Discontinued	Refusal	\$102,160
10 Coolawin Road, Northbridge	Class 1 Appeal against deferred commencement conditions	Consent orders issued	Deferred commencement	\$29,605
31 Devonshire Street, Chatswood	Class 1 Appeal against deferred commencement conditions for residential flat building	Consent orders issued	Deferred commencement	\$52,890

5-7a Donnelly Road, Naremburn	Appeal against refusal of child care centre	Upheld	Refusal	\$59,126
88 Hampden Road, Artarmon	Class 4 against unauthorised use of premises as a brothel	Discontinued	NA	\$2,848
88a Hampden Road, Artarmon	Class 1 re use of premises as a brothel.	Discontinued	Refusal	\$5,151
77 Neerim Road, Castle Cove	Class 4 against unauthorised work	Pending	NA	\$1,140
75 Sailors Bay Road, Northbridge	Class 1 appeal against car wash	Consent orders issued	Refusal	\$18,115
12 Second Ave, Willoughby	Class 5 action re unauthorised demolition work	Pending	Refusal	\$33,490
70 Sugarloaf Cres, Castlecrag	Class 1 appeal re 2 new dwellings	Upheld	Refusal	\$60,377
72 Sugarloaf Cres, Castlecrag	Class 1 appeal re Sec 96 application for excavation and extensions to middle dwelling	Dismissed	Approval	\$4,638
95 The Bulwark, Castlecrag	Class 1 appeal against refusal of Development Application	Pending	Refusal	\$19,841
11 The Citadel, Castlecrag	Class 1 appeal against refusal of DA for new dwelling	Consent orders issued	Refusal	\$35,251
Total				\$539,721
Local Court Matters				
Various matters				\$12,511
Total				\$12,511

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 2009/10

Council resolved to adopt the maximum scale of fees set by the Tribunal for period 1 July 2009 to 30 June 2010. The fees payable were:

<u>Councillor</u>	<u>Mayor</u>
19,730	52,410

On this basis, the total fees expended for the 2009/10 year were:

Mayor	52,410
Councillors	256,490
	\$308,900

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 February 2010 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	Nil
Telephone call costs made by councillors	\$9339.00
Telephone fees & charges	\$6060.00
Attendance of councillors at conferences and seminars	\$19,121.00
Training of councillors and provision of skill development	\$2,642.00
Interstate visits by councillors including transport, accommodation and other out of pocket expenses	Nil
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	\$7,830.00
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 seventeen senior staff on performance based contracts. A summary of the packages for 2009/10 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 Value of any Non-Cash Benefits [cl.217(1)(b)(iv)] \$	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	248,854	22,397	11,409	4,650	287,309
Senior Staff	2,288,333	398,115	171,135	65,955	2,923,537
Total	2,537,186	420,512	182,544	70,605	3,210,846

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

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 2009/10:

Contractor	Description of Contract	Term	Amount
Scott Electrical Services P/L	Diversion and augmentation of Energy Australia underground electrical network in Ferguson Lane and Anderson Street, Chatswood	6 months	\$291,198.40
Grindley Constructions	Interior fitout of the West Chatswood Library and Community Meeting Rooms	6 months	\$ 468,538.00
Graffiti Clean Australia	The provision of graffiti removal services within the Willoughby LGA	2 years	\$123,000pa
Swimplex Projects P/L	Conversion of the Filtration System at the Willoughby Leisure Centre	3 months	\$210,038.40
I Love Oz Pty Ltd	Provision of the Artarmon Loop Bus Shuttle Service	12 months	\$362, 500
Landscape Solutions P/L	Redevelopment of Chatswood Mall	12 months	\$3,177,313.33
Total Environment Solutions	Installation of the cogeneration system project at the Willoughby Leisure Centre	10 months	\$750,000
Benedict Recycling P/L & Ryan Plant Hire	The disposal of excavated materials and spoil from within the Willoughby Council area	12 months	Schedule of rates
Diona P/L	Stage 4A Trunk Drainage Works in Ferguson Lane near Anderson Street, Chatswood	6 months	\$1,120,052.64

The following contracts were current during 2009/10

Contractor	Description of Contract	Term	Amount
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)
3M Australia P/L	Provision of a Radio Frequency Identification System (RFID) in the library	3 years	\$253,000
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
Brookvale Mini Crete	Supply and Delivery of Ready mixed concrete < 3 cubic metres	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

Contractor	Description of Contract	Term	Amount
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	Asphalt supply, deliver and lay by machine	Schedule of rates
Boral Asphalt & Downer EDI Works	Profiling	Schedule of rates
Boral Asphalt & Downer EDI Works	Supply & delivery of asphalt	Schedule of rates
Auspave	Heavy Patching	Schedule of rates
Downer EDI	Asphalt supply, milling & resheeting	Schedule of rates
National Road Sealing (NRS)	Crack ceiling	Schedule of rates
Boral Asphalt & Downer EDI	Stone Mastic Overlay	Schedule of rates
RMS	Supply of Regulatory Signs and Street Name Blades	Schedule of rates

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

**ANNUAL REPORT BUSHLAND
2009-2010**

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 undertaking bush regeneration and noxious weed control. Other reserves are also visited and maintained on a monthly basis. This prevents weed infestations from growing and healthy bushland from degradation. As future resources become available, intensity of treatment will be increased.

Council engaged selected contractors.

- Australian Bushland Restoration Pty Ltd
- Green Earth Landscapes
- Lilly Pilly Indigenous Landscapes
- National Trust of Australia (N.S.W.)
- Bowerbird Emporium
- 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.
- Natural Element
- Bush- it Pty Ltd
- Pamela Batters Landscapes
- Bracey's Environmental Services
- Doin Regen
- Apunga Ecological Management
- Lane Cove Bush Regenerators Co-operative
- Australian Areas Management & Restoration.

Lane Cove Catchment Area

- Council

Blue Gum Reserve:

Target weeding of woody weeds and other exotic species.
Secondary and maintenance weeding in areas below Findlay Ave and creek line bordering Ku-ring-gai Council. Transplanting of indigenous plant species along creek edge.

Supervision of Bushcare volunteers at selected sites.

Ferndale Reserve:

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

Mowbray Park:

Target control of woody weed species throughout the reserve.
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.
Improve stormwater drainage and continued 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.
Landscaping work near Willandra Rd entrance

O H Reid

Supervision of Bushcare volunteers.

- Contractors

Blue Gum Reserve:

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

Coolaroo Park:.

Revegetation of sandstone capped area opposite Greenlands Rd.
Maintenance weeding of reserve along Moola Ave.

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

Mowbray Park:

Post fire weeding behind properties in Ulm st.
Secondary weeding in drainage lines and along Lane Cove River
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.
Secondary 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.
Maintenance weeding at Chelmsford Avenue.
Supervision of Bushcare volunteers at selected sites and support work.
Maintenance weeding on burn site behind houses in Burra Rd and near the main entrance to reserve.
Target noxious weed vines near creekline.

• Contractors

Artarmon Park:

Target weeding of woody weeds and other exotic species adjacent to freeway.

Artarmon 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 vine targeting along bike path and stormwater channel.
Primary and secondary weed control in selected site areas between bike path and stormwater channel
Maintenance of planting and landscaped areas adjacent to bike path.

Marlow Reserve:

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

Talus St Park

Secondary weeding along pathways ,tracks, stormwater drainage lines and wetland areas.

Castle Cove Area

- Council

Castle Cove Reserve:

Supervision of Bushcare volunteers at selected sites.
Target weeding on southern boundary of reserve near new basketball court.

Explosives Reserve:

Secondary and maintenance weeding throughout reserve.
Rope access weeding of Headland Rd lookout.

H C Press Reserve:

Primary and secondary weed removal in old picnic recreation area.
Secondary weeding at corner of Emerstan and Cammaray Rds after burn.
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.
Primary and secondary weeding along drainage line at Mannerim Place.

- 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.
Planting and weeding around bike jump site adjacent to Holly St.

Deepwater Road Reserve:

Target weeding and maintenance throughout the reserve.

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.

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.
Expand secondary nodal worksites downstream of Eastern Valley Way along Scotts Creek.
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:

Maintenance weeding using ropes along cliff edges 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 areas near main 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.
Secondary weed control along Camp Creek.

Castlecrag Area

- Council

Castlecrag Northern Escarpment:

Target weeding of noxious plants in drainage lines and access points to reserve.
Rope access weeding behind 53-55 Sunnyside Cr.
Bushcare support: work at 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.
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:

Maintenance 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:

Secondary weeding, planting and erosion control works.

Warners Park/Keep Reserve:/ Watergate Reserve

Primary and secondary weed removal throughout reserve.
Targeted noxious weeds near residential boundaries.
Secondary weed removal below The Rampart

Northbridge Area

- Council

Clive Park:

Primary, secondary and maintenance weeding throughout reserve.

Flat Rock Gully

Primary weed removal at the look out points and main track entrances.
Maintenance weed removal throughout landscaped areas of reserve.
Revegetation and landscaping of entrances, car park areas, road verges and adjacent to walking tracks.

- Contractors

Bonds Corner (Northbridge Golf Course) Site:

Bush landscaping along roadside verge and Northbridge War Memorial Park. Bush regeneration work in areas of good bush including unauthorised bike track.

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.

Lower Cliff Avenue:

Secondary weed removal at selected sites throughout reserve.

Northbridge Reserve:

Primary and secondary weed removal 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:

- | | |
|--|-------------------------|
| • Harold Reid Reserve | |
| • HD Robb | Flat Rock Gully Reserve |
| • Explosives Reserve | |
| • Beverley Blacklock Reserve | Northbridge Park |
| • Mowbray Park, Boardwalk and stairs replacement from bushfire | Artarmon Reserve |
| • Ferndale Park | |
| • Casement Reserve | Gargole 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: Explosives Reserve
Avian Cres Cammaray Road

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

Flat Rock Gully Reserve
Calbina Rd

Coolaroo Reserve
Greenlands Rd

OH Reid Reserve
Reid Drive

Harold Reid Reserve
Rembrandt Drive

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.

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, have helped to raise community awareness of weeds and their impacts on bushland.

5. Bushcare Program

There are over 300 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 Bushland 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. 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. Community gardeners also assist with community garden promotion at events eg. Spring Fair

Council staff also assist the community 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 09/10

- The Flying Squad (roving Bushcare group)
 - Lanecare (laneways in Northbridge)
 - Avian Cres, (Mowbray Park), Lane Cove West
 - Castle Cove Reserve (meet twice a month)
 - 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 (weekdays)
 - Eastern Valley Way (4 different sites)
 - The Drive, Flat Rock 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
 - 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

- Highland Ridge
- Community Garden (meets twice a month)
- Boundary Rd Streetcare

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 2009 and June 2010 a total of 2551 people participated in the program which consisted of a schools program, quarterly Guided Bushwalks Program and related activities for the general public of all ages and nationalities, including:

- Bushwalks with Aboriginal Heritage Officers.
- Guided bushwalks for local groups, e.g. preschools, guides and scouts and multicultural groups;
- Fauna spotlight walks, Birdwatch walks
- National Tree Day indigenous plantings with the community
- Interactive activities at Council and community events, e.g. Willoughby Street Festival, Artarmon Fair, Fauna Fair, Easter Show Bushland display, and Bush Poetry Reading.
- Talks, walks and plantings with vacation care centres and school holiday programs;
- Library and Council foyer displays;
- Council staff bushwalks for bushland orientation and staff development

- Schools Environmental Awareness for Sustainability Program:

The School Environmental Awareness for Sustainability Program involved 1450 students from local schools participating in 40 environmental activities utilising local bushland as a resource. Activities included environmental curriculum based bushwalks, creating indigenous habitat school gardens and community indigenous plantings.

Interpretive staff together with Sustainability Branch staff conduct Willoughby's Environmental and Sustainability Education Network (WESEN) meetings for teachers each term. This aims to help schools, their partners and the community work together in undertaking environmental and sustainability education projects.

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
2010	February/March	11
2009	August/September	12
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		251

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 Natural Heritage Register.

Report on the bush fire hazard reduction activities of the council during the year, including activities carried out under a strategic bush fire management plan approved under the Rural Fires Act 1997

BUSH FIRE HAZARD REDUCTION

BUSH FIRE MANAGEMENT July 2009/June 2010 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.
Hazard reduction burn adjacent to Kooba Avenue (15-25 Kooba Ave).

Mowbray Park:

Ecological burn at Mooney Street Bushcare site.

Hazard reduction conducted by NSWFB, with WCC Bushfire Management Team assisting at Avian Crescent, east of Avro Road, Mowbray Park.

Site prepared for burn on Avian Crescent, west of Avro Road.

Maintenance

Blue Gum Park:

Maintenance weeding for fire fighting access behind 1-7 Kooba Ave.

APZ 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:

Post fire weeding at Kooba burn behind 15-25 Kooba Ave.

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.

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

Primary Bushfire Fuel Reduction

Artarmon Reserve:

Ecological burn conducted behind properties 50A Artarmon Road and 2-4 Chelmsford Avenue in Artarmon Reserve August 2009.

Beverley Blacklock Reserve:

Hazard reduction burn conducted at Cheyne Walk March 2010.

Clive Park

Hazard reduction/ecological burns conducted at the "Island" and "Toilet Block" September 2009.

H C Press Reserve:

Hazard reduction "Electrical Box" at the corner of Emerstan and Camaray Roads, Castle Cove conducted April 2010.

HD Robb Reserve:

Manual fuel removal behind properties 39-41 Neerim Road.
Manual fuel reduction along Willowie Road as required.

Keep Reserve:

Hazard reduction burn conducted September 2009.

North Arm Reserve:

Hazard reduction burn conducted behind Korinya Rd September 2009.

Oriel Reserve:

Ecological burn October 2009

Sailors Bay Park:

Hazard reduction burn prepared and conducted at Rockley Street August 2009.

Maintenance and post fire weeding

Artarmon Reserve:

Post fire weeding

Beverley Blacklock Reserve:

Post fire weeding at Cheyne Walk Hazard reduction 2010.

Brooham Park "The Knoll":

Maintenance weeding by Bushcare volunteers continues throughout the burn areas.

Casement Reserve:

Maintenance weeding throughout ecological burn sites continues by Bushcare volunteers.

Castle Cove Reserve:

Maintenance weeding of Holly St burn area.

Clive Park:

Maintenance weeding and manual fuel removal adjacent to 77 Coolawin Rd and Minimbah Rd
Post fire weeding at 'Island' and 'Block' burn.

Explosives Reserve:

Continued post fire weeding of burn area.

H C Press Park:

Post fire weeding of "Electrical Box" hazard reduction burn.
Maintenance weeding behind #46-42 Emerstan Drive.

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.
Maintenance weeding of APZ behind properties 41-47 Rembrandt Drive Middle Cove.

Keep Reserve:

Post fire weeding on September 2009 hazard reduction.
Maintenance weeding on burn at 36 The Rampart continues by Bushcare volunteers.

North Arm Reserve:

Maintenance weeding on burn area behind properties 20-26 Morella Pl.

Post fire weeding on burn area behind 32-26 Morella Place (Korinya burn).
Maintenance weeding on previously burnt areas at The Quarterdeck, Middle Cove by Bushcare volunteers.

Post-fire weeding of November 2007 burn at Willis Road, Castle Cove.

Northbridge Park:

Ongoing maintenance weeding throughout burn areas at Upper Cliff Ave by Bushcare volunteers with WCC Fire Management Team assisting on occasion.

Oriel Reserve:

Maintenance weeding throughout ecological burn sites by Bushcare volunteers.

Sailors Bay Park:

Post fire weeding at Rockley Street hazard reduction.

Preparation

Willoughby City Council is currently preparing other sites for hazard reduction and ecological burns throughout the Willoughby LGA. 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) and the associated Community Fire Units (CFU) volunteer program.

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

The next Census of Population and Housing is scheduled for 9th August 2011. According to the Australian Bureau of Statistics, the first results from the 2011 Census will be released in June 2012.

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 biggest group of people in Willoughby born overseas in a non-English speaking country is from China 3,341 persons, followed by Hong Kong 2,346, Korea 1,615 and Japan 1,262.

The Department of Immigration and Citizenship (DIAC) Settlement Database showed from 1/7/2006 to 30/6/2010 a total of 3,256 permanent arrivals in the Willoughby LGA including: 999 from China; 391 Korea; 243 India; 184 United Kingdom, 121 Philippines; 119 Japan and 101 Malaysia.

Community Development

The Ethnic Services Unit within the Community Development Branch has been working with stakeholders including ethno-specific organisations, state government services, neighbouring councils and community groups addressing the issues identified in the Social Plan 2005-2009 for the Culturally & Linguistically Diverse (CALD) community. Meanwhile, Ethnic Services and stakeholders have participated in the review of the Willoughby City Strategies. The Delivery Program 2010-2014 outlines strategies and priorities addressing the needs of the community in the next few years. Highlights on community projects undertaken during the reported period are given below.

Falls Prevention seminar and exercise for Cantonese-speaking community

Willoughby City Council and Lane Cove Council have received funding from Local Government and Shire Association to deliver a joint project. The project consists of two Falls Prevention seminars respectively in English and Cantonese and 7 exercise workshops each of 16-week sessions. The Cantonese-speaking seminar was held on Friday 30/4/2010 at the Dougherty Community Centre with 150 people in attendance. Two exercise workshops respectively from October 2010 – March 2011 and May 2011 – November 2011 are designated for the Chinese community.

Migrant Information Day and Migrant Employment Expo

Council in conjunction with North Sydney Council and a number of local services delivered the Lower North Shore Harmony & Migrant Information Day and Northern Sydney Region Migrant Employment Expo respectively held on Friday 26/3/2010 and 11/5/2010. MOSAIC Multicultural Centre, among fifteen services provided an information stand at the Migrant Information Day. MOSAIC Korean Social Group among other cultural groups performed singing, line dance and traditional Korean dance. MOSAIC Taiwanese Women's Group hosted a craft stall. A good number of families with children attended the Migrant

Information Day. Both days were well received. Approximately 200 people attended the Expo visiting 21 information stalls consisting of services from government departments, community organisations, employment agencies, training institutions and volunteering. The Employment Expo also offered 4 short seminars on employment related topics.

Expos, seminars and workshops for the Chinese community

The local Chinese community have benefited from various projects undertaken by ethno-specific organisations supported by Council. The Australian Chinese Community Association delivered the Memory Expo for Mandarin-speaking community on 14/10/2009 and Chinese Seniors Information Expo on 7/4/2010. The Auburn Asian Welfare Centre delivered a Life Management course of 5 sessions in May and June 2010. All these events were held at the Dougherty Community Centre, Chatswood.

Seminar for Japanese community

Japan Club of Sydney organised a whole day seminar on "Information for better living" for the Japanese older community on 13/3/2010. The seminar included 3 topics: two on legal matters and one on nutrition. The seminar was funded by Council's Community Grants Scheme.

Information Talks in Community Languages

During the reporting period, 12 information sessions were held for various ethnic groups based at MOSAIC Multicultural Centre. Among the talks, 4 were health-related; 2 Home and Community Care, 1 child care, 3 Council services, 1 Centrelink aged pension and 1 sustainability education. Talks were conducted in English and community languages: Chinese (Cantonese and Mandarin), Italian and Korean.

Willoughby Harmony Day celebrations 2010

Ethnic Services has involved local schools in a School Artwork Exhibition in celebration of the Harmony Day 2010. Five Participating schools within the Willoughby Local Government area have each contributed a collage artwork collectively made by their students. The artworks expressed the students' perception of harmony in their school. The Mayor officially opened the exhibition on Tuesday 16/3. The artworks, exhibited at the Mandarin Centre from Tuesday 16/3 - Sunday 21/3 and at the Westfield Chatswood in the following week until Sunday 28/3/2010, have attracted a large number of community individuals. This event through students' perception of harmony and inclusiveness has generated thoughts from the general community related to these values.

MOSAIC Open Day

MOSAIC Open Day was held on Friday 4/9/2009. The Open Day showcased the Centre's activities including exercise, dance, art and craft and language learning workshops. 250 people came through the day. The event not only promoted its programs to community individuals, it has also resulted in networks built with schools and service providers.

International Women's Day

Two MOSAIC groups (Italian and Chinese) attended yoga and gentle exercise programs at the Willoughby Leisure Centre Open Day held 11/3/2010 as part of the Women's Day celebrations.

Willoughby Seniors Week

As part of the Willoughby Senior Week celebrations, MOSAIC Multicultural Centre held an open day on Monday 22/3/2010. The LNS Multicultural Program for Older People, a HACC centre-based program operated by Council also had its two weekly activity sessions free admission for older people.

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.

Promoting Multiculturalism overseas

An overseas Korean broadcasting company named Munhwa Broadcasting Corp filmed a documentary at MOSAIC on 8/10/09 on Council's work in embracing and supporting local multicultural communities.

Delegates from Japan local governments visited MOSAIC Multicultural Centre and Library Services on 30/11/09 with a main focus on Council's service programs for our CALD community.

Delegates from Seoul Women's Resources Development Institute and Seoul Metropolitan Government visited MOSAIC Multicultural Centre 15/6/2010 to learn and understand Council's multicultural services.

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 17 years and is the only council operated multicultural centre in the Northern Sydney region. The Centre offers 35 regular social, cultural, educational and recreational activities; the 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. During the reported period, there have been approximately 20,000 attendances enjoying various activities.

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 (5 groups) – jewellery making, paper flower, Chinese painting, Chinese knotting and origami
- Chinese Social Group - karaoke, tai chi, information sessions and excursions
- Korean Social Group - yoga, traditional games, knitting, origami and information talks
- Japanese Social Groups – singing and guest speakers
- Yang Ji Dance Group - gentle exercise class for all ages
- SANGAM Indian Social Group (fortnightly) - lunch gatherings and information talks
- Multicultural Senior Citizen's Group - games, karaoke and information talks
- Korean Dance Group - traditional Korean folk dance
- MOSAIC Men - table-tennis, lunch gatherings and excursions

English as a Second Language Program

The ESL Program is run by experienced volunteers covering grammar, spelling, pronunciation and conversational skills. Ten classes are held on term basis: 5 Grammar classes at three levels, 3 English Conversation, 1 Multicultural Discussion and 1 news discussion for the Japanese Friendship Group.

Community Language Programs

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

- Mandarin Pre-Intermediate and Intermediate Conversation
- Korean Pre-intermediate
- French Intermediate
- Japanese Pre-intermediate
- Spanish for Intermediate

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. Also ACCA provides settlement services for half a day each week at the MOSAIC Centre
- **The Skilled Migrant Mentoring Program** provides a weekly session at MOSAIC for mentoring services to eligible Willoughby residents

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.

Cultural Workshops/ Festival Celebrations/ Multicultural Events

Chinese New Year luncheon, Korean New Year celebrations, Multicultural Dance Party, Indian Holi Party and the End of Year Party all enhanced community harmony and cultural understanding of individuals and groups.

The MOSAIC multicultural community also participated in the events hosted or supported by Council: Australia Day, Chinese New Year, Artarmon Community Fair and Willoughby Spring Festival. 13 groups from the MOSAIC network participated in the Parade at the Willoughby StreetFair on Saturday 12/9/2009.

MOSAIC and associated 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, Yang Ji Group, Indonesian Group and Taiwanese Ladies Dancing Group have been regularly invited to perform at various occasions at schools, aged care facilities, citizenship ceremonies and festivals in local and neighbouring councils.

The LNS Multicultural Program for Older People

This is a centre-based activity program jointly funded by the Home and Community Care program and Council. 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 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 involving their group members.

WILLOUGHBY CITY LIBRARY

Carnivale

Brazilian Touch @ Chatswood Library 09 commenced on 28 September and ended on 16 October. The Consulate General of Brazil, Sydney and Brazil Boy (a local Brazilian craft shop) have kindly provided the Library with materials for the Brazilian cultural display. Two large colourful pop up banners which vividly depicted the Brazilian culture were erected near the Chatswood Library entrance. Brazilian traditional cooking utensils, arts and crafts, ornaments, books on Brazilian music and martial arts, ceramics and music CDs were displayed in a glass cabinet with brief description on each item.

For the first time the Library ran a craft activity in the Mandarin Shopping Centre, on the ground floor. For four days between 11am and 2pm, 358 children dropped in and participated in making a paper mosaic craft. The children who came along enthusiastically made a variety of objects from masks to flowers.

A Latin Dance Demonstration and "The Pram Show" were held in Chatswood Library on 13 Oct and 16 Oct respectively. Many people joined the activities and gave positive comments on the Carnivale. Brazilian Touch @ Chatswood Library 2009 was a great success.

Chinese New Year – Year of the Tiger

To celebrate the Chinese New Year, the Council and the Chinese Cultural Centre (NSW) joined together and held a Chinese New Year display in the Council Foyer in February. Chinese traditional paintings of tigers, traditional costume for the God of Fortune, lanterns, firecrackers, and many other auspicious decorations were displayed in the area, providing an authentic Chinese New Year atmosphere for the Willoughby community. Information on some Chinese New Year customs such as "Mark of Fu (Luck)", "Reunion Feast", "Longevity Vigil" and "Colour of Luck – Red" were introduced to the public. A set of 6 colourful and delicately made scrolls by a local artist, Tianli Zu, were hung on the wall, making it a welcoming sign to the general public.

The Library was full of festival atmosphere during Chinese New Year. Chinese dragons, fire crackers, lucky fish, tigers and many lucky slogans were hanging in the library. Lots of Chinese New Year cards, traditional Chinese crafts and Chinese calligraphy were also showcased in the Library. The community appreciated the displays in the Foyer and the Library.

As usual, the Library organised a series of activities for the Chinese New Year, including a Lucky Slogan Writing Workshop, two Chinese Dragon Puppet Craft Workshops and 7 sessions of Story time for preschoolers in Chatswood and other branch libraries. All of these activities were popular and well attended.

Library Tours for visitors from overseas

On 19 August, Three university students from Korea sponsored by the Korean Government came to visit the Library and had an interview with the library's multicultural services. The Outreach Services Manager and the Ethnic Services Librarian introduced the very famous multicultural services in Chatswood Library to the group. They were all impressed by the Library's ethnic services and were keen to commend back to their government.

A group of Japanese delegates from Japan Local Government Centre (Claire, Sydney) came to visit Willoughby City Council and Chatswood Library on 30 November for the purpose of understanding the ethnic services in the Council. A Power-point presentation in Japanese on the multicultural services in the Library was given by a Japanese speaking Library volunteer. Special library tour was also organised to the group to showcase the Library's community language and ESL collections. Everyone was impressed.

Chinese Book and Movie Lovers' Club

The Library started the first meeting of the Chinese Book and Movie Lovers' Club in August 08. Members of the Club met once a month and discussed books and movies in Chinese. Everyone enjoyed the discussion and social gathering nature of this new activity.

Multicultural Excellence Award

Willoughby City Library was awarded the Multicultural Excellence Award for 2009, for the library's *Chinese Book and Movie Lover's Club* program, presented at the SWITCH 2009 Gala Awards Dinner, Bayside Gallery, Sydney Convention and Exhibition Centre, Darling Harbour, Monday 23 November 2009.

The award was presented by the Public Libraries Association Metropolitan and Library Council of New South Wales in recognition of excellence in the provision of Multicultural Services to assist members of the community from non-English speaking backgrounds.

Adult Learners' Week Small Grants

Chatswood Library received a small grant to promote and provide adult learning opportunities during the Adult Learners' Week in September. In order to raise an awareness of healthy diet for the Chinese community, an accredited practising dietician from the Australian Chinese Medical Association was invited to present talks in both Cantonese and Mandarin in the Library. Over 70 people attended the two sessions and from the feedback the talks successfully achieved the aim of raising the Chinese community's awareness of a balanced and healthy diet.

Donation from Macquarie Community College

Chatswood Library received a donation of \$2,500 from Macquarie Community College to support the Chinese collection in the Library. Current Chinese publications were purchased and added to the collection to benefit the Library's Chinese customers.

A morning tea was held in March to acknowledge the Macquarie Community College for their generous donation. The Library Manager and the Human Resources Manager of Macquarie Community College untied the ribbon to officially receive the donation. It was a successful event with 32 people attending. The selected books and DVDs were so popular that many were reserved by the Chinese customers immediately after the morning tea.

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.

Future development of BIMS™ includes Chinese cataloguing search through Internet (iBIMS™) will be introduced in July 2010.

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 use email to communicate. During the year, the Ethnic Services Librarian conducted 13 Internet tutorials in both Mandarin and Cantonese for Chinese customers. Chinese tutorial notes on the basic training and “Online for Everyday Living” guidelines were prepared. The service is very popular among the Chinese community.

English conversation Classes 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, 142 sessions of the English Conversation Classes were conducted. Regular referrals to MOSAIC, Macquarie Community College and TAFE of beginners or advanced levels were made.

ESL tours for individual library users and Literacy organisations, such as AMES and Chatswood Intensive Language Centre were also provided.

New ESL (English as a Second Language) PCs

In May, four new ESL PCs were installed in the Library with 5 new interactive English learning DVDs. The new ESL PCs have become the best learning tool for many ESL customers to practise their English.

Volunteers

The Library has a team of 20 ethnic volunteers who assist the Library in different 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 contribute a great deal to the community.

Outreach Promotion and Branch Development

The Ethnic Services Librarian and the Children’s & Youth Services Librarian were invited to talk about library services to the multicultural parents group at Artarmon Public School in June. The parents showed their interest in the library services and resources. It was a good opportunity to promote the library services to different kinds of library customers.

During November 2009 to June 2010, Willoughby has opened two new branch libraries in Castle Cove and West Chatswood. The Northbridge branch library was also relocated and upgraded. Acknowledgement of the cultural diversity of the local populations and the high number of overseas born residents has meant the inclusion within the Library collections of community language materials – in Chinese, Japanese and Korean at the branches. The opening of the new and upgraded libraries was a huge success with 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 and Adult Migrant Education Service (AMES) students

- Monthly book sales
- Chinese Book and Movies Lovers' Club
- Carnivale Brazilian cultural display in the Library
- 5 MOASIC Craft Workshops in Chatswood (358 children) and Artarmon (30 children)
- Latin Dances Demonstration (45 children and 18 adults)
- The Pram Show (75 children)
- 1 Community language and ESL collection tour for the Japanese delegation (20)
- 1 Powerpoint presentation on Multicultural Services in Willoughby Library for the Japanese delegation visit (presented in Japanese by a volunteer)
- Bulk loan requests to State Library of NSW (20 requests in 21 languages)
- ILL requests from public libraries (8 requests in 6 languages from 6 libraries)
- Successful application for a small grant (State Library of NSW) to celebrate Adult Learners' Week
- Donation of \$2500 for Chinese language collection from Macquarie Community College.
- Morning tea to thank Macquarie Community College for the donation of Chinese materials to the Library
- 2 health talks (Mandarin and Cantonese) during Adult Learners' Week
- Won the 2009 Multicultural Excellence Award (Organisation category)
- Press Conference for 2010 Chinese New Year Celebration
- Chinese New Year display at Council Foyer, co-project with Chinese Cultural Centre (NSW)
- Chinese Slogan Writing Workshop (58)
- 2 Chinese Dragon Puppet Craft Workshops (64)
- 7 sessions of story time on Chinese New Year for preschoolers (138)
- 1 Interview by university students from Korea
- 1 talk about multicultural library services to Artarmon Public School Multicultural Parents Group (18)
- New 4 ESL PCs installed with 5 new interactive English learning DVDs

Publication:

- 2 posters (Eng & Chi) on health talks in Chinese
- Information on the health talks was displayed in the Central Library, all branch libraries, MOSAIC, and Council (Customer Services), put on Council's and library website and sent to Children's Playgroup for Chinese Parents. Press release sent to Northern Sydney Region Chinese Community Network, Australian Chinese Community Association of NSW (Northern Centre), local Chinese newspapers (including Sing Tao Daily, Daily Chinese Herald, Australian Chinese Daily and Australian New Express Daily), local Chinese radio (including 2AC Australian Chinese Radio, 2CR China Radio Network, SBS Radio Chinese program (Mandarin & Cantonese), local Chinese TV broadcasting company, TVBJ)
- 1 poster for Carnivale
- Carnivale 2009 programs were put on the Council's and library website, "What's on in Willoughby City Library" and displayed in the Central Library, all branch libraries, MOSAIC, and Council (Customer Services). Information on Carnivale 2009 was also sent to local Chinese newspapers, radio and TV, such as Sing Tao Daily, Australian Chinese Daily, Daily Chinese Herald, Australian New Express Daily, 2AC Australian Chinese Radio, 2CR China Radio Network, SBS Radio Chinese program (Mandarin & Cantonese) and TVBJ.

- 2 Powerpoint files on Multicultural Services in Willoughby Library (English and Japanese versions) for the Japanese delegation visit.
- 1 bookmark for the donation from Macquarie Community College
- Updated Library Information Brochure (Chinese, Japanese and Korean versions)
- Posters for “2010 Chinese New Year Celebration” (English and Chinese)
- “Chinese New Year 2010 Year of the Tiger Activity Booklet”
- Press releases of 2010 Chinese New year Celebration in Willoughby (English and Chinese)
- Updated “English Learning in Willoughby” brochure
- Updated “Letter to Parents” (CJK versions)
- Updated “Online” brochure (CJK versions)
- Updated “Information” brochure (CJK version)
- Invitation card to the morning tea for donation from Macquarie Community College
- Updated Library Information brochures (CJK versions)
- An article on “Chinese New Year 2010 Celebration in Willoughby City Library” published in “Public Library News” 16 No.1, April 2010
- An article (in Chinese) on the “Morning Tea to thank Macquarie Community College for the donation” sent to Chinese newspapers

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 2009/2010 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	Amount \$
1	Northbridge Public School	2,000
2	Chatswood Public School	2,000
3	Chatswood Occasional Child Care Centre	1,000
4	Martin & Emma Hannes Preschool	2,000
5	Willoughby Kids House	1,000
6	KU Children's Services	1,500
7	Koori Kids	450
	TOTAL	9,950

OLDER PEOPLE

No	Organisation	Amount \$
1	Older Women's Network	4,000
2	Chatswood Golden A's Club	2,000
	TOTAL	6,000

PEOPLE WITH DISABILITIES

No	Organisation	Amount \$
1	Riverlink Interchange Inc	4,000
2	Chatswood Social Club (Recreation Rendezvous)	3,500
3	Action Foundation for Mental Health	3,000
4	Cromehurst Special School	2,000
5	SHHH Australia (for the Hard of Hearing)	550
6	Vision Australia Ltd	3,000
7	Lifestart Co-operative Ltd	200
8	Multiple Sclerosis Ltd	4,000
	TOTAL	20,250

CULTURALLY & LINGUISTICALLY DIVERSE

No	Organisation	Amount \$
1	ACLI Italian Christian Workers Association	750
2	Co.As.It (Italian Seniors)	500
3	North Sydney Council - Aboriginal Plan	10,250
4	Chinese Cultural Centre (NSW)	10,000
5	Australian Chinese Community Association	1,890
6	Australian Korean Welfare Association	1,500
7	Uncle Max	200
	TOTAL	25,090

ARTS ASSISTANCE

No.	Organisations	Amount
1	Willoughby City Band Inc	18,000
2	Debbie MacKinnon	2,000
3	Amanda Stuart (Sculpture Prize)	1,000
4	Derek John (Sculpture Prize)	10,000
5	Ingris Morely (Sculpture Prize)	3,000
6	Helen Pynor (Sculpture Prize)	1,000
7	Willoughby Museum	500
8	Harry Gray (Young Actors Space)	500
9	Sally Aplin	2,000
	TOTAL	38,000

SPRING FESTIVAL & STREET FAIR

No	Organisation	Amount \$
1	Castle Cove Public School P&C	910
2	Japan Club of Sydney	1,000
3	Willoughby Theatre Company	1,500
4	Willoughby Girls High School	1,000
5	International Buddhist Association of Sydney	500
6	ThoroughBass Baroque Concert	1,000
7	Sydney Video Makers Club Incorporated	3,000
8	Nostalgic Coach Restorations	200
9	Taiwanese Ladies Dancing Group Inc	150
10	Scout Association of Australia NSW Branch	150
11	Northern Sydney Astronomical Society	250
12	Chatswood Music Society	150
13	Manly Warringah Pipe Band	500
14	Mosaic Italian Social Group	97
15	Indonesian Community	150
16	Mosaic Korean Social Group	150

17	Mosaic Japanese Dance Group	150
18	Mosaic Tai Chi Group	150
19	Mosaic Multicultural Taiwanese Dance Group	150
	TOTAL	11,157

OTHER COMMUNITY GROUPS

No.	Organisations	Amount
1	Phoenix House Youth Services	2,500
2	Taldumande Youth Services Inc	2,000
3	Point Zero Youth Service Inc	2,500
4	Streetwork Inc	1,500
5	Relationships Australia NSW (LNS Domestic Violence Committee)	2,000
6	Chatswood Junior Rugby Club Inc	2,000
7	St Vincent de Paul Society	2,000
8	St Vincent de Paul Society - NILS Program	2,000
9	Centacare Catholic Family Services	5,000
10	The Haven Amphitheatre	4,500
11	Brothers Oztag	1,500
12	Willoughby District Historical Society Inc	1,430
13	Sydney Care	500
14	Willoughby Friends of Ossu	2,000
15	St John Ambulance Australia (NSW)	450
16	Navy Nordic Skiing and Biathlon Association	500
17	1st East Roseville Scouts Group	1,000
18	Japan Club of Sydney	1,380
19	Scout Association of Australia NSW Branch	1,000
20	Permaculture North	2,500
21	No Problems Publishing Incorporated	1,000
22	Hope Anglican Church	500
23	Uniting Care NSW-ACT	2,000
24	Australian Dragon Boat Association	2,000
25	Castlecrag Community Library	5,000
26	Morganware Pty Limited	250
27	Willoughby City Rugby Club	1,782
28	Mosaic Korean Social Group	50
29	Mosaic Japanese Dance Group	36
30	Mosaic Chinese Social Group	150
31	Mosaic Multicultural Taiwanese Dance Group	250
32	Mosaic Korean Women's Group	50
33	Mosaic Korean Dance Group	200
	TOTAL	51,528

OTHER NON-CASH ITEMS

No.	Organisations	Amount
1	Zenith Theatre -Epicentre Theatre Co	46,691
2	Zenith Theatre -Phoenix Theatre Productions	43,385
3	Zenith Theatre - Willoughby Theatre Company	43,882
4	Willoughby City Band	18,630
5	Chatswood Musical Society	43,157
6	St Thomas's Over 50's	600
7	Willoughby Orchestra	82
8	Willoughby Senior Citizens Club	8,442
9	Legal Service	728
10	Saturday Card Ladies Group	3,952
11	Willoughby Historical Society	391
12	Dougherty Community Centre Tax Help 2009	2,037
13	Lower North Shore Home and Community Care Forum	348
14	Social Circle	1,458
15	Chatswood Eastside Progress Association	391
16	Parkinson's NSW Lower North Shore Support Group	684
17	Federation of Willoughby Progress Association	435
18	Australian Red Cross - Chatswood Branch	269
19	Japanese Centre of Social Welfare	44
20	Friday Night Group (AA)	2,472
21	Family Drug Support	538
22	Northside Community Forum	188
23	Osaka Welfare Workers Delegation	34
24	Seniors Enjoying Life	61
25	Chatswood Scrabble Club	2,498
26	Chatswood West Ward Progress Association	235
27	Dougherty Community Centre Knitting Group	899
28	Saturday Afternoon Music Group	1,397
29	Sydney Video Makers Club Inc	80
30	NASSA Metro North Network	67
31	Lower North Shore Linen Service	135
	Total	224,209

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

Policy and Procedures

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

The following policies were reviewed and implemented:

- Employment Screening – Criminal History Check
- Performance Planning and Review
- Volunteer Placement
- Work Experience

In addition, the electronic Performance Planning and Review System was implemented for the 2009 reviews which were conducted between December 2009 and February 2010. The System was introduced organisation wide and provided a streamlined process for conducting and assessing the reviews and for producing reports. This has resulted in significant reductions in printing and paper usage.

The e.Recruitment system was in operation for the full year and also afforded significant reduction in printing and paper usage and to the amount of time human resources staff spent in undertaking general recruitment administration functions.

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 formal induction process includes Code of Conduct, EEO, OH&S and Risk Management, Harassment Bullying and Workplace Violence Prevention, Driver Safety and Sustainability training and is mandatory for all new staff.

Staff Training and Development continues to be an important function and is informed by data relating to training needs identified in the Performance Planning and Review System.

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

Staff Welfare

Occupational Health and Safety continues to have high priority and importance within Council's activities and this is supported by an Occupational Health and Safety Co-ordinator and a Risk Management Specialist. Programs for immunisation, audio metrics, influenza vaccinations and skin cancer identification are continuing.

Staff sport and healthy lifestyle initiatives continue to be supported and there is an increased focus on wellness initiatives

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

Training and Development

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 2009/2010:

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 minimising 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 500 for the year 2009/10.

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 was one appeal to the Administrative Appeals Tribunal involving Council during the 2009/2010 year. There were no enquiries carried out by the Department of Local Government or the NSW Ombudsman's Office.

2009/10 FOI Statistics

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

<u>FOI Requests</u>	<u>Personal</u>	<u>Other</u>	<u>Total</u>
A1 New (including transferred in)			8
A2 Brought Forward	-	-	-
A3 Total to be processed	-		8
A4 Completed	-		7
A5 Transferred	-	-	-
A6 Withdrawn	-	-	-
A7 Total Processed	-		7
A8 Unfinished (carried forward)	-	-	1

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	-	
B4 Deferred	-	
B5 Completed	-	8

Section C - Ministerial Certificates

Nil

Section D - Formal consultations

Nil

Section E - Amendment of personal records

Nil

Section F - Notation of personal records

Nil

Section G - FOI requests granted in part or refused

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

Section H - Costs and Fees of requests processed

	<u>Assessed Costs</u>	<u>FOI Fees Received</u>
H1 All completed requests	\$250	\$250

Section I - Discount allowed

1

Section J - Days to Process

<u>Elapsed Time</u>	<u>Personal</u>	<u>Other</u>
J1 0 - 21 days	-	7
J2 22 - 35 days	-	-
J3 Over 35 days	-	1
J4 Total	-	8

Section K - Processing Time

<u>Processing Hours</u>	<u>Personal</u>	<u>Other</u>
K1 0 - 10 hours	-	7
K2 11 - 20 hours	-	-
K3 21 - 40 hours	-	-
K4 Over 40 hours	-	1
K5 Total	-	8

Section L - Reviews and Appeals

One FOI application was the subject of an internal review.

This decision was the subject of an External Appeal to the Administrative Decisions Tribunal.

Details of Internal Review Results

One FOI application sought an internal review of the decision made by the Authorised Officer. The Internal Review confirmed the decision to withhold information on the basis of Legal Professional Privilege.'

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 Section 31(4) {released to Medical Practitioner}		-
G9 Total	-	2

Section H - Costs and Fees of requests processed

	<u>Assessed Costs</u>	<u>FOI Fees Received</u>
H1 All completed requests	\$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 Over 35 days	-	-
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

Rates and Charges Regulation 1993 - Rates and Charges written off for 2009/10 :

Rates and charges in respect of pensioners, revaluations, postponed rates and non-rateable properties	\$ 4,433
Pension rebates in accordance with Division 1 Part 8 Chapter 15 of the Local Government Act 1993	\$534,771
TOTAL.....	\$539,205

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

There were no overseas visits during 2009/10.

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 30 Carers registered in the Scheme with over 290 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 2010. There were several themes to the forum all relating to the National theme of “The Best Start – Supporting Happy Healthy Childhoods”. A mini expo promoted services and childhood professionals delivered presentations that focused on the new Early Years Learning Framework, Parenting Website and new Road Safety & Child Restraint Laws.
- The Annual Children’s Services Staff Development Day – was held in July 2010. 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 focused on understanding, valuing and working effectively with others.
- In October 2009 Children’s services combined with East Willoughby Pre-school to celebrate its 70th birthday as well as Children’s Week with a Family Picnic Day that was unfortunately halted midway through the day, the result of extremely heavy rain.
- 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 about the requirements of the new National Quality Framework and the new Child Protection legislation.

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 bus service, the launch of the branding for The Concourse to replace Civic Place and associated marketing 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 revenue is less than \$2,000,000, it is defined as a "Category 2 Business".

Willoughby Leisure Centre

Willoughby Leisure 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 2009/10 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 2009/2010
1. To investigate partnerships with community groups in the provision of services	<p>Gap program assessment for 12-14 year age bracket</p> <p>Facilitate expansion of preschools Investigate local facilities for the provision of care</p> <p>Link with Families First to identify existing services</p> <p>Investigate models of best practice</p>	<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 Lower North Shore Interagency 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 hosts and coordinates the Northern Sydney OOSH Network - Council advocates local services to partner with other providers in obtaining grants for projects. <p>Kept Council informed on impact of the National Quality Framework including Early Years Learning Framework</p>
2. Develop a DCP for children's services	DCP developed	<p>Services established that meet DCP guidelines</p> <p>Provision of high quality care</p>	<ul style="list-style-type: none"> - <i>DCP developed, adopted by Council and implemented</i> - <i>Children are being cared for in accessible, safe and enjoyable environments.</i>

3. 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> - <i>Children's Services Manager consulted in DAs to guide best practice and support developers</i>
4. 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> - <i>Review of FDC booklet completed</i> - <i>Promoting Family Day Care as carer/employment opportunities in local media</i> - <i>Continuous 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>
5. 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>Demand continues to grow for ASC services in Artarmon and Naremburn. All Council OOSH services are meeting high level accreditation standards</i> - - <i>Still awaiting DA approval to relocate Naremburn ASC to Bales Park Community Centre creating additional places and upgrading the facility</i>
6. 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> - <i>Demand remained consistent for vacation care</i> - <i>Vacation Care and Before and After School care for children with additional needs, identified and several children integrated.</i>

<p>7. Promote Kids Cottage Community Centre for user groups and, where appropriate, other community groups</p>	<p>Groups are referred to Kids Cottage as an accessible venue</p> <p>Liaise with services such as the Playgroup Assoc in promoting the facility</p>	<p>Kids Cottage venue hosting valuable community based organisations</p>	<p><i>Community groups accessing high quality community venues</i></p> <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 and consulted with the community to advise Council of possible extended community usage.
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OBJECTIVE 1.2 To advocate and lobby for the provision of children's services

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
<p>1. To provide information to the community about child care, services and current issues.</p>	<p>Develop marketing framework</p> <p>Utilise existing forums</p> <p>Develop an Information Kit</p> <p>Provide information in CALD languages</p>	<p>Community participation in the lobbying process. Council representing community need to State and Federal Governments</p>	<p><i>Improved access to child care and related services</i></p> <ul style="list-style-type: none"> - Children's Services directory and information was 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
<p>2. To partner with peak agencies in advocating for greater funding and resourcing across the sector</p>	<p>Partnerships formed and funding increased</p>	<p>Child care services accessing additional funding and improved resources</p>	<p><i>Improved quality and accessibility of local services</i></p> <ul style="list-style-type: none"> - Children's Services Manager participating in key regional forums and committees as required
<p>3. To advocate for additional 0-2 year old places</p>	<p>Council liaise with State Gov regarding policy direction</p> <p>Review guidelines for inclusion in the DCP</p>	<p>Additional places available</p>	<p><i>Level of demand for places is addressed while maintaining high quality standards of care.</i></p> <ul style="list-style-type: none"> - DCP completed & reviewed - Additional places will come on line and be rolling out over time as result of several DA approvals throughout the year

OBJECTIVE 1.3 To develop strategies that assist children with additional needs

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
1. To promote services that assist children with additional needs in a range of community languages	Publications available from Council in major CALD languages	Children from CALD backgrounds accessing relevant services	<i>Families from CALD backgrounds have knowledge and understanding of existing services and programs</i> - Children's Services and Library Services provide some printed information in dominant community languages as well as referral information to interpreter services.
2. 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 additional needs
3. 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 Management participated in Supported Playgroups Project Reference Group - Council's Family Picnic 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 by several language specific playgroups in the area
4. 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> - Participated in Families First interagency activities - 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) - Staff attended sessions in new 'Keep them Safe' child protection reporting legislation
5. Support the inclusion of	Children with additional needs	Numbers of children with	<i>Children with additional needs are accessing high</i>

children with additional needs into childcare services.	access Council's children's services.	additional needs enrolled in Council managed services. Number of applications for Inclusion Support Funding (previously known as SNSS)	<i>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
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OBJECTIVE 1.4 To promote safe environments for children

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
1. 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
2. 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.
3. 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.
4. 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
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OBJECTIVE 1.5 To improve networking & communication amongst service providers

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
5. Promote and develop opportunities for networking and information sharing.	Annual Forum held Hosting of Families First Regional Interagency Facilitation of Northern Sydney Out of School Hours (OOSH) Services Network	Number of services and carers attending forum 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 2009/2010
1. 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.
2. 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.
3. 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.
4. 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>

			<ul style="list-style-type: none"> - 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 2009/2010
To integrate a youth friendly café into the Civic Place Master Plan	Youth Café Business Plan (June 2006)	Cafe established. Feedback from clients.	<p><i>Youth have access to a safe, friendly, and affordable social space within the CBD</i></p> <ul style="list-style-type: none"> - 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.	<p><i>Youth have access to a safe, friendly, and affordable social space within the CBD</i></p> <ul style="list-style-type: none"> - Youth Services staff have actively upgraded equipment, programming, service provision and safety within the Youth Centre. - Expenditure of the Sport and Rec. Capital Works Grant is complete and included resurfacing of the court, new fencing, installation of a toilet and water catchment tank. Extension of rooftop court will allow court area has enabled pace for activities such as handball, basketball, netball, soccer and cricket.
Develop a Recreation Plan	Plan completed	Plan identifies options for recreation venues and spaces	<p><i>Future planning identifies options for recreational activities</i></p> <ul style="list-style-type: none"> - 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).

Promote & support free youth events	Promotions undertaken Grants identified to help subsidise these events	Number of free of charge events	<p><i>Youth have increased access to events</i></p> <ul style="list-style-type: none"> - A range of activities offered via Youth Services. Include streetdance battles and workshops, art workshops, Youth in the Mall. - Activities promoted via Youth Services networks including local schools and website and social media sites - 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 organised by community groups are 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 - 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. - 2009 Spring Festival provided a month on activities including Y-lounge, basketball and skate comps, a band night and dance events. - Youth Week 2010 incorporated a range of activities and a concert called "Shorefest" supported by LNS Youth Services Network.
To continue to facilitate the Chatswood CBD Safety and Security Committee	Committee meets quarterly	Number of campaigns & associated activities undertaken	<p><i>Safety issues effectively addressed via the Committee. Youth(and other people) feel and experience increased levels of safety in and around the CBD.</i></p> <ul style="list-style-type: none"> - CBD Safety and Security Committee - ongoing. - Ongoing information exchange between Youth Services, police, security providers, facility managers and local businesses on youth related issues e.g. graffiti, vandalism, shoplifting, theft, assault. Schools, Railcorp and Sydney Buses now regular in attendance. - <i>Discipline policies within the CYC and surrounding areas reviewed and uniformly maintained by all staff.</i>

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	<i>Young people recognise the dangers of speeding and reckless driving. A decrease in the number of youth directly involved in road accidents.</i> - Issues regarding road & pedestrian safety addressed at the CBD Safety Security Committee. 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.
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OBJECTIVE 2.2 To address access and transport difficulties

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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	<i>Service providers are aware of access problems faced by youth and strategies are developed</i> - CBD Safety and Security Committee routinely reviews current related issues if / when they arise.

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

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
Encourage local media to promote the positive achievements of youth in the area	Media is kept aware of positive programs and outcomes for youth e.g. Young Person of the Year, Young Achiever's Award Media invited to relevant program launches and youth related events	Number of positive articles in the local media	<i>Young people are respected, supported and appreciated as valued community members</i> - Ongoing liaison with local media to promote upcoming events, achievements and activities. Several positive articles published and positive radio coverage broadcast. - Youth Services continuously seeking positive exposure of youth in the area and promotes community awareness of CYC events/activities via the new Marketing Strategy. Includes use of Council website, 2 facebook sites. - Youth Services staff worked with neighbouring

			Councils to organise a forum for parents re. Bullying & Building Resilience (May & July 2010) and will deliver another forum on use of drugs and alcohol by young people and the effects on the teenage brain.
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 "Youth in the Mall" on a monthly basis and "Y-Lounge" around a central stage area as part of the Street Fair each year. Performances include musicians, dancers and martial arts displays - Assist young people to organise bandnights at CYC - 2010 "Shorefest" as part of Youth Week 2010 - WCC Foyer Exhibition Space utilised to exhibit youth and children's artwork

OBJECTIVE 2.4 To support health and wellbeing amongst young people

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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 8 youth related community projects through the 2009/10 Community Grants scheme. - CDSE funding gave priority to projects targeting youth at risk. - Initiated GLEE to promote the involvement of young women in Council's youth programs. Includes workshops re. personal health, body image, personal presentation etc.
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

			<p>e.g. skateboarding, basketball.</p> <ul style="list-style-type: none"> - Youth Services' Facebook site and Events page on WCC website maintained to help promote events and other activities. <p>Youth Services Network also distributes a monthly e.newsletter to North Shore schools for forwarding to parents. Newsletter targets issues that are affecting young people and promotes awareness of youth support services.</p>
To assist young people in finding appropriate housing and accommodation	<p>Youth needs addressed via the Housing Policy</p> <p>Community Grants program supporting local services that provide emergency housing for youth</p>	Levels of young people accessing housing	<p><i>Young people, particularly those "at risk" have improved access to safe, friendly and timely housing options.</i></p> <ul style="list-style-type: none"> - Support for accommodation providers is continued via the Grants Scheme. - 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 2009/2010
Liaise with schools, and service providers to advise them of the Social Plan outcomes	<p>Meet with service providers and educators to identify priority issues for action</p> <p>Support work experience initiatives</p>	Strategies identified and implemented	<p><i>Youth are provided timely and relevant assistance to help them achieve their educational and career goals. Improved links between service providers and local youth.</i></p> <ul style="list-style-type: none"> - Strong connections with key staff in local schools established in 2009/10. - CYC promotes existing services and supports relevant programs through concessional community use of the venue – some of which target young people. - 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 and student community service placements from local schools - Referral & assistance is provided within a Drop In environment. - Youth Services coordinates the involvement of local

			students in the annual Rural/City exchange program delivered through the Global Friendship Program. - Youth Services working with Intensive English Centre providing specific orientation of the CYC for new arrivals
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OBJECTIVE 2.6 To develop opportunities for greater social cohesion & interaction at the local level

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
To encourage volunteerism amongst young people	Volunteer information available to youth Young volunteers are promoted and acknowledged Develop a Volunteer Working Group	Levels of youth volunteerism in the LGA	<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> - 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 and community service components of local schools syllabus.
Facilitate community projects that enable residents to hold local events	Grant package developed for residents to hold local events. (e.g. "Meet Your Street")	Number of locally organised, youth run events	<i>Young people, with assistance from their community, are enabled to hold local events</i> - Council facilitated band nights, basketball comps, dance events. - Youth Action Group meets monthly to organise activities for young people in the local area - Streetdance events are organised by local young people with some assistance by Youth Services staff.

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

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
To continue to support and develop the Willoughby Youth Council	Youth Council meets 10 times per year	Feedback from the Youth Council. Projects and issues supported and assisted by the Youth Council.	<i>A forum is provided that allows local youth to be proactive within their community. Young people are informing Council to assist with program and service development.</i> - Youth Action Group re-established in early 2010.

			Meets monthly and organises a range of activities for young people.
To investigate opportunities that develop leadership and advocacy skills amongst young people	<p>Programs such as Young Achievers is promoted via local schools, youth services etc.</p> <p>Projects are developed in partnership with other Councils and service providers to assist advocacy opportunities</p>	Number of promotions and related activities supported.	<p><i>Young people have access to avenues to discuss issues that affect their lives.</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, sea scouts), via grants and other schemes as appropriate.

3.0) CULTURALLY & LINGUISTICALLY DIVERSE COMMUNITY (CALD)

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

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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"> - Migrant Information Day – March '09 and Employment Expo in May 2010; Community and cultural dance, information and craft stall. - WCC Community Grant awarded supporting the duplication of a Domestic Violence booklet in community languages. - 2 talks on Council services given to parents of Intensive English Centre students.
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 - Partnered with North Sydney City Council on CALD expos (above)

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> - MOSAIC provides 10 ESL classes/conversation groups every term for 8 sessions per term. - 4 X Intermediate ESL conversation classes were conducted in the Library - 4 new ESL PCs installed in the Library with 5 new interactive learning DVDs. Great programs for ESL students.
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OBJECTIVE 3.2 To support ageing migrant communities

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
To co-operate regionally in supporting people accessing supported accommodation, residential care and community 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 CALD backgrounds. 2 days/week - Council's other HACC programs eg Meals on Wheels, Constant Companion and Willoughby Community Aid reach out to CALD communities. MOW commenced providing Chinese meals. Provide information and referral services for people needing accommodation. - Supported Australia Chinese Community Association (ACCA) to deliver information session re. residential care to Chinese community – April 2010 - 2 X HACC information session delivered to CALD groups in late 2009 and 1 X Centrelink Aged Pension seminar
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 from that plan progressively being implemented. E.g. WCC Loop Service launched in early 2009 and Council Cab. Usage of these services by CALD community is

			<p>community is limited.</p> <ul style="list-style-type: none"> - Transport Access Guides (TAG) for the Chatswood Shops, Willoughby Park Centre, Willoughby Leisure Centre. Artarmon Reserve and Northbridge Shopping Centre need to be updated. - New (updated) Council Cab service brochure needs to be translated into community languages and distributed to community groups - Armenian, Chinese, Italian, Korean and Japanese.
<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 – includes Aged Daycare Program (2 days/week) - 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. - 8 ethnic groups included in physical activities such as yoga, gentle exercise, Yang Ji and cultural dance groups.

OBJECTIVE 3.3 To improve networking and communication amongst service providers

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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 2009/2010
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 (pending). Review future viability of current 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. - MOSAIC delivers a wide range of leisure activities including craft, dance groups and exercise classes. - Library prepared for installation of IBIMS™ in July 2010 - Australia's first search system of Chinese bi-lingual online public catalogues. - Internet training in Chinese (Mandarin & Cantonese) offered via the Library

OBJECTIVE 3.5 To support cultural awareness and celebrate cultural diversity

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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"> - PR department issues media releases in relevant community languages to notify of specific cultural activities and events
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 Indian Holi Party, International Women's Day and Artarmon Fair. - Coordinated School Art Exhibition in local Shopping Centres as part of Harmony Week 2010 - MOSAIC Open Day in September 2009 was very well attended. - Ran a series of Sustainability workshops for the Italian community including weed identification and management, planning and maintenance of natural gardens and consumerism workshops. - CALD people also invited to participate in farm/garden tours and information seminars. Well attended.

OBJECTIVE 3.6 To support CALD communities understanding legal rights and systems

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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> <ul style="list-style-type: none"> - Supported ACCA and Japan Club of Sydney to run workshops on legal issues (e.g. Wills and Power of Attorney). Also helped Taiwanese church group to organise similar information day for Law Week 2010
To support services that offer assistance to the CALD community	<p>Facilitate contact between service providers and ethnic groups.</p> <p>Support accessible services through the Grants Scheme.</p>	Range and number of programs supported and opportunities developed	<p><i>Services are supported to meet the needs of the CALD community.</i></p> <ul style="list-style-type: none"> - 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	<p><i>Legal services and information are easily accessible to the CALD community.</i></p> <ul style="list-style-type: none"> - 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 2009/2010
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> - Funded the provision of a series of seminars for new migrants re. education of children in Australia and the education system. - Supported 1 information session re. childcare services and facilities for Indian families. - WCC promoted awareness of a Life Management course delivered at Dougherty Community Centre by Auburn Asian Welfare Centre. Included sessions on family relationships. May/June 2010
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 by MOSAIC staff.. Statistics are included as part of Council's Quarterly Reporting procedure

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

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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 4 health related talks in Korean, Chinese and Italian.

			<ul style="list-style-type: none"> - Funding for Falls Prevention program secured and a forum delivered to the Cantonese speaking community in May 2010. - Supported the delivery of a Memory Expo for mandarin speaking community in October 2009..
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	<p><i>Strategies are developed that improve awareness, knowledge and support for women experiencing DV. Women feel empowered and supported.</i></p> <ul style="list-style-type: none"> - 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. - Ethnic Services promotes awareness within the CALD community. of DV campaigns and fundraising events

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

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
Pursue cross-cultural training for staff	Training delivered	Number of workshops completed	<p><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></p> <ul style="list-style-type: none"> - No specific training conducted in 2009/2010.
To adhere to, promote and monitor the Access and Equity Policy	<p>Access and Equity Policy reviewed to ensure it is relevant and current</p> <p>Staff trained to use TIS (translation) service. TIS number is promoted to the community.</p>	<p>Number of staff trained.</p> <p>Policy endorsed by the Access Committee and adopted by Council</p>	<p><i>Community members have access to Council run services and programs regardless of ethnic background.</i></p> <ul style="list-style-type: none"> - 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	<p>Community consultation undertaken during planning processes</p> <p>Participation in the "Towering Towards Sustainability" project and sustainability education program</p>	Level of community participation	<p><i>CALD community is given a "voice" in how Council plans and delivers its services and activities.</i></p> <ul style="list-style-type: none"> - MOSAIC Advisory Committee continues to be regularly consulted. E.g. invited to contribute to the development of new Willoughby City Strategy. - Ongoing Ethnic Community Representative meetings for information exchange and event organisation - CALD community advised on the development of The

		Concourse and other WCC initiatives such as the Sustainability strategies and programs.
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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 2009/2010
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 Lobby for locally based services Promote existing services	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> - Regular attendance by Aged & Disability worker at Health NSW Working Party for planning for mental health service delivery - Council distributed grant money to several mental health service providers (e.g. to Rotary for a Community Forum. - Unable to influence Dept of Health decision to deliver mental health services within a clinical health environment.

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

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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> - "Senior Road Safety Calendar 2011 has been completed in partnership with 10 other Northern Sydney Councils & will be distributed to aged care facilities, libraries, Probus & Rotary Clubs and seniors groups in LGA. - 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 committees 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 ongoing basis in regards to all levels of physical planning of city including The Concourse, bike pathways and the revision of the DDA Action Plan
To implement and monitor Council's 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 has not been updated since November 2006. It needs to be reviewed in light of the New "Access to Premises" Act to be released in March 2011. This new Act overrides the Building Code of Australia and Australian Standard.
To continue to use "Safer By Design" options in all areas of planning	DCP and plan Safer By Design approach implemented	Adherence with regulations	<i>Safe environments promoted & delivered & quality control ensured</i> - DCP and planning instruments encompass 'safer by design' principles. All DCPs are reviewed in accordance with the Australian Standards and placed into one planning document known as the Willoughby DCP. Processes will need to be upgraded to comply with the new "Access to Premises" Act in March 2011.

OBJECTIVE 4.3 To improve access to respite care and services

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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> - "Willoughby House" Respite Centre was opened in February 2010. - Additional ADHC \$ has become available and new services delivered in the area e.g. for older carers and a centralised waiting list for Respite Care developed.

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 deliver day care opportunities in the LGA. - Council representative attending HACC Advisory and HAC Sub Regional Committee and ADHC meetings to highlight gaps and needs.
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OBJECTIVE 4.4 To promote & provide accessible socialisation & recreational activities & spaces

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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 funds and both ADHC & HACC funds.
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 1 award (\$2000) 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 but need updating following completion of CBD redevelopment in late 2011
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> - Strategic Property Plan addresses recreational sites and opportunities for future improvements. Open Spaces unit brings relevant issues to the Access Committee when reviewing/upgrading open spaces and parks.

OBJECTIVE 4.5 To develop strategies that assist children with special needs

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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. - 3 projects supported under the Community Grants Scheme targeting children with additional needs. - Council advocates on the CDSE Committee for financial support of disability support services.
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 ADHC 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 2009/2010
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, & Artarmon Loop shuttle service launched in 2009, however neither of these services is appropriate for people with a mobility disability and they do not provide wheelchair access.

<p>To continue to educate the community regarding access & promote access across the LGA eg. Mobility Maps</p>	<p>Mobility Map updated Access Awards offered bi-annually</p>	<p>Maps are accessible from key community centres & services.</p>	<p><i>PWD are aware of and using accessible paths of travel. Accessibility for PWD is improved.</i></p> <ul style="list-style-type: none"> - Mobility Maps are available from Council offices and community centres. The Maps will be updated following the CBD redevelopment. - Access Awards were combined with local Business Awards in 2010 and will be presented annually from this time on. - In early 2009 Council auspiced a service to provide transport for people with a disability. It is called Individual Assistance and is used to transport people for shopping, visiting relatives and medical appointments.
<p>To lobby for increased accessibility at Artarmon and Chatswood Railway</p>	<p>Disabled access achieved</p>	<p>Number of PWD accessing the platform</p>	<p><i>PWD have equity of access. Improved transport options for PWD travelling to/from the outer suburbs.</i></p> <ul style="list-style-type: none"> - 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 2009/2010
<p>To continue to provide support to services that assist PWD in finding employment & accessing training</p>	<p>Information provided in a range of accessible formats Priority support given to services/programs that offer internet and computer training</p>	<p>Number of training and placement programs available and success rates. Feedback from participants and providers.</p>	<p><i>PWD are accessing employment and training opportunities.</i></p> <ul style="list-style-type: none"> - Consultation with Job Search and Steps Employment Specialists and with Spastic Centre and Sunnyfield for PWD. - Provided a venue for the North Shore Disability Employment Network to meet.

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> <ul style="list-style-type: none"> - Officers investigating employment strategies for PWD with a view to discussing options at Council (this will also include training and mentoring program options) - Advocated for CDSE funding of projects leading to the placement and training of people with disabilities.
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> <ul style="list-style-type: none"> - The Concourse includes a fully accessible library - Suburban branch libraries have been updated and comply with access requirements. - Home Library Services available and very well utilised.

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

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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> <ul style="list-style-type: none"> - Volunteer Appreciation day held annually - Training and support is provided as required. - Volunteers provided with an induction and information including the Code of Conduct and Policy and Procedures Manual relating to the service they are assisting. - Daily personal contact and feedback between staff and volunteers following the delivery of services (e.g. MOW 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	<i>More community members becoming volunteers.</i> <ul style="list-style-type: none"> - Council received \$79k from ADHC for a Lower North Shore HACC Volunteer Coordinator to be located at Council. The position commenced in July '09.

			<ul style="list-style-type: none"> - Marketing of volunteer opportunities is ongoing via publications such as Volunteer Job Opportunity booklet, Willoughby City News and North Shore Times - Volunteers are formally recognised through Council's Volunteer's Appreciation Day. - WCC Community Grant program looks favourably on applications from organisations that are supported by volunteers
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 2009/2010
To continue to work in an advocacy & lobbying role on behalf of local service providers & residents	<p>Participate in sub/regional forums and disability planning networks</p> <p>Consult with PWD regarding needs</p>	Outcomes of forums	<p><i>Gaps in service provision are acknowledged and strategies developed to address shortfalls. PWD are consulted as part of the planning process and their needs well represented across all levels of government.</i></p> <ul style="list-style-type: none"> - Lobbying and advocacy undertaken as required. Aged & Disability Services Co-ordinator representing Council on regional and sub-regional committees including the HACC Advisory Committee and the Disability Network. - Disability Networks are meeting to discuss the best mode of transition to adhere to the new Commonwealth Health Care Recommendations – specifically the split of Aged Care and Disability

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 2009/2010
To advocate for the expansion of home support services that assist independent living	Consultations with ADHC Continue to monitor need in partnership with service providers & related agencies Consultation with older people living in the area regarding need Facilitate direct lobbying to the State Government to improve access to services	Reduction of waiting time for home services. Range of services available.	<i>Older people achieving and maintaining independent living where appropriate</i> - Proposals submitted to ADHC for expansion of existing services - Council representative on ADHC Consultative Committee & on HACC Advisory Committee - Continuing to 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 auspicings	Continuation of existing HACC services Grant opportunities explored to support services	No gaps in service provision	<i>Older people have access to home support services that improve quality of life. Services are operating via HACC guidelines.</i> - Meals on Wheels, Willoughby Community Aid, Constant Companion and the Lower North Shore Multicultural Day Care Program and HACC Volunteer

	Continue to liaise with HACC service providers to identify promotion opportunities		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	<i>Services are better equipped to meet future demands.</i> - ADHC, C'wealth and Council Services monitor levels of demand on a regular basis. Council services 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 HACC planning implemented

OBJECTIVE 5.2 To promote & support healthy & productive ageing

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
To collaborate with service providers in the promotion of healthy lifestyle programs	Promotions identified Older people consulted identify suitable programs Work with agencies such as NSACCH to support local programs e.g. falls preventions campaigns	Number of older people accessing healthy life style programs and activities	<i>Older people are participating in healthy lifestyle activities and programs.</i> - 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 – Staying Strong" and Tai Chi. - Dougherty Community Centre houses several of the above programs at no cost or limited charge to the service. - Activities such as Older Women's Wellness and Italian Seniors Group supported through grants and subsidised venue hire.
To investigate community transport options for easier access to healthy lifestyle programs and health services	Continued representation in regional forums to expand community transport options Support outreach programs	Availability of accessible transport options	<i>Older persons have improved accessibility to events and activities. Ease of access encouraging increased levels of participation.</i> - The Council Cab and Loop Bus services continue to offer subsidised, accessible transport options to elderly and less mobile residents across the LGA....but are

			<p>not useful for people who are severely mobility impaired.</p> <ul style="list-style-type: none"> - 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 and ongoing. Very popular.
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. - Council's Housing Officer position was discontinued in 2005.

OBJECTIVE 5.3 To facilitate networking & communication amongst service providers

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
To develop a Community Expo incorporating local service providers and business.	Community Expo working party established. Expo held	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 have developed marketing frameworks to promote their own services and programs among service networks and client market. - Services invited to participate in events such as the Spring Festival and Charities Day to promote their programs and activities. - Seniors Lifestyle Choices & Information Day - held with 2 follow-up evening sessions with Centrelink, Catholic Community Services and has become an annual event.
To continue to promote & develop existing partnerships	Attendance and collaboration at interagency and committee meetings	Number of joint initiatives identified through partnership	<p><i>Issues raised & addressed at forums. Strategies developed that meet identified gaps in service</i></p>

with committees & interagencies.		development	<i>provision.</i> - Council officers participating in HACC Advisory Committee, LNS HACC Sub Regional and ADHC Consultative Committee on a regular basis. - Council has an established relationship with ADHC via this committee and other forums and has since consulted with them in the development of the HACC Action Plan. (Completed and ongoing) - Ongoing partnership with St Leonard's Rotary in the provision of the "Odd Jobs Service" to elderly residents.
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OBJECTIVE 5.4 To support carers and the ageing of carers

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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	<i>Older persons and carers are provided with timely and relevant support</i> - Ongoing lobbying to ADHC (state) and DOHA (C'wealth) via the various networks e.g. NS HACC and Interagency
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	<i>Older persons and carers are provided with timely and relevant support</i> - Partnerships developed with Catholic Community Services and Baptist Community Services to provide dementia day care centre respite services. "Willoughby House" opened in February, 2010.

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

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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. - Older residents invited to participate in community consultations to inform the development of the new

			City Strategy.
To provide information regarding access in marketing, service & event publications	Development of marketing tool to assist in promotion of services Grants reviewed 2005	Number of events and activities promoted & levels of participation	<i>Community aware of venues available. Community participation supported & 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.	Promotion of the benefits of accessible design principles within LGA	Number of nominations and awards	<i>Increased participation at events by older persons due to venues being more accessible</i> - An Access award of \$2000 is 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 – e.g. Council Cab, Loop buses.
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 completion of CBD redevelopment in 2011. Regional mobility maps to be developed.
To lobby for increased accessibility at Artarmon & Chatswood Railway	Disabled access provided at both stations	Levels of less mobile commuters using Artarmon and Chatswood railway stations	<i>Older people have equity of access. Improved transport options for older people travelling to and from the outer suburbs.</i> - Chatswood Interchange is complete and includes disability access via lifts to the platforms. - No disabled access currently available at Artarmon. Lobbying for improved access continues via various aged and disability networks.
To continue to promote & support activities & events that engage older people.	Events actively promoted and Grants reviewed to prioritise these activities	Range of accessible and inclusive events at the local level	<i>Events are inclusive & engage older members of our community.</i> - Grants Scheme supported 6 activities that engage older and isolated residents. - Seniors Week activities - Dougherty Community Centre offering social opportunities targeting elderly clients such as Mothers Day luncheons, Scrabble, Social Circle group, Mah Jong and Bingo groups, bus trips and afternoon teas.

			- The Concessional Hire of Council owned meeting rooms and other facilities enables affordable hire for local events that target older community members.
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To continue to provide community facilities which are affordable & accessible.	Promotion of existing venues including DCC & community hiring rates. Implementation of ROI process Venues audited & rated	Number of community groups that support older persons accessing appropriate community venues	<i>Community aware of venues available. Community participation supported & promoted.</i> - 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 elderly members offering "gold coin" membership fees. - Strategic Property Plan has identified venues in the area that need access upgrades or relocation. All new library facilities are accessible.
To support local events that are inclusive & provide intergenerational & cross-cultural activities	Grants reviewed to encourage these events.	Range of accessible and inclusive events available	<i>Increased participation in events by older persons.</i> - Priority for funding to be given to events that are inclusive and/or cross generational. - Men's Shed opened in 2007

OBJECTIVE 5.6 To provide access to lifelong learning opportunities

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
To incorporate a broad range of technical aids in the planning & development & design of the Concourse 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> - The Concourse is 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 Internet tutorials for seniors. 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 2010. Both Castle Cove and West Chatswood are situated within Aged Care facilities.

			- Internet Kiosk (externally funded) operational within the Dougherty Community Centre.
To continue to promote & support existing branch libraries as key community facilities	Branch libraries providing accessible services to the aged sector. Promotion undertaken that targets local users	Level of accessibility of branch libraries	<i>Improved participation for older persons. Older persons accessing local facilities & programs.</i> - Strategic Property Plan (2005) identified 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 2009/2010
To continue to distribute information regarding DV via key services	Information made available at community centres etc. Information is culturally sensitive Council liaising with key agencies to ensure information is current Develop the website to promote DV issues & services	Increased awareness of DV issues and support services. Increase in number of women reporting DV cases to police	<i>Increased accessibility and awareness of services, events and programs across the community.</i> - 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.
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	<i>Local women have increased knowledge and awareness of available services and are accessing those services</i> - 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 helped fund the translation of the LNS DV Booklet into community languages. The booklet identifies local services and networks.

To participate in the activities of the DV network	Attendance at DV Committee meetings and forums targeting DV issues Supporting DV services in assisting women	Initiatives undertaken via the network	<i>Services offering support to women are well co-ordinated and appropriately resourced.</i> - Council representative attends forums as required and consults with both the LNS DV Network and the Hornsby Ku-ring-gai DV Committee. Participation has been limited but will increase in 2011. - The Policy & Projects Officer was Chair of the Lower North Shore DV Committee to December 2008. - Cultural Services Coordinator has arranged for the exhibition of artworks by survivors of DV in Council Foyer for the past 2-3 years.
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OBJECTIVE 6.2 To support women as carers

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
To continue to promote & facilitate access to local services that provide carer support	Services supported & promoted to access funding Support groups identified and networking facilitated to strengthen ties	Increased access to support services Networks empowered to provide lobbying and advocacy	<i>Council is pro-active in achieving support for people with a disability and their carers. State and Federal Governments are made aware of gaps in service provision and encouraged to take action.</i> - Willoughby House" opened in February 2010) - 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	<i>Improved access to compensation</i> - Council continuing to act in an advocacy and lobbying role through agencies such as HACC Advisory, LGSA Aged Care Workers Committee and ADHC Consultative Committee
To investigate potential partnerships to improve access to respite care & affiliated services	Partnerships developed Investigate options for subsidising venues to be used for respite	Availability of respite care	<i>Council facilitates a co-ordinated approach to filling gaps in service provision. Access levels are improved.</i> - Council working with Catholic Community Services and Baptist Community Services to develop respite opportunities in the LGA. - Council representative attending HACC Advisory Committee. - Respite services receive subsidised rent on Council facilities.

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

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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 is tolerant and understanding of sexual and gender diversity.</i></p> <ul style="list-style-type: none"> - Youth Services promote awareness of support groups and programs such as Twenty 10, Glam and the F&E project - Glam Inc. participates in the Youth Interagency on an ad hoc basis and Youth Services investigates GLBT friendly events and activities. - Events, programs and activities promoted across networks on an on-going basis. - 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 6.4 To promote health and wellbeing amongst the GLBT community

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
To promote healthy lifestyle programs & services specific to the GLBT community	Services consulted regarding programs & access options. Programs initiated.	Number or promotions undertaken	<p><i>Number of specific programs developed & promoted. Programs are relevant to local GLBT community.</i></p> <ul style="list-style-type: none"> - 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.	<p>Participation in relevant committee's e.g. Northern Summit.</p> <p>Research potential partnerships with Northern Sydney Health etc.</p>	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>
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 2009/2010
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 - LNS Multicultural Network actively promotes workshops and courses that enable CALD access to the workforce.
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 small grants.

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

Strategies	Performance targets	Performance indicator	Outcomes 2009/2010
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 Concourse Masterplan	Civic Place project completed	Number of users & events. Civic Place utilised as a premier cultural venue	<i>The Concourse developed as the premier cultural & recreational facility on the North Shore.</i> - The Concourse due for completion in 2011. Official launch in September, 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.	<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 – completed in late 2008 - Strategic Property Plan addresses the issue of recreational sites and opportunities for future maintenance and improvements
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OBJECTIVE 6.7 To achieve an integrated communication & information strategy

Strategies	Performance targets	Performance indicator	Outcomes 2008/2009
To promote information regarding key access methods and 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, Harmony Day, WCC Spring Festival	Community accessing local services relevant to their needs	<i>Community across the board has an excellent knowledge of services, events and access points.</i> - Stalls in the Mall and within the annual Street Fair promote services and not for profit groups - Community Development Branch developed marketing frameworks to reach target clients - Community Development staff refer people as necessary to relevant services and agencies. - Service information produced for target clients (e.g. older people, children, CALD, youth) in relevant formats and languages - Willoughby City Guide produced and distributed to 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	Delivery of joint projects across the region Participation in committees and inter-agencies	Number of joint projects and initiatives	<i>Networks are developed to offer support to community agencies</i> - Relationships & representation maintained with key networks, agencies and projects e.g. Northern Sydney Aboriginal Social Plan, Barton Rd Interagency, HACC Advisory, Youth Interagency, NSROC.

<p>To investigate new & innovative ways of disseminating information across the LGA</p>	<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>	<p>Community accessing services</p>	<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 electronic, print and social media - Community Development Branch developed marketing frameworks for each service area. - Council's Events team continues to utilise promotional space for community events/activities with Corporate Providers (e.g. Adshell) <p>Youth Services and PR Unit using web-streaming sites such as Myspace, Facebook etc to promote services and activities.</p>
<p>To continue to promote & develop the Children's Forum</p>	<p>Forum held 2 x per year</p>	<p>Number of participants and initiatives undertaken via the Forum</p>	<p><i>Forums support information sharing & strengthen the children's services network</i></p> <ul style="list-style-type: none"> - The Children's Forum continues to facilitate information sharing amongst service providers and service users
<p>To maintain the MOSAIC Information & Referral Services</p>	<p>Continue to promote the service to new arrivals</p> <p>Information made available in relevant, key languages</p> <p>Ethnic media used to promote services & events</p>	<p>Increased number of enquiries from the CALD community</p>	<p><i>CALD community is accessing relevant information & services to promote quality of life</i></p> <ul style="list-style-type: none"> - Council provides 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, Managing Personal Estate, Legal Responsibilities, accessing Centrelink benefits 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

Employment of the Project Officer continued through 2009/10. They are co-located at the Aboriginal Heritage Office at Northbridge. She is formally employed through North Sydney Council and was supervised by Lane Cove and Willoughby Council during the reporting period. 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.

At the NSASP annual Planning Day in January 2009 the Funding Group agreed to focus on Aboriginal Health – as highlighted in the Plan. In December 2009 Council agreed to auspice a Healthy Community grant of \$80,000 from the Local Government Shires Association. Council’s Policy and Project Officer invested significant time in overseeing the coordination of this project throughout the reporting period.

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.
- Formally hosting Aboriginal elders from the Darug and Larrakia regions to launch an exhibition of local art.
- Engagement of Aboriginal artists for community cultural events and programs – particularly those involving community awareness building components with children and older students.
- Subsidising rent of the Aboriginal Heritage Office at Northbridge and contributing to the costs of operating the service.

2. High priority tasks from the Northern Sydney Aboriginal Social Plan

General notes:

- Recommendations taken directly from the NSASP are bolded
- Unless otherwise indicated the ‘timeframes’ in the Work Plan (based on those in the social plan) are general only – details are to be agreed on between the Project Officer and their manager / management group.

PROJECT MANAGEMENT – Additional actions (Some not found in the original 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	<p>Previous grants to be acquitted (e.g. CDSE monies)</p> <p>Work with the funding group and other stakeholders – including government departments and non-government organizations – to identify sources of funding</p> <p>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</p> <p>Prepare proposals, submissions, presentations and other material for relevant funding bodies</p>	<p>Documentation of relevant submissions, proposals, presentations etc presented on an annual basis</p> <p>Feedback on same from funding bodies</p> <p>Success in securing further funding*</p> <p>Evaluation after 12 months with recommendations for further action if required</p>	Funding Sub-group	Funding sources identified and proposals prepared as funding opportunities become available during 2009	<p>Ongoing work with Sub funding Group.</p> <p>Funding Working Group was successful with application for Local Government Healthy Life \$80k. Now developing Well Being Service at Manly.</p>

	Establish a Working Group to identify funding opportunities.	* <i>It is recognised that this is not within the Project Officer's full control. However in evaluating outcomes it is important to recognise and acknowledge any successes in this area.</i>			
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PART 2 – HEALTH AND WELLBEING (Moved up from Medium Priority)

RECOMMENDATION	ACTION	INDICATOR	WHO	TIMEFRAME	PROGRESS/COMMENTS
2.1 Updated Rec. Northern Sydney councils lobby relevant health 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.	There may be some future discussion with Councils regarding accommodation for indigenous people located close to the proposed Health and Wellbeing Centres.				Continue to build on network of Health professionals to have involvement at the Wellbeing Centre. Including Aboriginal Medical health Research Council, Aboriginal Medical centre Redfern, NSW Masseuse Association, Art Therapy AMS Redfern has promised a doctor and possible a Nurse 1 day per week. A letter now to go to Manly Community Centre Board with information on setting up the Service.

<p>2.2 Updated Rec. The Northern Sydney Aboriginal Social Plan Project works with the relevant health agencies to enhance the provision of information in a variety of formats to Aboriginal people about regional health services.</p>				<p>PO on Aboriginal subcommittee of Area Health to develop promotion of new programs to encourage improved Aboriginal community participation.</p> <p>PO and AHMRC having discussions on future projects to target community lifestyle issues such as Gambling, Smoking Cessation etc. Attended meeting of the Area Health committees in January. Continuing to speak with Director in relation to Well Being Service</p> <p>Mental health Practitioners are wanting to be involved with the Wellbeing Service and have offered to run some workshops on Mental Health & Accessing them when needed.</p>
<p>2.4 Updated Rec. Northern Sydney councils support the promotion of the new Relationship Australia counseling services set up for members of the Stolen Generation.</p>	<p>Endorse the re-instatement of the word "Aboriginal" in promotional material for the Relationships Australia service.</p>	<p>Counseling services accessed by Aboriginal people affected by the Stolen Generations and other related issues</p>	<p>Project Officer</p>	<p>PO is a member of the State Indigenous Working Group for RA. She continues working with Relationships Australia to develop a statewide Aboriginal training program.</p> <p>There is now an Aboriginal trainee appointed at</p>

					northern Sydney RA office and several others throughout NSW. The Counseling Course has begun with 17 ATSI people attending.
2.5 Updated Rec. That evaluation of the Relationships Australia Counseling program is to inform further actions in this area.					Relationships Australia plan to roll out the training program throughout Australia.

PART 3 – EDUCATION AND TRAINING

New Emerging Priority Issue - The lack of support for high school and tertiary level students and vocational training students to remain in training.					
RECOMMENDATION	ACTION	INDICATOR	WHO	TIMEFRAME	PROGRESS/COMMENTS
3.1 Northern Sydney councils actively lobby the Department of Education and Training to address issues related to accessing educational services, the effectiveness of current Aboriginal educational programs, and lower outcomes in numeracy, literacy and science for Aboriginal children.			Councils		PO has been working with Aboriginal workers from St Ignatius and Riverview to ensure the participation of the boys this year with attending Yarn Up's ,connecting Cultures day and Guringai Festival.

<p>3.3 The Northern Sydney Aboriginal Social Plan Project work with the Department of Education at the regional level to better integrate the local Aboriginal culture and heritage in existing Aboriginal studies curriculum. This work should be conducted in conjunction with local Aboriginal workers and residents and through the local Aboriginal Education Consultative Group.</p>	<ul style="list-style-type: none"> • 				<p>Guringai & Ryde AECG's had no action on this since our last meeting due to Christmas break.</p>
<p>3.5 The Northern Sydney Aboriginal Social Plan Project work with the Department of Education and Training to increase the involvement of Aboriginal people in the design and development of Aboriginal educational programs and general education programs targeting both Aboriginal and non-Aboriginal students.</p>	<p>The project to start dialogue with DEET, TAFE, the Aboriginal Education Coordination Group (AECG) and the Minister for Aboriginal Affairs and lobby these offices re.</p> <ul style="list-style-type: none"> - the provision of additional support for secondary, tertiary and TAFE students - the use of alternative accreditation systems (i.e. non-mainstream). 	<p>Increased capacity for secondary, tertiary and TAFE students to remain in training.</p>	<p>Councils, Reconciliation Groups and Reconciliation Network</p>	<p>Throughout 2009</p>	<p>No action on this since our last meeting due to Christmas break</p>

PART 6 – CULTURE AND HERITAGE

RECOMMENDATION	ACTION	INDICATOR	WHO	TIMEFRAME	PROGRESS/COMMENTS
6.1 Northern Sydney councils continue to allocate resources to promote and participate in the Guringai Festival.	Councils to utilise the Aboriginal Heritage Office and the NSASP Project officer as information sources rather than event organizers.		Local Councils		Councils are actively contributing as required
6.2 In partnership with local Aboriginal residents facilitate community events and gatherings to promote cultural heritage and identity within contemporary society	<p><i>Hold a regional community gathering</i></p> <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 Aboriginal 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 no 	<ol style="list-style-type: none"> 1. Xmas in the Bush (Dec 09.) growth in attendance. 2. Cultural Event (Tribal Warrior Event – March 09) attended by a broad cross-section of the Sydney ATSI community 3. Guringai Festival – actively supported by ATSI community and local government 	Regional Worker	High Priority – 6-9 months	<p>Xmas In The Bush happened on 12 December 2009 at Fagan park Galston. There were approx 60 people attend with Centrelink & DoCS workers having information sharing with anyone interested.</p> <p>This will happen on the 20th February 2010. This is a good opportunity for the community to refresh themselves and contribute to sharing culture. With the inclusion of the Biala girls, St Joeys and St Ignatius boys having the chance to meet people living across the region. In part to help the isolation.</p> <p>PO has not been able to attend Guringai Festival committee meetings due to injury and restricted work time. .</p>

	no more than 3 community events (including both stand-alone events and those that link to existing ones such as the Guringai Festival)				<p>Although planning is underway for 2010 funding is still being sort.</p> <p>Yarn Up has not started this year as yet. Kevin Humphries - Shadow Minister for Aboriginal Affairs as Speaker in March.</p> <p>Request that look at changing and not having as many Yarn Up's. In part to utilise the funds for community consultation – approved.</p>
6.3	Northern Sydney councils work with relevant agencies and Aboriginal organisations to ensure best practice in providing protection, care and effective management of Aboriginal sites and objects.		Core business of the Aboriginal Heritage Office (AHO)		PO has had limited action due to injury and not being at AHO very often.
6.4	Northern Sydney councils seek to comply with all laws protecting Aboriginal sites and objects, especially in relation to development.		Core business of the Aboriginal Heritage Office		
6.5	Northern Sydney councils promote the value of Aboriginal cultural heritage to all		Core business of the Aboriginal		This will continue as a personal belief and as part of this position

community members and prioritise protection, care and ongoing maintenance as a measure of value to the whole community.			Heritage Office		
6.6 Northern Sydney councils include Aboriginal Cultural Heritage in their cultural planning processes.			Individual Councils (Implementation could be monitored by NSASP)		Still waiting for responses from all Councils.

Completely New High Priorities

RECOMMENDATION	ACTION	INDICATOR	WHO	TIMEFRAME	PROGRESS/COMMENTS
Appendix A: Demographic Profile Update of demographic project in Northern Sydney Aboriginal Social Plan document (currently utilises 2001 Census data)	All Councils to access demographic information from "I.D" re. Indigenous residents The proposed Aboriginal Reference group will provide a primary means of consultation with Indigenous people	Demographic profile to reflect latest available Census and demographic data.	Funding Group PO & Funding Group	2010	Still waiting for final document. Nomination forms are ready to be distributed for members of the Advisory Committee. It has been suggested by ATSI community members that it " Would be useful to have that group as a reference Group for all Councils across the region. Given the limited number of people available to be on committees or advisory groups."
The development of a			Funding		No feed back to date

recurrent budget for a 4-year Plan (aligned with Councils' Social Plans)			Group		
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Other Business;

PO was injured (torn ligaments in knee) on 6 July 09 at Manly Warringah Pittwater Aboriginal Support Group 30th Anniversary. Now back 3 days per week 7 hours per day. PO will continue working those hours for next month but with upgraded Physio and Hydro Therapy. The return to work plan in place until March 2010 and PO should be back to full time by then.

FUTURE INITIATIVES IDENTIFIED

- Planning for beyond 2011. Funding Group to consider employment of more than 1 person for the northern Sydney Region. During 2010/11 the Funding Group and the Project Officer will need to:
 1. Take stock of what has been achieved
 2. Update the Plan
- Aboriginal Sports Day organised by its own Committee and operating under its own budget etc.

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

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 - 10 the principles of the former Cultural Plan were integrated into the revised Willoughby City Strategy. In keeping with NSW Government planning requirements, Council no longer has a separate Cultural Plan.

Cultural Services

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

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

Arts and Cultural Unit

In 2009/10 the Arts & Cultural Unit coordinated Council's first Willoughby Sculpture Prize which was held in the Incinerator building in September 2009. The judges selected 43 sculptures from the 188 entries received. It was a great success with over 3000 people attending, and will be held again in 2011. The Unit has prepared the various policy and hiring documents for the Incinerator when it opens in February 2011 and the 2011 exhibition program is finalised. Willoughby Artists Open Studios Weekend had 24 venues and was very well supported during the Spring Festival. The Foyer Exhibition Space exhibition promoted several local artists or focused on different communities such as youth and CALD groups including: Local Inspirations: artworks and sculptures by artist Jessica Birk and Chatswood Primary School students, The Taiwanese Cultural Treasure Box, Meet the Artists: previewing the Willoughby Artists Open Studio Weekend, Weaving Clay Fibre Pulp : the domestic art of Eunice Bates (1932 – 2006), smART eXPRESSion: an exhibition of HSC artworks from local secondary schools, Panni Roseth: Natural Abstractions, and Beyond the Frame: photographs by staff from Willoughby City Council. The Unit also co-ordinated the selection of public art for the Mall, and is working on a range of projects associated with The Concourse. 3 Cultural grants were provided through the Community grants program.

Performing Arts Unit

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 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.

They performed 9 concerts during 2009/10 and 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.

- **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, audio production, videoconferencing, front/back of house management, hospitality and more. The Zenith Theatre & Convention Centre had 396 events with attendance of approximately 39088. This included a diverse range of performances of Theatre, Dance, Comedy, Magic, Live Music and Musicals. The Unit is also responsible for the hiring of five small community venues, and is developing the Community Warehouse to assist with storage needs associated with various activities within our community.
- **Encouraging Community Performing Arts**
This unit provides 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, ticketing, 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.

Festival and Events Unit

The Festival and Events Unit designs, produces and facilitates Cultural and Community Events for Willoughby City. This includes Australia Day, Chinese New Year, Earth Hour, International Women's Day, Seniors Week, Harmony Day, Sister City Projects, the Heritage and Guringai Festivals, Christmas Carols as well as the Willoughby Spring Festival including Willoughby's largest event the "StreetFair" with an estimate of 120,000 attending, 97 street stalls (36 community, 49 commercial, 2 corporate, 9 sponsors and 1 franchise). The street parade included 1050 participants of all ages and 30 vehicles. There were 5 stages/performance zones including: dance, circus works, kids, big band & a youth zone.

- **Willoughby Spring Festival**
In 2009 there were 50 events in total in the festival across Willoughby City. Twenty two that were run by Council. Eight Community Events received Spring Festival Grants and a further eighteen events were produced by the Willoughby Community and participated as umbrella events.
- **Chatswood Mall**
The Events Unit manages Chatswood Mall and all activities that are undertaken in the Mall vicinity including the weekly Melody Market, Charities Day, Christmas Markets as well as commercial and busking hire of the site.

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

The Chatswood Mall redevelopment commenced in February this year and revitalisation is being planned.

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 2009/10 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 being carried out in 2009/10 and will be completed in early 2011. Stages 3 & 5 are expected to be constructed in 2011.
2. Capital repair and renewal projects, viz:

Waratah St, Chatswood	Completion of project to alleviate local flooding	\$60,000
The Battlement, Castlecrag	Extension of existing pipeline and installation of inlet pits to reduce overland flow	\$20,000
Ashley Street, Chatswood	Reline existing pipeline under private property	\$41,000
Corner Zinnia Lane & Archer Street, Chatswood	Reline existing pipeline under private property	\$17,000
Wood Street, Chatswood	Replace damaged section of pipeline	\$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 \$40,000 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 periodically 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 2009/10 year Council received \$23,712 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 and fees to the VETFRIENDS facility which receives impounded animals in the first instance.

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.

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

According to the Companion Animals Register, as at 30 June 2010:

1. there is 1 current dangerous dog order in force in Willoughby;
2. there are 2 restricted breed animals registered in Willoughby.