

2010-2011 Manly Council Annual Report



ACKNOWLEDGEMENT OF COUNTRY

Manly Council acknowledges that we are on the land of the Guringai people. The Guringai are the traditional owners of this land and are part of the oldest surviving continuous culture in the world.

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Manly Council Annual Report 2010 – 2011

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Manly Council Annual Report 2010 - 2011

Introduction

Welcome to Manly Council's Annual Report for the period 1 July 2010 to 30 June 2011.

There are a number of pieces of legislation which specify certain criteria which must be included in a councils' Annual Report. This report has been produced to comply with the statutory requirements of these Act and Regulations and includes the organisations financial statements for 2010 – 2011 reporting period.

This Report has been prepared to meet the reporting requirements under the:

Local Government Act, 1993 ('Act') and *Local Government (General) Regulation 2005* ('Regulations'):

- Section 428 - Annual Reports, of the Act;
- Clause 132 – Reporting of written off rates and charges of the Regulations 2005
- Clause 217 – Additional information for inclusion in annual report and

Freedom of Information Act, 1989 ('FOI Act') and *Freedom of Information Regulation 2005* ('FOI Regulations'):

- Section 68 - Reports to Parliament, of the FOI Act;
- Clause 10 - Reports to Parliament, of the FOI Regulations.

Government Information and (Public Access) Information Act 2009

- Section 125 - Reports to Parliament, of the GIPA Act;
- Clause 7 - Annual reporting requirements under section 125 of the GIPA Act

Privacy and Personal Information Protection Act, 1998 ('PIPA Act')

- Section 33 - Privacy Management Plans, of the PIPA Act.

Environmental Planning and Assessment Act, 1979 ('EP&A Act')

- Section 93G(5) - Information about planning agreements, of the EP&A Act.

Copies of this report are available for inspection at:

- Council's Office, 1 Belgrave Street, Manly,
- Manly Library, Market Place, Manly and
- Balgowlah / Seaforth Library, Corner of Frenchs Forest Road and Sydney Road, Seaforth.

Copies are also available on our website at www.manly.nsw.gov.au.

Should you require further information on any aspect of this report, please contact Council on 9976 1500.

The Manly Local Government Area (LGA) is a unique location, bounded by both an ocean beach and Sydney Harbour. The area is well known for its rich natural environment and we are fortunate to have a spectacular ocean beach as well as access to the harbour foreshore and bushland areas. Within our boundaries are a diverse range of landforms including bays, beaches, headlands, rugged cliffs, steep slopes and areas of plateaux.

Manly is located on Sydney's Northern Beaches - between 8 and 17 kilometres north-east of Sydney and is the 57th largest local government area in New South Wales (ABS Census 2006). It occupies the southern end of the Manly Warringah Peninsula, immediately to the north west of the entrance to Sydney Harbour. The area is well known for its rich natural environment, with landmarks, such as North Head at the entrance to Sydney Harbour, harbour foreshores and frontage to the Pacific Ocean – the iconic Manly Beach.

The LGA is 15.14km² (including the part of the LGA over the water at Manly Beach) and has a boundary of 37.68km, of which 32.94km is the water margin. The LGA includes the suburbs of Balgowlah, Balgowlah Heights, Clontarf, Fairlight, Manly and Seaforth.

Before European settlement, the Manly area was the traditional homeland of the Aboriginal people from the Guringai language group with many Aboriginal sites recorded including middens, rock carvings, and open camp sites. Today, Manly has a rich and diverse character with a variety of residential, business and industrial land uses, and a significant proportion of natural landscapes. The proportion of different land uses is shown in the adjacent chart.

Manly has a diversity of special environments and ecosystems, including North Head, Manly Lagoon, Cabbage Tree Bay Aquatic Reserve, escarpments and Manly Ocean Beach to name a few. Manly also supports significant biodiversity and endangered populations, including Little Penguins, Long Nosed Bandicoots, Eastern Suburbs Banksia Scrub Ecological Community, and the Duffy's Forest Ecological Community.

The usual resident population in Manly derived from the 2006 Census data was 37,112 or 0.6% of the New South Wales population. 51.4% were females with the remaining 48.5% males. The population growth rate has slowed down over the last three Census periods.

The population is expected to increase to 42,127 by 2021 at an annual growth rate of 0.47%. The highest population growth is expected to occur in Balgowlah, Manly (Pittwater Road) and Seaforth as a result of residential opportunities.

The median age of Manly residents has risen from 36 years in 2001 to 37 years in 2006. The most populous group is 35-49 years.

Based on 2006 ABS census data.

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Our Council



Welcome to Manly Council's Annual Report for 2010/2011 covering the period from 1st July 2010 until 30th June 2011. The report provides detailed information on Council's achievements across all its operations and highlights our performance against key targets and actions listed in our Management Plan 2010-2013. During the 2010/2011 reporting period, Council worked hard to consolidate our strong financial position and to continue in our delivery of a high standard of services and facilities for our local community.



We staged some wonderful community events with a focus on family friendly entertainment held throughout the year. As a community we also came together to show our support for those affected by the flood disaster in Queensland, New South Wales and Victoria during early 2011 by conducting the Manly Flood Benefit Appeal during for which we provided a huge range of musical, dance and other events for families. We raised over \$31,000!!

At the end of April 2011 Council launched the 'Manly 2015' a strategic, forward thinking and sustainable Masterplan for the Manly CBD aimed at improving, renewing and capitalising on Manly as a local town centre and international destination for our current and future community. Consultation on this project will continue until September 2011. Council has used various communication and consultation methods for the project including websites, on line forums and precinct and stakeholder presentations. At the time of writing this Council is still considering feedback from the Exhibition process.

This year also saw the completion of a number of important major projects including the Roundhouse Childcare facility expansion, the upgrade of the Sea Wall and Promenade, maintenance dredging of the Clontarf Pool, which will all have lasting effects on our community.


Additionally, Council also continued to develop the Manly draft LEP 2011 instrument and electronic mapping which is consistent with the amended NSW standard template and planning legislation. A draft DCP to support the LEP objectives is currently being finalised.

In June 2011, Council adopted its new Integrated Strategic Plan which focuses on 1, 4 and 10 year goals and looks at methods to achieve those goals. This new Plan pulls together all the major elements of strategic planning carried out by Council, and will report on the community's long term vision for the local area and Council's plans for its delivery in the years to come.

Manly Council takes pride on the high level of service delivered to its community. In the coming years we will be working hard to maintain and improve this service, providing high quality value for money services for the benefit of all. It has certainly been a productive and exciting year in the life of this Council and I look forward to the future and the challenges and opportunities that it may bring.

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Finally, I would like to thank the dedicated staff and the elected Council for the hard work and commitment over the past year, working for the people of Manly.

A handwritten signature in black ink, consisting of several overlapping loops and a long, sweeping tail that ends in a small hook.

Henry T Wong
General Manager

The past year has been a particularly busy and productive time, both for the elected Councillors and for Council staff. The many challenges in the course of our work being impacted, in no small measure by the effect on all levels of government in the current economic uncertainty.



Notwithstanding the difficult economic circumstances we found ourselves in, the Councillors have worked together to ensure that Manly Council has maintained its fiscal discipline by working within our means at a time when numerous other councils in this State and our region have had to resort to increasing their rates well above rate capping. In the same period, Council continued to deliver improved infrastructure and services to you - our residents.

Working in partnership with the whole community, Council continued to make significant progress in protecting and enhancing the unique lifestyle and environment that we enjoy here in Manly.

As Chair of the Manly Community Safety Committee, it has been rewarding to work in collaboration with the Local Commander of the New South Wales Police, Superintendent Dave Darcy and local licensees to reduce anti-social behaviour in the Manly area. Pleasingly our efforts have seen a reduction of 30 percent in such behaviour. This result has been achieved through the partnership of all three sectors under the late-night venues management plan and conducting family friendly and alcohol free events, such as New Year's Eve. Additionally, Council has lead the way in supporting the State-wide campaign by emergency service workers to curtail operating hours at licensed venues.

Another highlight of the past year was the dedication of the Manly-Freshwater National Surfing Reserve. I am immensely proud of the surfing heritage and tradition that has been established here at Manly and it was with pride in September 2010 that I, along with the Mayor of Warringah, officially launched the Manly-Freshwater National Surfing Reserve. This dedication will secure the beach's reputation as a fantastic destination will be protected and maintained for generations to come. More recently I was delighted to receive the news that the Manly-Freshwater Surfing Reserve will become the first Australian surfing reserve to be declared a World Surfing Reserve.

In September the Manly Arts Festival presented ninety two separate events during the two week period. Having been the Chair of the Manly Arts Festival Committee since the Festival's inception it was wonderful and rewarding to see that 2010 Festival attracted a record number of participants. The Manly Art Gallery and Museum alone received more than 15,000 visitors in September. The strength of the Festival lies in its diversity. Featuring visual art exhibitions, music, workshops, events for youth and children, theatre performances and literary events demonstrates the quality and diversity of Council's cultural programs. Council aims to create affordable and accessible opportunities for participation in the creative arts.

The Manly area has a rich sporting history and it is fantastic that as a Council we are able to provide magnificent recreational facilities. The Sports Facilities Committee which has representatives from the community, as well as from sporting associations, have provided guidance to Council to ensure that the needs of the community are being fulfilled.

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Council has worked hard to ensure that it is able to provide quality facilities for sporting facility users at nominal costs to our community.

The diversity of our recreational facilities has increased this year with the addition of a new outdoor gym at Manly Lagoon Reserve, which has been well utilised by our community. This gym, featuring modern Australian-made exercise equipment, is designed for low impact workouts and is available free of charge all year round. The new beach wheelchair for Manly Ocean Beach has also been a positive addition. This all terrain beach wheelchair is specially designed for use on sand and uneven ground and will ensure access for people who use wheelchairs, or who otherwise have difficulty walking. These are just a few examples of the wonderful projects which have been completed. I look forward to the upcoming upgrade of LM Graham Reserve.

There are many other important initiatives and worthy projects and events, some big enough to attract media headlines and become well known, but the more routine, day-to-day initiatives warrant attention and this report provides many examples of both.

As the contents of this Annual Report will demonstrate, Manly Council has achieved much over the last twelve months. There are many challenges ahead for Council and much remains to be done. However, I am confident that with enough goodwill, hard work and an open, consultative approach to getting on with the job, there will be many more great achievements ahead.

I would also like to thank the many wonderful and inspiring community volunteers who work tirelessly in our community. I am always amazed by these remarkable individuals who pour their time and energy into our community. These people assist with many varied tasks including, delivering weekly meals to our elderly via the Meals on Wheels service; the delivery of library materials for housebound residents; work at events such as the Manly Food Wine and Sustainability festival where this year alone volunteers helped to divert a record 88 percent of waste to recycling; the Manly Jazz Festival volunteers who assist with the stage turn around, setting up and packing up to ensure that the Festival runs seamlessly and to schedule; and at our Visitor Information Centre, where they are often the first person to welcome visitors to our area and offer a 'local' insight into Manly area.

Finally, to my fellow Councillors, the General Manager and Staff of Manly Council, I thank you for your dedication to the organisation and to your community. I am positive that with such hard-working dedicated professional team we can make Manly a richer and better place for future generations.

Jean Hay AM
Mayor of Manly

OUR COUNCIL

Mayor and Councillors

Manly has 12 elected representatives in total who all serve a four year term. The Mayor is elected directly by the people and is joined by 11 fellow Councillors who are also elected by the people. The Deputy Mayor is elected each year by the Mayor and Councillors.

The key function of the Councillors is to represent the diverse interests of the residents and ratepayers of Manly in determining Council policies and strategies. This assists Council to achieve the vision and goals as outlined in Council's Community Strategic Plan Beyond 2021.

Across NSW, Local Government elections were held on September 13th 2008 and the next general election for Local Government bodies in NSW are due to be held in September 2012.

As a result of a referendum undertaken at the 2008 Local Government elections, from 2012, there will be nine Councillors who will form a Council to represent the Manly Local Government Area.



Mayor and Councillors of Manly Council - elected September 2008

(Back row: Cllr Lauren Elder, Cllr Hugh Burns, Cllr Peter Macdonald, Cllr Craig Whitting, Cllr Mark Norek, Cllr Richard Morrison, Cllr David Murphy, Cllr Alan Le Surf.

Front row: Cllr Barbara Aird, Mayor Jean Hay, Cllr Cathy Griffin, Cllr Adele Heasman)

OUR VISION:

“Manly – where natural environment and heritage sustain and complement a vibrant cosmopolitan and community lifestyle.”

This vision arose as a result of a workshop with the new Council and senior management held in February 2009 and updates the previous community vision. A vision is important as it ensures decisions are made with a long-term, strategic focus. Without a clear vision it is more likely that decisions are made without a clear sense of purpose.

OUR VALUES:

Our core values at Manly Council include:

- A culture that serves and an organisation that cares
- Commitment to accessible, ethical and equitable standards
- Structure that's responsive
- Policies that guide
- Procedures that are clear
- Strategies that are aligned
- Planning that is conscious and integrated
- Systems that support
- Processes that add value
- Actions that are accountable
- Skills that anticipate
- Careers that are fulfilling
- Teams that work together on achieving organisational goals
- Business excellence
- Quadruple bottom line (social, economic, environmental, governance) accountability

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OUR MISSION:

The Organisation's Mission is to ensure:

- Good governance with an emphasis on transparent decision making & fiscal prudence
- A responsive range of programs, services and facilities meeting community needs
- Service delivery model that is sustainable, equitable and accessible
- Clear and specific future works and services programs and planning which deliver on intergenerational equity principles
- Community engagement to ascertain views and aspirations of the local area through innovative feedback strategies, partnerships and precincts
- A skilled, motivated and accountable workforce empowered to make decisions
- Custodianship of the indigenous, cultural, natural and built environment on behalf of Manly's future generations
- A commitment to quality management and business excellence principles with a focus on best value outcomes for the community, visitors and local economy.

Current Plans and Policies:

Council plans are developed to guide operational decision-making. All Council plans are developed to assist in achieving Manly's vision and upholding Council's guiding principles. There are statutory and non-statutory plans and reports informing the Management Plan and from July 2011 the Community Strategic Plan Beyond 2021 including:

- Manly Local Environmental Plan (LEP)
- SHOROC Regional State of the Environment Report
- Various Plans of Management and Strategic Planning and Policy documents
- Manly Social Plan 2004 – 2009 and updated document 2010 - 2011
- Northern Sydney Aboriginal Social Plan 2007- 2011(non statutory)
- Manly Sustainability Strategy (non statutory)
- Many other non statutory plans including: Access and Equity Activity Summary, the Integrated Catchment Management Strategy; Threatened Species Recovery Plans; and Coastal and Estuary Management Plans.

Manly's Sustainability Strategy:

In December 2006 the *Manly Sustainability Strategy – For Today and Future Generations* <http://www.manly.nsw.gov.au/Sustainability-Strategy.html> was adopted. The Strategy recognises that for the Manly community to be an enjoyable and liveable community in the future it is important for Council to address social, economic and environmental issues. Council's success in implementing the Strategy is reported annually within Council's Annual Plan.

Key priority and funded objectives and actions listed in the Sustainability Strategy are integrated into the actions of the Management Plan document and from July 2011 the Community Strategic Plan and will continue to be addressed. Integrated planning is the best method to imbed sustainable principles across all activities of Council.

Manly's Ethical Charter:

Manly Council resolved to commit to the following Ethical Charter at the Planning and Strategy Committee Meeting of 14th February, 2005:

Council is committed to supporting the principles of Ecologically Sustainable Development (ESD) as defined in the Local Government Act, 1993 and ethical business practices.

Council believes that sustainability must be the guiding principle of our business, requiring policies that meet the needs and aspirations of the present generation without compromising the opportunity of future generations to fulfil their needs and aspirations. Council also supports the Earth Charter and recognises that it sets the grounding principles for sustainability.

We support and will act on the following principles in our services:

- **Equity and justice** - We will act fairly, seeking to ensure equity, tolerance and removal of discrimination and support democratic societies that are just, participatory, sustainable and peaceful.
- **Respect** - We will treat other people and the environment with respect, and acknowledge and support the values of indigenous peoples and minorities.
- **Sustaining the environment** - We will act with care and caution towards the environment, protecting the biosphere, its biodiversity, and using its resources sustainably for present and future generations.
- **Creating and sharing sustainable prosperity** - We will seek to create and share prosperity in a way that helps sustain our business, the community and the environment, and support locally based businesses who share these ethics where possible.
- **Responsibility** - We will take all responsibility for our actions and for any harm or good we cause. We will account for our actions, evaluating our progress in implementing these principles, and seek to continually improve. We also commit to combat corruption in all its forms, and the obstacles to good governance. We will not associate with organisations who act in direct contradiction to these principles.

This Ethical Charter places a requirement on Council to give significant consideration to the effects our business and operations may have on local and global sustainability. It will be integrated into Council's key policies to guarantee implementation.

Manly's Customer Service Charter:

Manly Council adopted a Customer Service Charter in 2005. This Charter serves as an expression of commitment to improving our service and communication in the delivery of quality services to our community.

The Purpose of our Service Charter:

We believe that all customers have the right to be served in accordance with this Charter which reflects the vision, values and initiatives of the organisation, as expressed in the Management Plan and from July 2011 the Community Strategic Plan.

This Charter sets out the minimum standards which you can expect from us, explains how you can obtain information, outlines how you can complain if the standards are not met and offers advice on how you can help us service you better.

Service Standards:

We will provide all Council services in a friendly and professional manner by:

- Treating you politely and with respect.
- Identifying ourselves when we talk with you.
- Listening carefully to what you say.
- Treating your personal information with confidentiality.
- Being helpful and sensitive to your needs.
- Being competent in providing the information and services Council has determined to provide to the community.

We will make every effort to respond quickly and effectively to your service requests by:

- Answering your phone calls within four rings.
- Acknowledging your letters within two working days.
- Acknowledging your emails within two working days.
- Welcoming you to our service desks within three minutes.
- Completing your customer action requests within fourteen working days.
- Providing appointments after hours as required.
- Providing after hours service for emergencies.

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We will achieve quality customer service by:

- Having defined service standards for most commonly occurring service situations.
- Making a commitment to “when” & “how” the service will happen.
- Providing clear outlines of our obligations, policies and having transparent processes.
- Notifying you if there is a delay in the service we promised.
- Preventing unnecessary return visits or calls to Council.
- Advising promptly of the outcome of your request.
- Referring you, where appropriate, to alternate places where the service might be available if Council is not able to provide the service you seek.

Community Consultation:

Council has built a strong relationship with our local community through extensive consultation and participation. Two-way communication between Council and the community is encouraged. Residents are encouraged to:

- Attend Council meetings.
- Attend your local monthly Community Precinct Community meeting.
- Attend a public meeting or forum to discuss special issues.
- Join a local volunteer or interest group.
- Make an appointment to speak with the Mayor or Councillors.
- Make an appointment to speak with the General Manager or the Divisional Directors if your matter is not related to developments or development applications.

Continual Improvement:

Our commitment is to embrace this Charter and we welcome your comments to help us improve our service. If you have a comment please:

- Discuss the matter with a member of staff who will assist you or refer you to the appropriate person.
- Write, email or telephone the Office of the General Manager.

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Complaint Resolution:

If we should fall short in our service in any aspect, or we make a mistake, we encourage you to bring your complaint to us directly so that the matter can be resolved. Council has a Complaints Management Policy which outlines the standards for the actioning of complaints quickly and effectively.

Assist us in Delivering better Service:

- Treat our staff courteously.
- Respect the rights of other customers.
- Be honest and accurate in your dealings with us.
- Work with us to solve problems.
- Give us feedback.
- Respect our community

Evaluation of our Performance:

We seek to improve our customer service and will independently assess our performance on an annual basis regarding meeting the key elements of this Charter in accordance with the Management Plan, from July 2011 the Community Strategic Plan.

Contact Information:

Location:

Manly Council
1 Belgrave Street
Manly NSW 2095

Correspondence:

Mr Henry Wong
General Manager
PO Box 82
Manly NSW 1655
OR
DX 9205 Manly

Telephone: 9976 1500**Facsimile:** 9976 1400**Email:** records@manly.nsw.gov.au

A new planning and reporting framework:

A new planning and reporting framework for NSW local government has been introduced. These reforms replace the former Management Plan and Social Plan with an integrated framework. It also includes a new requirement to prepare a long-term Community Strategic Plan and Resourcing Strategy.

The new framework recognises that communities do not exist in isolation – they are part of a larger natural, social, economic and political environment that influences and, to a large extent, shapes their future direction.

The new planning and reporting format recognises that all Council plans are interconnected. Land use and infrastructure planning produces social, environmental and economic outcomes, and vice-versa.

This framework encourages councils to draw their various plans together, to understand how they interact and to get the maximum leverage from their efforts by planning holistically for the future.

The new framework opens the way for councils and their communities to have important discussions about funding priorities, service levels and preserving local identity and to plan in partnership for a more sustainable future.

The framework has been developed after extensive consultation with the local government sector and other key stakeholders.

Manly Council adopted its first Strategic Community Plan Beyond 2021 on 20th June 2011. This important document encapsulates Council's current vision for Manly and has been developed from feedback collected from our community over the past 12 months.

The Strategic Community Plan Beyond 2021 should be read in conjunction with the Manly Delivery Program 2011-2012 and the Operational Plan 2011- 2012, these documents are available from our website, www.manly.nsw.gov.au.

Other guiding documents include:

Code of Meeting Practice

Provide for the convening and conduct of meetings of Council and committees.

Code of Conduct

Assist Councillors, staff and delegates in fulfilling statutory obligations to act diligently, ethically and honestly.

Complaints Management Policy

Provide a system to investigate expressed customer dissatisfaction and to improve customer service in all areas.

Communications Protocol

Provide standards and procedural guidelines for effective corporate communication.

Community Engagement Policy

Confirms the Council's commitment to community engagement.

Privacy Management Plan

Provide appropriate information to the public and instruct in the management of personal information using the Information Protection Principles as contained in the NSW Privacy and Personal Information Protection Act, 1998.

Human Resources Management Plan

Provide a strategy for Human Resource Management that aligns the HR processes with the organisations strategies. To enable the organisation to achieve its goals there are a number of planned HR deployments and activities to be implemented.

Risk Management Manual (including OH&S Policy)

Provide risk management practices to achieve optimum standards of health and safety for employees and others in the community who may be present in Council workplaces.

Rehabilitation Policy

Ensure that all employees' workplace accidents / claims are properly managed and that their return to the workforce is within their capacity.

EEO Management Plan

Ensure that all employees and potential employees are treated fairly in all aspects of their recruitment and employment with Council.

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Purchasing and Tendering Policy

Assist staff in fulfilling operational and statutory procurement obligations.

Investment Policy and Sustainable Investment Policy

Provides policy and procedural advice for the investment of surplus funds.

Provision of Facilities and Payment of Expenses to Mayor and Councillors Policy

Guide the provision of facilities and expense payments to the Mayor and Councillors.

Records Management Policy

Outlines organisational record management requirements to ensure that full and accurate records of all activities and decisions of Council are created, managed and retained or disposed of appropriately, and in accordance with relevant legislation.

Records Management Procedures

Outlines Council's administration procedures regarding records management.

Council encourages Community participation and consultation in the decision making processes of Council. There are many ways which members of the Community are able to participate in Council, including:

Attending Council Meetings:

The community is invited to attend meetings of Council, which are open to the public. Meetings are usually held on the first two Mondays of each month from 7.30pm in the Council Chambers at 1 Belgrave Street, Manly.

The meeting dates are advertised in advance and appear on Council's website, www.manly.nsw.gov.au. Alternatively, information about Council meetings can be obtained by phoning 9976 1500.

Attending these meetings is a great way to get to know how Council works. Agendas of Council meetings are available on the Friday before the meeting at Manly Library, Balgowlah / Seaforth Library, at our Customer Service Centre, on our website or by telephoning 9976 1500.

If you wish to speak at a Council meeting on a particular agenda item you can submit an **application to address Council**. An application form can be obtained by phoning 9976 1500.

Council also has a Public Forum at the start of each Ordinary Meeting of Council – this is the opportunity for members of the community to address Councillors on matters important to them which are not listed on the Agenda. People are provided with the opportunity to speak for 3 minutes to the Councillors who may then seek permission from the Chairperson of the meeting to ask questions of the speaker.

Joining a Council Committee:

From time to time, Manly Council will call for Expressions of Interest for members of the community to join our Special Purpose Committees. These committees are advisory groups that meet regularly to discuss a range of issues affecting the Manly Local Government Area. The advice and input of these committees is valued by the Councillors and by Council staff. For a full list of Manly Council committees, visit our website, www.manly.nsw.gov.au or phone 9976 1500.

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Taking part in your Community Precinct meetings:

Manly Council is committed to community consultation and the Manly Precinct Community Forum System is a key component of our consultation. The Local Government Area of Manly is divided up into 12 distinct geographical locations and each month, groups of local residents meet in these areas to discuss issues of importance to their local community. Some of the issues discussed include traffic matters, landscaping, draft policies and amendments to existing policies.

The forum approach has been running for 20 years and is a great way for residents to be involved in their local community. The aim of Precinct Community Forums is to involve property owners, residents and workers in the decisions which affect their local area. The decisions of the Precinct Community Forums are advisory and their comments are considered and responded to by Council in its statutory decision making role. These Precinct Community Forum's provide a valuable link for two-way communication between residents, Council staff, and councillors. The Precinct Community Forum system also encourages more social interaction within the community.

The Precinct Community Forums are open to all residents and ratepayers within that area and Council encourages you to attend and have your say. For more information on the Precinct Community Forums refer to our website www.manly.nsw.gov.au, phone the **Precinct Coordinator on 9976 1512**, check your Precinct Community Forum Noticeboard located in your Precinct area or look out for the Precinct newsletter in your letter box each month.



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Volunteering:

There are a number of volunteering opportunities that are made available within Council. From assisting at the Art Gallery to delivering Meals on Wheels, there are numerous opportunities available for those with a little extra time on their hands. We greatly appreciate the wonderful work carried out by our teams of volunteers and we thank them for their ongoing service to the community. More information about volunteering with Manly Council can be obtained by phoning our Volunteer Coordinator on (02) 9976 1658.

Community Engagement:

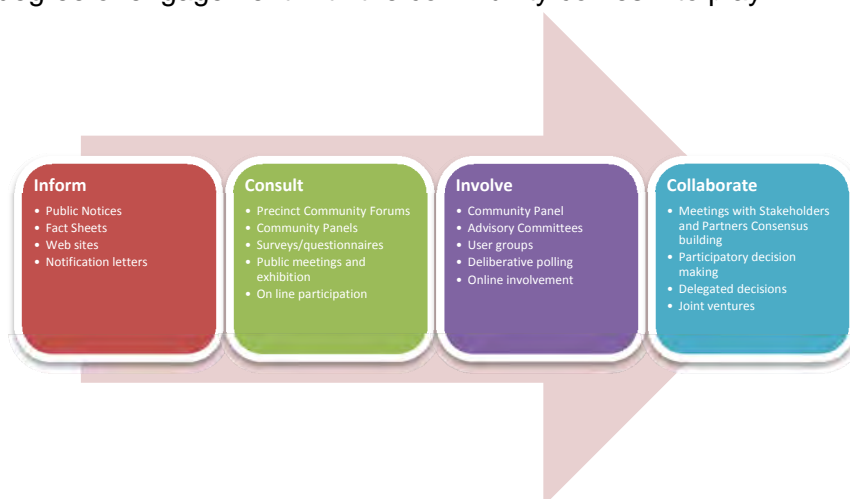
Manly Council is committed to active community engagement, an approach which is outlined in our Community Engagement Policy, adopted in April 2009. This policy can be viewed on our website, www.manly.nsw.gov.au, in the policies and codes section.

The policy outlines the myriad of engagement processes employed by Council, techniques which are becoming ever more relevant, especially in light of the new Integrated Planning and Reporting (IPR) legislation as outlined in the *Local Government Amendment (Planning and Reporting) Act 2009*.

This legislation requires councils to enhance their community engagement arrangements, and provide the community a role not only to remain informed and consulted on council activities and policy, but also to be more actively involved and empowered to take part in shaping decision making in their Local Government Area.

Manly Council is well placed to fulfil these new legislative requirements, as it already provides the opportunity for high levels of community involvement. The Precinct Community Forums and Advisory Committees/Working Groups play a vital role in doing this, and will continue to do so hand in hand with other initiatives moving forward. For example the Community Panel, bespoke focus groups and other customised engagement methodologies.

The graphic (below) gives an indicative picture of engagement methods in play and their associated level of public impact. As the engagement methods move from left to right a higher degree of engagement with the community comes into play.



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Our Elected Council



Councillors' Attendance Records:

Council Term: September 2008 – September 2012

Reporting Period: July 2010 – June 2011

Key:

Figures next to committees indicate "Number of meetings attended" out of "number of meetings held".

(Chair) = Chair of the Committee

^ = Committee is external

* = figure includes two Extraordinary meetings



Cllr Jean Hay

The Mayor

Ex-officio Chair of all Manly Council

Committees

T: 9976 1501

M: 0408 896 949

jean.hay@manly.nsw.gov.au

- Ordinary Meeting – 11/13*
- Planning & Strategy – 6/8
- Audit and Risk Committee – 4/5
- Community Safety Committee (Chair) – 9/11
- Councillors Implementation Working Group - 6/6
- LM Graham Reserve Working Group (Chair) – 1/1
- Manly Arts Festival Working Group (Chair)– 2/4
- Manly LEP/DCP Working Group –5/6
- Manly Scenic Walkway Committee (Chair) – 5/5
- Manly Tramway Loop Feasibility Working Group – 1/4
- Playground Committee – 1/5
- Sister Cities Committee – 3/10
- SHOROC - Shore Regional Organisation of Councils^ – 6/6
- Sports Facilities Committee (Chair) – 5/6
- Surf Club Liaison Working Group (Chair) – 2/4
- Sustainable Economic Development & Tourism Committee (Chair) – 5/6



Cllr Barbara Aird

T: 9976 1500

barbara.aird@manly.nsw.gov.au

- Ordinary Meeting – 12/13*
- Planning & Strategy – 8/8
- Access Committee – 5/5
- Community Safety Committee – 8/11
- Councillors Implementation Working Group - 5/6
- Landscape Management & Urban Design Committee – 3/4
- Manly LEP/DCP Working Group – 6/6
- Manly Tramway Loop Feasibility Working Group – 1/4
- Sustainable Development & Tourism Committee –6/6
- Sustainability & Climate Change Committee – 4/5
- Sydney Coastal Councils Group^ – 3/4
- Waste Committee (Chair) – 6/6

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Cllr Hugh Burns

T: 9976 1500 or
0435 214 357
hugh.burns@dugem.net

- Ordinary Meeting – 13/13*
- Planning & Strategy – 8/8
- Art & Culture Committee – 6/6
- Audit and Risk Committee – 4/5
- Community Safety Committee – 10/11
- Councillors Implementation Working Group - 6/6
- Heritage Committee – 5/6
- Landscape Management & Urban Design Committee – 4/4
- Manly LEP/DCP Working Group – 5/6
- Manly Tramway Loop Feasibility Working Group – 4/4
- Sustainable Transport Committee (Chair) – 5/5



Cllr Lauren Elder

T: 9976 1500
lauren.elder@manly.nsw.gov.au

- Ordinary Meeting – 11/13*
- Planning & Strategy – 6/8
- Councillors Implementation Working Group - 2/6



Cllr Cathy Griffin

T: 0414 719 513
cathy.griffin@manly.nsw.gov.au

- Ordinary Meeting – 13/13*
- Planning & Strategy – 8/8
- Audit and Risk Committee – 5/5
- Community Environment Committee (Chair) – 10/11
- Councillors Implementation Working Group - 6/6
- Human Services Planning & Policy Committee (Chair) – 5/5
- Manly LEP/DCP Working Group – 5/6
- Manly Tramway Loop Feasibility Working Group – 1/4
- Sports Facilities Committee – 4/6
- Sustainable Economic Development & Tourism Committee – 5/6
- Sustainability & Climate Change Committee – 5/5
- Sydney Coastal Councils Group^ – 4/4
- Waste Committee – 6/6

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Cllr Adele Heasman

T: 9948 1901

adele.heasman@manly.nsw.gov.au

- Ordinary Meeting – 12/13*
- Planning & Strategy – 8/8
- Access Committee – 3/5
- Art & Culture Committee (Chair)– 5/6
- Councillors Implementation Working Group - 6/6
- Harbour Foreshore & Coastline Management – 5/6
- Heritage Committee (Chair) – 5/6
- Human Services Planning & Policy – 4/5
- LM Graham Reserve Working Group – 0/1
- Manly / Mosman / North Sydney Bushfire Management Committee^ (Chair) 4/4
- Meals on Wheels Committee – 6/10
- Shorelink Library Network^ (Chair) - 5/5
- Traffic Committee^ (Chair) – 10/11



Cllr Alan Le Surf

T: 0421 694 035

alan.lesurf@manly.nsw.gov.au

- Ordinary Meeting – 11/13*
- Planning & Strategy – 8/8
- Art & Culture Committee – 5/6
- Community Safety Committee – 5/11
- Councillors Implementation Working Group - 4/6
- Manly Arts Festival Working Group – 2/4
- Manly LEP/DCP Working Group – 6/6
- Sister Cities Committee (Chair) – 10/10
- Sustainable Economic Development & Tourism Committee – 3/6



Cllr Dr Peter Macdonald

T: 0438 381 098

peter.macdonald@manly.nsw.gov.au

- Ordinary Meeting – 9/13*
- Planning & Strategy – 6/8
- Community Safety Committee – 6/11
- Councillors Implementation Working Group - 3/6
- Harbour Foreshore & Coastline Management (Chair) – 3/6
- Landscape Management & Urban Design Committee (Chair) – 3/4
- Manly Lagoon Catchment Coordinating Committee^ – 0/4
- Surf Club Liaison Working Group – 3/4
- Sustainable Economic Development & Tourism Committee – 2/6
- Sustainability & Climate Change Committee – 2/5

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Cllr Richard Morrison

T: 9907 9888

M: 0422 522 627

richard.morrison@manly.nsw.gov.au

- Ordinary Meeting – 11/13
- Planning & Strategy – 6/8
- Councillors Implementation Working Group - 4/6



Cllr David Murphy

T: 0418 673 114

david.murphy@manly.nsw.gov.au

- Ordinary Meeting – 12/13*
- Planning & Strategy – 8/8
- Councillors Implementation Working Group - 6/6
- Heritage Committee – 2/6
- Manly LEP/DCP Working Group (Chair) – 6/6
- Playground Committee (Chair) – 5/5
- Traffic Committee^ – 3/11



Cllr Mark Norek

T: 0407 285 860

mark.norek@manly.nsw.gov.au

- Ordinary Meeting – 8/13*
- Planning & Strategy – 6/8
- Audit and Risk Committee – 0/5 (removed May 11)
- Councillors Implementation Working Group - 3/6



Cllr Craig Whitting

T: 0439 690 077

craig.whitting@manly.nsw.gov.au

- Ordinary Meeting – 11/13*
- Planning & Strategy – 6/8
- Councillors Implementation Working Group - 6/6
- Manly Lagoon Catchment Coordinating Committee^ (Chair) – 3/4
- Sports Facilities Committee – 6/6

Councillors Expenses:

In accordance with (Section 428(2)(f) and Clause 217(1)(a1)

Council has adopted a policy that governs the expenses allowable for conferences and seminars and specifies the type of facilities available to the Mayor and Councillors. This policy is contained in **Appendix 1** of this report. In addition, a fee has been set for payment of the Mayors and Councillors for the 2010/2011 financial year. The total payment made during the 2010/2011 reporting year is **\$285,411**.

Details of these expenses are provided below:

Mayoral and Councillors Fees – 2010/2011	
Mayoral allowance	\$34,860
Councillor Fees (12 x \$)	\$191,474
Sub-total	\$226,334
Provision of facilities & payment of Councillors expenses	
Provision of dedicated office equipment allocated to Councillors	\$305
Telephone calls made by Councillors	\$14,649
Attendance of Councillors at Conferences & Seminars	\$24,076
Training of Councillors & provision of skill development	\$11,044
Interstate visits by Councillors, including transport, accommodation and other out of pocket travelling expenses	\$2,729
Overseas visits by Councillors, including transport, accommodation and other out of pocket travelling expenses	NIL
Expenses of any spouse, partner or other person who accompanied a Councillor	NIL
Expenses involved in the provision of care for a child or an immediate family member of a Councillor	NIL
Other expenses for Councillors (including travel, printing, stationery etc)	\$6,274
Sub-total	\$59,077
Total Expenses	\$285,411

Overseas Trips:

In accordance with (Section 428(2)(r) and Clause 217(1)(a))

Date	Person	Destination	Purpose	Funding
July 2010	Cllr Alan Le surf and Deputy General Manager PPI	Japan	The 20 th Anniversary of the Friendship City between Manly and Odawara	Nil
October 2010	General Manager	Jing'an China	10 th Anniversary of the establishment of the Sister City relationship	Nil

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Our Financial Management



Our Financial Management

Council has finished the financial year in a strong financial position, with adequate reserves set aside to continue to fund major infrastructure projects. Council's financial health check shows that Council's financial indicators are within local government benchmarks.

Council rates increase for the year was pegged at 2.6% in accordance with State Government rate pegging.

Major capital works commenced or completed during the year include:

- Burnt Bridge Creek (\$667,000)
- Seaforth Oval Car Park (\$232,500)
- Clontarf Pool Dredging (\$102,000)
- Cycleways (\$123,000)
- Balgowlah Depot (\$142,000)
- Fairlight Shopping Centre Upgrade (\$148,000)
- Footpaths (\$257,000)
- The Manly Lagoon Rehabilitation (\$1.576 million)
- Ocean Beach Infrastructure including Seawall (\$1.002 million)
- Town Hall Office Renovation (\$97,000)
- Playgrounds Facilities (\$292,000)
- Public Facilities Upgrade/Refurbishment (\$272,000)
- Roads/Traffic Facilities (\$715,000)
- Roundhouse Child Care Extension (\$1,551 million)
- Sports field and Park Upgrades (\$264,000)
- Stormwater Management /Drainage Works (\$517,000)
- Kangaroo Street Preschool Playground (\$86,000)
- Library Book Resources (\$239,000)

STATUTORY REPORTS

Our Financial Management

Audited Financial Reports:

In accordance with Section 428(2)(a)

A copy of the Annual Financial Reports for the year ended 30 June, 2011 are included as part of this report.

In the financial year ended 30 June 2011, Council received \$60.4 million income including Capital Grants and Contributions of \$2.4 million; operating expenditure was \$58.7 million, and \$10.734 million was spent on capital assets.

The Net Operating result for the year was a surplus of \$1.707 million after Capital Grants and Contributions (or \$703,000 deficit before capital).

The Financial Report including the Auditors Report is included at **Appendix 2**.

Abandonment of Rates and Charges:

In accordance with (Clause 132)

The following rates or charges were written off by Council during the reporting period:

Abandonment Type	Abandonment Reason	Amount
Ordinary Rates (Residential)	Pensioner Rebate (S.575)	\$235,519
Ordinary Rates (Environmental Levy)	Pensioner Rebate (S.575)	\$36,039
Domestic Waste Management charges	Pensioner Rebate (S.575)	\$113,968
Ordinary Rates	Written Off or Abandoned as a consequence of cancellation of rateable valuation by NSW Valuer General	\$2,331
TOTAL		\$387,857

Our Financial Management

Stormwater Management Service:

In accordance with Clause 217(1)(e)

The Stormwater Management Service Charge is made in accordance with the Local Government Amendment (Stormwater) Act 2005 and amendments to Local Government (General) Regulation 2005. A “stormwater management service” is defined as a service to manage the quantity or quality, or both, of stormwater that flows off land, and includes a service to manage the re-use of stormwater for any purpose.

The charge is levied on rateable urban land that is categorized for rating purposes as residential or business (excludes vacant land). The maximum amount of a stormwater charge is \$25.00 for a single residential property. The charge levied is:

- \$25.00 for land categorised as residential
- \$12.50 per residential strata lot, including residential flats, community title, tenants-in-common residential units
- \$25 per 350 square metres or part thereof for land categorised as business up to a maximum charge of \$200.00. Pro-rata apportionment for business strata complexes.

All funds raised through the stormwater management charge must be used for stormwater management projects including flood mitigation works, stormwater drains and pipes, managing stormwater quality, and stormwater treatment measures including gross pollutant traps. Funds can be used for both capital and recurrent expenditure for new or additional stormwater management services. The annual income from the charge is approximately \$357,000.

These funds can be carried forward or combined with funding from other sources such as grants, to fund major stormwater infrastructure projects.

Particulars of Stormwater Management Charges levied during the reporting period:

Name of Charge	Amount Levied	Project	Expenditure	Amount available at 30 June
Stormwater Management Charge	\$356,898	Stormwater management new works & maintenance (various);	\$500,721	\$317,171

Special Rate Variation:

In accordance with Section 508(2)

Particulars of Special Rate Variations approved and/or levied during the reporting period:

Name of Charge	Amount Levied	Project	Expenditure	Amount available at 30 June
Manly Town Centre CBD Improvement Special Rate <i>(Approval granted 2005/2006 to increase Special Rate to raise additional \$450,000pa)</i>	\$1,069,184	Town Centre / CBD improvements and maintenance works, including Manly Mainstreet Management and loan repayments	\$668,265	-\$4,024,472 (deficit)
Special variation of 2% to Ordinary General Rates <i>(Approval granted July 2008 to increase rates to raise additional \$428,000 pa to fund Infrastructure renewal)</i>	\$476,500	Ocean Beach Promenade / Seawall, Ocean Beach LED lighting, cycleways construction and Manly Art Gallery and Museum air conditioning	\$637,895	\$123,595

STATUTORY REPORTS

Our Financial Management

Major Contracts Awarded:

In accordance with Section 428(2)(h)

The following contracts in excess of \$150,000.00 were awarded by Council during the reporting period 1 July 2010 to 30 June 2011.

Good or Service Supplied	Name of Contractor	Date Awarded	Term of Contract	Tender Value
Supply of 1 Garbage Compactor Vehicle	Iveco Trucks Australia Ltd	07/04/2010	One Off Supply	\$337,996
Condoval Reserve Bushland Restoration Project	Australian Bushland Restoration Pty Ltd	30/08/2010	4 months	\$239,307
Supply of Plumbing, Drainage & Gas Fitting Services	Clarrie Williams Plumbing	13/08/2010	3 Years	\$314,700
Supply of Electrical Services	Chris Lee Electrical Pty Ltd	13/08/2010	3 Years	\$424,500
Supply of Building Services	Jodbin Pty Ltd	01/10/2010	2 Years	\$313,400
Supply & Delivery of 2 x 23cum. Garbage Compactor Vehicles	Iveco Trucks Australia Ltd	18/10/2010	One Off Supply	\$712,018
Supply & Delivery of 1 x 8cum Garbage Compactor	Garwood International Pty Ltd	10/11/2010	One Off Supply	\$182,045
Supply of one compact sweeper vehicle	Macdonald Johnston Engineering Pty Ltd	10/09/2010	One Off Supply	\$153,545
Construction of Stormwater Harvesting Pond Balgowlah Golf Course	GPM Constructions Pty Ltd	14/03/2011	4 months	\$497,000
Clean Up of Dredging Site on Nolan Reserve	GPM Constructions Pty Ltd	14/06/2011	3 months	\$217,156
Supply & Delivery of Stationery & Ancillary	Corporate Express Australia Ltd	01/03/11	2 years	Various Rate per Schedule

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In addition to the contracts listed above, numerous other works and services were undertaken by contract and by consultants for individual work with a value less than \$150,000. These works included design, construction, mowing, maintenance and restoration services etc.

Controlling Interest in a Company:

In accordance with Section 428(2)(p)

During the Reporting Period, Manly Council held a controlling interest in Kimbriki Environmental Enterprises. The other controlling parties in this venture were Mosman Council, Pittwater Council and Warringah Council.

Partnerships, Cooperatives and Joint Ventures:

In accordance with Section 428(2)(q)

Manly Mainstreet Board:

The Manly Mainstreet Centre Management project is a joint initiative of the Manly Chamber of Commerce and Manly Council to improve the operation, management, promotion and presentation of the Manly CBD, for the benefit of all stakeholders. Manly Council contributes to the operating expenses of the Centre Management and is represented on the Mainstreet Centre Management Committee.

Kimbriki Environmental Enterprises (KEE):

During the Reporting Period, Manly Council held a controlling interest in Kimbriki Environmental Enterprises. The other controlling parties in this venture were Mosman Council, Pittwater Council and Warringah Council.

Shorelink Co-operative Library Network:

Manly is a member of the Shorelink Co-operative Library Network together with the Councils of Lane Cove, Mosman, North Sydney and Willoughby Councils. Shorelink provides library computer services and community information services to the Libraries.

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SHOROC Regional Organisation of Councils:

The SHOROC regional organisation of Councils consisting of Warringah, Manly, Mosman and Pittwater was established to:

- Co-ordinate and encourage the infrastructure development both public and private sector; Provide a united local government voice for the northern peninsula;
- Seek grant funds to implement major projects;
- Pursue co-operation in business ventures, purchasing, computer applications, staff training and other similar areas.

National Competition Policy:

In accordance with (Section 428(2)(r) & Clause 217(1)(d)

Council has adopted the principle of 'competitive neutrality' to its business activities as part of the national competition policy which is being applied throughout Australia at all levels of government.

The framework for its application is set out in the June 1996 Government Policy statement on the *"Application of National Competition Policy to Local Government"*.

The *"Pricing & Costing for Council Businesses A Guide to Competitive Neutrality"* issued by the Department of Local Government in July 1997 has also been adopted.

The pricing & costing guidelines outline the process for identifying and allocating costs to activities and provide a standard of disclosure requirements. These disclosures are reflected in Council's pricing and/or financial reporting systems and include taxation equivalents; council subsidies; return on investments (rate of return); and dividends paid.

Declared Business Activities

In accordance with the framework set out in the June 1996 NSW Government Policy Statement *"Application of National Competition Policy to Local Government"* and other guidelines and documentation in relation to this Policy, Council has declared that the following are to be considered as Business Units:

Category 1 Businesses:

Are businesses with an annual gross operating income greater than \$2 million per annum.

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(a) **Domestic Waste Management:**

Comprising the collection of domestic waste from Council's residents. As the total annual operating revenue exceeds \$2million.

(b) **Parking Stations:**

Comprising Whistler Street, Manly National, Manly Pacific and Peninsula Parking Stations in Manly. The total of annual operating revenue exceeds \$2 million.

(c) **Children's Services:**

Comprising the nine separate services operating out of the following venues:

- Kangaroo Street Childcare and Youth Centre,
- Ivanhoe Park Pre-School,
- The Roundhouse Childcare Centre,
- Harbourview Children's Centre.

As the total annual operating revenue exceeds \$2 million.

Category 2 Businesses:

Are businesses with an annual gross operating income less than \$2 million per annum.

(a) **Commercial Waste Management:**

Comprising the collection of commercial rated properties in Council's LGA. The annual operating revenue is less than \$2 million.

(b) **Swim Centre:**

Comprising the operations at the Manly Andrew 'Boy' Charlton Swim Centre. The annual operating revenue is less than \$2 million.

The Department of Local Government's July 1997 guidelines "*Pricing & Costing for Council Businesses: A Guide to Competitive Neutrality*" outlines the process for identifying and allocating costs to activities and provide a standard of disclosure requirements. These disclosures are reflected in Council's pricing and/or financial reporting systems and include taxation equivalents, council subsidies, rate of return on investments in Business Units and dividends paid. Statement of expenses, revenues and assets in relation to Category 1 businesses are located within **Appendix 2 – Financial Report for year ending 30 June 2011.**

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Competitive Neutrality Complaints Handling:

The principles of competitive neutrality apply to Council business activities and Council's annual Management Plan (from July 2011 the Community Strategic Plan) provides detailed information on our Policies covering competitive neutrality, which is available on our website at www.manly.nsw.gov.au. A Competitive Neutrality Complaints Register was established in October 1998 to register any complaints of this nature. To 30th June 2011, no complaints were received or lodged to this register.

Total number of complaints received	Nil
Total number of complaints resolved	Nil
Total number of complaints outstanding	Nil

Our Daily Operations



Report On Principle Activities:

In accordance with Section 428(2)(b)

The 2010-2013 Management Plan adopted five Principal Activities that work to fulfil Council's vision. For each Principal Activity an objective describes what Council's services are working to achieve, as depicted in this section.

1. Governance

Manly Sustainability Strategy Theme	F. A Well Governed Manly
Relevant Manly Principles	A1. A shared long-term vision for Manly based on: sustainability, intergenerational, social, economic and political equity; and our individuality. B1. Achieve long-term social and economic security. E1. Empower people and foster participation. E2. Expand and enable cooperative networks to work towards a common, sustainable future F1. Enable continual improvement, based o
Objectives	<ul style="list-style-type: none"> • Ensure transparent decision making and fiscal prudence through the use of good governance. • Community engagement that gleans the representative views of the whole community of the Manly LGA. • Ensure that the organisation has a skilled, motivated and accountable workforce empowered to make decisions.
Service Areas	<ul style="list-style-type: none"> • Corporate Services • Sister Cities • Communications • Community Relations, including Precinct Community Forums • Financial Services • Technology Infrastructure • Human Resources • Claims • Risk Management • Asset Monitoring • Customer Service • Occupational Health & Safety (OH&S) • Governance

Sub Activities

1.1 Community Governance

Transparent and accountable government through facilitating public access to information and ensuring a commitment to community consultation in key decision making processes.

Undertake community engagement that gathers the representative views of the whole community of the Manly LGA.

Council's Precinct Community Forums will continue to meet monthly in local areas of Manly, and aim to provide two way communications, and the opportunity for Council to inform the community on a range of matters.

Operate 16 Special Purpose Committees and 3 Working Groups that involves the community in advising the Council on a range of matters.

Ensure that the decisions of Council are informed by quality professional advice, and that adequate facilities are provided for Council to conduct its official activities.

Encourage productive information and cultural exchanges through the Sister Cities Program and the Friendship Cities Program.

1.2 Corporate Governance

Corporate governance describes the processes by which the organisation is directed, controlled and held to account for its actions. Council is committed to having a corporate governance framework which articulates the core principles and practices of good governance for Local Government.

Continue to monitor and evaluate our policies and procedures to ensure the highest possible standards of governance across the organisation.

Strengthen community confidence and the public reputation of Council through enhanced transparency and accountability, through the new community engagement policy aimed at ensuring that community engagement gathers the representative views of the whole community of the Manly LGA.

Assist Council in the discharge of its legal and ethical obligations.

Assist in the prevention and detection of fraudulent, dishonest and/or unethical behaviour.

Apply ethical fairness and transparency in Revenue and Pricing Policy.

Administer levies in accordance with statutory guidelines.

1.3 Organisational Support

1.3.1 Service Support

Provide staff with the necessary tools and systems to enable them to most efficiently deliver best value services to the community whilst ensuring all legal requirements are adhered to and risks are managed appropriately.

1.3.2 Customer Service

Provide all services in a friendly and effective manner that meets the expectations of all customers and which reflects our commitment to quality and continual improvement.

1.3.3 Employee Development and Staff Support

Ensure that Council's workforce is recruited, developed, trained, managed and rewarded fairly and equitably.

Facilitate job satisfaction and workplace commitment to ensure the highest level of service to the community as possible and to foster a culture of workplace efficiency and safety. This is accomplished by developing and implementing a relevant and comprehensive Corporate Training Program as part of Council's commitment to achieving a skilled, motivated and accountable workforce.

Outcomes, Measurement & Actions for Principal Activity 1: Governance

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
Support services provided to Councillors. (PA 1.1)	<p>Staff reports submitted in time for inclusion in Agenda Council.</p> <p>Action items arising out of Council meetings carried out within agreed timeframe.</p>	<p>Production of Business Papers.</p> <p>Provision of Councillor Information packages.</p> <p>Monthly Briefing Report to Councillors.</p> <p>Management of Corporate Diary and Civic Events.</p>	<p>Business Papers produced by COB Thursday before the meetings.</p> <p>Councillor Information Packages sent out by COB Thursday.</p>
Access by the community to Council reports and information. (PA 1.1)	<p>Production and public availability of Business Papers and Minutes to deadline.</p> <p>Percentage of <i>access to Council information</i> requests processed within 14 business days.</p> <p>Ensure Council's Access to Information processes meet legislative requirements.</p>	<p>Meeting agendas available to public via web by COB Thurs prior to meeting.</p> <p>Meeting minutes available to public via web by COB Thurs after meeting.</p> <p>Implement new legislative requirements of the <i>Government Information (Public Access) Act 2009</i> in a timely manner.</p>	<p>Meeting Agendas produced and available to public via web by COB Thursday prior to meeting.</p> <p>Minutes of meetings available to public via web and library by COB Thursday following meetings.</p> <p>Any amendments to the GIPA Act implemented in a timely manner.</p>
Servicing of Council's Special Purpose Committees and Working Groups. (PA 1.1)	Percentage of service targets met.	Timely production of Agendas and Minutes; management of membership; maintenance of attendance register; and reporting to Councillors of Minutes and Items for Brief Mention. Publish Agendas and Minutes on Council's website.	<p>Agendas and Minutes, management of attendance and reporting carried out in a timely manner.</p> <p>Minutes and Agendas published on website.</p>

STATUTORY REPORTS

Our Daily Operations - Report on Principle Activities

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
Access to Council facilities. (PA 1.1)	Utilisation rates of facilities.	Ensure that Council Chambers and meeting areas are serviced.	<p>Chamber services has hosted the following functions and business meetings in The Cove & Councillors Room and in the main Chambers:</p> <ul style="list-style-type: none"> • 83 x Committee Meetings • 159 x Meetings e.g. staff training sessions, interviews, staff meetings • 36 x functions, including offsite functions • 21 x Council Meetings/Clr Workshops • Citizenship Ceremonies • Special Functions/Events, Including overseas guests. <p>All meetings, events, functions etc have been well administered and serviced through the staffing and planning undertaken in this area.</p>
Timely community engagement on key issues and two way information flow between Council and the community. (PA 1.1)	<p>Annual Precinct satisfaction survey.</p> <p>Number of referrals from Council to community and feedback received on these referrals.</p>	<p>Servicing Precinct Community Forums, Special Purpose Committees and Working Groups.</p> <p>Implement the Community Engagement Policy.</p> <p>The conduct of four community focus groups to develop a Strategic Issues Paper to be referred to a reinvigorated community</p>	<p>Council has continued to provide support to the precincts throughout the year. A new Precinct Coordinator was employed in August 2010 and a number of processes and services have subsequently been improved. A highlight of the year has been the quarterly executive meetings</p>

STATUTORY REPORTS

Our Daily Operations - Report on Principle Activities

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
		<p>Panel for its feedback and comment prior to the development of the Ten Year Community Strategic Plan.</p>	<p>organised by the precinct coordinator, providing an opportunity for senior council staff to discuss a range of issues with the executive members of all the precincts. The coordinator also facilitated visits to the precincts by the GM, Mayor and Councillors. A communications and advertising strategy for the precincts system was rolled out in February of 2011, incorporating advertisements in the Manly Daily, posters and DL postcards which were sent to all ratepayers. AGMs were held in May and two in June resulting in 8 operating precincts. Two precincts have been re-established (Ocean Beach and Ivanhoe Park) while three have become inactive due to an inability to form a quorum at an AGM (The Corso, North Harbour and Balgowlah). An amendment was made to the precinct guidelines to include voting rights to a business owner, (or one representative of a business owner) at their precinct meeting.</p> <p>There was extensive community</p>

STATUTORY REPORTS

Our Daily Operations - Report on Principle Activities

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			engagement during the preparation of the Community Strategic Plan Beyond 2021 (continuing from May to July 2010). This involved recruiting a number of adult and youth focus groups, the re-establishment of a community panel and a stakeholders' forum.
Active engagement in information and cultural exchanges with other Councils and government organisations nationally and internationally. (PA 1.1)	Number and content of Sister Cities Programs conducted. Overseas visits and exchanges.	Implement the Sister Cities program as endorsed by the Sister City Committee. Celebration of 20 th year anniversary with Odawara, Japan, and 10 th year anniversary with Jing'an, China in 2010. Further development of new Friendship City program with Yeongdo, Korea.	Significant Sister Cities matters: 2011 is the Australia-Korea Year of Friendship. Council's Sister Cities Committee holding monthly meetings. 22 students and 2 chaperones will be in Japan for the 21st Tokimeki Manly/Odawara Student Exchange Programme 4 th – 18 th July 2011. Other projects and programmes with our Sister City of Taito-ku in Japan; Sister City of Jing'an in China; and Friendship City of Yeongdo-gu, South Korea are being progressed.
General promotion of Council services and activities, including	Implementation of 12 month and 5 year Communications Strategy.	Production and distribution of Council's Annual Report, Management Plan and other relevant reports as necessary.	Council staff compiled and submitted a completed Annual Report in November 2010 and also assisted

STATUTORY REPORTS

Our Daily Operations - Report on Principle Activities

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
<p>meeting Council's statutory requirements for reporting to the Division of Local Government. (PA 1.2)</p>	<p>Number of media inquiries serviced.</p> <p>Number of items appearing in media.</p> <p>Statutory Reports prepared and submitted to Division by due timeframe.</p>	<p>Ongoing media liaison.</p> <p>Production of weekly Council News.</p> <p>New forms of communication considered and utilised as appropriate.</p>	<p>in the production of Council's Community Strategic Plan and associated documents in April/May 2011.</p> <p>Throughout the year, Council staff monitored the media environment for mentions of Manly Council and to identify issues of significant relevance to Local Government and/or Manly as a community. Professional, accurate and timely responses were provided to enquiries from members of the media and ongoing relationships were established and maintained. Council initiatives and events were promoted through the compilation distribution of more than 150 media releases. The Graphic Arts team were kept busy producing promotional and educational material for nearly 200 projects across the organisation. In addition, a weekly "Council News" section incorporating the Mayor's Message was produced by the communications team. A number of 'specialist' projects were undertaken by the team, including the exhibition material for <i>Manly2015</i>. An</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			interactive website was developed whereby members of the public could contribute to discussions about various components of the plan or raise particular concerns. This project required an assessment and introduction of new forms of communication processes between Council and the community.
<p>Manage Council's finances in accordance with all relevant statutory requirements.</p> <p>Develop a long term sustainable Financial Plan that supports investment in infrastructure. (PA 1.2)</p>	<p>Annual audit of Council's finances.</p> <p>Key/ major infrastructure projects/Climate change programs funded.</p> <p>User Charges & Fees to be set comparable with market pricing.</p> <p>Targets: Outstanding Total Rate Income ratio < 3.5% for 2010/11</p> <p>Movement In Rates & Annual Charges from Previous Year < 7%.</p>	<p>Administer rate system, collect other revenues, pay creditors and suppliers, and provide service support to all Divisions in administering their budgets.</p> <p>Review Investment Policy to ensure compliance with legislated requirements and maximize investment return.</p>	<p>Ordinary Rates increase 2.6% for 2010/11.</p> <p>2.2% Infrastructure Levy included as part of rate levy, levied \$475,900 to fund infrastructure projects.</p> <p>Over 96.4% of Rates collected to June 2011.</p> <p>Council Investments are being invested in accordance with The Minister's revised Investment Order.</p>
<p>Develop a sustainable Purchasing Policy for all Council purchasing.</p> <p>Savings on</p>	<p>Estimated savings and efficiencies generated.</p>	<p>Joint tendering for common bulk supplies and services through SHOROC Procurement Group.</p> <p>Ensure sustainability objectives are part of Council Tendering Policy</p>	<p>SHOROC continued to achieve savings for Manly of \$53,783 over past year.</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
procurement through participation in the SHOROC Procurement Group. (PA 1.3.1)		including "Green Purchasing" where appropriate. Ensure that all staff are aware of their obligation under Council's Purchasing and Procurement Policies.	
Service & technology support. (PA 1.3.1)	Continual improvement in technology solutions. Risk mitigation of Council's technology investments.	Technology Infrastructure, Records Management and administration. Identification and mitigation of risk for Council's technology investments.	The records management project is nearing its first phase of completion with the installation of hardware for TRIM.
Staff development. (PA 1.3.1)	Implementation of Corporate Training Program. Percentage of permanent fulltime staff assessed on an annual basis. Bi-Annual Staff Climate Survey.	Salary Administration System. Staff Consultative Committee. Work/Life Balance Program. Corporate Training Program. Individual training and development plans that support the overall corporate training program.	New SAS rules for progression approved by Executive. JCC meeting each month. Nutrition newsletter recommenced. Yoga held each Monday during lunch. 557 staff attended training and professional development activities, equal to 2,008 hours of training. 2011-12 Corporate training needs identified from completed staff performance reviews.
Manage risks. (PA 1.3.1)	Reduction in the number of claims received per annum.	Pro-active Risk Management, Insurance & OH&S.	Enterprise Risk Management Plan and Policy presented to Executive. Large Trip & Fall claim settled with each party

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			to pay own costs and no other costs to Council. Meetings held on follow up to OH&S Audit.
Real time monitoring of assets and infrastructure information. (PA 1.3.1)	Percentage implementation of new assets system.	Assets and Infrastructure Management and Reporting System. Revaluation of Assets to "Fair Value" in accordance with Department of Local Government schedule.	100% completion of Asset Management reporting system. 100% Completed for Roads, Drainage, Plant & Equipment for Y2010/11.
Facilitate Internal Audit function. (PA 1.3.1)	Matter submitted / considered by Internal Audit Committee.	Establish Internal Audit Charter. Develop an annual Internal Audit work plan.	Internal Audit & Risk Committee meetings held on: 31 August 2010; 13 Sept 2010; 23 November 2010; 24 March 2011; 31 May 2011 Council has an adopted Audit & Risk Committee Charter, and an annual Internal Audit work plan prepared by Council's Internal Auditor. During the FY the following audits were completed: Cash Handling; Tendering Procedures; Credit Cards; Records Management; Legal Services.
Clear and concise financial and management reporting. (PA 1.3.1)	Number of submissions received on Annual Financial Report.	Review Financial and Management Reporting systems.	Monthly and Quarterly Management Reports forwarded to Managers. Budget reviews carried out and reported to Council quarterly.
All areas of operation to be	Council's Annual Customer	All operational / work plans to incorporate customer	The annual Customer Satisfaction

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
delivered with a focus on customer service. (PA 1.3.2)	Satisfaction Survey and analysis of data for key areas.	service standards. Provide centralised access to Council's products and services via Council switchboard, cashiering and service counter at Manly Town Hall.	<p>Survey was undertaken during the month of November, and results conveyed to staff by the General Manager.</p> <p>The Customer Service Counter continued to provide a busy interface between Council staff and a wide range of customers for Council's products and services via face to face, telephone and electronic contact.</p> <p>The staff served over 20,000 customers this financial year. The main switchboard received over 20,000 calls, and was assisted by the external call centre for overflow and after hours calls. The staff processed parking permits for Council's 9 permit parking areas servicing over 12,000 permits for the year.</p>
Quality customer dispute resolution process maintained. (PA 1.3.2)	<p>Number and type of complaints received and processed.</p> <p>Analysis of complaints received to assist in the identification of areas for service improvement.</p> <p>"TellUs" complaints management figures reported via</p>	<p>Review of Council's complaint management process against relevant standards.</p> <p>Complaint information recorded and areas for service improvement identified and reported as required.</p>	<p>The TellUs facility continues to be an effective tool for managing customer complaints (Tiers 1 and 2) and feedback. During the period of 1 July 2010 to 30 June 2011 some 477, including tiers 1 and 2 complaints and feedback was received by TellUs via email, telephone calls and staff referral. All</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
	Monthly General Manager's Report to Councillors.		matters were resolved in line with Council's protocols and the Complaints Management Policy which was adopted in December 2010.

2. People and Place

Manly Sustainability Strategy Theme	E. An Involved Manly
Relevant Manly Principles	<p>B1. Achieve long-term social and economic security.</p> <p>C1. Recognise the intrinsic value of Manly's geodiversity, biodiversity and natural ecosystems, and protect and restore them.</p> <p>C2. Enable Manly's community to minimise our ecological footprint.</p> <p>D1. Build on the characteristics of ecosystems in the development and nurturing of a healthy and sustainable Manly.</p> <p>D2. Recognise and build on the distinctive characteristics of Manly, including its human and cultural values, history and natural systems.</p> <p>E1. Empower people, build social capacity and engagement and foster participation.</p> <p>E2. Expand and enable cooperative networks to work towards a common, sustainable future.</p>
Objectives	<p>Manage strategic and statutory planning to facilitate social, economic, cultural and leisure activities and employment opportunities for residents.</p> <ul style="list-style-type: none"> • Promote and celebrate Manly's sense of place through an innovative and engaging community, cultural and information program. • Actively and sustainably manage the way people move around their local area.
Service Areas	<p>Corporate Planning & Strategy (including development of 10 Year Community Strategic Plan and associated Community Engagement Strategy)</p> <ul style="list-style-type: none"> • DAU • LQA • Events & Tourism • Social Planning • Events • Road Safety • Library • Art Gallery and Museum • Visitors Information Centre • Neighbourhood Renewal Program • Transport

Sub Activities

2.1 Corporate and Urban Planning Initiatives

Provide corporate and strategic planning advice to Council in respect of legislative requirements in relation to the *NSW Local Government Act, 1993* and the *NSW Environmental Planning and Assessment Act, 2006*, and other relevant State and Federal legislation. Advice to Council considers the needs and aspirations of the local community as identified through community consultation, relevant demographic statistics and other planning information available to Council. Specifically this will involve the preparation of a new Ten Year Community Strategic Plan, a Four Year Delivery Program, and a One Year Operational Plan during 2010 – 2011.

2.2 Strategic Planning Projects

Provide strategic advice and action plans to Council on specific issues of key concern to Council over the short, medium and long term (refer to Key Initiatives for 2010 - 13). (LOTE) and adults with literacy issues.

Market and facilitate access to the website as a virtual reference service for external customers.

Provide information services including interlibrary loans, internet, public PCs, community information, programs and events and access to computer technology.

Participate in the Shorelink Network.

2.3 Cultural and Information Program

2.3.1 Library and Information Services

Provide global access to serve the recreational, education and information needs of the Council and its communities. The focus of the service is to build and develop social connectivity in this environment by being both an information and community hub through multi modal service delivery. This service includes access to books, reference resources, on-line and remote access databases, e-books (accessible 24/7), audio visual collections and Council business papers.

Specific services are offered for children, youth, seniors, housebound people, commuters through the Manly Afloat program, language other than English (LOTE) and adults with literacy issues.

Market and facilitate access to the website as a virtual reference service for external customers.

Provide information services including interlibrary loans, internet, public PCs, community information, programs and events and access to computer technology.

Participate in the Shorelink Network.

2.3.2 Cultural Development

Enable the Manly Art Gallery and Museum to provide an exhibition program for the community.

To expand the regular activities program and include seminars, educational workshops in a variety of media for new and emerging interests, ensure access for youth and children to age appropriate programs, as well as guided tours for schools and groups.

Develop partnerships with educational institutions and NGOs to expand participation for the community in the arts generally.

Coordinate the Manly Arts Festival, and facilitate a local artist program, to develop, manage and conserve Council's art collection, including the Theo Batten Bequest.

Coordinate the Public Art program, including heritage projects such as the Manly Cenotaph, and participate in Heritage Week and the Guringai Festival. Seek opportunities to actively promote awareness and appreciation of the natural and cultural heritage of Manly, including Aboriginal heritage.

Establish a Manly Art Gallery and Museum Foundation to fund major projects such as capital works to extend the space.

Complement the websites of Dattilo Rubbo, the ceramics and works on paper collections by adding the rest of the permanent collection to the web.

2.3.3 Place Making and Neighbourhood Development

Develop a program of accessible and interactive performance events in the Civic forecourt and at various locations across the Manly LGA to enliven community spaces and to promote community connectivity.

Promote and facilitate the Neighbourhood Renewal program through Meet your Street opportunities to encourage neighbourhood connectivity. Available to the community through the website access to information.

2.4 Manly Transportation Program

2.4.1 Active Transport

Develop and promote Active Transport at Council, RTA, Sydney Buses and Sydney Ferries. Need to address the policy issues concerning the shared use of roads and footpaths by skateboards, scooters and roller blades, particularly along routes with high pedestrian and bicycle use, and address safety, speed and education of all users. Also, to progressively implement bicycle network links and shared pathways as appropriate. A key part of this activity is an ongoing commitment to the provision of free community transport via the *Hop, Skip, Jump* bus service.

2.4.2 Regional Transport Linkages

Develop and implement regional transport linkages and improvements across the SHOROC Network including:

- Route and service level maintenance and improvements.
- Safe access and comfort initiatives to make public transport more fun.
- Service integration, ticketing and fares.
- Information and communication.
- Use of electronic information services.

Develop bus priority measures for the SHOROC Region and the Manly CBD in conjunction with the Ministry of Transport and Sydney Buses (STA), and integrated with ferry services.

Develop a Transport and Road Safety Program identifying priority actions within the existing road transport system.

2.4.3 Local Area Traffic Management

Manage and provide a safe and essential Local road and transport network within Manly LGA. To investigate local traffic issues and implement appropriate works and LATM Schemes.

Outcomes, Measurement & Actions for Principal Activity 2: People and Place

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
Compliance with NSW planning reforms and amended planning legislation. (PA 2.1)	Percentage completion of new LEP by 2011, reported quarterly in Management Plan matrix.	Development of a Local Environment Plan (LEP) and Development Control Plan that is consistent with the amended planning legislation and directions.	Manly's draft LEP 2011 instrument and electronic mapping completed to formal pre-lodgement stage with LEP/DCP Working Group input; consistent with amended NSW standard template and planning legislation. A draft DCP to support the LEP objectives is currently being finalised.
Development and adoption of a Community Strategic Plan and 10 Year Resourcing Strategy by June 2011, including a Four Year Delivery Program and a One Year Operational Plan. (PA 2.1)	Adoption by Council for implementation from 1 July 2011 onwards.	Development and adoption of a 10 Year Community Strategic Plan and Resourcing Strategy, a Four Year Delivery Program, and a One Year Operational Plan.	The ten year Community Strategic Plan has been prepared during the financial year and was adopted by Council on 20 June 2011. It included a Resourcing Strategy, Four Year Delivery Program and One year Operational Plan in accordance with the DLG guidelines and requirements.
A strategic approach to dealing with heritage in Manly. (PA 2.2 and 5.2.3)	Percentage completion of Comprehensive Heritage Review / Adoption by Council.	Completion of the Comprehensive Heritage Review and inclusion of recommendations in Council's development control plans as appropriate.	One hundred and twenty seven potential items reviewed. Of these, twenty eight items were recommended for heritage listing and owners consulted. Six items were gazetted and eight included in the new draft Manly LEP. Heritage provisions reviewed for inclusion

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>in the new LEP & DCP.</p> <p>Heritage promotion and education activities successfully carried out and well received by community.</p> <p>Annual Heritage Grants Program assisted in conservation of local heritage items.</p>
<p>Consideration of Social Capital issues within Council's strategic and forward planning Initiatives. (PA 2.2)</p>	<p>Social capital initiatives recorded within new Integrated Strategic Plan (ISP).</p>	<p>Social needs of the Manly community are considered and documented within new integrated strategic planning (ISP) framework.</p>	<p>The community engagement strategy (developed as part of the Community Strategic Plan Beyond 2010) as well as, review of Council's previous social plans, policies and programs assisted the consideration of social capital issues and Council's forward planning initiatives.</p>
<p>Metropolitan Planning Strategy and the North East Sub-regional Plan provide a strategic basis for Manly LEP 2011. (PA 2.2)</p>	<p>Approval by Department of Planning to exhibit Draft LEP consistent with their guidelines and legislation.</p>	<p>Address regional and sub-regional strategies in drafting LEP 2011.</p>	<p>Draft Manly LEP 2011 makes provision for the achievement of the objectives of the Metropolitan and Sub-regional Strategy; including increased number of jobs and dwellings.</p>
<p>Revitalised Manly CBD. (PA 2.2)</p>	<p>Manly CBD Master Plan adopted by Council and implementation progressed.</p>	<p>Convene the <i>Manly 2015</i> Councillor Working Group. Progress the production of a Master Plan and Financial Plan documents.</p> <p>Implementation commenced.</p>	<p>Various strategy workshops have been undertaken with Councillors to input to the preparation of the <i>Manly2015</i> during this year. As well, Council endorsed preliminary</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			concepts on 8 November 2010, and then further considered additional information in February 2011.
Provision of quality library service. Local residents have access to the information they require for educational and recreational purposes and to enable them to make informed decisions and to participate in the democratic process. (PA 2.3.1)	Number of visitations. Manly LGA membership. Number of loans. Annual reference satisfaction survey (State Library coordinated). Number and type of programs conducted.	Manly Library open seven days per week. Key services provided: Loan services; Same day reference service; Local history service; Access to technology service; Collection development and management service; Children's and target group programming and activities; Exhibitions and cross promotional activities; Exhibition of official Council material; Inter-Library loans; Home library service; Library Afloat mobile service; E-books (accessible 24/7).	Library Services Door Count – 385,775 Loans – 303,548 Local Studies - 453 enquiries Author talks – 15 Exhibitions - 22 Genealogy enquiries - 103 Back to Work tutoring Home Library = 4,577 loans Library Afloat = 1,839 loans Baby Bounce & Rhyme – 1,213 Toddler time - 526 Story time – 3, 472 Book discussion groups -12 Workshops – 36 Job hunting workshops Computer tutorials -12 held Corporate Library loans – 93; enquiries - 121 Green & Groovy Kids – 11 sessions Internet access: 13,342 bookings; 13.594 hours
Enable all residents to be able to have easy access to and an appreciation of high quality cultural experiences and programs. (PA 2.3.2)	Number of visitations. Number and type of programs conducted. Number of new acquisitions formalized and catalogued New programs initiated and	Manly Art Gallery is open 6 days per week; installs 20 exhibitions p.a.; coordinates Public Art Program and Manly Arts Festival; manages Collection and Batten Bequest, extensive program of events and education services.	130,677 visitors 21 exhibitions 120 public programs Manly Arts Festival Sydney Chamber Music Festival.

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
	offered to target groups of children and Youth for variety of media.		
Strengthen the bonds within key neighbourhoods that make up the Manly LGA. (PA 2.3.3)	Number of neighbourhoods and actual participants involved in specific neighbourhood projects / events.	Coordination of Meet Your Street program. To respond to key issues in the community at a neighbourhood level as resolved by Council.	26 Meet your Street events held.
Delivery of Council's Annual Calendar of Festivals, Events, Ceremonial occasions and regular audience participation events. (PA 2.3.4)	Audience numbers. Sponsorships. Media coverage.	Major events: Manly Food and Wine Festival; Manly Jazz Festival; Manly Arts Festival; Ocean Care Day; Community Events (Christmas Choral Concert, Guringai Festival, International Women's Day, Australia Day); Dogs Day Out; Ceremonial Events (Anzac Day, Remembrance Day and Australian Citizenship ceremonies); Community engagement events: World Food Markets; Saturdays @ Sunset; Arts & Craft Market; Farmers Market @ Short Street Plaza; and Manly Beautiful Blooming Gardens Competition.	Australia Day Flood Relief concerts 9 Citizenship ceremonies 8 World Food Markets International Women's Day breakfast Weekly Arts & Craft Markets Farmers Market Seniors' Week ABC702 broadcast Cole Classic marathon Manly Ocean Swim Ocean Care Day Manly Jazz Festival Food & Wine Festival Remembrance Day Vietnam Veterans' Day Dogs Day Out Christmas Choral Concert Hop Skip & Jump bus tours Fair Trade Markets New Year's Eve.
Council actively manages visitation to Manly in the interest of providing the balance between	Visitor numbers at Manly VIC. Reporting on one-off projects relating to tourism.	Provide an accessible and customer focused Visitor Information Centre that delivers information to visitors on products, a range of services and facilities available in the local area and on	225,779 visitors pa. Average of 619 visitors to VIC per day over the year.

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
residential amenity, business development opportunities and sustaining the local environment. (PA 2.3.4)		environmental sensitivities. Books seats for the <i>Hop, Skip and Jump</i> bus tours on weekends.	
Well utilised community built and open space facilities available for a variety of uses consistent with the demands of the local community. (PA 2.3.5)	Number of bookings taken per type of facility. Filming and event approvals granted each year. Review of local residents' complaints log.	Filming approvals, event approvals, community centre bookings and reserve bookings. Sale of Columbarium niches at Manly Cemetery.	83 filming approvals 603 facilities bookings 139 events 61 approvals for Corso events 13 columbarium niche sales 93 weddings
Provide a high standard of pedestrian accessibility, safety and comfort for all public transport users. (PA 2.4.1)	Reduction in pedestrian accidents/claims/complaints in the Manly LGA.	Construction of new footpaths. Implementation of the Manly CBD Pedestrian Access Mobility Plan (PAMPs). Identifying pedestrian links to promote accessibility. Undertaking condition audits of the entire footpath network to identify footpath conditions and prioritise maintenance works to remove risks and hazardous conditions in the footpath network. Identifying new links and construction of new footpaths.	All 2010/2011 financial year new footpath construction works were completed: Iluka Avenue, Manly Scales Pde & Radio Avenue, Balgowlah Grand View Gr, Seaforth Cutler Road, Clontarf. The footpath audits of 10 out of 12 Precincts were completed. The footpath repair works have been carried out to improve the safety of the pedestrian.
Develop and promote Active Transport by encouraging alternate transport	Increased public transport usage; long term decrease of car usage/ownership for local trips; Local	Completion of the Manly Cycleway Network and Bike Plan. Regional Cycleway connections	Cycle route user audits have been undertaken for 70% of Manly's cycle route network. Locations for new cycle racks across the LGA

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
<p>modes, walking, cycling, bus and ferry. (PA 2.4.2)</p>	<p>pedestrian and cycle and motor vehicle surveys/audits of usage. Reportable indicator <i>Hop, Skip and Jump</i> bus monthly patronage.</p>	<p>Shared paths construction and conversion.</p> <p>Maintenance of bike and pedestrian paths.</p> <p>Operation of free bus service "<i>Hop, Skip and Jump</i>".</p> <p>Attaining increased sponsorship and patronage.</p>	<p>have been investigated and a program prepared for Council. This program will be implemented up to available budget in 2011-2012.</p> <p>The traffic team has also contributed to the Tram Loop Feasibility Working Group.</p> <p>Total numbers of <i>Hop Skip & Jump</i> passengers for 2010/2011 = 350,842</p> <p>Monthly average 29,236 passenger trips.</p>
<p>Improve the amenity and safety of the local road network. (PA 2.4.3)</p>	<p>Reduction in vehicle speeds in local streets. Reduction in road accidents reported annually. Increased public transport usage and long term decrease of car usage/ownership. Reduction in complaints and Traffic Committee Items.</p>	<p>Completion of various LATM schemes in the Manly LGA, consistent with needs of the local community and in response to new major developments and projects being undertaken within the Manly LGA.</p> <p>Implementing Traffic Committee recommendations relating to traffic devices and improvements to road safety.</p> <p>Monitoring and implementation of effective on street parking management within the Manly CBD.</p> <p>Development and management of permit parking schemes and on street parking supply in Manly LGA, and providing adequate parking spaces to</p>	<p>No LATM schemes were carried out in 2010 due to staffing changes that occurred during the year. An LATM is being prepared for consultation for the Balgowlah Height Area.</p> <p>The traffic team investigated and reported 89 items to the Manly Local Traffic Committee in the year.</p> <p>Approximately 95% of the recommendations for these items have been implemented (by July 2011). Those items not implemented require civil works and have been placed in the capital program for 2011-12. These include:</p> <p>A roundabout at</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
		<p>residents.</p> <p>Regular analysis of traffic accidents and identifying trends/patterns and developing preventative measures and reduction to the severity of accidents.</p> <p>Ongoing maintenance of Traffic Facilities and monitoring the efficiency of earlier treatments measures.</p> <p>Developing and delivering Road Safety projects targeting particularly behavioural aspects to educate local community, learner drivers, P-Plate drivers, senior drivers, motorcycle and pedestrian safety campaigns.</p>	<p>Wanganella Street Upper Beach Street; Woodland Street / Griffith Street; Oyama Avenue kerb build out; and Pedestrian crossing Raglan Street. The Traffic Committee items included introducing residents parking schemes at: Cormack and Learmonth Avenue; and Extension to the Tower Hill. Traffic facilities within the LGA were maintained up to 100% of the available budget. The effectiveness of traffic facilities continues to be monitored. The RTA accident analysis report was completed and submitted in December 2010. The traffic team 's Road Safety Officer completed several road safety campaigns including: The graduated learner licence scheme (June 2011); The alcohol awareness campaign (November – December 2010); Child restraint program</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>(ongoing);</p> <p>Seniors road safety calendar; and</p> <p>The Road Safety Officer has secured a grant from the NRMA for road safety education for seniors.</p> <p>Black spot analysis is underway and is to be reported in October 2011.</p> <p>Recent Accidents at the Wanganella Street / upper Beach Street intersection and the Seaview Street / White Street intersection have been investigated and reports taken to the MLTC.</p>

3. People Services

Manly Sustainability Strategy Theme	B. A Safe and Cohesive Manly D. A Living Manly
Relevant Manly Principles	B1. Achieve long-term social and economic security. D1. Build on the characteristics of ecosystems in the development and nurturing of a healthy and sustainable Manly. D2. Recognise and build on the distinctive characteristics of Manly, including its human and cultural values, history and natural systems. E1. Empower people through wide reaching community engagement programs and foster participation. E2. Expand and enable cooperative networks to work towards a common, sustainable future.
Objectives	Provide and facilitate a range of quality, accessible, equitable, social, cultural and recreational services that incorporate opportunities to maintain and enhance the quality of life for all members of the Community
Service Areas	Community Services <ul style="list-style-type: none"> • Child, Youth, Aged and Disability Services • Aboriginal Liaison • Community Safety • Community Development • Licensing and Leases (in relation to Beach licences and operations of markets) • Risk Management (in relation to operational services and to meet statutory / funding requirements) • Manly Andrew "Boy" Charlton Swim Centre • Beach Services

Sub Activities

3.1 Community Care, Support and Development Program

3.1.1 Children's Services

Continue to deliver efficiently and effectively, the current range of children's services in accordance with government legislation and regulations, policies and procedures, service evaluation and accreditation.

Facilitate communication opportunities with the local providers of Children's Services to engage with Council for networking and the enhancement of these services.

Continue to work in partnership with the Northern Sydney Area Health Service to provide suitable accommodation for the Early Childhood Health Centres.

3.1.2 Youth Services

Provide a range of quality Youth Services which are accessible and equitable for all Young People of the community, and focus on social, volunteer and recreational activities that promote development of youth confidence, skills and their ability.

Develop a Youth Strategy Plan that ensures that youth needs are met in relation to the provision of activities and amenities.

3.1.3 Aged and Disability Services

Provide information and service delivery to better support the needs of the aged and disabled members of the community in partnership with government and non-government agencies.

Promote healthy ageing in partnership with government and non-government agencies.

3.1.4 Community Safety

Prepare a Crime Prevention Plan in accordance with Attorney General's Department requirements, the NSW State Plan, and develop a Community Safety Plan 2010 - 2013 for Council approval, adoption and implementation of programs to address high priority actions.

Develop and implement Community Safety initiatives as adopted by Council and apply for funding of programs through the Attorney General's Department.

3.1.5 Community Development

Ensure that community needs are met by identifying service gaps and pursuing partnerships with government, and non-government organisations to achieve quality service outcomes that address current and changing needs.

Council's participation in the Northern Sydney Aboriginal Social Plan program is one aspect of this program.

3.2 Recreation and Leisure

3.2.1 Aquatic Service Management

Provide and facilitate access to a diverse range of equitable, accessible, safe, enjoyable aquatic recreational services, inclusive of Manly's Professional Life guarding Service and Manly Andrew "Boy" Charlton Swim Centre.

Outcomes, Measurement & Actions for Principal Activity 3: People Services

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
<p>The provision of children's services to better support families. (PA 3.1.1)</p>	<p>National Accreditation and State Licensing. Utilisation rates to remain at 95% or higher (averaged across all services). Client satisfaction surveys.</p>	<p>Children's service delivery: Roundhouse and Harbour View Long Day Care; Harbour View Occasional Care; Ivanhoe Park and Kangaroo Street Pre-schools; Family Day Care; Vacation Care; Before and After School Care; Immunisation Clinic.</p>	<ul style="list-style-type: none"> • Roundhouse capital works completed and licence increased from 40 places to an 80 place childcare centre effective from February 2011. Centre is now achieving 100% occupancy. • Harbour View continues to provide 100% occupancy (34 places) for its long day care service and 60% occupancy (3 places) for occasional care. Registrations for OCC have only achieved 41 in 2011, previous years in excess of 160. • Preschools maintained 100% occupancy (60 places). • FDC 100% occupancy (69 Places) with service increasing to 15 registered educators. • Monthly Immunisation service continued throughout the year with an average of 27 children per month. • Vacation Care provided at the

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>Manly Childcare and Youth Centre and Seaforth Community Centre during the four school holidays.</p> <ul style="list-style-type: none"> • Before and After School Care provided at Manly Village Public School BSC 71% occupancy. ASC 61% occupancy.
<p>Enhance opportunities for local youth with activities that support development and social cohesion. Provide Council with advice on youth needs, as part of Youth Council Committee meeting objectives. (PA 3.1.2)</p>	<p>Participant numbers per program.</p>	<p>Youth Services activities and programs: Adolescent and Family Counselling Service; Manly Youth Council & events with Bands, Dance and recreational activities; GLAM program.</p>	<ul style="list-style-type: none"> • Manly Youth Council Meetings held monthly throughout the year with an average of 12 young people at each meeting. • 2010 24/7 Youth Film Festival Held in collaboration with Mosman, Warringah and Pittwater Councils. • 2011 Youthfest Youth Week event held in April with over 1000 people attending throughout the day. • Regular Band Nights and dance parties held throughout the financial year achieving attendances of between 100 and 300 young people. Pacific and Maori Cultural Event also held in June 2011. • Co-facilitated the IMPAKT program with MDECC and

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>Manly Police for young people who have been caught underage drinking.</p> <ul style="list-style-type: none"> • GL@M group met fortnightly with 12 members regularly attending and various projects undertaken. • The Northern Beaches Youth Info website was developed to provide a central location for youth info and news. http://www.northernbeachesyouthinfo.net.au/ • Young Mum's Fitness Group "Mums in Motion" has been facilitated on a weekly basis throughout the year for up to 12 young mothers. • Several Aerosol Art Projects were undertaken including the street Art Project, Kangaroo St Car Park and Keirle Park Skate Bowl. • Additional Needs Film Making Projects held in August 2010 and March 2011. • Youth Decide Project facilitated with Warringah Council, Northern Beaches Health Promotion and local schools targeting risky drinking.

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<ul style="list-style-type: none"> • Art Exhibitions held during the Manly Arts Festival and Youth Week. • AFC continued to provide a nil charge counselling service to youth and families. • A number of groupwork projects were also facilitated by the Counsellors including several "Talk It Up" communication programs and "Parents Facing Violence" workshops.
<p>Provide information and support services to aged members of the Manly community to allow them to remain independent for as long as possible. Provide a facility to support activities suitable for older adults. (PA 3.1.3)</p>	<p>Number of meals delivered by Meals on Wheels service. Number of social support services provided. Manly Club for Seniors membership, and activities Information guides and brochures. Service information and referrals.</p>	<p>Operations of : Meals on Wheels; Community restaurant, shopping & recreational excursions.</p> <p>Operation of Seniors Centre to provide a range of social & recreational activities.</p>	<p>Meals on Wheels service delivered 28,069 meals in the financial year. This represents 100.3% of ADHC target.</p> <p>Community Restaurants continued with an average of 25 attendees per week at Manly and 18 at Seaforth once a month. Social outings provided once a fortnight and shopping trip provided weekly.</p> <p>Community Development Coordinator provided information and referrals to 17 to 20 HACC and other services per month and coordinated the 2011 Seniors Week events –</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>with 58 seniors attending lunch at the Northern Beaches TAFE Pittwater Training Restaurant; and 57 attending the Afternoon Tea with the Mayor at the Council Chambers.</p> <p>600 Seniors Week programs were distributed throughout Manly – with the program containing a variety of activities offered by 17 organisations.</p>
<p>Ensure Council is targeting services and initiatives across the key target groups identified in the Manly Council Social Plan, being:</p> <p>ATSI Children 0 -12 years and Families Gay and Lesbian Communities Older People Youth CALD Communities Women People with Disabilities (PA 3.1.4 And, as part of Integrated Planning and Reporting, also relevant to 2.1 under People and Place)</p>	<p>Reporting on each initiative to Social Plan.</p> <p>Committee Meetings for : Youth Council Disability Access Meals on Wheels</p> <p>Children's Services occupancy rates statistics.</p> <p>Parent surveys.</p>	<p>Community support and development: Funding assistance for Manly Community Centre; Administration of Community and Cultural Grants; Administration of Community Development Support and Education Grants (CDSE). Information & service referral. Provision of Meals on Wheels service and social support programs for older people. Early childhood and out of school hours service delivery. Youth program and activities for a broad target group, as well as, the GL@M program for young Gay and Lesbian people. Provision of the Club Friday program for people with an intellectual disability. Promotion and support of International Day for people</p>	<p>Weekly <i>Club Friday</i> recreational program provided for people with intellectual disabilities to enhance socialisation. Waiting list applied, and service does not meet the needs for new clients to access this program. Activities included Featherdale Wildlife Park and The Bathurst Show</p> <p>International Day for People with Disabilities celebration.</p> <p>ADHC Grant used to purchase fold out steps and hand rail, lightweight foldable wheelchair and key lock boxes for Club Friday buses.</p> <p>Community and Cultural Grants Awards facilitated in 2010.</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
		with a disability.	<p>Meals on Wheels marketing achieved with shopping bags and pens promotion, boom gate advertising, advertising at Manly Hospital, service brochures. Demand for service has reduced and currently not meeting service targets for number of meals.</p> <p>Community Development Coordinator continued to support MCC Management Committee and Multicultural Network Committee.</p> <p>Access Committee meetings continued to support disability access. Achievements include an accessible taxi ramp on Belgrave St., distribution of the Missed Business Brochure with relevant D/A applications and People with disability web page now included on Council's website.</p> <p>Manly Youth Council Committee met monthly to meet to plan projects to support youth recreation, education and cultural activities. Providing a diverse range of band nights has proved popular and attendances were</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>higher this financial year, ranging from 100 – 300 young people.</p> <p>Gay and Lesbian At Manly Group (GL@M) met fortnightly and were involved in recreational activities and raising community awareness on gay issues. GL@M membership increased with 12 young people regularly attending.</p> <p>Adolescent and Family Counselling service provide individual and group support for young people aged 12-21 years and their families. Several groupwork programs also facilitated in schools focusing on communication, social anxiety and Parents Facing Violence.</p> <p>Children 0-6 provided with a range of services including long day care, occasional care, preschool and family day care. Occupancy rates exceed 95% and waiting lists are in place for most services.</p> <p>Occasional Care enrolments are significantly lower than the previous financial year.</p> <p>Children aged 5-12 years attending school</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			supported with the Before and After School program operating at Manly Village Public School and Vacation Care program provided in Seaforth and Manly. Occupancy rates for OOSH services increased this financial year but occupancy still under 80%.
Provide professional lifeguard patrol at Manly Ocean Beach to ensure safety. Manage beach licences. (PA 3.2.1)	Number of rescues and preventable actions. Compliance with risk management. Percentage of actions on the beach resulting in litigation.	Operations of: The Ocean Beach Professional Lifeguard Service. Beach users license administration and monitoring.	Lifeguard facilities refurbished at Manly and North Steyne Surf Clubs. New premises provided for Lifeguards at Queenscliff with the completion of building extension to boat shed. PA system renewed/upgraded at all three surf clubs. New jet ski and quad bike in operation for commencement of 2010/11 swimming season. 10 Rescues and 1998 preventative actions undertaken. Nil drowning record maintained.
Provide a diverse range of aquatic activities, both passive and structured in Manly. (PA 3.2.1)	Visitations to Manly Swim Centre each quarter. Diversity of user groups and programs provided.	The operation of the Manly Swim Centre in accordance with Public Health regulations, operating plan and budget requirements.	Visitation figures first quarter: 27,398 (pool closed throughout July). Visitation figures second quarter: 88,005 Visitation figures third quarter: 105,349 Visitation figures fourth

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			quarter: 30,660 Annual visitation figure: 251,412 User groups include the general public for recreational & lap swimming, school groups for water safety / lifesaving / water polo & school swimming carnival, Swimming clubs for race meetings, water polo clubs for training & competition matches, sporting clubs for recovery & rehabilitation sessions, Aqua aerobic classes for general fitness & rehabilitation.

4. Infrastructure Services

Manly Sustainability Strategy Theme	B. A Safe and Cohesive Manly D. A Living Manly
Relevant Manly Principles	B1. Achieve long-term social and economic security. C1. Recognise the intrinsic value of Manly's geodiversity, biodiversity and natural ecosystems, and protect and restore them. C2. Enable Manly's community to minimise our ecological footprint. D1. Build on the characteristics of ecosystems in the development and nurturing of a healthy and sustainable Manly. F1. Enable continual improvement, based on accountability, transparency and good governance.
Objectives	The planning, creation and sustainable management of Infrastructure Assets needed for the functioning of the Community.
Service Areas	Civic & Urban Services (Depot) <ul style="list-style-type: none"> • Emergency Services • Maintenance • Lease & Licence • Asset Management • Open Space • Reserve Management • Major Projects • Parking Stations and parking metres • GIS • Facilities Management

Sub Activities

4.1 Infrastructure Management

4.1.1 Infrastructure Assets

Provide and maintain Infrastructure Assets in a sustainable, cost effective, risk management manner consistent with community needs and standards for roads, drainage, footpaths, bike paths, street furniture/fences, traffic and transport facilities, boat ramps, tidal pools and public lighting.

4.1.2 Civic Plant and Equipment

Provide plant, equipment and support for Council's operational needs to service community expectations and standards for Asset Management. This includes: plant and fleet management, depot and resources, store, and trades/contractors.

4.1.3 Emergency Services

Plan for the Prevention, Preparation, Response and Recovery in an Emergency for the Community's people, environment and assets.

4.2 Buildings and Facilities

4.2.1 Buildings

Provide and maintain Council's buildings and facilities to meet operational and community needs, having regard to Heritage significance, Civic Amenity, ESD, Risk Management and Total Asset Management principles.

4.2.2 Leases and Licenses

Provide for and manage the use of public land and community assets by individuals, companies and groups to meet the Community and operational needs. Also to ensure that any agreements are properly managed, suitably documented and adequate Public Liability insurance cover is held where Council owned properties are used by individuals, companies, business entities and groups.

4.2.3 Property and Parking

Manage and plan for Council owned property, existing and possible future purchases and disposals.

Provide a safe and rational system of parking (including parking stations and parking meters) sufficient for the needs of residents and visitors, for business and community needs.

Identify property within Manly LGA and to provide and manage Land Information and GIS to meet current and future operational and community needs.

4.3 Open Space Maintenance and Development

Provide for the integrated management of all open space areas under Council Control in accordance with community needs, and as outlined in Plans of Management and landscape master plans adopted by Council. Such works to be inclusive of the ongoing maintenance and development of playgrounds, parks and gardens, recreation reserves, sportsgrounds, civic gardens, streetscapes, street plantings and Manly Cemetery.

Outcomes, Measurement & Actions for Principal Activity 4: Infrastructure Services

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
<p>Delivery of Major Infrastructure Projects that are sustainable, safe and meet customer needs. (PA 4.1.1)</p>	<p>Number of projects completed on time and within budget.</p>	<p>Develop and implement Capital Works Program.</p>	<p>Design and specification prepared for several major facilities and landscaping projects, including the Roundhouse extension, and coastal park upgrades to prevent erosion, including Ocean Beach Stage 4 Landscape Upgrade.</p> <p>As per the Council's (Urban Service) capital design and works program, all assigned projects have been completed (100%) in time under budget almost to the agreed quality.</p> <p>Drainage Projects: Eustace & Gilbert Street drainage improvement works (Additional 450mm + 375mm SW RCP Pipe).</p> <p>Footpath Projects: Commonwealth Parade Iluka Avenue, Manly</p>
<p>Transport infrastructure is constructed and maintained in a financially sustainable and safe manner, and meets customer needs. (PA 4.1.1)</p>	<p>Completion of Annual Maintenance and Capital Works Program on time and within budget.</p> <p>Number of insurance claims.</p> <p>Number of</p>	<p>Annual Capital/Maintenance Works Program implemented.</p> <p>Forward works program.</p> <p>Asset Management Plan.</p>	<p>The Maintenance and Capital Works program for the year 1 July 2010 to 30 June 2011 delivered up to 100% of available budget.</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
	accidents reported.		
Roads resurfaced and rehabilitated to standard. (PA 4.1.1)	<p>Completion of Annual Roads Program on time and within budgets.</p> <p>Road Network condition remains same level or improves.</p> <p>Condition Assessment of Road Network, 25% annually.</p>	<p>Annual Road resealing program implemented.</p> <p>Asset Management Plan and Pavement Management System implemented.</p>	<p>Annual road resealing program for FY2010/11 has been completed (100%) in time under allocated budget.</p> <p>Initial visual assessment for wearing surface of the road network of Manly LGA has been completed as part of the Draft Asset Management Plan.</p> <p>Visual Condition assessment has been completed (100%) for Manly LGA.</p>
Footpaths are maintained in a safe and financially sustainable manner. (PA 4.1.1)	<p>Completion of Annual Footpaths Program on time and within budgets.</p> <p>Reduction in Extreme (>25mm) Footpath Conditions.</p> <p>Condition Assessment of Footpath Network, 25% annually.</p> <p>Reduction in number of reported trips/falls.</p> <p>Areas of footpath repaired/constructed.</p> <p>Number of insurance claims.</p>	<p>Annual Footpath program implemented based on condition audits.</p> <p>Asset Management Plan.</p> <p>Condition audits.</p>	<p>Majority of work (90%) on "Condition Assessment Report for the Forward Footpath Maintenance Works Program" has been completed in the last 3 months providing 11 Precinct reports outlining all medium to extreme works have been carried out. Final Precinct area is currently being assessed and report is to be finalized shortly thereafter.</p>
Provide	Reduction in	Annual Capital/Maintenance	All the capital drainage

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
<p>drainage infrastructure that is functional, effective and environmentally sensitive, and meets community expectations. (PA 4.1.1)</p>	<p>number of customer complaints and claims.</p> <p>Completion of Annual Maintenance and Capital Drainage Works Program on time and within budgets.</p> <p>Number of flooding claims/complaints.</p> <p>Number of flood related accidents.</p> <p>Length of pipelines constructed/reconstructed.</p>	<p>Works Program implemented.</p> <p>Forward works program. Asset Management Plan. Stormwater Management Plan.</p> <p>Modelling and Analysis of Stormwater Network.</p> <p>Review On Site Stormwater Management Policy.</p> <p>Floodplain study and modelling.</p>	<p>infrastructure projects for FY2010/11 have been completed in time under budget to the agreed quality.</p> <p>Floodplain study and modelling to Pine Street sub catchment have been completed.</p> <p>Drainage Design for FY2011/12 Priorities design works completed for Clontarf Pipe diversion, Macmillan St, 141 Seaforth Crescent and Kangaroo St.</p> <p>On site stormwater Management policy has been completed.</p>
<p>Assets are managed in a financially sustainable manner, and meet community expectations. (PA 4.1.2)</p>	<p>Asset Management Plan is developed and implemented.</p> <p>Maintenance and Capital Works done in accordance with Asset Management Plan.</p> <p>Full Integration of Asset Management System across Council.</p>	<p>Asset Management Plan is developed and implemented.</p> <p>Condition audits. Levels of Service. Inventory. GIS connection. Financial reporting. Corporate integration. Implementation of OpenTAMS.</p>	<p>Draft Asset Management Plan has been completed and adopted by Council.</p> <p>Photos showing the agreed Service Level have been attached in the Asset Management Plan for all infrastructure such as Footpaths, KG, Roads.</p> <p>Funding gap analysis has been prepared for long term and short term to reflect the need for the additional funding from Council to meet the service level of infrastructure.</p>
<p>Provide a safe, efficient, cost</p>	<p>Reduction of Plant, Fleet and</p>	<p>Fleet rationalisation/usage. Review leaseback policy</p>	<p>Lease back policy reviewed. More diesel</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
effective and environmentally sustainable fleet that meets operational needs. (PA 4.1.2)	Equipment Life Cycle Costs. Annual review of Leaseback vehicles. Number of accidents related to Plant condition. Vehicle downtime. Vehicle running costs.	whole of life costs and lease back/plant hire rates. Biodiesel review. Reduce number of accidents. Driver training.	vehicles in the fleet. Reviewed plant hire rates.
Prepare and review of Emergency DISPLAN for Local Area. (PA 4.1.3)	Effective response to an emergency and feedback from training exercises conducted. Review of DISPLAN.	Emergency DISPLAN. Manly Council provides a designated Local Emergency Management Officer (LEMO). Council to respond in concert with nominated combat agencies in official emergency situations and conduct training exercises in accordance with the above. Review mitigation strategies.	DISPLAN Reviewed and Exercises undertaken.
Ensure that Council's community facilities are clean, fit and habitable for use for designated purposes. (PA 4.2.1)	Maintenance and Capital Building Works done in accordance with Asset Management Plan. Reduction in customer complaints.	Maintain Buildings and Facilities to a sustainable and functional standard.	Public Toilets - Refurbishment / Improvement Programme continued, with Shelly Beach and Marine Parade Toilet improvements completed, Additionally, Exeloo Automated Toilets were assessed, and required works completed, for improved performance. Compliance and Safety - all regulatory maintenance works

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			completed as required, ensuring safety within facilities.
Maximise return to Council by appropriate utilization of Community facilities and properties. (PA 4.2.2)	Increase in bookings and income. Annual review of fees and charges.	Provide an accessible booking system of all council's facilities available for hire and or use by members of the general public.	83 filming approvals 603 facilities bookings 139 events 61 approvals for Corso events 13 columbarium niche sales 93 weddings
Provide paid parking facilities within the Manly LGA. (PA 4.2.3)	Usage figures of Council's four car parking facilities. Meter usage.	Manage, operate and maintain Council's four parking facilities: Whistler St; Pacific Waves building; Peninsula building; Manly National building. Improve usage across all four facilities, through improved marketing. Management of Council's parking meters.	Car Parks Total users 1,292,713 Total non paying (under 2 hours) 888,695 (68.75%). Revenue from Parking Meters exceeded Council's budget by 14%.
Ensure that the Geographic Information System is available to staff to assist Council business and customer service functions. (PA 4.2.3)	Internal staff survey of satisfaction with GIS system (bi-annual). Full Corporate Integration.	Maintain Corporate GIS and Land Information Systems. Increase level of GIS integration and use across Council.	Completed: 280 maps. 40 Change of Addresses 285 Property Updates 390 149 Certificates checked 180 Title Searches 15 Staff trained in Exponare 10 Company Searches. LEP maps for LGA prepared to comply with State requirements. Sea Level Rise Maps for Manly LGA prepared in accordance with NSW SLR Policy

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>and specifications.</p> <p>Set up of Generic Link Framework for Authority 6.2 Deployment.</p> <p>Authority testing completed for Property and Street Register.</p> <p>Implemented SEPP (Exempt and Complying Development Codes) changes into 149 Certificates.</p> <p>Introduction of GIS hardware and software solutions for field asset capture to Urban Services and Natural Resources.</p> <p>Placement of Infrastructure Asset information into the GIS – Footpath (Material, Dimension) commenced.</p> <p>Training and Support provided to staff for use of the new Scanner and Large Scale Printer 1st Floor Town Hall.</p>
<p>Provide integrated open space and bushland which is accessible, interesting, sustainable and meets the needs of the public users.</p>	<p>Service provided in line with Business Plan.</p> <p>Project start and finish dates are met.</p> <p>Reduction in water usage in open</p>	<p>Calculate unit rates for services provided.</p> <p>Training for up- skilling of staff.</p> <p>Bench marking work schedules.</p> <p>Continuous improvement.</p>	<p>All Prescribed Training related to OH&S & EEO completed. Re-enforcement of safety principals and site auditing processes with staff.</p> <p>Returfing of Ocean Beach North Steyne &</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
(PA 4.3)	<p>space areas.</p> <p>KPI: Bench mark with industry standards;</p> <p>KPI: Comply with specification.</p>		<p>South Steyne opposite Manly Pacific.</p> <p>Clontarf Reserve returfing of 160m² area near restaurant carried out.</p> <p>Finalising of the Grove bike construction track works.</p> <p>Regional maintenance scheduled and cycles completed change of regional team leaders to improve outcomes in region 3 CBD areas.</p> <p>All contract mowing cycles completed.</p> <p>Additional garden bed installed in Gilbert Park.</p> <p>Focus on CBD areas to improve aesthetics of areas.</p> <p>Scented garden outcomes, garden maintained as intended.</p> <p>Garden refurbished Welcome to Manly sign entry garden.</p>
<p>Provide sporting fields that are able to support increased future usage.</p> <p>Provide sound and safe playing surfaces for users.</p> <p>Continue to</p>	<p>Percentage of weekends sports grounds open for use. Amount of usable open space area within a park or sportsfield.</p> <p>Decrease in % area seriously and moderately weed</p>	<p>Annual Topdressing of sportsfields.</p> <p>Re turfing of worn areas of grass.</p> <p>Maintenance of sportsfields and parks grassed areas by contract and where possible internal mowing services.</p> <p>Reduce water consumption by 50 %.</p>	<p>Annual aeration & topdressing of sports ovals complete.</p> <p>Synthetic cricket surfaces replaced Balgowlah Oval.</p> <p>Installation of AFL football posts</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
<p>maintain a high standard of sports field surfaces. Continuously improve facilities for sporting users. (PA 4.3)</p>	<p>infested. Continual grass cover over surfaces. Satisfactory changeover of sports in the season change.</p> <p>KPI: Meet industry standard KPI: No or reduced number of injuries from surface. KPI: Retain green surface in a safe level.</p>	<p>Improve sporting grass and synthetic surfaces. Improve irrigation systems to achieve more efficient systems and water savings. (Seaforth Oval) Capital improvements to sports fields infrastructure. Improvement to training grass areas on sporting ovals.</p>	<p>Balgowlah Oval.</p> <p>New wicket installation Manly West Oval.</p> <p>Draining of Manly West Oval.</p> <p>Levelling works Manly West Oval.</p> <p>Installation new goal posts, Manly West & Tania Park. Installation of Cloud Master operating systems at Manly Oval, Keirle Park and LM Graham Reserve.</p> <p>Weed control carried out on sportsfields May, June.</p> <p>Major renovation works carried out at Manly Oval & LM Graham Reserve after long term rain.</p> <p>Manly Oval removal of old spectator seating installation of two new modules of seating. Refurbishment of old toilet block for storage use.</p> <p>Launch of Manly Oval picket fence project.</p>
<p>Provide Manly with safe, age appropriate playgrounds that meet or exceed the</p>	<p>Annual audit of playground equipment, parks and Precincts.</p> <p>Reduction in the</p>	<p>Plan, design and develop both new and existing playgrounds to meet the needs of the community presently and in the future.</p>	<p>From the 5 year playground strategy:</p> <p>Installation of Fitness equipment Lagoon Park.</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
<p>Australian Standards.</p> <p>Provide children with recreational facilities that improve physical fitness and provides high play value. (PA 4.3)</p>	<p>number of accidents/complaints.</p> <p>KPI: Meet Australian Standard.</p>	<p>Implementation of the 5 year Playground Strategy.</p> <p>Provide parents and careers with amenities to improve their leisure time whilst at the playground.</p> <p>Maintain updated asset information on playgrounds.</p> <p>Auditing process that produces timely repairs, and maintains low risk to users.</p> <p>Maintain play equipment in sound and safe working order.</p> <p>Maintain and upgrade play grounds & equipment in parks with best practice methods, and proactive implementation of maintenance.</p> <p>Maintain and improve the standard of equipment.</p>	<p>Refurbishment of swings at Forty Baskets, Curban Street, Gilbert Park, Brimbecombe Park.</p> <p>Replace equipment at Cross Street Playground.</p> <p>Refurbishment of playground at Nanbaree Reserve.</p> <p>All audit requirements completed.</p> <p>Preliminary design of Installation of play equipment in Wanganella & Rickard Street Park.</p> <p>Installation of half basket ball court Seaforth Oval.</p> <p>Closure and civil construction works started Lagoon Park Playground in June.</p> <p>Installation new see saw rocker Brimbecombe Park.</p> <p>Refurbishment of soft fall North Steyne.</p> <p>Redesign of the Half pipe skate ramp Keirle Park.</p> <p>Landscaping of Roundhouse playground.</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
<p>Present Manly to the public and the world and maintaining the cultural heritage of Manly.</p> <p>Creating appealing open space for public use. (PA 4.3)</p>	<p>Civic Amenity is sustained. Cultural heritage of civic gardens, plazas, streetscapes, street plantings, and shopping centres are maintained.</p> <p>Manage horticulture and arboriculture processes in Manly.</p> <p>Improve overall presentation of Manly.</p> <p>KPI: Number of complaints received.</p> <p>KPI: Agreed service levels are met.</p> <p>KPI: Low complaint ratio.</p> <p>KPI: Benchmarking.</p>	<p>Carry out regular maintenance of civic gardens and other park and open space gardens.</p> <p>Improve Civic Amenity.</p> <p>Sustain and maintain cultural heritage of civic gardens, plazas, streetscapes, street plantings, and shopping centres</p> <p>Manage horticulture and arboriculture processes in Manly.</p> <p>Introduce more water saving plants to Manly.</p> <p>Scented Garden Ivanhoe Park.</p> <p>Ivanhoe Botanic Gardens signage and interpretive signage.</p> <p>The Corso gardens and presentation maintenance.</p> <p>Reduce water usage to a lower % wherever possible.</p>	<p>Regional maintenance scheduled and cycles completed change of regional team leaders to improve outcomes in region 3 CBD areas.</p> <p>Additional garden bed installed in Gilbert Park.</p> <p>Focus view on CBD areas to improve aesthetics of areas.</p> <p>Refurbishment of Town hall grass area.</p> <p>Spit Bridge gateway garden stage 1 complete.</p> <p>Lauderdale/Rosedale mass planting.</p> <p>Shelly Beach carpark replanting trees.</p> <p>Display planters – Town Hall 4 change of plants this year.</p> <p>Seaforth Oval Carpark landscaping completed.</p> <p>New plantings installed at the corner of Sydney/Manly Roads.</p> <p>Completion of Fairlight shops landscaping.</p> <p>Re installation of signage wall Ivanhoe Park after vandalism. Sydney Road.</p> <p>Review of all CBD</p>

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>gardens carried out in the 3rd quarter.</p> <p>Clontarf/Monash park garden refurbishment.</p> <p>Completion of the Grove bike track.</p> <p>Refurbishment of Corso road beds.</p> <p>Additional landscaping Tania Park.</p>
<p>Maintain and plant trees in Manly to increase the green space.</p> <p>Provide suitable streetscape plantings to increase the general aesthetics of streets in Manly.</p> <p>Reduce the incidence of illegal tree removals in Manly.</p> <p>Significant trees preserved. (PA 4.3)</p>	<p>Annual Audit and maintenance of trees, number of cycles per year.</p> <p>Number of Tree Preservation Orders per quarter.</p> <p>Reduction in escalation rate weekly.</p> <p>KPI: Low rate of escalation.</p> <p>KPI: Low incident rate.</p>	<p>Prune trees in Manly twice per year on cycle to alleviate issues with street trees and park trees.</p> <p>Maintain and manage trees in all public areas including protection and care of Norfolk Island Pines.</p> <p>Manage compliance with Tree Preservation Order.</p> <p>Significant Tree Register to be updated for the Eastern Hill Area.</p> <p>Inspections and administer process, improve customer service response times, and improve communications back to customers.</p> <p>Action customer requests, and improve customer service.</p>	<p>Minor service carried out in all Precincts and completed in June.</p> <p>Major service of cyclic works from 30 August to 30th November.</p> <p>286 Tree Preservation Order inspections carried out.</p> <p>355 Site inspections not related to tree preservation.</p> <p>180 Inspections related to Development Applications.</p> <p>Reviewed contract response times to effect better customer service turn around.</p> <p>Pittwater Road planting of new trees Collingwood Street to Roundabout.</p> <p>Installation of new planters Belgrave Street between Sydney</p>

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>Rd & Raglan Street east side.</p> <p>Pine Street tree planting completed.</p> <p>Draft of Tree Management Policy completed.</p>
<p>Improve and restore declining bushland. Revegetate or increase bushland corridors. Increase habitat for animals. Prevent decline of natural animal populations. Reduce noxious weed infestations public and private land. Keep waterways and estuarine communities free from weeds. Upkeep the Manly Scenic Walkway track and path areas. Ensure implementation of levy projects. (PA 4.3)</p>	<p>Audit annually. Bushfire management annual audit.</p> <p>Percentage of weed reduction to previous year.</p> <p>Increase in areas of endemic native vegetation.</p> <p>Replenishment of vegetation corridors.</p> <p>KPI: Benchmark industry standard.</p> <p>KPI: works completed within agreed timeframes.</p> <p>KPI: Action Plan deadlines met.</p>	<p>Review Action Plans for bushland reserves. Manage contract works. Carry out fire hazard reduction works annually. Provide strategic direction for Bushland. Implementation of Bushland Environment levy projects and maintenance.</p> <p>Manage threatened species habitat and populations. Audit for reduction of habitat. Audit of possible additional vegetation corridors.</p> <p>Noxious weed management.</p> <p>Develop a strategy for future bushland management and bio diversity management in Manly.</p>	<p>Action plans for the current financial year have been implemented.</p> <p>Environment Levy funded bush regeneration works completed.</p> <p>Duffys Forest Endangered Ecological Community recovery work has continued in line with the management plan and DECCW licence requirements.</p> <p>Grey Headed Flying Fox environmental assessment completed.</p> <p>Implemented noxious Weeds contracts for Bantry Bay, New Street West, Tania Park, Heaton Avenue, Avona Crescent actions completed.</p> <p>Regular attendance at Sydney North Regional Weeds Committee meeting quarterly.</p> <p>Track works Fisher bay completed.</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>Wellings Reserve track works completed.</p> <p>Implement bushfire fuel reduction works as outlined in M. M.N S. Bushfire Risk Management Plan completed.</p> <p>Burnt Bridge Creek bank restoration - grant funded.</p> <p>Coral tree removals along Creek completed.</p> <p>Little Manly and Shelly Beach rabbit control. Bantry Bay completed.</p> <p>Engage a commercial nursery to undertake seed collection and plant propagation complete.</p> <p>Mangrove reinstatement project plant mangroves at Fisher Bay.</p> <p>National Tree Day community planting event held at Seaforth Public School.</p> <p>Shelly Beach to St Patrick's College - track construction completed to college boundary.</p> <p>Shelly Beach - Stormwater remediation work, coir logs, dish drain installed.</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>Shelly Beach – 500 native tubestocks planted in sand capping.</p> <p>Bareena Reserve – Extension of existing Bushland site, Mulched and re-vegetated.</p> <p>Collins Beach – Large primary works completed.</p> <p>School Education tour of Wellings Reserve Bushland for St Keiran’s Primary School.</p> <p>Northside Care Corporate Day Tania Park.</p> <p>Sustainability Fair/Plant give away - 350 plants.</p> <p>Bushcare Statistics – 86 volunteers attended sites.</p> <p>A total of 5,032 native tubestocks planted throughout Manly Bushland sites, majority planted under the Burnt Bridge Creek project.</p> <p>A Powerful Owl (<i>Ninox strenua</i>) spotted at Gurnery Reserve. VULNERABLE</p>

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>Threatened Species Conservation Act.</p> <p>Burnt Bridge Creek Bank Rehabilitation Hope Street to Kempbridge Street – Removed existing concrete wall replaced with sandstone boulder wall, native tube stock planted, old footpath replaced.</p> <p>Kitchener Street - Creek bank rehabilitation sandstone boulder wall, mulched and turfed.</p> <p>Pitt Street - Removed concrete mattress from creek bank, replaced with sandstone boulder wall.</p>
<p>Manly Cemetery is presentable and secure from damage. The fabric and history of the cemetery is maintained in line with the Cemetery Conservation Plan. Actions from the Conservation Plan are implemented. Provide security measures to</p>	<p>Contract cycle is carried out at prescribed intervention levels.</p> <p>Number of Actions implemented from the Conservation Plan in accordance with budget.</p> <p>KPI: Number of customer complaints compared to customer compliments.</p>	<p>Manage conservation program/ internments, and Consult with heritage committee and community on the future options for the cemetery. Inspections and administer process. Ensure that the appropriate maintenance is carried out in the cemetery grounds to meet the needs of users and patrons. Progress, within available resource, the restoration of grave sites on the Iconic Graves List in consultation with the Heritage Committee.</p>	<p>26 general maintenance cycles completed.</p> <p>Weed infestation brought under control.</p> <p>Two burials. Four ashes interments.</p> <p>Review of cemetery maintenance after completion of contract. Progress to in house service.</p> <p>Mulching around cemetery trees.</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
prevent vandalism. (PA 4.3)			Installation of cemetery car barrier.

5. Environment

Manly Sustainability Strategy Theme	C. A Natural, Sustainable Manly
Relevant Manly Principles	<p>A1. A shared long-term vision for Manly based on: sustainability, intergenerational, social, economic and political equity; and our individuality.</p> <p>B1. Achieve long-term social and economic security.</p> <p>C1. Recognise the intrinsic value of Manly's geo-diversity, bio-diversity and natural ecosystems, and protect and restore them.</p> <p>C2. Enable Manly's community to minimise our ecological footprint.</p> <p>C3. Promote sustainable production and consumption, through appropriate use of environmentally sound technologies and effective demand management.</p> <p>D1 Build on the characteristics of ecosystems in the development and nurturing of a healthy and sustainable Manly.</p> <p>D2. Recognise and build on the distinctive characteristics of Manly, including its human and cultural values, history and natural systems.</p> <p>E1. Empower people and foster participation.</p> <p>E2. Expand and enable cooperative networks to work towards a common, sustainable future.</p> <p>F1. Enable continual improvement, based on accountability, transparency and good governance.</p>
Objectives	To provide a range of integrated programs and actions that act to protect and enhance our local environment, provide opportunities for reestablishment of natural processes and manage potentially damaging activity.
Service Areas	<p>Environmental Education</p> <ul style="list-style-type: none"> • Environmental Health • Natural Resources (Sustainability, Coastal, Water Cycle) • Community and Environmental Partnerships • Manly Environment Centre • Urban Design and Architecture • Development Assessment • Heritage • Waste Services • Cleansing • Parks and Reserves

Outcomes, Measurement & Actions for Principal Activity 5: Environment

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
Protect threatened species habitat and populations. (PA 5.1.1)	<p>Number of DAs assessed in relation to threatened species issues.</p> <p>Annual data on little penguin and long nosed bandicoot numbers.</p>	Implement projects for the rehabilitation and protection of terrestrial, aquatic and marine ecosystems, and natural heritage.	<p>Threatened species DAs assessed: Staff assessed 44 Development Applications with relation to threatened species during the past year, all in relation to the endangered populations of Little Penguins or Long-nosed Bandicoots and including one occurring within declared critical habitat.</p> <p>The Natural Resources Branch liaised with OEH (formally DECCW) to progress Council works in Penguin Critical Habitat and in another penguin breeding area.</p> <p>Little Penguins: Responsibilities under the Little Penguin Recovery Team and arising from Council resolutions were implemented including: (1) Upgraded the fencing for the Penguin breeding area at Federation Point; (2) Liaised with DECCW (now OEH) to produce a formal flow-chart of protocols for handling and reporting of dead and injured Little Penguins;</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>(3) Liaised with Council's Legal Services to revise the boundaries of the Wildlife Protection Area at Federation Point;</p> <p>(4) Facilitated implementation of new dog on-leash and prohibited areas and signage;</p> <p>(5) Conducted multiple audits of the new dog restriction signage and provided recommendations;</p> <p>(6) Reviewed the protection for Little Penguins within Manly Cove and the need to include the area in Critical Habitat with the Little Penguin Recovery Team;</p> <p>(7) Liaised with DECCW for joint media releases; and</p> <p>(8) Responded to emails from residents.</p> <p>In addition, a new group (Little Penguin Operational Working Group) was established to facilitate cross-organisational cooperation in the enforcement of regulations relating to Little Penguins outside of Critical Habitat in Manly Cove. The inaugural meeting of the group was held in</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>May 2011.</p> <p>Little Penguin population status update: The final monitoring report for the 2010/11 breeding season shows that there was overall high breeding success (measured as failed vs fledged at least one young per breeding pair) despite low number of breeding pairs (85 active nests compared to 96 last breeding season) and low number of eggs laid. Last year was a strong ENSO event and birds were consequently not in good breeding condition, however healthy birds did breed.</p> <p>Long-nosed Bandicoots: The Long-nosed Bandicoot residential education and monitoring research project has been progressed through the application for an ARC Linkage grant in May 2011.</p> <p><u>Long-nosed Bandicoot population status update:</u> Based on population viability analysis (PVA) for 2011, it is estimated that there are 118 individuals (+/- 18%) in the North Head Long-</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>nosed Bandicoot population.</p> <p>There were 20 recorded deaths in the first half of 2011, with 16 due to roadkill. This is higher than usual, with only 13 deaths (including 8 road deaths) expected for the entire year.</p> <p>Other Threatened Species:</p> <p><u>Seahorses:</u> Recommendations were made for best management practices for the seahorse population at the Manly Cove swimming enclosure. These recommendations were adopted by Council, and plans for implementation have been progressed.</p>
<p>Sustainable and planned, as opposed to 'ad hoc' development of Council controlled open space. Improved management of open space areas including the coast, estuaries and community land. (PA 5.1.2)</p>	<p>% of Actions implemented within adopted Management Plans for open space areas.</p>	<p>Develop and implement management plans for natural environment and open space areas.</p>	<p>Manly Cove Coastal Zone Management Plan, endorsed by HFCMC and Council, has been placed on public exhibition for 12 weeks.</p> <p>Cathedral rock has been relocated to ensure safety.</p> <p>Clontarf pool has been dredged and sand nourishment has occurred along Monash Crescent using dredged material.</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>The LM Graham Reserve Masterplan was finalised and endorsed by Council on 7 February.</p> <p>Tania Park Access Improvement works – Stage 1, was completed in February 2011. This involved installation of three sets of pedestrian stairs, six bench seats, associated plantings and installation of an ‘all access’ path. All works are consistent with the adopted Landscape Masterplan.</p> <p>General Revenue Bids were submitted for implementation of priority actions in the LM Graham Reserve Masterplan and Tania Park Masterplan (erosion control works at Tania Park); however, were not funded in the 2011/12 budget.</p> <p>Natural Resources assisted the Strategic Planners to contract consultants to complete an assessment of the natural assets of Manly LGA’s open space to inform the new LEP zoning and preparation of the Biodiversity Strategy. A Draft of the natural assets assessment has been</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			received from the consultants.
Administer the Environmental Levy including regular reporting to the community. (PA 5.1.2)	Number of projects implemented on time and to budget.	Environmental projects proposed to be implemented from the Environmental Levy (these are listed in Appendix along with background on the Environmental Levy).	<p>Green Up Your Life! Council's <i>Green Up Your Life!</i> Sustainable Living Program explores every aspect of sustainable household living through interactive workshops, documentary screenings and events freely available to the community. This holistic education for sustainability program has worked with over 1,300 direct participants in the past year ensuring a more engaged, empowered and sustainably aware community.</p> <p>Manly Lagoon Dredging Works Manly Lagoon is unsuitable for primary contact activities such as swimming and secondary contact such as fishing, boating and wading. Poor water and benthic sediment quality are key environmental issues for Manly Lagoon and the Lagoon Dredging Works will provide some improvement in water and sediment quality, with better environmental flows and increased tidal flushing.</p>

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>Sustainable Water Resources Council continued to reduce potable/drinking water use in Council facilities through implementing Council's Water Savings Action Plan, and by collecting and using rainwater, treated stormwater and groundwater alternatives.</p> <p>Detailed updates are uploaded to Council's website and in the Mayor's Message to update the Community on projects funded by the Environment Levy.</p>
<p>Reduce potable water consumption in Council facilities.</p> <p>Improve water quality in Manly Lagoon to primary contact and ecosystem health guidelines.</p> <p>Reduce greenhouse gas emissions and energy use by Council.</p> <p>Obtain funding towards climate change initiatives. (PA 5.1.3)</p>	<p>KL consumption in Council facilities from Sydney water meter readings.</p> <p>Analysis of pollutant loads in water column, stormwater inflow and sediments.</p> <p>Greenhouse Gas Emissions Inventory and energy bills.</p> <p>Funding and voluntary contributions obtained.</p>	<p>Finalise Water Savings Action Plan and commence implementation. Commissioning of major Lagoon rehabilitation projects.</p> <p>Implement Point Source / Dry Weather sampling program.</p> <p>In conjunction with Sydney Water, continue wet weather and dry weather stormwater sampling in Manly Lagoon and surrounding catchment.</p> <p>Prepare and implement a Carbon Emissions Reduction Plan for Manly Council, that is consistent with the widely accepted energy hierarchy of:</p> <ul style="list-style-type: none"> ▪ reduce the demand for energy; 	<p>Potable water consumption data only available annually from Sydney Water. Council's water use in the year 2009/10 was 82.2 million litres. This represents a 2.3% increase on 2008/09 consumption. 2010/11 is not yet available.</p> <p>The Manly Lagoon rehabilitation works (removal of accumulated sediment at Sites 1&2) were completed between November 2010 – June 2011 with funding support from the NSW Government.</p> <p>Council has completed a dry weather sewer leak monitoring</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
		<ul style="list-style-type: none"> ▪ increase/improve energy efficiency; ▪ purchase or generate renewable energy; and then finally ▪ purchase offsets, to achieve carbon reduction goals set by Council. 	<p>program to improve recreational water quality. Council will continue to develop further catchment-based water quality improvement and WSUD to improve Manly Lagoon conditions.</p> <p>Greenhouse gas emissions: The Carbon Emissions Reduction Project has progressed for both Council corporate and community components. This will assist Council to meet its resolved emissions target of 25% by 2020 based on 2008/09 levels (i.e. 7,663 tonnes).</p> <p>A Carbon Reduction Strategy and Action Plan for Council Corporate has been prepared to achieve and, if possible, exceed this target. Staff workshops were held to provide feedback on the Plan and update progress on actions identified within the plan. Staff were also trained in the use of the Council corporate carbon management tool 'CCAP'.</p> <p>A staff workshop was held to assist the development of the Draft Manly LGA</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>(Community) Carbon Reduction Strategy and Action Plan. The community carbon management tool 'CCAP-City' was also presented to staff.</p> <p>A Draft Report was prepared on the feasibility of trigeneration and other alternative energy options for the Triangle Site as part of <i>Manly2015</i> project. A General Revenue Bid was submitted for implementation of priority actions in the Corporate and Community Action Plans, however was not funded in the 2011/12 budget.</p> <p>Voluntary contributions for climate change fund: -\$358.99 (apparent deficit due to incorrect payment made to account of \$398.99 in 2009/10 and reimbursed in 2010/11 fin yr).</p>
<p>Advocate and provide information on environmental issues.</p> <p>Provide people with an opportunity to raise issues of concern about the local and</p>	<p>Number of volunteer hours per quarter.</p> <p>Number of programs / events per quarter.</p>	<p>Management of the Manly Environment Centre's "shopfront" for the purpose of:</p> <p>information exchange, advocacy and research; the execution of events; activities and projects; and management of volunteers.</p>	<p>Total volunteer hours: 4744</p> <p>Total number of events: 12</p> <p>This year's MEC initiatives included:</p> <p>A 4 day exhibition at the Australian Museum with seven other local groups to celebrate the</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
<p>global environment as well as an opportunity to learn more, volunteer time, effort and skills towards addressing the same issues. (PA 5.1.3)</p>			<p>'International Year of Biodiversity' in the Biodiversity ALIVE gallery.</p> <p>First community event at North Head Sanctuary, "Sunday at the Sanctuary".</p> <p>Commissioned short film with Ian Kiernan, Eco Divers and Manly Kayaks to raise awareness of plastic in our oceans and on our beaches and the effect on marine life, for the Ocean Care Day theme of Keep our Sea Plastic Free.</p> <p>For 20th birthday celebrations the idea of an International Conference for Environment Centres and Community Activists was put forward.</p> <p>New Conference website, as part of MEC website, promotes this Conference and attracts high visitation from over 40 countries around the world.</p> <p>World Wetlands Day – guided tour of Manly Lagoon by author of <i>Wildlife Australia</i> for community.</p> <p>Open Day at MEC for National Permaculture Day in conjunction with</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>Manly Food Co-operative.</p> <p>MEC and Penguin Wardens were major partners in Taronga Zoo's 5th year of Project Penguin. This program has educated 5,000 local students on Manly's Penguins and has been acclaimed by local teachers as the best school program with excellent feedback.</p> <p>Beauty of Biodiversity Art Exhibition at International College of Management to celebrate Manly Arts Festival and National Biodiversity Month.</p> <p>Presentation to Balgowlah Boys High students on aboriginal heritage information.</p> <p>Talk on Manly's marine biodiversity to TAFE students from Marine Studies course.</p> <p>The MEC also continued to participate in Food & Wine & Sustainability Hub, Guringai Festival and Arts Festival, and won the Local Government and Shires Award for Communication, Education and Empowerment – for a Day at the Bay, an Earth Day event to</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			raise awareness of Cabbage Tree Bay and encouraged over 200 submissions to DECCW's draft plan.
<p>Ensure a sustainable future across diverse community sectors within Manly. (PA 5.1.3)</p>	<p>Number of projects implemented on time and to budget.</p>	<p>Environmental education programs conducted, targeted at encouraging sustainable tourism operations, improving practices of local builders, encouraging sustainable boating practices, conduct of events and programs showcasing Manly's natural environment, investigation of the establishment of a community garden, providing advice on Green Purchasing initiatives, continuing Manly's Fair Trade initiatives with local businesses.</p>	<p>The Green Up Your Life Sustainability Education Program had a very successful year with a total of 1820 bookings for the 37 workshops! Events included, including Science of the Surf, Solar Panels & Solar Hot Water Workshop, Composting & Worm Farming Made Easy, Recycling & Beyond, Green Cleaning, and a tour of the Chullora Waste & Recycling Centre.</p> <p>Green & Groovy Kids continued in partnership with the library, a total of 120 children participating in the recycled art activities throughout the year.</p> <p>The Manly Food Wine & Sustainability Fair included 18 sustainable business exhibitors and Council staff engaged 600 visitors to the event to complete a survey on sustainability issues. 88% of waste was recycled from the event, the best result to date.</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			<p>Two e-waste collections recovered close to 80 tonnes of e-waste for recycling.</p> <p>A range of stormwater and catchment-focused educational programs including public information sessions, catchment tours, workshops, school events, regeneration days, competitions, as well as producing a number of community newsletters, fact sheets, website content and interpretive signage were executed in this year as part of the Burnt Bridge Creek restoration project.</p> <p>1,143 people volunteered during the year and donated 14,958 hours of their time to Manly Council. Two Fair Trade markets were held during the year (28 November 2010 and 7 May 2011). Full capacity of 35 stalls was achieved for each market and a very positive response from both stallholders and visitors, with requests to hold the markets quarterly.</p>
High quality built environment complementing and improving local amenity	Works staged, funded and developed in accordance with adopted plans.	Develop Masterplans for major reserves. Ongoing funding and implementation of Masterplans – seek additional matching dollar for dollar funding through	Council has adopted both the Sandy Bay Landscape Masterplan and the North Harbour Reserve Landscape Masterplan at its

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
<p>and requiring minimal maintenance.</p> <p>Increase tree cover and soft landscape.</p> <p>Protect existing natural landscapes and existing trees (PA 5.2.1)</p>		<p>grants e.g., Greenspace program, Sharing Sydney Harbour Access Program.</p> <p>Key projects include: Sandy Bay Landscape Masterplan implementation; LM Graham Reserve Landscape Masterplan; BMX track upgrade Seaforth; Fairlight Shops Urban Improvements Masterplan implementation, Stage 2; Stage 5 Ocean Beach Upgrade; Stage 3 (final stage) Pittwater Road Street Tree Masterplan (including Tramway Plaza); Swim Centre Upgrade; Roundhouse additions; Ellerys Punt Reserve seawall & landscape improvements; North Harbour Reserve Landscape Masterplan; Federation Point revegetation (adjacent to Manly Pavilion); Ivanhoe Park Botanical Gardens; Marine Parade public domain upgrade; Pickering Point bush regeneration and Landscape Masterplan; Tania Park access ramp; Manly 2015 Masterplan.</p>	<p>Ordinary Meeting on 13 December 2010 and 4 April 2011, respectively.</p> <p>Council has prepared construction designs for implementation of the Sandy Bay Reserve LMP and boat storage facilities.</p>
<p>Pollution prevention through active regulation. (PA 5.2.2)</p>	<p>Number of notices and orders issued.</p>	<p>Pollution prevention programs and regulation through Ranger Services and Environmental Health Inspections.</p>	<p>A total of 134 notices were issued during the period.</p>
<p>Proper regulation of</p>	<p>Number of Development</p>	<p>Assess development applications in accordance</p>	<p>The Review of DA Approval process as</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
development in accordance with sound and consistent planning controls. (PA 5.2.2)	<p>Applications lodged.</p> <p>Number of DAs 2007/08: 640 2008/09: 618 2009/10: 590 2010/11: 534</p> <p>Number of Development Applications determined. Number of DAs 2007/08: 699 2008/09: 787 2009/10: 540 2010/11: 551</p> <p>Average time taken to determine Development Applications. Maximum is 80 days. 2007/08: 89 days 2008/09: 88 days 2009/10: 80 days 2010/11: 71.34 days</p> <p>Value of Development Approvals: Total value of DAs 2010/11: \$147,786,856</p>	<p>with Council's planning policies and plans.</p> <p>Review of DA Approval process as implemented in 2007.</p> <p>Negotiate for best environmental, social and heritage outcomes in proposed development within regulatory frameworks.</p>	<p>implemented in 2007 has been completed.</p>
<p>Reduce material entering the waste stream, including increases in diversion rates.</p> <p>Educate residents, schools,</p>	<p>Garbage rates designated as kg/capita/annum (KCA); Recycling rates designated as kg/capita/annum (KCA).</p> <p>Monitoring to reduce putrescible</p>	<p>Putrescible waste kerbside collection service.</p> <p>Vegetation, paper and container recycling kerbside collection service.</p> <p>Trade Waste services.</p> <p>Events Waste Management service.</p>	<p>Diversion rates tracking at about 50%, pending food diversion decision.</p> <p>Trade waste service tendered for purchase.</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
<p>businesses, industry and visitors to avoid, reduce, reuse and recycle to assist Council in its commitment to waste minimisation.</p> <p>Manage recyclable products on the basis of the reduce/reuse/re cycle principle to maximise the diversion of material from the waste stream.</p> <p>Extend the range of recyclable materials suitable for collection within Council services to continually improve both the volume of materials collected and the level of contamination of materials collected. (PA 5.3.1)</p>	<p>waste.</p> <p>Diversion rates from landfill. State government requirement of 60% diversion rate by 2020.</p>	<p>Waste Education Service, including waste avoidance education.</p> <p>E-waste kerbside pickup and E-waste initiatives.</p> <p>Pursue SHOROC-wide common collection system to facilitate introduction of AWT at Kimbriki Environmental Enterprises.</p>	<p>Two E - waste kerbside collections successfully undertaken.</p> <p>SHOROC –wide common collection service system investigation undertaken by consultant and report completed.</p>
<p>A clean local amenity. (PA 5.3.2)</p>	<p>Street sweeping litres collected.</p>	<p>Cleansing of Council's publicly controlled places and spaces.</p>	<p>Public places, beaches, reserves and buildings cleaned according to program.</p> <p>4,114 cubic metres of rubbish swept from</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2010 to 30 th June 2011
			roads and footpaths. New road sweeper and footpath sweepers purchased.

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Our Staff



Human Resources Activities:

In accordance with Section 428(2)(m)

With the introduction of the Manager, Organisation Development, Council's Human Resources (HR) have been able to deliver greater value to corporate programs across Council. There has been a significant push on Occupational Health and Safety (OH&S) with HR welcoming a Corporate OH&S Coordinator to the team. As predicted there has been an increase in voluntary turnover as the economy recovers from the Global Financial Crisis. This in turn has led to an increase in recruitment activity with a greater number of roles being advertised and a greater number of applications being received. Council continues to experience difficulties in attracting high calibre qualified candidates in the childcare, records management and mechanical trades sectors.

Council's corporate induction program continues to be a success with all new employees and also with existing employees attending as a refresher. The corporate induction program provides new employees with an understanding of the structure and functions of Council, and covers a series of modules including: The Code of Conduct; Equal Employment Opportunity / Anti Discrimination; Harassment and Bullying in the workplace; Complaint Management Handling and Customer Service. It is mandatory for all new employees to attend each module within the first three months of employment, and existing employees are required to attend refresher sessions at least every two years.

With regard to remuneration management, the terms and conditions of employees are underpinned by the NSW industrial relations system. Council continues to develop an alternative system to value positions appropriately within the Council's structure as well as working to implement a revised classification framework that includes provision for the recognition of skills utilised and increased productivity.

Performance Appraisals were conducted for all employees across Council and specific training needs were identified. In turn, an extensive schedule of training courses and professional development activities was rolled out. 167 training and development programs were provided to employees, which culminated in the equivalent of 1473 employees participating. This is double the number of participants on the year before. Council has also doubled the number of employees enrolled in tertiary programs to 22 employees.

Compliance and occupational health and safety oriented programs are a major focus of the corporate training program and will be a key area of focus for the new Corporate OH&S Coordinator for the coming year. Ongoing improvements to working practices continue to be discussed by the Occupational Health and Safety Committee which is comprised of employee and management representatives.

Moreover, there has been ongoing staff participation in the Staff Care Program through the running of regular healthy lifestyle and exercise programs including Yoga, and use of the staff swim centre passes.

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Finally, employee relations within council continue to be harmonious. Employee representatives and management meet periodically to discuss the impact of proposed workplace change, and provide input to key projects.

Equal Employment Opportunity Management Plan:

In accordance with Section 428(2)(n)

Council has an Equal Employment Opportunity policy which outlines the responsibilities and obligations that all officers at Council are required to comply with. To reinforce Council's commitment, all new employees are required to attend training in Equal Employment Opportunity / Anti Discrimination and Harassment and Bullying. It is mandatory that new employees attend this training. Management and supervisory officers are also provided training in their EEO obligations as managers/supervisors, and Council's procedures for reporting and managing complaints.

Council's Recruitment and Selection policies and procedures were reviewed this year and endorsed by Council. These reflect changes in legislation and are designed to achieve best practice when attracting, selecting and recruiting candidates to Council. The processes in place ensure appropriately trained staff participates in a merit based system and that the best possible person is selected. An audit trail is in place covering all steps of the process including a review by Human Resources and the General Manager.

Moreover, Council's Remuneration Policy addresses the need to be able to appropriately attract and retain new staff. The Salary Administration system ensures rates established are in line with industry and are relative to the market.

In November each year, an annual appraisal of employee performance is conducted for all staff to review past performance, set objectives for the coming 12 months and identify each employees training and development requirements.

As indicated in the Human Resources report, numerous courses were conducted during the year to increase awareness and to assist in eliminating discrimination and harassment, and provide a safe and harmonious work environment. During the year regular monitoring has been undertaken to ensure our EEO strategies have been implemented.

Access to suitable duties and relevant services are facilitated through our Rehabilitation process.

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Every effort is made to ensure all employees have access to appropriate resources, including appropriate training for managers and staff, and access to information, including the EEO Plan and position descriptions. This plan is regularly monitored, and activities are reviewed by the Joint Consultative Committee comprised of employee and management representatives.

External bodies Carrying out the Function of Council:

In accordance with Section 428(2)(o)

The following committee exercises functions delegated by Council under Section 377 of the Local Government Act:

- Manly Meals on Wheels

Senior Staff Remuneration:

In accordance with (Section 428(2)(g) and Clause 217(1)(b)

Council has determined the following to be senior staff as defined by the Local Government Act 1993.

- General Manager
- Deputy General Manager – People Place and Infrastructure
- Deputy General Manager – Land Use and Sustainability

The following all inclusive remuneration packages of senior staff, includes salary component, employer's contribution or salary sacrifice to superannuation, non-cash benefits and amounts payable for fringe benefits tax for the senior staff for the financial year ending 30 June 2011.

General Manager	\$295,812
Deputy General Manager – People Place & Infrastructure	\$189,676 <i>The position was vacant for 1.5 months of the reporting period</i>
Deputy General Manager – Land Use & Sustainability	\$216,287
TOTAL	\$712,080

Our Customers



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Freedom of Information Data:

In accordance with Section 68, clause 10 of the Freedom of Information Act 1989 and Regulation

The following table provides Freedom of Information (FOI) details for the 2010 - 2011 reporting year:

Section A New FOI Applications:

How many FOI applications were received, discontinued or completed?	Number of FOI Applications					
	Personal		Other		Total	
	Previous Year	Current Year	Previous Year	Current Year	Previous Year	Current Year
A1 New	0	0	22	0	22	0
A2 Brought forward	0	0	0	2	0	2
A3 Total to be processed	0	0	22	2	22	2
A4 Completed	0	0	19	2	19	2
A5 Discontinued	0	0	3	0	3	0
A6 Total processed	0	0	22	2	22	2
A8 Unfinished (carried forward)	0	0	2	0	2	0

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...continued...

Section B Discontinued Applications:

Why were FOI Applications discontinued?	Number of <u>Discontinued</u> Applications					
	Personal		Other		Total	
	Previous Year	Current Year	Previous Year	Current Year	Previous Year	Current Year
B1 Request transferred out to another agency (s.20)	0	0	0	0	0	0
B2 Applicant withdrew request	0	0	3	0	3	0
B3 Applicant failed to pay advance	0	0	0	0	0	0
B4 Applicant	0	0	0	0	0	0
B5 Total Discontinued	0	0	3	0	3	0

Section C Completed Applications:

Result of FOI Request	2009/2010 Personal	Other	2010/2011
B1 Granted in full	0	12	2
B2 Granted in part	0	4	0
B3 Refused	0	3	0
B4 Deferred	0	0	0
B5 Completed*	0	19	2

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...continued...

Section C Ministerial Certificates - number issued during the period:

	2009/2010	2010/2011
C1 Ministerial Certificates issued	Nil	Nil

Section D Formal consultations:

	2010/2011 Issued	Total
D1 Number of requests requiring formal consultation(s)	0	0

Section E Amendment of personal records:

Result of Amendment Request	2009/2010 Total	2010/2011
E1 Result of amendment – agreed	Nil	Nil
E2 Result of amendment – refused	Nil	Nil
E3 Total	Nil	Nil

Section F Notation of personal records:

	2009/2010	2010/2011
F3 Number of requests for notation	Nil	Nil

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...continued...

Section G FOI requests granted in part or refused:

Basis of disallowing or restricting access	2009/2010 Personal	Other	2010/2011
G1 Section 19 (application incomplete, wrongly directed)	0	0	0
G2 Section 22 (deposit not paid)	0	0	0
G3 Section 25(1) (a1) (diversion or resources)	0	0	0
G4 Section 25(1) (a) (exempt)	0	0	0
G5 Section 25(1) (b), (c), (d) (otherwise unavailable)	0	0	0
G6 Section 28(1) (b) (documents not held)	0	0	0
G7 Section 24(2) (deemed refused, over 21 days)	0	0	0
G8 Section 31(4) (released to Medical Practitioner)	0	0	0
G9 Totals	0	0	0

Section H Costs and fees of requests processed during the period:

All completed requests	Assessed Costs	2009/2010 FOI Fees Received	2010/2011
2	\$95	\$870	\$95

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...continued...

Section I Discounts allowed:

Type of Discount Allowed	2009/2010 Personal	Other	2010/2011
I1 Public interest	0	0	0
I2 Financial hardship - Pensioner/Child	0	0	0
I3 Financial hardship - Non profit organisation	0	0	0
I4 Totals	Nil	Nil	Nil
I5 Significant correction of personal records	0	0	0

Section J Days to process:

Elapsed Time	2009/2010 Personal	Other	2010/2011
J1 0 - 21 days	0	12	1
J2 22 - 35 days	0	6	0
J3 Over 35 days	0	1	1
J4 Totals	0	19	2

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...continued...

Section K Processing time:

Processing Hours		2009/2010 Personal	Other	2010/2011
K1	0 - 10 hours	0	21	2
K2	11 - 20 hours	0	1	0
K3	21 - 40 hours	0	0	0
K4	Over 40 hours	0	0	0
K5	Totals	0	22	2

Section L Reviews and Appeals:

		2009/2010	2010/2011
L1	Number of internal reviews finalised	1	0

		2009/2010	2010/2011
L2	Number of Ombudsman reviews finalised	0	0

		2009/2010	2010/2011
L3	Number of District Court appeals finalised	Nil	Nil

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...continued...

Details of Internal Review Results:

Bases of Internal Review		Personal		2009/2010 Total		2010/2011
Grounds on which internal review requested.		Upheld*	Varied*	Upheld*	Varied*	
L4	Access refused	0	0	0	1	0
L5	Deferred	0	0	0	0	0
L6	Exempt matter	0	0	0	0	0
L7	Unreasonable charges	0	0	0	0	0
L8	Charge unreasonably incurred	0	0	0	0	0
L9	Amended refused	0	0	0	0	0
L10	Totals	0	0	0	1	0

***Note: Relates to whether or not the original agency decision was upheld or varied by the internal review.**

Summary:

The Government Information (Public Access) Act 2009 (GIPA) came into effect on 1st July 2010, replacing the Freedom of Information Act 1989 (FOI).

As at 1st July 2010 there were 29 outstanding requests that had been received under the superseded 'Open File Policy'. Those requests involved 44 files and were processed by the end of July 2010.

Files viewed under Council's access policy	2009/2010	2010/2011
	315	44

Government Access and Public Information:

In accordance with Section 125, clause 7 of the Government Information and (Public Access) Act 2009 and Regulations

On the 1st July 2010 a new right to information law came into effect, replacing the former freedom of information law. The new law creates new rights to information that are designed to meet community expectations for more open and transparent councils and encourages councils to proactively release council information.

There are four ways in which government information will be available.

1. **Mandatory release:**

You can search Council's website (manly council web link). Certain information must be disclosed on an agency's website, free of charge. This includes Council's policy documents, current publication guide, disclosure log and register of government contracts.

2. **Proactive release:**

You can ask what information Council will make available to the public, in addition to the information contained on the website.

3. **Informal request:**

You can ask for specific information. Agencies are encouraged to release information without the need for a formal application, unless there are good reasons to require one.

4. **Formal application:**

This is the last resort, if you haven't been able to get the information you need in any other way. You can formally request specific information. In some circumstances, access to information will require a formal access application

For more information on how to access information held by Council, visit our website, www.manly.nsw.gov.au

All new requests for information access received on or after 1st July 2010 were processed as GIPA requests.

During 2010/2011 Council received a total of 481 access applications under GIPA as outlined below.

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Number of applications received	2010/2011
GIPA formal access requests	11
GIPA informal access requests	470

More information on Information Access requests during the reporting period is contained on the following pages.

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...continued...

Schedule 2 - Statistical information about access applications to be included in annual report

(Clause 7)

Table A: Number of applications by type of applicant and outcome*								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	-	-	-	-	-	1	-	-
Members of Parliament	-	-	-	-	-	-	-	-
Private sector business		1	-	-	-	-	-	-
Not for profit organisations or community groups	-	-	-	-	-	-	-	-
Members of the public (application by legal representative)	-	1	-	-	-	-	-	2
Members of the public (other)	-	4	-	-	1	-	-	1

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

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Table B: Number of applications by type of application and outcome								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdraw
Personal information applications*	-	1	-	-	-	-	-	-
Access applications (other than personal information applications)	-	3	-	-	1	1	-	3
Access applications that are partly personal information applications and partly other	-	2	-	-	-	-	-	-

* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications	
Reason for invalidity	No of applications
Application does not comply with formal requirements (section 41 of the Act)	3
Application is for excluded information of the agency (section 43 of the Act)	-
Application contravenes restraint order (section 110 of the Act)	-
	-
Total number of invalid applications received	3
Invalid applications that subsequently became valid applications	2

...continued...

Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 to Act	
	Number of times

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	consideration used*
Overriding secrecy laws	-
Cabinet information	-
Executive Council information	-
Contempt	-
Legal professional privilege	-
Excluded information	-
Documents affecting law enforcement and public safety	-
Transport safety	-
Adoption	-
Care and protection of children	-
Ministerial code of conduct	-
Aboriginal and environmental heritage	-

* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of Act

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Privacy & Personal Information Protection Act Report:

In accordance with Section 33

In accordance with section 33(3) of the *Privacy and Personal Information Protection Act 1998*, Council is required to include in its Annual Report:

'A statement of the action taken in complying with the requirements of the Act, and Statistical details of any review conducted by or on behalf of the Council.'

Statement of the Action Taken in Complying with the Requirements of the Act:

The Act provides for the protection of personal information and for the protection of the privacy of individuals. In accordance with the requirements of the Act, Council adopted a Privacy Management Plan on 7 August 2000. The Plan details how Council will incorporate the provisions of the Act into its everyday activities.

The Privacy Management Plan specifically addresses:

- Privacy principles including the collection, retention and security of personal information by Council
- Access to personal information held by Council
- Limits on the use of personal information
- Public registers
- Procedures for Internal Review
- Staff training and education

Statistics:

Council did not receive any applications for Reviews during the period 1 July 2010 to 30 June 2011.

The number of Internal Review Applications lodged during the year	Nil
The number of Internal Review Applications finalised during the year	Nil
The number of matters proceeded to the Administrative Disputes Tribunal during the year:	Nil

Our Natural Environment



State Of The Environment Report:

In accordance with Section 428(2)(C)

For the reporting period of 2010 – 2011, Manly Council compiled a State of the Environment Report (SOE) for Manly Local Government Area.

The Manly Council SOE Report is included at **Appendix 5** under separate cover entitled “*Manly Council – State of the Environment Report 2010 - 2011*”. A copy of this document is also available from Council’s website, www.manly.nsw.gov.au.

Bushfire Hazard Reduction Activities:

In accordance with Section 428(2)(i1)

Council's 47 Reserves and the Manly Scenic Walkway were subject to a Bush Fire Hazard assessment in consultation with NSW Fire Brigade to identify areas within the Manly Local Government Area requiring fuel reduction works. As part of Council's ongoing fire management process a Bushfire Risk Management Plan has been produced. This Management Plan identifies all of the assets within the Manly Local Government Area that may be at risk of bushfire, and sets a program of works over the next 5 years to minimise the risk.

During the reporting period wet weather limited the extent of fuel reduction burning being undertaken and manual fuel reduction was undertaken to compensate for a reduced burn program. Two reduction burns were completed to reduce the risk of bushfire hazard. Manual fuel reduction was undertaken at Wellings Reserve, Baringa Bush, Burnt Bridge Creek, Gurney Reserve, Heathcliff Crescent & Castle Circuit.

Note: due to wet weather, fuel reduction burns planned for Burnt Bridge Creek, and Mulgowrie Reserve were postponed until the following year.

Location Work undertaken:

Bantry Reserve	Manual Fuel Reduction
Bareena Park	Fuel Reduction Pile Burn
Baringa Bush	Fuel Management Zone maintained
Burnt Bridge Creek	Manual Fuel Reduction
Castle Circuit	Manual Fuel Reduction
Castle Circuit Foreshore	Manual Fuel Reduction
Gurney Crescent Foreshore	Manual Fuel Reduction

...continued...

Gurney Reserve	Manual Fuel Reduction
Heathcliff Crescent	Fuel Management Zone maintained
Manly Scenic Walkway	Manual Fuel Reduction
Nolans Bush	Fuel Reduction Pile Burn
Sangrado Reserve	Manual Fuel Reduction
Tania Park	Manual Fuel Reduction
Wellings Reserve	Manual Fuel Reduction
Heathcliff Crescent	Fuel Management Zone maintained

Annual Environment Levy:

History of the Levy:

The Environment Levy has been in place in Manly since July 1997 to fund a range of projects of an environmental nature, with the aim of achieving substantial enhancement of Manly's environment. Each year around \$946,000 is raised through the Environment Levy, and this is supported with substantial external government grant funds successfully secured by Council.

Since 1997, Environment Levy funds have been used to fund projects such as:

- Burnt Bridge Creek restoration works
- Bush regeneration works
- Implementation of threatened species programs
- Preparation and implementation of Coastline and Estuary Management Plans
- Water quality monitoring
- Cleaning of gross pollutant traps
- Manly Lagoon rehabilitation works
- Installation and use of alternative water sources (eg: rainwater harvesting)
- Water savings actions
- A variety of sustainability and climate change education programs and events
- Ocean Care Day

...continued...

Administration of the Levy:

Each year, a proposed list of projects is presented to the elected Council (with input from the Community Environment Committee, a Sub-Committee of Council with community representation).

Proposed projects are identified from the various strategic Management Plans, Action Plans, Strategies and Plans of Management and must be consistent with the Manly Sustainability Strategy. Community priorities are also considered in project selection. Hence each project selected and prioritised is part of a greater overarching strategy guiding environmental rehabilitation and protection.

The Community Environment Committee, comprising Councillors, community representatives and council staff undertakes the following tasks in regard to the management of the Environment Levy:

- Monitors expenditure to ensure that funds are accounted for separately to normal budget provisions;
- Ensures that such funds are used for new works and environmental initiatives over and above Council's normal operational and capital expenditure budgets;
- Periodically reports to residents on the progress of the environmental projects relative to budget forecasts;
- Reports at the end of the financial year on whether the funds have been separately accounted for and, in particular, to express a view as to whether the additional revenue has been directed to new environmental initiatives additional to the Council's normal operational and capital budget expenditure. The Community Environment Committee also reviews the draft budget and makes recommendation to Council.

Environment Levy Criteria:

Each proposed project is assessed against the below criteria, developed by the Community Environment Committee, prior to recommendation to Council for funding:

- Priority issues are Urban Bushland and Water Quality;
- Selection of projects must be consistent with the objectives of the Manly Sustainability Strategy;
- Emphasis on visible works with investigation, design, construction, supervision, linking monitoring and education with preference for upstream source and at-source management.

Ongoing maintenance of new Environment Levy capital works projects has been recognised as a legitimate charge against the Levy and up to 10% of the Levy revenue is allocated for this purpose annually.

Environment Levy Expenditure for 2010/11:

A full copy of the Environment Levy Annual Report and a summary newsletter can be found on Council's website at www.manly.nsw.gov.au. The Environment Levy report provides an overview of budget, implementation and expenditure progress of the Environment Levy for the financial year and more broadly reports on overall expenditure over the life of the Environment Levy. It also provides evaluation of Environment Levy funded projects against specific project based indicators. Details are reported for the overall Environment Levy and are further broken down by program and project. The program levels being:

- Biodiversity Program
- Water Cycle Management Program
- Lagoon Conservation & Remediation Program
- Coastline Management Program
- Education for Sustainability Program
- Climate Change Program

The available Environment Levy Budget for the year totaled \$2.861 million, comprising \$797,000 carry forward, \$1.002 million from current rates and interest, and grant funds of \$1.062 million. Total expenditure for the year on Environmental Projects was \$2.368 million.

Companion Animal Management:

In accordance with Clause 217(1)(f)

Rangers patrol all areas of the Manly LGA and educate the public regarding compliance with the Companion Animal Act and Regulations.

Pound data

Information lodged as part of Council's Companion Animal Register which is supplied yearly to the Division of Local Government.

Dog attacks

Information lodged as part of Council's Companion Animal Register which is supplied yearly to the Division of Local Government.

Amount of funding on Companion Animals

Council spends \$5,000 to \$6,000 on the annual Dogs Day Out.

Community education programs

Council conducts an annual 'Dogs Day Out' and provides ongoing public information on responsible pet ownership including a community advertising campaign on responsible pet ownership.

Desexing of dogs and cats

Council runs an information stall at its annual Dogs Day Out. Council has also produced a brochure on responsible cat ownership which is available from Council's Customer Service Centre along with a number of brochures prepared by the Division of Local Government called 'Information for Cat owners in NSW' and 'Information for Dog owners in NSW'. These brochures are also sent to owners upon request.

Unclaimed animals

Any dogs unable to be returned to the owner are re-homed via the Animal Welfare League. Animals are only euthanized under veterinary instructions.

Off Leash areas Information on off-leashed areas is displayed on Council's website <http://www.manly.nsw.gov.au/Dog-Off-Leash-Areas.html> and via a brochure called 'It's all about Dogs'. Off leash areas include:

- Seaforth Oval
- Tania Park
- North Harbour Reserve
- LM Graham Reserve
- Manly Cemetery
- Manly Lagoon Park.

Detailed financial information

All revenue raised is paid into consolidated earnings.

Our Built Environment



Report on the Condition of Public Works:

In accordance with Section 428(2)(d) Emailed Shan

The Condition of Public Works is contained in the information presented on the following three pages: *'Special Schedule No. 7, Condition of Public Works as at 30 June 2011'*.

Explanatory notes:

"Satisfactory" Condition of Public Assets

In assessing the condition of public assets Council has had regard to the condition, function and location of each asset. Proposed or potential enhancements to the existing asset have been ignored. Assets within each asset category have been assessed on an overall basis, recognising that an average standard of "satisfactory" may be achieved even though certain assets may be above or below that standard on an individual basis.

Council recognises that the standard that it considers to be "satisfactory" may be different from that adopted by other Councils. The information contained in this Schedule comprises accounting estimates formulated in accordance with the NSW Local Government Code of Accounting Practice and Financial Reporting. Nothing contained within this Schedule may be taken to be an admission of any liability to any person under any circumstance.

Asset Condition:

The following condition codes have been used in this Schedule – as per the Local Government Asset Accounting Manual.

- 1 Near Perfect – Ranges from New or Good
- 2 Superficial Deterioration – Ranges from Generally Good to Fair
- 3 Deterioration Evident – Ranges from Fair to Marginal
- 4 Requires Major Reconstruction – Ranges from Poor to Critical
- 5 Asset Unserviceable – Critical, Beyond Repair

Manly Council

SPECIAL SCHEDULE NO 7 CONDITION OF PUBLIC WORKS as at 30 June 2011

Asset Class	Asset Category	Depreciation Rate (%)	Depreciation Expense	Cost	Valuation	Accumulated Depreciation	Carrying Value (WDV)	Asset Condition	Estimated Cost to bring to a Satisfactory Standard (1)	Required Annual maintenance (2)	Current annual maintenance (3)
			'000	'000	'000	'000	'000		'000	'000	'000
	<i>References</i>	<i>Note 1</i>	<i>Note 4</i>			<i>Note 9</i>			<i>Local Govt. Act 1993, Section 428 (2d)</i>		
Public Buildings	Council Offices	1	176	12,080		4,395	7,685	2	250	172	100
	Works Depot	1-2	69	4,864		767	4,097	1	100	23	15
	Community Centres	1	20	1,637		244	1,393	2	50	11	9
	Senior Citizens Centre	2	25	1,954		294	1,660	1	50	11	10
	Scout/Guide Halls	1-2	4	349		52	297	3			
	Houses	1-3	11	827		297	530	3	10	10	10
	Multi Storey Car Park	1	161	19,706		6,566	13,150	3	400	151	108
	Recreation Ground	1-2	112	12,283		2,563	9,720	3	110	107	87
	Surf Pavilions	1	167	16,595		4,580	12,015	3	320	71	48
	Youth Centre	2	0	6		1	5	3	50	18	18
	Ancillary Buildings	1-2	67	4,829		1,190	3,639	3	100	34	30
	Library	1	141	10,842		1,543	9,299	1	100	57	36
	Childcare Centres	1	66	5,512		748	4,764	1	75	39	26
	Art Gallery	1	29	2,237		720	1,517	2	150	31	25
	Pub Amenities/Toilets	1-2	73	5,121		964	4,157	3	220	104	75
	Subtotal		1,121	98,842	0	24,914	73,928		1,985	839	597
Public Roads	Sealed Roads	1	657	152,599		11,491	141,108	3	445	128	128
	Signs	10	125	4,788		3,890	898	3	465	225	225
	Trees			5,457			5,457	2		0	0
	Bridges	1-3	21	1,653		448	1,205	1		0	0
	Footpaths	2-3	822	41,320		19,372	21,948	2	600	420	420
	Land Improvements	1.5-3.3	263	8,706		3,904	4,802	2	15	15	10
	Kerb & Gutter	1-5	493	34,483		20,171	14,312	3	80	65	65
	Road Furniture	5-10	119	2,340		1,175	1,165	2	480	200	200
	Subtotal		2,500	251,346	0	60,451	190,895		2,085	1,053	1,048

This Schedule is to be read in conjunction with the explanatory notes following.

SPECIAL SCHEDULE NO 7 - CONDITION OF PUBLIC WORKS (cont)
as at 30 June 2011

Asset Class	Asset Category	Depreciation Rate (%)	Depreciation Expense	Cost	Valuation	Accumulated Depreciation	Carrying Value (WDV)	Asset Condition (#)	Estimated Cost to bring to a Satisfactory Standard (1)	Required Annual maintenance (2)	Current annual maintenance (3)
			'000	'000	'000	'000	'000		'000	'000	'000
	<i>References</i>	<i>Note 1</i>	<i>Note 4</i>			<i>Note 9</i>			<i>Local Govt. Act 1993, Section 428 (2d)</i>		
Public Reserves	Sports Fields	2-5	90	3,827		1,900	1,927	2	570	447	447
	Swimming Pools	1-2	46	2,920		1,937	983	3	269	122	122
	Park Furniture	10	157	2,232		1,454	778	2	100	60	60
	Irrigation	5	57	1,156		760	396	3	180	39	20
	Playground Equipment	20	143	1,611		1,073	538	2	692	119	87
	Heritage Trees	0		812			812	2		267	248
	Other	1-6	194	4,569		3,234	1,335	2	2,815	2,358	2,147
	Land Improvements	1-6	719	25,265		6,937	18,328	2	160	0	0
	Structures	1	255	14,173		7,361	6,812	3		0	0
	Roads	1	3	148		67	81	2	4,786	3,412	3,131
	Subtotal		1,664	56,713	0	24,723	31,990				
Drainage Works	Pollution Devices	3	17	843		226	617	2	60	36	36
	Structures	1	0	24		2	22	1		0	0
	Conduits	1	334	37,839		14,134	23,705	3	700	257	240
	Inlet & Junction Pits	3	153	4,896		3,767	1,129	3		0	0
	Head Walls	3	10	312		173	139	2		0	0
	Outfall Structures	3	3	136		42	94	2		0	0
	Converters								760	293	276
	Subtotal		517	44,050	0	18,344	25,706				
Total Classes - All Assets			5,802	450,951	0	128,432	322,519		9,616	5,597	5,052

This Schedule is to be read in conjunction with the explanatory notes following.

Notes

- 1 Satisfactory refers to estimated cost to bring the asset to a satisfactory condition as deemed by Council. It does not include any planned enhancements to the existing asset.
- 2 Required Annual Maintenance is what should be spent to maintain assets in a satisfactory standard.
- 3 Current Annual Maintenance is what has been spent in the current year to maintain assets.

Asset Condition "Key"-as per NSW Local Government asset Accounting Manual:

- 1 Near Perfect- Ranges from New or Good
- 2 Superficial Deterioration - Ranges from generally Good to fair
- 3 Deterioration Evident - Ranges from fair to Marginal
- 4 Requires Major Reconstruction - Ranges from Poor to Critical
- 5 Asset Unserviceable - Critical, Beyond Repair

STATUTORY REPORTS

Our Built Environment

Summary of Legal Proceedings:

In accordance with Section 428(2)(e)

Property	Status / Decision As at June 30 th 2011	Amount
10 & 10A Addison Road	Discontinued 21/03/11	\$ 6,696.25
13 Barrabooka Street	Discontinued 23/08/11	\$ 19,054.55
13 Barrabooka Street	Discontinued 19/01/11	\$ 1,130.80
36 Pacific Parade	Discontinued 23/11/10	\$ 13,792.47
4 Peronne Avenue	Discontinued July 2010 - Ongoing Cost Recovery	\$ 10,023.88
65 Rignold Street	Discontinued 17/03/11	\$ 70,975.92
Discontinued total		\$121,673.87
62 Alexander Street	S34 Agreement 14/03/11	\$ 14,389.78
Manly Wharf Hotel	S34 Agreement 17/05/11	\$ 31,605.40
40&40A Rignold Street	S34AA Agreement 24/04/11	\$ 10,530.86
S34 Agreement total		\$56,526
Manly Bathers	S56 Appeal Upheld 06/04/11	\$ 97,695.81
The Shore Club - McHugh	Upheld in part 06/08/10	\$ 28,938.77
Manly Civic Club	Appeal Upheld in part 27/06/11	\$ 31,211.40
Appeal total		\$157,845.98
71 Bower Street	Judgement Reserved - Upheld 19/08/10	\$ 2,102.37
Tricon - 46-48 North Steyne	point of law - appeal upheld 20/04/11, merits hearing Aug 2011	\$ 82,534.83
Upheld total		\$84,637.20
Taheri	Cost Recovery	\$ 4,552.73
92 Bower Street	Cost Recovery	\$ 6,580.50
5 Redman Street	Cost Recovery	\$ 2,422.75
Cost Recovery		\$13,556
Minato Restaurant	Guilty Plea - Fined \$200 per offence plus costs	\$ 8,234.16
13 Barrabooka Street	Judgement Reserved	\$ 71,978.93
Stocklands	Mixed appeals - Court Orders finalised	\$ 19,442.50

STATUTORY REPORTS

Our Built Environment

Property	Status / Decision As at June 30 th 2011	Amount
Tree Prosecution	Sentencing Sept 2011	\$ 12,723.90
30 Kitchener Street	Callover stage	\$ 5,351.35
Miscellaneous	Includes costs associated with cost recovery, outstanding invoices etc	\$ 21,661.92
Advice	General legal advice	\$ 70,709.72
Miscellaneous Total:		\$210,102.48
Legal Costs Total		\$644,341.55

Planning Agreements:

In accordance with Section 92G(5) of the Environmental Planning and Assessment Act 1979

Section 93F(1) of the Environmental Planning and Assessment Act, 1979 provides for voluntary planning agreements or other arrangements between Councils and a developer. Manly Council was party to two (2) planning agreements during the Reporting Period:

- (i) In December 2006 with Lend Lease relating to the development of large parts of the St Patrick's Estate at Darley Road, North Head. The public works to be provided as a result of the agreement included the provision of public walkways through the estate, bush regeneration works and work and support for protection of the endangered species – being the Long Nosed Bandicoot. As the development of the estate is extensive, it will take many years to complete. The public benefits are therefore being progressively provided as development takes place. A completion date is unknown at this time.
- (ii) In July 2007 with Stockland Development Pty Ltd for public benefits associated with the redevelopment of the former Totem site in Condamine St Balgowlah. The public benefits included a major public plaza, public walkways through the site, traffic management works, footpath and landscaping enhancements of public spaces, provision of public parking and public toilets. At this time it is estimated that some 90% of the benefits have been provided. The remainder are expected to be in place by the time the redevelopment of 360 Sydney Rd takes place within the next 2 years.

Subsidised work on Private land:

In accordance with Section 428(2)(k)

Resolutions made during the year ended 30 June 2011 under section 67(2)(b) ("Private Works") – Nil

Our Community



Promotion of services to people of Diverse Backgrounds:

In accordance with Section 428(2)(j)

In the Financial year 2010 / 2011, Manly Council continued to provide a range of services to people of diverse backgrounds.

Community Development

Council provides recurrent funding to the Manly Community Centre to provide multicultural and other services. The Centre has a multicultural unit which provides migration advice, community information, settlement services and personal support to people from culturally and linguistically diverse (CALD) backgrounds.

Council's Community Development Coordinator regularly attends the Northern Beaches Multicultural Network with other service providers to local CALD communities.

The Community Development Coordinator provides an information and referral service for people from a CALD background.

Manly Library

Manly Library's multicultural services provide a lending service of books in 26 community languages, a wide range of materials for English as a Second Language, public PC's which facilitate access of websites in languages other than English. Newspapers and Government pamphlets in Community Languages are also available within the Community Language collection.

The *MyLanguage* website service provides access to search engines, web directories, government websites, digital library projects and news in over sixty languages.

Manly Library holds over 3000 DVDs, most of which have the ability to chose a specific language in subtitles and/or English.

The Library facilitates regular community language conversation groups in French and Spanish which are free of charge to the participants and has recently included French and Spanish magazines to enhance its collection.

The Library is a member of the State Library NSW Multicultural Working Group which encompasses libraries across New South Wales. The Working Group's role is to promote the provision of library resources to clients in a range of community languages and it has made available an on-line multilingual glossary in an effort to improve access to public libraries by providing professionally translated signage in a wide range of languages.

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Manly Library's READ collection offers a complete range of materials to prepare ESL students for Preliminary English Test (PET), the First Certificate in English (FCE), the certificate in Advanced English (CAE), IELTS and the Business English certificate. Currently

the collection holds over 2,600 items. Manly Library recently purchased the resource '*Road to IELTS*' on-line. *Road to IELTS* provides candidates with a unique advantage. It includes 120 hours of intensive work on vocabulary, reading, writing, listening and speaking, helping them to develop their skills to the levels necessary to succeed in the IELTS exam. The online language program byki [before you know it] has also been purchased by the library. It features over 90 languages to learn with 17 ESL [English as a second language] modules. Organised tours of the library for students from English language colleges are conducted on a regular basis to familiarise students with the wide range of resources in the collection.

A range of support materials which includes grammar, punctuation, speaking and listening skills is available. Manly Library offers easily accessible contemporary fiction from beginner to advanced levels in its ESL collection. These resources are in print and audio-visual format.

When borrowers join the Library they have the option of advising if they speak a language other than English so that community profiles can be identified and serviced.

Manly Art Gallery and Museum

Manly Art Gallery and Museum conducted guided tours throughout the year to Manly Sister City groups and ESL groups based in Manly. Many artists from culturally diverse backgrounds exhibited in the Manly Art Gallery and Museum's diverse exhibition program which includes group and solo exhibitions. During 2010/11 this included an international exhibition of prints by fifty Australian and Chinese artists working in the tradition of the fine art print and involving a wide variety of processes from traditional etching, lithography and screenprinting to new digital technologies. *Personal Space: Contemporary Chinese and Australian Prints* saw Chinese artists come from four diverse centres of print excellence in China.

Through its annual Indigenous exhibition and associated programming as part of the Guringai Festival, Manly Art Gallery and Museum involves locally based Indigenous artists and advisory groups. This year the Gallery presented a collaborative exhibition by Tjanpi Desert Weavers, a Pitjantjatjara women's group from Alice Springs, and contemporary installation artists Maria Fernanda Cardoso and Alison Clouston. *Kuru Alala: Eyes Open* was developed by the Gold Coast City Art Gallery.

Provision for the Needs of Children:

In accordance with Clause 217(1)(C)

Manly Council provides a range of community services to support children and youth. These services include long day care, occasional care, preschool, family day care, immunisation clinic, before and after school care and vacation care, as well as services specifically for youth.

Manly Council's Long Day Care services and Family Day Care services received high quality accreditation as reviewed by the National Childcare Accreditation Council in 2010.

Children between 0-6 years were provided with early learning and care at Council's long day care centres, preschools and family day care. Council continued to provide a monthly immunisation clinic which is a free service for families with children under school age.

Children between 5-12 years enjoyed the programs provided by Before and After School Care located at Manly Village Public School and Vacation Care provided at Seaforth and Manly.

Harbour View Children's Centre improved its playground facility for the children in 2010, whilst the playground at **Kangaroo St Preschool** was newly built, and officially opened by the Mayor.

The Roundhouse Child Care Centre building works were completed in 2010, and the centre began operating as an 80 place child care centre in February 2011. The centre was officially opened by Federal Minister Peter Garrett and Mayor Councillor Jean Hay AM, in April 2011.

Council's Youth Services continued to provide a range of services to meet the needs of young people and Manly Council also supported Youth Week in 2011 in partnership with Warringah Council. The projects included a range of activities that promote social engagement through entertainment, recreation and sport. These include band nights, skating and surf competitions, art and film festivals as well as education programs. A recreation program targeted at youth who may be marginalized due to being gay, lesbian, transgender or questioning their sexuality continued to meet regularly and participate in projects and recreational pursuits.

Manly Youth Council continues to meet monthly to provide information to Council on what youth need in the local community, as well as plan and implement youth programs and events.

The Adolescent and Family Counselling Service continued to provide families support with an eight session counselling program at nil charge. The service supported 113 individual clients and 250 group participants in 2010-11.

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Manly Library runs weekly pre-school story telling every Tuesday and Thursday morning; Baby Bounce and Rhyme sessions on the first Wednesday of the month at 10.30 and again at 1pm, and Toddler time every Monday morning at 10.30am. Manly Library organizes school holiday programs during the holidays for school aged children and runs the Wednesday Club each Wednesday afternoon for boys and girls 7-12 in the library.

The Green and Groovy recycled art sessions are a part of this program. Manly Library actively promotes the Premier's Reading Challenge, Children's Book week, Children's week and The Summer Reading Challenge.

Manly Library organises and runs a Zine fair and Zine workshop annually during the Manly Arts Festival which attracts the teenage clientele. Manly Library collects Zines as a part of the Collection Development Policy and actively promotes this format to local high schools.

Manly Art Gallery and Museum runs a fortnightly Kids Art Adventures program on Sunday mornings whereby children aged 5 – 12 years create their own artworks in response to the artworks on display in the current exhibitions.

Express Yourself was again staged, this annual event this year featured artworks by 2010 HSC Visual Arts students from schools across Sydney's Northern Beaches region, representing their diverse bodies of work including multi-media, sculpture and drawing. Again this year two awards were granted to students featured in the exhibition. The Manly Art Gallery and Museum Society presented a \$2,000 Youth Award and the Theo Batten Youth Art Award of \$5,000, was awarded to a student continuing tertiary study in the arts.

Once again as part of the Manly Arts Festival held annually in September, Manly Art Gallery and Museum ran the Drawing Australia event '*Manly's Big Draw*' which encourages children and families to contribute their mark-making to a large outdoor mural. Manly Art Gallery and Museum offers guided tours for all school student groups of current exhibitions and the permanent collection.

A major exhibition of the history of the Royal Far West Children's Scheme ran throughout much of 2010/11, documenting the commitment and effort of the patrons, board members, volunteers of the Scheme, many of whom are Manly residents.

Access and Equity Issues:

In accordance with Clause 217(1)(d)

Council's Community Development Coordinator supported aged people, people with disabilities and those from culturally and linguistically diverse backgrounds to access relevant information regarding community services and activities to support their needs and interests.

In 2010-11, 242 calls were taken, an average of 20 calls per month.

- 42% of calls were from older people
- 18% were service providers to target groups
- 17% were from family & friends of older people, PWD, CALD etc.
- 7% were PWD
- 4% from Local Government
- 1% CALD

Manly Council supported **Seniors Week 20-26 March 2011**, promoting a diverse range of activities in its Seniors Week program, and coordinated an Afternoon Tea with the Mayor held at Manly Council Chambers, and Seniors Week lunch at TAFE Northern Beaches Pittwater Training Restaurant – showcasing TAFE students' hospitality skills to local seniors and creating an intergenerational occasion enjoyed by all ages.

Manly Library supported Senior's week with visits to the Senior Citizens centre by the Home Library Coordinator with books in Large Print, books on CD and MP3, magazines and DVDs promoting the resources for seniors held in the library.

Manly Meals on Wheels delivered 28,827 meals in 2010-11 and continued to reduce social isolation for seniors in the Manly community with a weekly community restaurant at Manly Seniors Centre, monthly Community Restaurant at Seaforth Community Pavilion and weekly shopping trips and fortnightly social recreation outings.

The **Manly Access Committee** continued to meet bimonthly and address access issues in Manly related to infrastructure, amenity and information, to ensure that Manly is an area that is accessible for people with disabilities and mobility impairment.

Notable achievements in 2010-11 included installation of an access ramp at Belgrave Street taxi rank to allow safe wheelchair access to taxis, progressing accessible parking spaces in Manly CBD and accessible bus stops along the beachfront, improved information for people with disabilities on Council's new-look web site, new beach wheelchair located at Manly Surf Pavilion, input into various Council plans to provide for better access, and continued review of development applications which had the potential to impact on disability access in businesses, public facilities, residential flat buildings and outdoor spaces.

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Manly Council continued to provide a weekly recreational program for people with intellectual disabilities who reside on the Northern Beaches. During 2010/11, **Club Friday** provided 47 recreational evenings with activities to promote social engagement within the community and two day trips: to the Royal Bathurst Show and Featherdale Wildlife Park . Manly Council celebrated **International Day for People with Disabilities** with Sunnyfield Independence and Club Friday members at a Christmas Party barbecue with the Mayor, Councillors, the General Manager and Council staff along with Club Friday friends and family.

During 2010-11, **Club Friday** provided 47 recreational evenings with activities to promote social engagement within the community and two day trips: to Featherdale Wildlife Park and to the Royal Bathurst Show. Manly Council celebrated **International Day for People with Disabilities** with Sunnyfield Independence on the 3rd of December with a combined Christmas Party held at the Manly Seniors Centre to which the Mayor, Councillors, the General Manager and Council staff along with Club Friday friends and family were invited.

Manly Council continued to support the Manly Community Centre with an annual recurrent grant to provide support services to disadvantaged people within the community such as homeless people, people from culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Island backgrounds, as well as supporting victims of domestic violence.

Adolescents and families requiring counselling support were able to access the Council's free Adolescent and Family Counselling service located at the Manly Child and Youth Centre. This service was provided to individuals and group participants in 2010/11 by two full time Counsellors.

During the reporting period, **Manly Art Gallery and Museum** staff presented numerous outreach talks to seniors and visually impaired groups. The aim of the Outreach programs was to make contact with audiences that may have had little knowledge or relationship with the cultural facilities in Manly or who are unable to visit because of circumstances or difficulties to do with accessibility issues.

The 2010 Manly Arts Festival supported programs presented by people with disabilities from Sunnyfield, a film and art event held at Manly Cinemas, as well as an art event coordinated by the Pioneer Clubhouse called 'Treading Lightly' at Little Manly Point.

Section 356 Grants:

In accordance with Section 428(2)(l)

Every year Council provides financial assistance to a number of local community groups who provide valuable services to many different interest groups within our community.

Below is a list of organisations who were awarded Community Grants for the 2010 - 2011 reporting period:

Community Grants	Amount
1. Cubby House Toy Library Inc	\$500
2. Northern Beaches Interchange	\$1,500
3. Learning Links	\$1,500
4. Peer Support Foundation	\$600
5. Manly Warringah Pittwater Community Aid	\$500
6. Sunnyfield	\$1,000
7. Manly Yacht Club	\$1,000
8. Sailability Manly	\$1,000
9. Manly Life Saving Club	\$500
10. Schizophrenia Fellowship of NSW Inc., Northern Beaches Mental Health Support Group	\$1,000
11. Manly Community Centre	\$500
12. Lifeline Northern Beaches	\$1,000
13. North Steyne Surf Club	\$600
14. Aboriginal Support Group – Manly Warringah Pittwater	\$400
15. Constant Companion	\$400
16. Life Returning, Smart Recovery	\$1,000
17. Lone Parent Family Support Group	\$500
18. Northern Beaches Multiple Birth Club	\$500
TOTAL	\$14,000

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Council also provides annual Cultural Grants to help community groups develop projects to service identified cultural needs in the community.

Below is a list of organisations who were awarded Cultural Grants for the 2010-2011 reporting period:

Cultural Grants	Amount
1. Sunnyfield	\$500
2. Powerbox Productions – Creative Mums	\$500
3. Manly Warringah Choir Inc.	\$1,000
4. Manly Community Centre Inc.	\$300
5. Sounds Alive	\$1,500
6. Sydney Chamber Music Festival	\$1,500
7. Northern Beaches Eisteddfod	\$1,000
8. Manly Warringah Historical Society	\$700
Total	\$7,000

The organisations below receive a recurrent annual cultural grant:

Organisation	Recurrent annual grant
1. Manly District Band	\$2,000
2. Manly Music Club	\$1,000
TOTAL	\$3,000

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Other contributions and donations:

Under Section 356 of the Local Government Act, 1993, Council made contributions to the following groups and organisations:

The **Manly Community Centre** with an annual contribution for provision of services to the community of **\$66,700**.

Manly, North Steyne and Queenscliff Surf Life Saving Clubs each received an annual contribution from Council. Total amount awarded to each Club was **\$26,000**.

Manly Council has a system of Community Precinct Forums to assist in the ongoing process of community consultation. The ten Precinct Community Forums that were operating during the reporting period were each provided with their annual contribution of \$1,000 to support their administration expenses. The total amount awarded was **\$8,750**.

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COUNCIL CHAMBERS

1 BELGRAVE STREET
MANLY NSW 2095
9976 1500 - GENERAL ENQUIRIES

CORRESPONDENCE

MR HENRY WONG
GENERAL MANAGER
PO BOX 82
MANLY NSW 1655
DX 9205 MANLY
FACSIMILE 9976 1400

MANLY LIBRARY

MARKET PLACE MANLY
9976 1720

MANLY ART GALLERY AND MUSEUM

WEST ESPLANADE RESERVE MANLY
9949 1776

MANLY ENVIRONMENT CENTRE

41 BELGRAVE STREET MANLY
9976 2842

BALGOWLAH / SEAFORTH COMMUNITY LIBRARY

CNR FRENCHS FOREST ROAD AND SEAFORTH ROAD SEAFORTH
9948 4043

MANLY ANDREW "BOY" CHARLTON SWIM CENTRE

BALGOWLAH ROAD MANLY
9977 5849