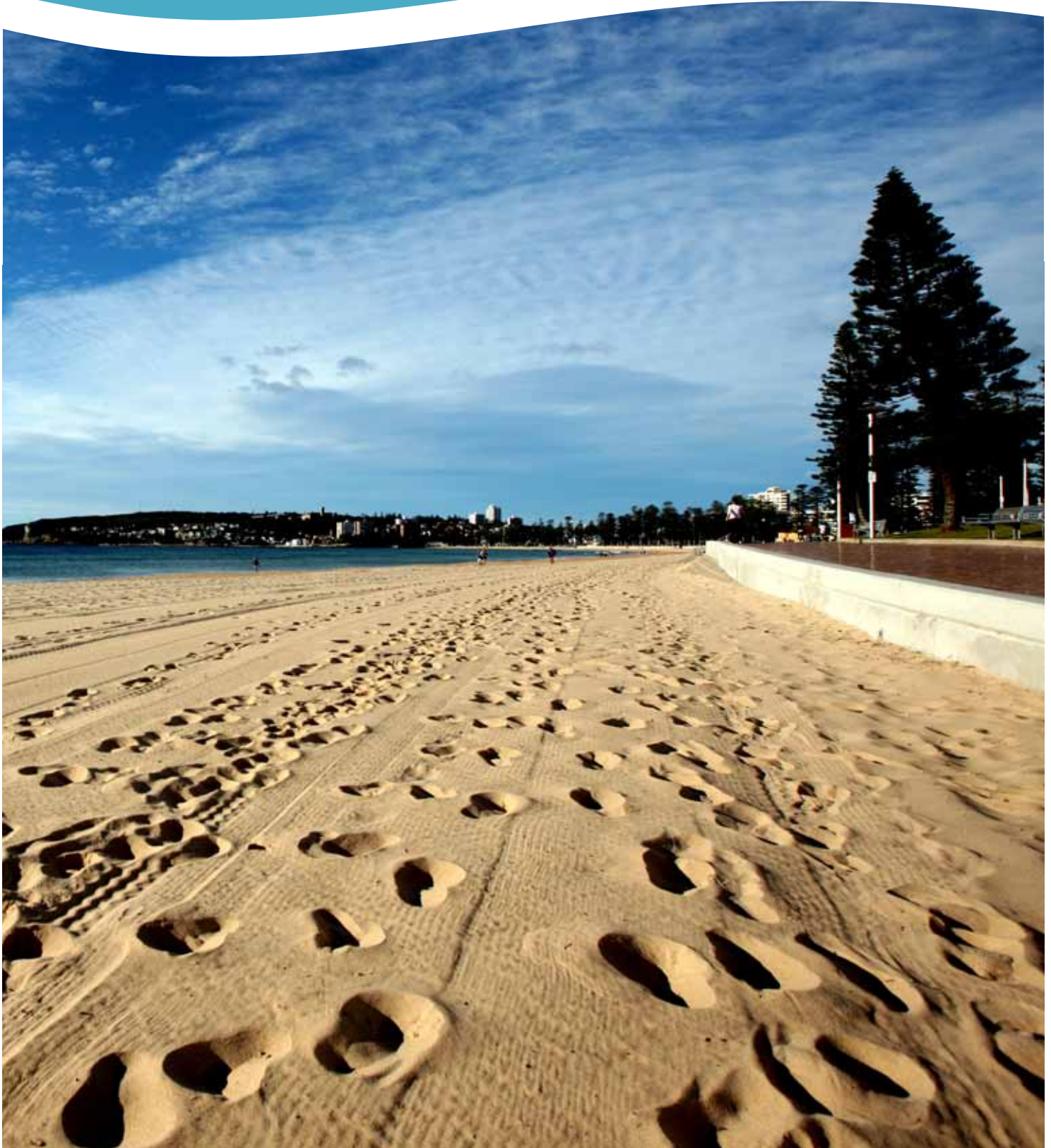


2009 - 2010 *Manly Council Annual Report*



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 2009 – 2010

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Manly Council Annual Report 2009 – 2010

Introduction

Welcome to Manly Council's Annual Report for the period 1 July 2009 to 30 June 2010. The NSW *Local Government Act, 1993* specifies certain criteria which must be included in Annual Reports and this report has been produced to comply with those requirements.

Local Government Act, 1993 ('Act') and Local Government (General) Regulations 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.

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.

This report meets Manly Council's statutory reporting requirements and includes the organisation's financial statements for the 2009 - 2010 reporting period.

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 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.

The LGA is relatively small at only 15.14km² or 1514ha. Our boundary is 37.68km long, of which 32.94km runs alongside a water boundary such as the lagoon, the harbor or the ocean.

With over 55ha of bushland reserves, 268ha of National Park and 70ha of Crown Land, there are large pockets of open space and bushland areas. The LGA had a population of 37380 in 2006 representing a decrease of 0.5%, or 207 people since 2001. Of this, there were 18,151 males and 19,229 females.

The area had a medium age of 37 years, with a population density of 2,451 people per kilometre in 2006.

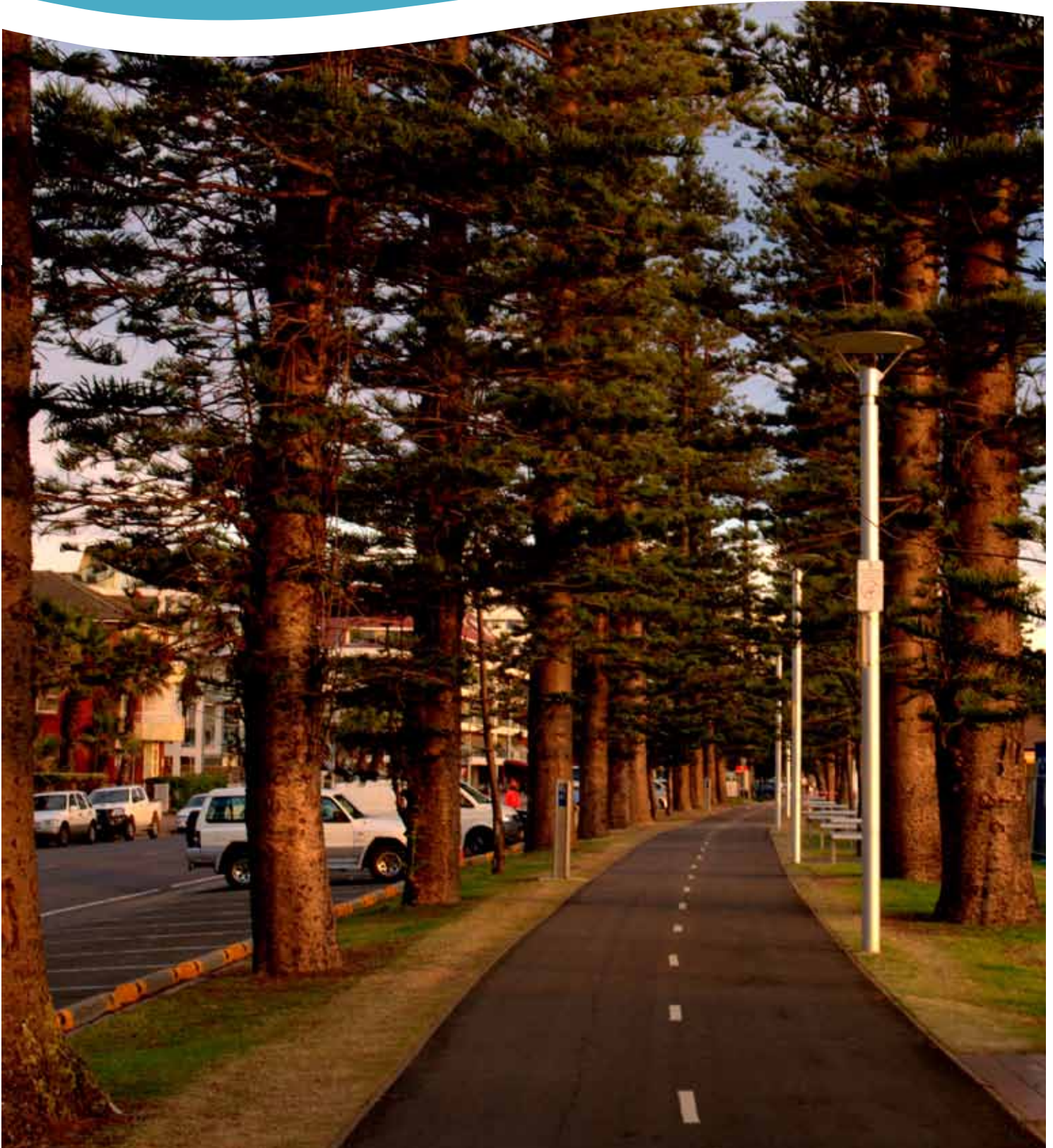
The most significant changes in age structure between the 2001 and 2006 census periods were the loss of young adults and the increase in older people aged 60 – 69 years although this was offset by a decrease in the number of elderly residents aged between 70 and 84 years.

There were 103 people that identified themselves as being of Aboriginal or Torres Strait Islander backgrounds.

The Manly community is characterised by a predominantly English speaking population with 61.6% of people being born in Australia or other English speaking countries. English is the only language spoken at home for 81.6% of Manly's residents. The most common languages other than English are Greek, French, Italian, German, Cantonese and Mandarin.

Based on 2006 ABS census data.

Our Council



OUR COUNCIL:

General Manager's Message

Welcome to Manly Council's Annual Report for 2009/2010 covering the period from 1st July 2009 until 30th June 2010. The report provides detailed information of Council's achievements across all its operations and highlights our performance against key targets and actions listed in our Management Plan 2009-2012. During the 2009/2010 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 with such initiatives as the "Saturdays At Sunset" concert program and the Friday night World Food Markets.

We received significant Federal Funding for a number of key projects including the expansion of the Roundhouse Childcare facility and the upgrade of our beachfront Sea Wall and Promenade. The Federal government grant program to assist local councils has been warmly received as we all worked hard to avoid the financial recession that gripped so many other countries around the world. The Grant program is also a key feature of the unprecedented dialogue that has taken place over the last 18 months or so between Federal and Local Governments and we here at Manly have benefitted from that strengthened relationship.

Council has also been working hard towards developing our Integrated Strategic Plan. This plan, focussing on 1, 4 and 10 year goals and methods to achieve those goals will soon become the cornerstone of all Council operations. Members of the public have begun to have their input on the plan via structured community panels and we look forward to their continued input in the year ahead.

It's certainly been a productive and exciting year in the life of this Council and I look forward to the future with all of its challenges and opportunities. Finally, I would like to thank the dedicated staff and the elected Council for their hard work and commitment over the past year, working for the people of Manly.

Henry T Wong
General Manager

OUR COUNCIL:

Mayor's Message

The year just passed has been a particularly busy and productive time, both for the elected Councillors and for Council staff, the many challenges confronted in the course of our work being complicated in no small measure by the impacts at all levels of government by the global financial crisis.



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

At the close of the reporting period, Manly Council was in the final stages of a ten year program of works to stabilise the century-old Sea Wall from North Steyne to Queenscliff, providing vital, long term coastal protection for local property owners.

The combined landscape improvement and sea wall stabilisation works had a total budget of \$3,136,000, including Commonwealth funding in the form of a \$2,270,000 'economic stimulus grant' under the Federal Government's Regional & Local Community Infrastructure Program.

Other noteworthy developments included the granting of funding assistance by the NSW State Government in support of a major joint Manly and Warringah Council sediment removal project at Manly Lagoon to improve the Lagoon's water quality and ecology.

Council undertook essential repair work to Manly Scenic Walkway between Castle Rock and Clontarf Beach in time for the Walkway's 21st anniversary (16 December).

Council's many environment initiatives are documented within this Annual Report. Some, like the sea wall stabilisation works, are big enough to attract media headlines, but the more routine, day-to-day initiatives warrant attention, too.

...continued ...

OUR COUNCIL:

Mayor's Message

For example, Manly Council was presented with second prize from among 30 entries at the inaugural Local Government Innovation in Waste Awards, in acknowledgement of the Council's innovative Filtered Water Bubbler Project, and our free seven-day-a-week 'Hop Skip and Jump Community Bus' passed a major milestone by hosting its one millionth passenger.

Community safety initiatives included the launch of a new Manly Council campaign combating graffiti vandalism, the introduction of regular Council Ranger bicycle patrols, and continued close cooperation with Manly Police to control anti-social behavior.

Manly Council and the NSW Roads & Traffic Authority (RTA) regularly combined forces to present road safety campaign initiatives to reduce speeding in the local streets in the Manly area, including new 40km/h speed limits to be adopted on a number of streets within the Manly CBD. Generally, however, Manly is one of the safest places in Australia with millions of people enjoying their time here each year.

Better policing with strong Ranger support, better (more energy efficient) lighting of public places, and closed circuit television cameras have been contributing factors.

Major community events during the year included the Manly Youth Council's fortieth anniversary celebrations; our 30th International Jazz Festival, our sixteenth Ocean Care Day Festival; the spectacular 2009 Manly Christmas Choral Concert; the Manly Food & Wine Festival; the Manly Arts Festival; the Manly Sustainability Fair; our exciting Dogs Day Out event, and the Vietnam Veterans Remembrance Day and Anzac Day commemorations; and Australia Day celebrations amongst many other public occasions.

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

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 & ratepayers of Manly in determining Council policies & strategies. This assists Council to achieve the vision & goals as outlined in Council's Management Plan.

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



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 COUNCIL:

Our Vision, Our Values, Our Mission....

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 & 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

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 & facilities meeting community needs
- Service delivery model that is sustainable, equitable and accessible
- Clear & specific future works & services programs & planning which deliver on intergenerational equity principles
- Community engagement to ascertain views & 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.

OUR COUNCIL:

Our Guiding Policies

Manly's Sustainability Strategy:

The Manly Sustainability Strategy (MSS) is an overarching document guiding Council's sustainability initiatives. It was first adopted by Council in 1998, and subsequently reviewed in 2001/2002 and again in 2005/2006.

The implementation of the MSS is guided by Council's special purpose Committee, the Sustainability and Climate Change Committee (SCCC) which has Councillor, community and council staff representation.

The implementation status of the MSS was last reviewed in detail in 2009/2010. This review identified areas partially or fully implemented, ongoing actions, actions which are outdated and areas which are next to be addressed in alignment with Council's sustainability priorities.

The MSS has been linked closely with Council's State of the Environment Report (SoE), allowing actions of the MSS to be reported and reviewed in each SoE reporting period. Similarly the MSS is directly linked to Council's Management Plan to ensure the more complex actions are implemented and that Council carries out its business having regard to sustainability.

The 2009/10 review will help inform the preparation of Council's Integrated Strategic Plan.

Following the 2006 review, the updated MSS now follows the United Nations 'Sustainable Cities Principles' (commonly known as the Melbourne Principles). These principles are grouped under the following MSS themes:

- A **Safe and Cohesive** Manly (our social and economic security).
- A **Natural, Sustainable** Manly (our ecosystems and ecological footprint).
- A **Living** Manly (sustainable land use & transport; our culture and history).
- An **Involved** Manly (our social capital of community networks & cooperation); &
- A **Well Governed** Manly (our sustainability governance, research and measurement).

These are what this Strategy looks to safeguard for now and future generations. The social and environmental themes we see as priorities are:

- Contributing to the global climate change response.
- Securing Manly's waterways and water use.
- Reducing our waste.
- Maintaining and improving well being and quality of life in Manly; and
- Protecting and restoring the diversity of species and their habitats in Manly.

OUR COUNCIL:

Our Guiding Policies

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 & share prosperity in a way that helps sustain our business, the community & the environment, & 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.

OUR COUNCIL:

Our Guiding Policies

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.

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.

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.

OUR COUNCIL:

Our Guiding Policies

Manly's Customer Service Charter ...continued....

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.

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 draft 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 our compliance with the key elements of this Charter in accordance with the Management 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

OUR COUNCIL:

How You Can Participate

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 at www.manly.nsw.gov.au/Council-Meetings.html . 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 at www.manly.nsw.gov.au 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 www.manly.nsw.gov.au/Special-Purpose-Committees.html or phone 9976 1500

OUR COUNCIL:

How You Can Participate

... continued...

Taking part in your Community Precinct meetings:

Manly Council is committed to community consultation and the Manly Precinct Community 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 over 18 years and is a great way for residents to be involved in their local community. These forums are organised by residents and play a vital role in ensuring that residents and ratepayers have the opportunity to participate and advise Council on matters of policy and delivery of services that directly affect their area. The forums are open to all residents & ratepayers within that area and Council encourages you to attend and have your say. For more information on the Precinct Community Forums refer to Council's website at 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.

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 bit of 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.

OUR COUNCIL:

How You Can Participate

... continued...

Community Engagement:

Manly Council adopted a new **Community Engagement Policy** in April 2009. This policy commits Council to an approach whereby community engagement strategies are utilised across the spectrum to inform, consult, involve and collaborate with the local community on issues of a substantive and important nature.

PUBLIC PARTICIPATION GOAL	DESCRIPTION OF GOAL	INTENTION	ENGAGEMENT METHODOLOGY
Inform	To provide the public with balanced and objective information to help them understand a problem, alternatives, opportunities and/or solutions.	We will keep you informed.	<ul style="list-style-type: none"> Public Notices Fact Sheets Web sites Notification Letters
Consult	To obtain public feedback on alternatives and/or decisions.	We will keep you informed, listen to and acknowledge your concerns and provide feedback on how public input influenced the decision.	<ul style="list-style-type: none"> Precinct Community Forums Community Panels – quantitative polls Surveys/questionnaires Public meetings Public exhibition process Development Application process On line comments, participatory blogs, forums and other participatory sites, and Twitter
Involve	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	We will work with you to ensure that your concerns and issues are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	<ul style="list-style-type: none"> Community Panels – including Meetings, Focus Groups, Search Conferences, Deliberative Polls, Citizen's Juries, Consensus Conferences, and Charrettes Advisory Committees User groups Deliberative polling On line involvement – Wikis, open blogs, social networks etc.
Collaborate	To partner with people in each aspect of the decision including the development of alternatives and identification of the preferred solution.	We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	<ul style="list-style-type: none"> Meetings with Stakeholders and Partners in the development of the long term Community Strategic Plans Consensus building Participatory decision making Delegated decisions Joint ventures Facility Management Committees

During the 2009/2010 reporting year, Manly Council also commenced preparations of its ten year **Community Strategic Plan**. In accordance with its community engagement policy, Council consulted, involved and engaged with the community in a variety of different focus groups and forums. In addition, a demographically representative community panel was re-established to assist development of priority community strategies for this plan. Council is considering the outcomes of this community engagement towards the development of its strategic plan during the 2010/2011 year.

Details for this consultation were as follows:

- a) **Youth Forum:** A Forum involving young people aged 12-18 years was held in May/June 2010.
- b) **Focus Groups:** A series of focus groups held in June 2010 comprising the following members:
 - Council staff (pilot group),
 - Three community focus groups attended by a range of professionally recruited and demographically representative community members; and
 - A local stakeholders forum (comprising members of Council's Advisory and Precinct Committees, and Councillors).
- c) **Online Resident Panel Survey:** An online residents' panel consisting of a demographically representative panel of adult Manly residents in a number approximately equalling 1% of the population of Manly (around 400 people) was established and undertook a questionnaire related to priority strategies and actions for the strategic plan development.

Statutory Reports



STATUTORY REPORTS:

Our Elected Council:

Councillors' Attendance Records:

Council Term: September 2008 – September 2012

Reporting Period: July 2009 – June 2010

Key:

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

(Chair) = Chair of the Committee

(DC) = Deputy 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 – 13/13*
- Planning & Strategy – 7/9
- Community Safety Committee (Chair) – 8/11
- LM Graham Reserve Working Group (Chair) – 0/0
- Manly Arts Festival Working Group (Chair) – 3/5
- Manly LEP/DCP Working Group – 0/0
- Manly Scenic Walkway Committee (Chair) – 3/5
- Playground Committee – 3/5
- Sister Cities Committee – 3/9
- SHOROC - Shore Regional Organisation of Councils^ – 4/5
- Sports Facilities Committee (Chair) – 5/6
- Surf Club Liaison Working Group (Chair) – 4/5
- Sustainable Economic Development & Tourism Committee (Chair) – 6/8



Cllr Barbara Aird

T: 9976 1500

barbara.aird@manly.nsw.gov.au

- Ordinary Meeting – 13/13*
- Planning & Strategy – 9/9
- Access Committee – 6/6
- Community Safety Committee – 11/11
- Joint Services Committee^ – 1/1
- Landscape Management & Urban Design Committee – 7/7
- Manly LEP/DCP Working Group – 0/0
- Sustainable Development & Tourism Committee – 7/8
- Sustainability & Climate Change Committee – 5/5
- Sydney Coastal Councils Group^ – 3/4
- Waste Committee (Chair) – 5/5

STATUTORY REPORTS:

Our Elected Council:



Cllr Hugh Burns

T: 9976 1500 or
0435 214 357

hugh.burns@dugeem.net

- Ordinary Meeting – 13/13*
- Planning & Strategy – 9/9
- Art & Culture Committee – 5/5
- Community Safety Committee – 11/11
- Heritage Committee – 5/6
- Landscape Management & Urban Design Committee – 6/7
- Shorelink Library Network^ - 2/2 (alternate)
- Sustainable Transport Committee (Chair) – 8/8



Cllr Lauren Elder

T: 9976 1500

lauren.elder@manly.nsw.gov.au

- Ordinary Meeting – 9/13*
- Planning & Strategy – 6/9
- Surf Club Liaison Working Group – 2/5 (resigned January 10)



Cllr Cathy Griffin

T: 0414 719 513

cathy.griffin@manly.nsw.gov.au

- Ordinary Meeting – 13/13*
- Planning & Strategy – 9/9
- Community Environment Committee (Chair) – 10/11
- Human Services Planning & Policy (Co-Chair) – 5/5
- Internal Audit Committee – 1/1
- Joint Services^ – 0/1 (alternate)
- Manly LEP/DCP Working Group – 0/0
- Sports Facilities Committee – 5/6
- Sustainable Economic Development & Tourism Committee – 8/8
- Sustainability & Climate Change Committee – 5/5
- Sydney Coastal Councils Group^ – 2/4
- Waste Committee – 4/5

STATUTORY REPORTS:

Our Elected Council:



Cllr Adele Heasman

T: 9948 1901

adele.heasman@manly.nsw.gov.au

- Ordinary Meeting – 13/13*
- Planning & Strategy – 9/9
- Access Committee – 6/6
- Art & Culture Committee (Chair)– 5/5
- Harbour Foreshore & Coastline Management – 4/6
- Heritage Committee (Chair) – 6/6
- Human Services Planning & Policy (Co-Chair) – 4/5
- LM Graham Reserve Working Group – 0/0
- Manly / Mosman / North Sydney Bushfire Management Committee^ (Chair) – 7/7
- Meals on Wheels Committee – 4/4
- SHOROC - Shore Regional Organisation of Councils^ – 1/1 (stand in for Mayor Hay)
- Shorelink Library Network^ - 3/4 (DC)
- Traffic Committee^ (Chair) – 9/10



Cllr Alan Le Surf

T: 0421 694 035

alan.lesurf@manly.nsw.gov.au

- Ordinary Meeting – 13/13*
- Planning & Strategy – 9/9
- Art & Culture Committee – 4/5
- Community Safety Committee – 10/11
- Manly Arts Festival Working Group – 3/5
- Manly LEP/DCP Working Group – 0/0
- Sister Cities Committee (Chair) – 8/9
- Sustainable Economic Development & Tourism Committee – 6/8



Cllr Dr Peter Macdonald

T: 0438 381 098

peter.macdonald@manly.nsw.gov.au

- Ordinary Meeting – 9/13*
- Planning & Strategy – 5/9
- Community Safety Committee – 5/11
- Harbour Foreshore & Coastline Management (Chair) – 4/6
- Landscape Management & Urban Design Committee (Chair) – 5/7
- Manly Lagoon Catchment Coordinating Committee^ – 3/3
- Surf Club Liaison Working Group – 2/5
- Sustainable Economic Development & Tourism Committee – 4/8
- Sustainability & Climate Change Committee – 3/5

STATUTORY REPORTS:

Our Elected Council:



Cllr Richard Morrison

T: 9907 9888

M: 0422 522 627

richard.morrison@manly.nsw.gov.au

- Ordinary Meeting – 10/13
- Planning & Strategy – 6/9



Cllr David Murphy

T: 0418 673 114

david.murphy@manly.nsw.gov.au

- Ordinary Meeting – 13/13*
- Planning & Strategy – 9/9
- Heritage Committee – 2/6
- Manly LEP/DCP Working Group (Chair) – 0/0
- Playground Committee (Chair) – 5/5
- Traffic Committee^ (DC)– 3/10



Cllr Mark Norek

T: 0407 285 860

mark.norek@manly.nsw.gov.au

- Ordinary Meeting – 12/13*
- Planning & Strategy – 9/9
- Surf Club Liaison Working Group – 0/5 (resigned August 09)



Cllr Craig Whitting

T: 0439 690 077

craig.whitting@manly.nsw.gov.au

- Ordinary Meeting – 12/13*
- Planning & Strategy – 9/9
- Manly Lagoon Catchment Coordinating Committee^ (Chair) – 2/3
- Sports Facilities Committee – 4/6 (joined September 09)
- Surf Club Liaison Working Group – 0/5 (resigned October 09)

STATUTORY REPORTS:

Our Elected Council:

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 2009/2010 financial year. The total payment made during the 2009/2010 reporting year is **\$322,432**.

Details of these expenses are provided below:

Mayoral and Councillors Fees – 2009/2010	
Mayoral allowance	\$33,840
Councillor Fees (12 x \$15,500)	\$187,260
Sub-total	\$221 100
Provision of facilities & payment of Councillors expenses	
Provision of dedicated office equipment allocated to Councillors	NIL
Telephone calls made by Councillors	\$16,212
Attendance of Councillors at Conferences & Seminars	\$31,149
Training of Councillors & provision of skill development	\$10,475
Interstate visits by Councillors, including transport, accommodation and other out of pocket travelling expenses	\$3,393
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)	\$4,976
Sub-total	\$66, 205
Total Expenses	\$287,305

STATUTORY REPORTS:

Our Elected Council:

Overseas Trips:

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

Date	Location	Purpose	Attended by
August 2009	Yeongdo (South Korea)	Organisation of exchange program between the two sister cities	General Manager
October 2009	Oecusse, Timor Leste	Project assessment and on the ground liaison with partner organisations	Manager of Community and Environmental Partnerships

STATUTORY REPORTS:

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 above or within local government benchmarks.

Council rates for the year increased by 3.5%. A Stormwater Management Charge was also levied in the year which raised almost \$350,000 and was expended on stormwater management projects including flood mitigation works, stormwater drains and pipes, and managing stormwater quality.

Council received income of some \$58.6 million including capital grants of \$4.5 million. Operating expenditure totalled \$54.8 million, delivering a surplus result from Continuing Operations of \$3.745 million.

Council undertook additional works during the year funded from an infrastructure levy of \$790,000.

Major capital works commenced or completed during the year include:

- Keirle Park sporting amenities (\$269,000);
- Sportsfield upgrades (\$125,000);
- Playgrounds facilities (\$317,000);
- Cycleways (\$321,000);
- Netted pools (\$26,000);
- Powder Hulk Bay (\$135,000);
- North Steyne footpaths (\$465,000);
- Ocean Beach Infrastructure Work (\$2,370,000);
- Roads/traffic facilities (\$731,000);
- Fairlight Shops (\$271,000);
- footpaths (\$348,000);
- stormwater management /drainage works (\$381,000),
- Public Toilets upgrade/refurbishment (\$210,000).
- Round House Extension (\$593,000)
- Library Air Conditioning (\$182,000)
- Manly Oval
 - Lighting (\$388,000)
 - Picket Fencing (\$128,000)
- Pioneer Club House (\$290,000)
- Little Manly Cove Solar Lighting (\$175,000)

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, 2010 are included as part of this report at **Appendix 2**.

In the financial year ended 30 June 2010, Council received \$58,578 million income including Capital Grants & Contributions of \$4.549 million; operating expenditure was \$54.833 million, and \$13.079 million was spent on capital asset purchases.

The Net Operating result for the year was a surplus of \$3.745 million. Net Operating results before Capital Grants and Contributions was a \$0.804 million deficit.

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)	\$247,007.02
Ordinary Rates (Environmental Levy)	Pensioner Rebate (S.575)	\$36,845.25
Domestic Waste Management charges	Pensioner Rebate (S.575)	\$111,256.44
Ordinary Rates	Written Off or Abandoned as a consequence of cancellation of rateable valuation by NSW Valuer General	\$39,813.14
TOTAL		\$ 434 921.85

STATUTORY REPORTS:

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
- \$25.00 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 \$350,000.

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	\$354,603	Stormwater management new works & maintenance (various);	\$373,594	\$460,994

STATUTORY REPORTS:

Our Financial Management:

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>	\$1,054,821	The Corso Stage 2 upgrade and associated works	\$801,879	-\$4,425,392
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>	\$464,161	Public toilets - upgrade, maintenance & cleaning	\$790,117	\$285,591

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 2009 to 30 June 2010.

Good or Service Supplied	Name of Contractor	Date Awarded	Term of Contract	Tender Value
<i>Manly Oval Lighting Upgrade</i>	<i>Musco Lighting Australia Pty Ltd</i>	<i>06 Jul 2009</i>	<i>6 Months</i>	<i>\$370,700</i>
<i>Consultancy Services for Manly Council Carbon Neutral by 2010 and Beyond</i>	<i>Kinesis Pty Ltd</i>	<i>13 Jul 2009</i>	<i>3 Years</i>	<i>\$219,670</i>
<i>Demolition and Construction of Concrete Slab (Ocean Beach Promenade Upgrade Stage 4)</i>	<i>Kingston Civil Construction Pty Ltd</i>	<i>03 Aug 2009</i>	<i>3 Months</i>	<i>\$261,195</i>
<i>Supply and Lay of Paving for Ocean Beach Promenade Upgrade Stage 4</i>	<i>Sam the Paving Man Pty Ltd</i>	<i>03 Aug 2009</i>	<i>4 Months</i>	<i>\$347,340</i>
<i>Supply of Cleaning Services for Public Buildings</i>	<i>Ace Contract Cleaning</i>	<i>02 Nov 2009</i>	<i>3 Years</i>	<i>\$412,571</i>
<i>Manly Ocean Beach Sea Wall Toe Protection Works</i>	<i>Frankipile Australia Pty Ltd</i>	<i>09 Nov 2009</i>	<i>3 Months</i>	<i>\$1,213,447</i>
<i>Dredging of Manly Lagoon Sites 1 and 2</i>	<i>Sandpiper Dredging</i>	<i>09 Nov 2009</i>	<i>6 Months</i>	<i>\$610,500</i>
<i>Supply Assembly and Distribution of 240 Litre Green Waste Bins</i>	<i>Otto Environmental Systems Pty Ltd</i>	<i>01 Feb 2010</i>	<i>3 Months</i>	<i>\$332,598</i>
<i>Supply of 1 Garbage Compactor Vehicle</i>	<i>Iveco Trucks Australia Ltd</i>	<i>08 Feb 2010</i>	<i>One Off Supply</i>	<i>\$371,796</i>
<i>Burnt Bridge Creek East Bushland Restoration Project</i>	<i>Toolijooa Environmental Restoration</i>	<i>03 May 2010</i>	<i>18 Months</i>	<i>\$153,626</i>
<i>Burnt Bridge Creek West Bushland Restoration Project</i>	<i>Toolijooa Environmental Restoration</i>	<i>03 May 2010</i>	<i>18 Months</i>	<i>\$163,311</i>

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.

STATUTORY REPORTS:

Our Financial Management:

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.

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.

Joint Services Committee – a Part Joint Venture with Manly, Warringah, Mosman, Pittwater Councils:

Manly, Warringah, Mosman and Pittwater Councils were members of the Joint Services Committee which oversees the management of waste disposal at the Kimbriki Recycling and Waste Disposal Centre at Kimbriki Road, Terrey Hills. The committee ceased its operations shortly after the Kimbriki Environmental Enterprises was established on July 1st 2009.

STATUTORY REPORTS:

Our Financial Management:

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.

(a) Domestic Waste Management:

Comprising the collection of domestic waste from Council's residents. As the total annual operating revenue exceeds \$2 million, it is categorised as a "*Category 1*" Business Unit.

(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, it is categorised as a "*Category 1*" business unit.

STATUTORY REPORTS:

Our Financial Management:

National Competition Policy:

...continued...

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 and is therefore a "Category 2" business unit.

(b) Swim Centre:

Comprising the operations at the Manly Andrew 'Boy' Charlton Swim Centre. The annual operating revenue is less than \$2 million and is therefore a "Category 2" business unit.

(c) Children's Services:

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

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

As the total annual operating revenue is less than \$2 million, Children's services is categorised as a "Category 2" business unit.

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 2010*.

Competitive Neutrality Complaints Handling:

The principles of competitive neutrality apply to Council business activities and Council's annual Management 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 2010, 0 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

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Report On Principle Activities:

In accordance with Section 428(2)(b)

The 2009-2012 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 below.

1. Governance ~ A Well Governed Manly:

- To provide open, accountable and democratic government to the community.
- To enhance organisational performance; enable effective decision making; manage and minimize risk; enhancing community confidence in the organisation and the system of local government and establish clear priorities to enable the organisation to achieve its mission.

2. People and Places ~ An Involved Manly:

- Manage strategic and statutory planning to facilitate social, economic, cultural and leisure activities and employment opportunities for residents.
- To promote and celebrate Manly's sense of place through an innovative and engaging cultural and information program.
- To actively & sustainably manage the way people move around their local area.

3. People Services ~ A Safe and Cohesive Manly:

- To provide and facilitate a range of sustainable, accessible, equitable, social, cultural and recreational services that incorporate opportunities to maintain and enhance the quality of life for all members of the Community.

4. Infrastructure Services ~ A Living Manly:

- The planning, creation and sustainable management of Infrastructure Assets needed for the functioning of the Community.

5. The Environment ~ A Natural, Sustainable Manly:

- 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.

These Principal Activities deliver both Manly's Vision and Sustainability Strategy through addressing the United Nations Sustainability Principles.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity One: Governance ~ A Well Governed Manly

Objectives:

- To provide open, accountable and democratic government to the community.
- To enhance organisational performance; enable effective decision making; manage & minimise risk; enhancing community confidence in the organisation and the system of local government and establish clear priorities to enable the organisation to achieve its mission.

Outcomes, Measurement & Actions for Principal Activity 1: Governance

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
Support services provided to Councillors. (PA 1.1)	Staff reports returned to Council as required. Staff actions arising out of Council meetings carried out within agreed timeframe.	Production of Business Papers. Provision of Councillor Information packages. Monthly Briefing Report to Councillors. Management of Corporate Diary and Civic Events.	Business Papers produced, printed and distributed COB Thursday before meeting. Councillors' Information Package emailed COB Thursday.
Access by the community to Council reports and information. (PA 1.1)	Production and public availability of Business Papers and Minutes to deadline. Percentage of <i>access to Council information</i> requests processed within 7 business days.	Meeting agendas available to public via web by COB Thurs prior to meeting. Meeting minutes available to public via web by COB Thurs after meeting.	Meeting Agendas available via the web by COB Thursday before meeting. Minutes available on the website by COB Thursday after meetings.
Maintain Service Standards in relation to servicing 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.	Agendas and Minutes produced and distributed within timelines. Management of attendance records and reporting requirements up to date. Agendas and Minutes on website with timeline.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity One: Governance

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
Access to Council facilities. (PA 1.1)	Utilisation rates of facilities.	Council Chambers and meeting areas serviced.	22 Monday Night Meetings; 143 Committee Meetings; 155 Other Meetings; 51 GMO; 12 Key Staff; 10 M.I.A.P; 23 Mayoral Office Meetings; 32 Offsite Functions; 15 Customer Service Training Days; 3 Corporate Induction; 3 Training Workshops; 2 Citizenship; Shorelink Buffet Dinner; Hop Skip Jump Presentation; SHOROC Lunch; Youth Binge Drinking Grant M/T; Mayoral Lunch – Japanese Diary Handover; Benefit Night; Access Ramp Opening – Manly Yacht Club; Vietnam Veteran’s Morning Tea; Aboriginal Reconciliation Network Lunch; Korean Local Gov Morning Tea.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity One: Governance

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
Timely community engagement on key issues and two way information flow between Council and the community. (PA 1.1)	Annual Precinct satisfaction survey. Number of referrals from Council to community and feedback received on these referrals.	<p>Servicing Precinct Community Forums, Special Purpose Committees and Working Groups.</p> <p>Implement Community Engagement Policy.</p> <p>A community engagement framework consisting of a mosaic of techniques with a geographically and demographically representative Community Panel as the peak engagement model, including a separate Young People Panel.</p>	<p>A major review of the precinct system was undertaken during the year 2009 – 2010. Precinct attendees took part in a widespread survey and the precinct coordinator conducted one-on-one meetings and group workshops with members of each precinct executive. As a result, a report was presented to Council on June 21st, recommending some minor changes to the processes involved in handling precinct requests. A marketing and promotion campaign was also developed to be rolled out in late 2010. Council received very positive feedback from the public about how the precinct system was being serviced. Council staff will continue to work hard on promoting the precincts to the wider community and servicing the precincts in a professional and efficient manner.</p>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity One: Governance

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
Information and cultural exchange with other Councils and government organisations nationally and internationally. (PA 1.1)	Number and content of Sister Cities Programs conducted.	Implement Sister Cities program as endorsed by Sister City Committee.	Continuing provision of relevant information and cultural exchange/s with other councils and government organisations, both nationally and internationally. Progressing new projects/programmes and exchanges and maintaining established projects/programmes and exchanges, both locally and internationally. Welcome, support and assistance to visiting delegations.
General promotion of Council services and activities, including meeting Council's statutory requirements for reporting to the Department of Local Government. (PA 1.2)	Implementation of 12 month and 5 year Communications Strategy. Number of media inquiries serviced. Number of items appearing in media.	Production and distribution of Council's Annual Report, Management Plan and other Community Reports. Ongoing media liaison. Production of weekly Council News. New forms of communication considered and utilised as appropriate.	In the reporting period July 1 st 2009 – June 30 th 2010 Council met all its statutory obligations in terms of the compilation and publication of the Annual Report and the Management Plan. The community was kept updated about Council events and initiatives via the weekly "Council News" section in the Manly Daily. A wide range of promotional material was produced for various Council projects and ongoing liaison with the media was maintained via regular media releases and almost daily discussions with members of the local and metropolitan media.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity One: Governance

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>Administer Council's finances in accordance with all relevant statutory requirements.</p> <p>Develop a long term sustainable Financial Plan that supports Climate Change initiatives. (PA 1.2)</p>	<p>Annual audit of Council's finances.</p> <p>Key/ major infrastructure projects/Climate change programs funded.</p> <p>Outstanding Rates/ Total Rate Income ratio at < 3.2% for 2009/10;</p> <p>Movement In Rates & Annual Charges from Previous Year at < 6% for 2009/10;</p> <p>User Charges & Fees in accordance with market forces for 2009/10.</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 3.5% for 2009/10.</p> <p>2.2% Infrastructure Levy included as part of rate levy, levied \$450,000 to fund infrastructure projects.</p> <p>Over 96.7% of Rates collected to June 2009.</p> <p>Council's investments are being invested in accordance with The Minister's revised Investment Order.</p>
<p>Develop a sustainable Purchasing Policy for all Council purchases.</p> <p>Initiate savings through the participation in the SHOROC Procurement Group. (PA 1.3.1)</p>	<p>Estimated savings and efficiencies generated.</p>	<p>Maximize opportunities for joint procurement.</p> <p>Ensure sustainability objectives are part of Council Tendering Policy including "Green Purchasing" where appropriate.</p> <p>Ensure that all staff are aware of their obligation under Council's Purchasing and Procurement Policies.</p>	<p>SHOROC continuing to achieve savings via group procurement.</p>
<p>Service & technology support. (PA 1.3.1)</p>	<p>Continual improvement in technology solutions.</p> <p>Risk mitigation of Council's technology investments.</p>	<p>Technology Infrastructure, Records Management and administration.</p> <p>Identification and mitigation of risk for Council's technology investments.</p>	<p>Continual improvement and rollover in technology solutions.</p>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity One: Governance

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
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. Achieve accreditation as an Investor in People.	Salary Administration System. Staff Consultative Committee. Work/Life Balance Program. Corporate Training Program. Implementation of the Manly Management Development Program.	Salary system in place in accordance with the LG Award. Annual appraisals completed. The Staff Consultative Committee was re established and training undertaken by each committee member. Flex leave program and work based childcare program continue to assist staff retention rates. Corporate training programs continue and all new and existing staff undertaking induction and core training modules including EEO, Customer Service and Code of Conduct. Work Life Balance programs continue. The bi annual staff climate survey was undertaken and the result communicated to all staff generating solutions and ideas to improve different areas across Council. Investor in People project being reviewed.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity One: Governance

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
Manage claims. (PA 1.3.1)	Reduction in the number of claims received per annum.	Pro-active Risk Management, Insurance & OH&S.	Workers Compensation claim numbers for this year 2009/2010 are 52; a slight increase on the previous year, which was 48 claims. PI/PI claim numbers for this year 2009/2010 are 32; this is a significant decrease on the previous year which was 62 claims.
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.	Condition Audits of all Council roads has been completed. Road fair value scheduled by DLG for end of 2009/10. Draft Infrastructure Management Plan completed and is currently being reviewed. 2008/09 TAMS capitalization and financial reporting has been completed and 2009/2010 TAMS capitalization is underway.
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/quarterly Management Reports forwarded to managers. Budget review carried and reported to Council quarterly. Open TAMS asset reporting system fully implemented.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity One: Governance

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
All areas of operation to be delivered with a focus on customer service. (PA 1.3.2)	Council's Annual Customer Satisfaction Survey and analysis of data for key areas.	All operational / work plans to incorporate customer service standards. One Stop Customer Service Counter.	The annual Customer Satisfaction Index (CSI) was undertaken in November 2009 and a positive increase was measured in 4 of the 5 key service areas. Council's Customer Service Counter serviced on average per month for the past 12 months 2,066 customers face to face and 2,473 over the telephone.
Improved transparency in handling customer disputes. (PA 1.3.2)	Number of complaints received and processed. Type of complaints received / trends over time (aiming for a reduction).	Review of Council's complaint management process against relevant standards.	The TellUs service continues to be an effective tool for the managing of customer complaints and feedback. During the period 1 July 2009 to 30 June 2010 some 419 items were received by TellUs via email, telephone or staff referral. All matters were resolved in line with Council's standards. Council's Complaints Management policy is currently under review by the Governance team.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity One: Governance

...continued...

Means & Resources to Achieve Objectives for Principle Activity 1: Governance

Means and resources to achieve objectives:	Current	Description / Comments
Staffing EFT	48.1	Governance & Executive Support (5); Finance staff (10); CS administration staff (9); Customer Service (6); Human Resources (6.6); Technology Infrastructure (5); Communications (3); Sister Cities Coordinator (1); Precinct Coordinator (1); Chambers Catering and Meeting Coordinator (1.5); Casuals engaged as required for catering for Council's events and ceremonies.
Facilities (number of)	1	Council Chambers and meeting rooms
Plant: Vehicles (number of)	8	Finance cars (2); CS administration car (1); Executive/GMU cars (5).
Other Plant / Equipment (major items)		Technology Infrastructure equipment
Other major resources		<i>Not Applicable</i>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Two: People and Place ~ An Involved Manly

Objectives:

- Manage strategic and statutory planning to facilitate social, economic, cultural and leisure activities and employment opportunities for residents.
- To promote and celebrate Manly's sense of place through an innovative and engaging cultural and information program.
- To actively & sustainably manage the way people move around their local area.

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

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
Compliance with NSW planning reforms and amended planning legislation. <i>(PA 2.1)</i>	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.	Work is progressing to finalize the draft LEP and mapping prior to Councillor briefing.
Development and adoption of a Community Strategic Plan and 10 year Resourcing Strategy by March 2010; One Year Operational Plan and budget by June 2010. <i>(PA 2.1)</i>	Adoption by Council for implementation from 1 July 2010.	Development and adoption of a Community Strategic Plan and 10 year Resourcing Strategy.	Manly Council is a Group 2 Council according to the Department of Local Government. It is therefore required to have adopted a Community Strategic Plan and 10 year Resourcing Strategy by 30 June 2011. Council is progressing in its preparation of these plans and programs. A series of community focus groups and stakeholder consultations and the formation of a 500 plus person community panel have taken place as part of council's Community Engagement Strategy.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Two: People and Place

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
A strategic approach to dealing with heritage in Manly. <i>(PA 2.2 and 5.2.3)</i>	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.	Potential items are being consulted, and heritage input provided towards the consolidated DCP.
Consideration of Social Capital issues within Council's strategic and forward planning Initiatives. <i>(PA 2.2)</i>	Social capital initiatives recorded within new integrated strategic plan (ISP).	Social needs of the Manly community are considered and documented within new integrated strategic planning (ISP) framework.	Manly Council reviewed its 2004 Social Plan in November 2009 and submitted this to the Department of Local Government as required. Outstanding and new social planning priorities will be integrated into Council's new plans and programs.
Metropolitan Planning Strategy and the North East Sub-regional Plan provide a strategic basis for Manly LEP 2011. <i>(PA 2.2)</i>	Approval by Department of Planning to exhibit Draft LEP consistent with their guidelines and legislation.	Address regional and sub-regional strategies in drafting LEP 2011.	The regional and sub-regional strategies are being addressed in the new draft LEP 2011.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Two: People and Place

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>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)</p>	<p>Number of visitations. Manly LGA membership. Number of loans. Annual reference satisfaction survey (State Library coordinated). Number and type of programs conducted.</p>	<p>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).</p>	<p>Door Count - 404,731; Loans - 395,324; Reference survey week results: 2611 questions; 99% answered on same day; Local Studies - 690 enquiries; Author talks – 243 attendees; Exhibitions – 29; Genealogy enquiries – 145; Back to Work tutoring; Home Library = 5,110 loans; Library Afloat = 881 loans; Baby Bounce & Rhyme - 1,562; Story time – 5,247; 12 book discussion groups; Workshops – 143; Job hunting workshops; Computer tutorials; Corporate Library loans – 117; enquiries - 144; Children's craft workshops = 397; HSC Inside Break lectures; Christmas wishing tree (>1,000 gifts); Christmas pantomime; Whatever Club – 83; Flying Pancakes – (since Feb) – 29.</p>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Two: People and Place

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
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 offered to target groups of children and Youth for variety of media.	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.	136,599 visitors; 24 exhibitions; 182 public programs; Chamber Music Festival concert with Jane Rutter; Robert McFarlane national exhibition tour; Manly Arts Festival (70 events); 23 artists' talks; Hermans' home <i>HyBrasel</i> opened to complement gallery exhibition; 3 paid photography lectures; \$30,000 grant from Arts NSW; Restoration of Renaissance paintings begun for 80 Tales exhibition.
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.	18 "Meet your Street" parties.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Two: People and Place

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>Delivery of Council's Annual Calendar of Festivals, Events, Ceremonial occasions and regular audience participation events. (PA 2.3.4)</p>	<p>Audience numbers. Sponsorships. Media coverage.</p>	<p>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: Dancing in The Corso; Saturdays @ Sunset; Arts & Craft Market; and Farmers Market @ Short Street Plaza.</p>	<p>Australia Day; 5 Citizenship ceremonies; Saturdays at Sunset; World Food Markets; International Women's Day Breakfast; Harmony Day; Light Up Manly Oval; Launch of HS&J Bus tours; Arts & Craft Markets; Farmers Market; Seniors' Week; Food & Wine Festival; Sustainability Fair; Manly Jazz Festival; Remembrance Day; Vietnam Veterans' Day; Dogs' Day Out; Youth Festival; Beautiful Gardens competition; Manly Festival of Surfing; Lagoon Life Festival; Ocean Care Day; Manly Arts Festival (70 events).</p>
<p>Council actively manages visitation to Manly in the interest of providing the balance between residential amenity, business development opportunities and sustaining the local environment. (PA 2.3.4)</p>	<p>Visitor numbers at Manly VIC. Reporting on one-off projects relating to tourism.</p>	<p>To 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 environmental sensitivities.</p>	<p>Average of 421 visitors to counter per day; Average of 696 visitors to VIC per day; HS&J tours commenced.</p>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Two: People and Place

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
Well utilised community built and open space facilities available for a variety of uses consistent with the demands of the local community. <i>(PA 2.3.5)</i>	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. Plan and facilitate Stage 2 of Columbarium wall & column.	22 filming approvals; 571 facilities bookings; 246 events; 143 approvals for Corso events; 31 columbarium niche sales.
Provide a high standard of pedestrian accessibility, safety and comfort for all public transport users. <i>(PA 2.4.1)</i>	Reduction in pedestrian accidents/claims/complaints in the Manly LGA.	Implementation of the Manly CBD Pedestrian Access Mobility Plan (PAMPs). Condition audits of entire footpath network to prioritise maintenance works.	Annual Capital and maintenance footpath programs implemented. Condition Audits of entire footpath network completed and footpath maintenance works prioritised. Pittwater Rd footpath maintenance including Street Tree Masterplan works between Pine St and Alexander St completed. North Harbour Reserve MSW footpath along seawall widening works completed. Construction of new pram ramps completed at: intersection West St & Sydney Rd Southern Side; intersection White St & West St Northern Side; intersection Kareema St & Upper Beach St Northern Side; and intersection of Wanganella St & Upper Beach St North Eastern and South Western corner. Construction of new shared paths under Jobs Funds.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Two: People and Place

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
Develop and promote Active Transport by encouraging alternate transport modes, walking, cycling, bus and ferry. (PA 2.4.2)	Increased public transport usage; long term decrease of car usage/ownership for local trips; Local pedestrian and cycle and motor vehicle surveys/audits of usage. Reportable indicator <i>Hop, Skip and Jump</i> bus monthly patronage.	Completion of the Manly Cycleway Network and Bike Plan. Regional Cycleway connections Shared paths construction and conversion. Operation of free bus service " <i>Hop, Skip and Jump</i> ". Attaining increased sponsorship and patronage.	Funding secured for new shared paths from Federal Government under Jobs Funds; Bantry Bay off road shared path completed. Tania Park to White St on road shared path completed. Balgowlah Rd from Quirk Rd to Swim Centre off road shared path completed. Darley Rd from North Head to Marshall St off road shared path completed. Hill St on/off road shared path construction underway. A total of 383,704 passengers on the " <i>Hop, Skip and Jump</i> " service during the 2009/2010 financial year, and 1,391,160 passengers to date since HSJ commenced.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Two: People and Place

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<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. Implementation of recommendations from Local Traffic Committee. CBD Parking Study. Resident Parking Scheme. Traffic accident analysis. Maintenance of Traffic Facilities.</p>	<p>Alternate pedestrian refuge island design is reviewed for Hill Street as part of Jobs Fund project linking path from Lauderdale Ave and Balgowlah Rd. Ongoing implementation of Local Traffic Committee recommendations and major projects included in Council's works improvement program for future funding. CBD parking study completed and implemented. Proposal involving Raglan St is under review by RTA. Ongoing management of permit parking scheme. New Balgowlah permit parking scheme is being developed and report is underway. Ongoing review and monitoring all accidents in Manly continuing and treatment measures identified and actioned as seen fit through Local Traffic Committee. Ongoing maintenance of all traffic control devices including lines and signs. Pedestrian safety through "pedestrian postcard" and "Drink Drive" projects are underway.</p>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Two: People and Place

...continued...

Means & Resources to Achieve Objectives Principle Activity 2: People & Place

Means and resources to achieve objectives:	Current	Description / Comments
Staffing EFT	49	Corporate/Strategic Planning staff (5.5); Cultural & Information staff (34); Transport & Traffic staff (3) Environmental programs (1) <i>Hop, Skip, Jump</i> bus service casual staff (5.5)
Facilities (number of)	4	Manly Library, Seaforth Library, Art Gallery and Museum, Visitor Information Centre
Plant: Vehicles (number of)	8	7 cars and Manly Afloat vehicle
Other Plant / Equipment (major items)	9	Public access PCs; <i>Hop, Skip, Jump</i> buses (4).
Other major resources	106,000 1,115 paintings / works on paper; 332 ceramics; 1276 museum objects; 1552 historical photographs; 1450 historical documents	Library collection Art collection – valued at \$6,300,000 (2008).

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Three: People Services ~ A Safe & Cohesive Manly

Objectives:

- To provide and facilitate a range of sustainable, accessible, equitable, social, cultural and recreational services that incorporate opportunities to maintain and enhance the quality of life for all members of the Community.

Outcomes, Measurement and Actions for Principle Activity 3: People Services

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
The provision of children's services to better support families. (PA 3.1.1)	National Accreditation and State Licensing. Utilisation rates to remain at 95% or higher (averaged across all services).	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>New hours of operation for Harbour View: 0715 – 1815 from 4 January 2010, has been well utilised.</p> <p>Roundhouse Childcare Centre commenced construction in April 2010. Construction 40% completed to June 2010, additional 40 child care places to be filled from January 2011.</p> <p>Self assessment survey for accreditation for the Roundhouse has been submitted in June 2010.</p> <p>Family Day Care and Harbour View Children's Centre also to be accredited in 2010.</p> <p>Kangaroo St Preschool approved to have playground rebuilt. Building work commences in July 2010.</p> <p>Child care utilisation rates remain in excess of 95% for long day care and preschool.</p> <p>Occasional Care rates continue to be underutilised at 50-62%</p> <p>Before and after school care occupancy rates at 50-53%</p> <p>Vacation Care maintains an occupancy of 75 - 95%</p> <p>Family Day Care continues to operate with 14 family day carers and minimal to nil vacancies.</p>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Three: People Services

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>Enhance opportunities for local youth with activities that support development and social cohesion. Provide Council with advice on what youth need 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; Clearway Youth Club program; GLAM program.</p>	<p>Youth continued to be supported with a range of band nights, surfing and skating competitions, and education programs.</p> <p>Youth involved in the Penguin Warden program to promote environmental education and support.</p> <p>Youth Development Strategy being developed including survey of youth needs in the area.</p> <p>Manly and Warringah Council's National Youth Week event called GreenFest was held on Saturday 10th April.</p> <p>Beyond Blue Mental Health Training – 10 young people participated.</p> <p>2 Lovebites programs facilitated at Marist college North Sydney and Crow's Nest TAFE Outreach.</p> <p>Youth Decide Projects facilitated at Barrenjoey High School (approx 100 students), Narrabeen Sports High School (Approx 80 students) and Manly Selective Campus (90 students).</p> <p>Re election of Office Bearer positions for Manly Youth Council Committee held in June.</p> <p>GLAM program continued with 10 members attending each fortnight. 11 attended the ice skating recreational activity in June.</p>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Three: People Services

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<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.</p>	<p>Operations of : Meals on Wheels; Community restaurant, shopping & recreational excursions. Operation of Seniors Centre to provide a range of social & recreational activities.</p>	<p>Manly Meals on Wheels continues to provide not only delivered meals and take away frozen meals, but also social outings and shopping service and community restaurant to address the issue of social isolation in relation to the frail aged within the Manly Community.</p> <p>MOW Volunteer Numbers: 213 current volunteers, delivering meals to frail, aged & people with disabilities to assist this target group to remain independent at home.</p> <p>Current MOW Client Numbers: 202</p> <p>Community Restaurant held monthly at Seaforth with 11-16 people on average attending.</p> <p>Community Restaurant held weekly at Manly with an average of 25 people attending each week.</p> <p>Weekly shopping trip with an average of 7-8 frail aged people attending.</p> <p>Fortnightly recreational bus trip continues to operate with an average of 8 frail aged people attending.</p> <p>The Meals on Wheels service has provided 33,266 meals from July 2009 to June 2010, and this is 94.1% of the target set by the Department of Human Services –ADHC.</p> <p>Manly Club for Seniors continues to provide a range of recreational and sporting activities that support socialization and healthy ageing.</p> <p>Information Guides distributed:</p> <ul style="list-style-type: none"> - 2010 Northern Beaches Retirement Housing Guide; - Seniors Care Guide; - Over 55 Men’s Catalogue of Activities.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Three: People Services

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>Provide professional lifeguard patrol at Manly Ocean Beach to ensure safety. Manage beach licences. (PA 3.1.4)</p>	<p>Number of rescues and preventable actions. Compliance with risk management. Percentage of actions on the beach resulting in litigation.</p>	<p>Operations of: The Ocean Beach Professional Lifeguard Service. Beach users license administration and monitoring.</p>	<p>Swimming season completed 26 April. South Steyne end of Manly Beach continues to be patrolled 7 days per week, following the end of the swimming season.</p> <p>Excellent record of safety continues with nil record of drowning between July 2009 and June 2010.</p> <p>Temporary fencing continues to be erected at South Steyne promenade due to beach erosion that has not been completely rectified by end June 2010.</p>
<p>Ensure Council is targeting services and initiatives across the key target groups identified in the Manly Council Social Plan, being: ATSIC Men Children 0 -12 years and Families Gay and Lesbian Communities Older People Youth CALD Communities Women People with Disabilities (PA 3.1.5)</p>	<p>Reporting on each initiative to Social Plan.</p> <p>Committee Meetings for :</p> <ul style="list-style-type: none"> - Youth Council - Disability Access - Meals on Wheels <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. Youth program and activities provision.</p>	<p>Meals on Wheels service marketed to community by the use of banners on car park exits and the development of bookmarks and flyers to effectively promote to frail aged and younger people with a disability, as well as service brochure included in the rates notice.</p> <p>Manly Community Centre funded annual grant, plus one off grant of \$11,000 in 2009/10.</p> <p>Administration of CDSE grants attended with recommendations made by the Committee to the Balgowlah RSL in accordance with the priority ratings in June 2010.</p> <p>Promotion of the Over 55s Men's activities and Men's Pit Stop in conjunction with Warringah and Pittwater Councils.</p> <p>Community and Cultural Grants were awarded in 2009 and preparation for the 2010 awards is underway.</p>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Three: People Services

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>Key Outcome PA 3.1.5 ... Continued... (see above)</p>			<p>Children's services provided for 0-12 age group with: Preschools – full occupancy; Family Day Care- full occupancy; Long Day Care-full occupancy; Occasional Care- 50-60% occupancy.</p> <p>Immunisation program- average 28 children attending per month. Before and After School Care: 50-53% occupancy, and Vacation Care 75-95% occupancy.</p> <p>NAIDOC Week was celebrated in early childhood services, along with the promotion of road safety, Sunsmart programs and healthy diet.</p> <p>School aged services were accredited during 2009/10.</p> <p>Roundhouse, Harbour View and Family Day Care to be reviewed for accreditation in 2010.</p> <p>Roundhouse Childcare Centre is being extended in order to double its capacity to an 80 place child care centre in 2011. The building works are currently 40% completed to June 2010.</p> <p>Harbour View extended its hours of operation to 11 hours for long day care and commenced meal provision as part of its service delivery from January 2010.</p> <p>Gay and Lesbian at Manly GL@M continues to provide a recreational program for younger Gay and Lesbian people with a fortnightly program with an average of 10 people in attendance.</p>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Three: People Services

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p><i>Key Outcome PA 3.1.5 ... Continued... (see above)</i></p>			<p>Manly Youth Council meets on a monthly basis to support recreational and sporting activities as well as promote health and education programs to the youth of Manly.</p> <p>Adolescent and Family Counsellors continue to support youth and families with a nil fee charge counselling service for up to 8 sessions per family.</p> <p>CALD communities continued to be supported in partnership with the Manly Community Centre, including support of Refugee Week.</p> <p>Seniors Week promoted in March 2010 with a laughter workshop and educational programs.</p> <p>Club Friday program continues to operate weekly as a recreational program for intellectually disabled people residing in the Northern Beaches and the program is coordinated by the Community Development Coordinator.</p> <p>International Day for People with a Disability was supported in partnership with Sunnyfield Independence with a barbecue held at Lagoon Park on 5 December.</p> <p>Access Committee continues to meet every second month with the objectives of improving disability access and information and supporting International Day for People with Disabilities.</p>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Three: People Services

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
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.	1 st Quarter: 34,424 2 nd Quarter: 91,876 3 rd Quarter: 101,284 4 th Quarter: 35,265 Total visitation: 264,849. 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; and Aqua aerobic classes for general fitness & rehabilitation.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Three: People Services

...continued...

Means & Resources to Achieve Objectives Principle Activity 4: People Services

Means and resources to achieve objectives:	Current	Description / Comments
Staffing EFT	73.53	Social Planner (1); Community Care staff and Aquatic staff not including casual staff, carers and volunteers (72.53); Swim Centre has additional casual staff employed to ensure compliance with regulations, safe environment for public.
Facilities (number of)	11	1. Kangaroo Street Childcare and Youth Centre. 2. Ivanhoe Park Pre-school. 3. Roundhouse Childcare Centre. 4. Harbour View Children's Centre. 5. Manly Seniors and Meals on Wheels Centre. 6. Seaforth Community Centre. 7. Andrew Boy Charlton Swim Centre 8. Manly Life Saving Club. 9. North Steyne Surf Life Saving Club. 10. Queenscliff Surf Life Saving Club. 11. Seaforth Sporting and Community Pavilion. 12. Before & After School Care at leased premises from Manly Village Public School
Plant: Vehicles (number of)	9	7 motor vehicles and 2 x 12 seater buses
Other Plant / Equipment (major items)	2	1 Quad bike and 1 jet ski
Other major resources		<i>Not Applicable</i>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Four: Infrastructure Services ~ A Living Manly

Objectives:

- The planning, creation and sustainable management of Infrastructure Assets needed for the functioning of the Community.

Outcomes, Measurement & Actions Principle Activity 4: Infrastructure Services

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
Delivery of Major Infrastructure Projects that are sustainable, safe and meet customer needs. (PA 4.1.1)	Number of projects completed on time and within budget.	Refer capital projects list – implementation of same.	Fairlight Shops Urban improvements Masterplan Stage 1 completed. North Steyne footpath widening works completed. Ocean Beach Promenade Upgrade Stage 4 (Nth Steyne – Queenscliff) construction works completed. Construction of secant pile wall commenced on 14 th April 2010. Powder Hulk Bay public pontoon construction has been completed. Fairlight Shops Urban improvements Masterplan Stage 2 design review underway.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Four: Infrastructure Services

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<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 accidents reported.</p>	<p>Annual Capital/Maintenance Works Program implemented.</p> <p>Forward works program.</p> <p>Asset Management Plan.</p>	<p>Annual Capital and Maintenance works programs implemented.</p> <p>Annual Capital and maintenance footpath and roads programs implemented.</p> <p>Pittwater Rd footpath maintenance including Street Tree Masterplan works between Pine St and Alexander St completed.</p> <p>North Harbour Reserve MSW footpath along seawall widening works completed.</p> <p>Construction of new pram ramps completed at intersection West St & Sydney Rd southern Side; intersection White St & West St northern Side; intersection Kareema St & Upper Beach St northern side; and intersection of Wanganella St & Upper Beach St north eastern and south western corner.</p> <p>Construction of new shared paths under Jobs Funds.</p> <p>Draft Infrastructure Management Plan completed and is currently being reviewed.</p>
<p>Areas of roads resurfaced and rehabilitated. (PA 4.1.1)</p>	<p>Completion of Annual Roads Program on time & 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 has been implemented.</p> <p>Draft Infrastructure Management plan completed and is currently being reviewed.</p> <p>Condition Audits of all Councils roads has been completed.</p> <p>Road fair value scheduled by DLG for end of 2009/10.</p>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Four: Infrastructure Services

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>Footpaths are maintained in a safe and financially sustainable manner. (PA 4.1.1)</p>	<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>Number of trips/falls reported.</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>Annual Capital and maintenance footpath and roads programs implemented.</p> <p>Condition Audits of entire footpath network completed and footpath maintenance works prioritised from these audits.</p> <p>Pittwater Rd footpath maintenance including Street Tree Masterplan works between Pine St and Alexander St completed.</p> <p>North Harbour Reserve MSW footpath along seawall widening works completed.</p> <p>Construction of new pram ramps completed at intersection West St & Sydney Rd southern side; intersection White St & West St northern side; intersection Kareema St & Upper Beach St northern side; and intersection of Wanganella St & Upper Beach St north eastern and south western corner.</p> <p>Construction of new shared paths under Jobs Funds: Bantry Bay off road shared path completed. Tania Park to White St on road shared path completed. Balgowlah Rd from Quirk Rd to Swim Centre off road shared path completed. Darley Rd from North Head to Marshall St off road shared path completed. Hill St on/off road shared path construction underway.</p> <p>Draft Infrastructure Management Plan completed and is currently being reviewed.</p>

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...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>Provide drainage infrastructure that is functional, effective and environmentally sensitive, and meets community expectations. (PA 4.1.1)</p>	<p>Reduction in 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>Annual Capital/Maintenance Works Program implemented.</p> <p>Forward works program.</p> <p>Asset Management Plan.</p> <p>Stormwater Management Plan.</p> <p>Modelling and Analysis of Stormwater Network.</p> <p>Review On Site Stormwater Management Policy.</p>	<p>Annual drainage capital/maintenance program implemented.</p> <p>Draft Infrastructure Management Plan completed and is currently being reviewed.</p> <p>Ongoing Investigation of stormwater complaints.</p> <p>Modelling and Analysis of Stormwater Network for specific problems.</p> <p>Implement and apply On Site Stormwater Policy for DAs.</p> <p>Seaforth Oval car park drainage works 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.</p> <p>Levels of Service.</p> <p>Inventory.</p> <p>GIS connection.</p> <p>Financial reporting.</p> <p>Corporate integration.</p> <p>Implementation of OpenTAMS.</p>	<p>New Integrated Strategic Planning Policy with Asset Management area for NSW Government.</p> <p>Draft Infrastructure Management plan completed and is currently being reviewed.</p>

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...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
Provide a safe, efficient, cost effective and environmentally sustainable fleet that meets operational needs. (PA 4.1.2)	Reduction of Plant, Fleet and Equipment Life Cycle Costs. Annual review of Leaseback vehicles. Number of accidents related to Plant condition. Vehicle downtime. Vehicle running costs.	Fleet rationalisation/usage. Review leaseback policy whole of life costs and lease back/plant hire rates. Biodiesel review. Reduce number of accidents. Driver training.	Rationalization and review of Heavy Fleet operational needs completed and Heavy Fleet plant strategy for 09/10 approved implemented. Continual review of leaseback vehicles operational costs & market trends to provide a fuel efficient & greener light fleet. Rationalization and review of Heavy Fleet operational needs completed. Heavy Fleet plant strategy for 2010/11 completed.
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.	State DISPLAN Review; SERM Act under review; Various Exercises undertaken; Tsunami education sessions; Neighbourhood safer places identified.

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...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
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.	Council's buildings and facilities have been maintained on a routine basis throughout the year. The following public toilets have had upgrades carried out: <ul style="list-style-type: none"> • West Esplanade • East Esplanade • Seaforth Community Centre • Nth Steyne surf club down stairs • Shelley Beach. Condition audit inspections have been carried out on 28 facilities. A Maintenance Management Plan has been prepared for the Art Gallery. Manly Library level 2 air conditioning has been replaced.
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.	22 filming approvals; 571 facilities bookings; 143 approvals for Corso events; Income received: \$243,646; 3 rd wall of Columbarium built; Keirle Park facility on line from Jan 2010.
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.	A total of 1,292,713 used Council's 4 car parks; 888,695 were non paying (69%); revenue was \$2,423,148 (Ex.GST). A total of 211,705 used the parking meters; 30% were by credit card and revenue was \$1,122,217 (Ex.GST)

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...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
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.	Implemented changes into 149 Certificates according to SEPP (Exempt and Complying Development Codes) 2008. Capture and Implementation of Public Bin Survey. LEP is in terms of time left completed at 75% given that there are no unforeseen changes. Introduction of GIS hardware and software solutions for field asset capture to Urban Services and Natural Resources. Implementation and deployment of Exponare 3.5 and creation of new support documentation. Implementation and deployment of Change of Address Register and Notification Solution. Deployment of 2009 Aerial Photography. 270 maps completed. 50 Change of Addresses. 550 Property Updates. 400 149 Certificates checked. 40 Title Searches. 30 Staff trained in Exponare.

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...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>Provide an integrated open space and bushland which is accessible, interesting, sustainable and meets the needs of the public users. (PA 4.3)</p>	<p>Measure current level of productivity. Review current works and services provided. Consult with staff on possible outcomes, targets and services provided. Develop processes to ensure targets can be met. Water reduction in open space areas.</p> <p>KPI: Bench mark with industry standards; KPI: Comply with specification. KPI: Suitably qualified staff with acceptable skill levels.</p>	<p>Calculate unit rates for services provided. Review current work practices, systems, schedules, processes and further develop change plans with staff. Propose training for up- skilling of staff. Monitor regional teams arrangement and for outputs. Look at bench marking exercises with staff. Create calendar for work schedules. Review staff skill levels.</p>	<p>Scheduled program completed. Current work practices reviewed with introduction of tighter documented OH&S processes. Completed spreadsheet of training needs produced. Maintained full capacity of skill levels over last period. Business Plan for the Parks Section completed. Tendering of all mowing services - changeover of Services Jan 10. Change of internal service taking on larger parks, Nth Harbour Reserve, Gilbert Park, and Cross Street. Swapping of smaller areas to contract. Additional 8 sites taken on by region 2. Training register for 2010 finalised. Regional teams working from regular schedules with intervention levels.</p>

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...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>Provide sporting fields that are able to support increased future usage.</p> <p>Provide sound and safe playing surfaces for users.</p> <p>(PA 4.3)</p>	<p>Percentage of weekends sports grounds open for use.</p> <p>Amount of usable open space area within a park or sportsfield. Decrease in % area seriously and moderately weed infested.</p> <p>KPI: Meet industry standard</p> <p>KPI: No or reduced number of injuries from surface.</p> <p>KPI: Retain green surface in a safe level.</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>Improve sporting grass and synthetic surfaces.</p> <p>Improve irrigation systems to achieve more efficient systems and water savings. (Seaforth Oval)</p> <p>Capital improvements to sports fields infrastructure.</p> <p>Additional line at Seaforth oval, and undergrounding of pump shed</p> <p>Levelling of field number 1 Keirle Park.</p> <p>Improvement to training grass areas on sporting ovals.</p>	<p>Annual topdressing of sportsfields completed August.</p> <p>New contract let for sportsfields maintenance in January 2010.</p> <p>Internalising of some larger park grass areas by internal staff: Gilbert Park, North Harbour Reserve, Cross Street Reserve.</p> <p>Replacement of synthetic surfaces at Keirle Park, Seaforth, Balgowlah.</p> <p>Refurbishment of practice cricket nets at LM Graham Reserve.</p> <p>Improvements to irrigation systems at Seaforth Oval, LM Graham Reserve.</p> <p>Levelling of south east corner of Bantry Bay Oval. Manly Oval protective netting installation.</p> <p>Additional irrigation main line at Seaforth Oval and undergrounding of pump shed has been completed.</p> <p>Resurface of Keirle Park field 1 completed. Improvements by way of topdressing and levelling at LM Graham Reserve, Manly Oval, Balgowlah Ovals carried out.</p> <p>Installation of new sportsfields lighting at Manly Oval completed.</p> <p>Installation of new picket fence around the Oval green completed.</p> <p>Initiation of the Manly picket fence project.</p> <p>Manly West surface drainage project final completion July 2010.</p> <p>Installation of the volley ball storage area Ocean Beach.</p> <p>Returfing Seaforth Oval centre of field one. Retained all green sports areas open except for heavy rain conditions (closed 12 times this year).</p>

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...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>Provide playgrounds that meet the current needs of the public, eg, playgrounds that are relevant to ages of the prospective user.</p> <p>Maintain play equipment in sound and safe working order. (PA 4.3)</p>	<p>Annual audit of playground equipment, sportsfields, parks and Precincts.</p> <p>KPI: Meet Australian Standard</p>	<p>Auditing process that produces timely repairs, and maintains low risk to users.</p> <p>Implementation of the 5 year Playground Strategy.</p> <p>Maintain updated asset information on playgrounds. 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>First year of strategy completed.</p> <p>Auditing of playgrounds carried out 2 weekly, low risk to users maintained.</p> <p>Number of playground inspections: 806.</p> <p>Asset information updated through asset engineer completed for this period.</p> <p>High standard of proactive maintenance has been carried out, in accordance with best practice methods.</p> <p>New play ground installation Sangrado Park.</p> <p>Replacement of Cross Street Playground pieces after vandalism.</p> <p>Refurbishment of the Nambaree Playground.</p> <p>Outdoor fitness equipment installed Lagoon Park.</p> <p>Refurbishment of North Harbour Reserve shade sail and play equipment.</p> <p>Clontarf Reserve shade sail structure & refurbish and increase softfall.</p> <p>Lagoon Park Playground restoration works.</p> <p>All playgrounds in Manly met Australian Standards.</p>

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...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>Present Manly to the public and the world and maintaining the cultural heritage of Manly. (PA 4.3)</p>	<p>Civic Amenity To sustain and maintain cultural heritage of civic gardens, plazas, streetscapes, street plantings, and shopping centres, and to manage horticulture and arboriculture processes in Manly. To improve overall presentation of Manly.</p> <p>KPI: Number of complaints received. KPI: Agreed service levels are met. KPI: Low complaint ratio. KPI: Benchmarking.</p>	<p>Carry out regular maintenance of civic gardens and other park and open space gardens. Improve Civic Amenity. Sustain and maintain cultural heritage of civic gardens, plazas, streetscapes, street plantings, and shopping centres Manage horticulture and arboriculture processes in Manly. Introduce more water saving plants to Manly. Scented Garden Ivanhoe Park. Ivanhoe Botanic Gardens signage and interpretive signage. The Corso gardens and presentation maintenance. Reduce water usage to a lower % wherever possible.</p>	<p>All proposed cycles of scheduled works carried out during regional program. Installation of Ivanhoe Park entry signage complete. Refurbishment of grass areas on South Steyne 800m². Refurbishment of the North Steyne grass areas 2000m². Tania Park landscape improvements. Redall to Bower Street landscaping project. Bower Reserve returfing and landscaping works after path construction. Odawarra Close: re location of small trees. Re shaping of fig trees Balgowlah shops. Re planting of hedge columbarium Manly Cemetery. Re granite Corso palms. Revamp Raglan Street Gardens. Refurbish the grass areas Nth Steyne to Queenscliff beach front.</p>

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...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>Trees in Manly are pruned twice per year on cycle to alleviate issues with street trees and park trees.</p> <p>Reduce the incidence of illegal tree removals in Manly.</p> <p>Action customer requests, and improve customer service. (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>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>Inspections and administer process, improve customer service response times, and improve communications back to customers.</p>	<p>2 tree pruning cycles completed June.</p> <p>Additional storm & wet weather related call outs carried out: 300 Norfolk Island Pine fertilizing 4 treatments carried out.</p> <p>312 Tree Preservation inspections carried out.</p> <p>Planting of 30 tree streetscape plantings Pittwater Road.</p> <p>Inspections carried out weekly.</p>

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...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<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.</p> <p>Carry out fire hazard reduction works annually.</p> <p>Provide strategic direction for Bushland.</p> <p>Implementation of Bushland Environment levy projects and maintenance.</p> <p>Manage threatened species habitat and populations.</p> <p>Audit for reduction of habitat.</p> <p>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>Rabbit control undertaken within Seaforth, Little Manly, and Bower Precincts. Control included release of RHD virus and shooting.</p> <p>Two tenders for Burnt Bridge Creek initiated as part of Grant funded project.</p> <p>Bush regeneration contracts for Seaforth Oval, Manly Scenic Walkway, and Noxious Weed control completed. New tenders prepared for these projects.</p> <p>Review of action plans for Bushland works completed.</p> <p>Council's Bushcare Program operated throughout the year at 11 bushland sites.</p> <p>Changeover of Noxious Weed inspections to Bushland Officer. Noxious weeds species reviewed in conjunction with Sydney North Regional Weeds Committee</p> <p>Manly Scenic Walkway Track works completed.</p> <p>Bushfire fuel reduction works undertaken at Wellings Reserve, Bantry Reserve, and Gurney Crescent Foreshore.</p> <p>Bushfire Risk Management Plan completed in conjunction with Manly Mosman North Sydney Bushfire Committee.</p> <p style="text-align: right;">...continued...</p>

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...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p><i>Key Outcome PA 4.3 continued (see above)</i></p>			<p>Native nursery contracted to undertake seed collection & plant propagation producing approximately 7,000 plants per year.</p> <p>Various community planting days held including National Tree Day, Trees for Mum, and Corporate planting and Bushcare days. SEPP 19 mapping completed for Manly's reserves.</p> <p>Manly Scenic Walkway brochure and signage review completed.</p> <p>Completed stage 1 of exclusion fencing to protect Duffys Forest Endangered Ecological community at Seaforth Oval.</p>
<p>Ensure that the cemetery is presentable and secure from damage. The fabric and history of the cemetery is maintained in line with Cemetery Conservation Plan. (PA 4.3)</p>	<p>Maintain cemetery grounds under contract. Install security measures to prevent vandalism.</p> <p>KPI: Number of customer complaints compared to customer compliments. KPI: Number of vandalism reports.</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.</p>	<p>Cemetery grounds maintained under contract, intervention levels maintained. 2 customer enquiries related to service. 2 Reports of vandalism. 3 internments of ashes. 2 Burials. Reviewed maintenance cycle for Cemetery, major clean up of maintenance areas March. Refurbished Columbarium decomposed granite forecourt area.</p>

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Means & Resources to Achieve Objectives for Principle Activity 4: Infrastructure Services

Means and resources to achieve objectives:	Current	Description / Comments
Staffing EFT	101	Divisional Manager (1) Office Manager (1) Urban Services Infrastructure engineers (8) Traffic staff(4) Admin staff(1) Civic Services/ Engineering/ Works/ Trades Staff, Mechanics/Labourer (36); Sub Contractors / Electrician & Plumber (various); Facilities Management (1); Facilities Maintenance (1); Licences and Leases staff (1); Property staff (2 GIS staff); Car parks staff (2) Civic Services Parks and Reserves staff (4); Coordinator, Parks & Bushland (1); Parks Horticulturists (21); Bush Regenerators (15); Parks and Bushland Contractors (variable); Volunteer Bushcare workers (variable) Deputy General Manager (1) Project Manager (1)
Facilities (number of)	1	Council Works Depot, 46-48 Balgowlah Road
Plant: Vehicles (number of)	20	11 cars, 8 utilities plus 1 van equipped with basic tools
Other Plant/Equipment (major items)	102	Loaders/Trailers/Rollers/Compressors (9); Garbage Trucks (12); Civic Services trucks (10); Parks & Bushland trucks vehicle plant items (12); Trucks / Major Plant Items (49); Mowers, blowers, whipper snippers (10)
Other Major Resources	5	Crane (1) Truck Hoists (4)

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Principle Activity Five: The Environment ~ A Natural, Sustainable Manly

Objective:

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.

Outcomes, Measurement and Actions for Principle Activity 5: The Environment

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
Protect threatened species habitat and populations. (PA 5.1.1)	Number of DAs assessed in relation to threatened species issues. Annual data on little penguin and long nosed bandicoot numbers.	Implement projects for the rehabilitation and protection of terrestrial, aquatic and marine ecosystems, and natural heritage.	<p><u>DAs – threatened species</u> During the 2009/10 year staff assessed 45 threatened species development applications largely in relation to the Endangered populations of Little Penguins and Long-nosed Bandicoots.</p> <p><u>Little Penguins</u> Council has continued involvement in the Little Penguin Recovery Team and program this year, providing input on a number of projects. Of particular relevance to Council is assisting the penguin wardens in the protection of breeding Penguins at Manly Wharf and the Pavilion/Federation Point sites. Also, the West Esplanade Little penguin Interpretive sign was designed and installed.</p> <p>The final monitoring report for the 09/10 Little Penguin breeding season reported that overall the season was successful despite devastating dog/fox attacks early in the season. The final identified the following annual data: Total active nests, 96 Total breeding pairs, 66 Total eggs laid, 135 Total chicks fledged, 118 Breeding success, 78%</p> <p>The final monitoring report for 08/09 Little Penguin breeding season (ie: the previous season) reported that the season was a successful one.</p>

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...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p><i>Key Outcome PA 5.1.1 continued (see above)</i></p>			<p><u>Long-nosed Bandicoots</u> The May 2008 summary of the biannual Long-nosed Bandicoot survey reported that modelled total predicted individuals for the population at North Head was 114 +/- 8.</p> <p>Awaiting updated results from DECCW for modelled total predicted individuals.</p> <p>The Recovery Team worked this year to see the draft Long-nosed Bandicoot Recovery Plan ready for public exhibition.</p> <p><u>Cabbage Tree Bay Aquatic Reserve</u> User Survey of the Reserve is completed. DECCW, in consultation with Council and Working Group, has developed Draft Fisheries Management (Aquatic Reserve) Regulation 2009 and Implementation Strategy. This has been publicly exhibited and awaiting formal Ministerial announcement.</p> <p><u>Seagrass beds at Manly Cove East</u> A total of 30 seagrass friendly moorings have been installed replacing traditional moorings. It is expected that these will prevent damage to seagrass beds. A 3-year monitoring of seagrass beds has already started.</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 & 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><u>North Harbour</u> Council adopted the 'North Harbour Coastline Management Plan' in March 2010.</p> <p><u>Manly Cove</u> Manly Cove Coastline Management Study was completed and adopted in December 2009. This Study is contributing to the on-going development of the 'Manly Cove Coastal Zone Management Plan'.</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
Administer the Environmental Levy including regular reporting to the community. <i>(PA 5.1.2)</i>	Number of projects implemented on time and to budget.	Environmental projects proposed to be implemented from the Environmental Levy	Key projects progressed related to the following key program areas: Biodiversity & Bushland Program, Water Cycle Management Program, Manly Lagoon Conservation & Remediation Program, Coastline Management Program, Education for Sustainability Program & Climate Change Program.
Reduce potable water consumption in Council facilities. Improve water quality in Manly Lagoon to primary contact and ecosystem health guidelines. Reduce greenhouse gas emissions and energy use by Council. Obtain funding towards climate change initiatives. <i>(PA 5.1.3)</i>	KL consumption in Council facilities from Sydney water meter readings. Analysis of pollutant loads in water column, stormwater inflow and sediments. Greenhouse Gas Emissions Inventory and energy bills. Funding and voluntary contributions obtained.	Finalise Water Savings Action Plan and commence implementation. Commissioning of major Lagoon rehabilitation projects. Implement Point Source / Dry Weather sampling program. Prepare and implement a Carbon Neutral Plan for Manly Council, that is consistent with the widely accepted energy hierarchy of: <ul style="list-style-type: none"> • reduce the demand for energy; • increase/improve energy efficiency; • purchase or generate renewable energy; and then finally • purchase offsets, to become carbon neutral. Implement \$40 voluntary contribution scheme to fund initiatives that address climate change.	<p><u>Greenhouse gas emissions</u> The Carbon Emissions Reduction Project (CERP) has been progressed. This will assist Council to meet its resolved carbon emissions reduction target of 25% by 2020 based on 2000 levels.</p> <p>Manly Council's total greenhouse gas emissions (Carbon Footprint) for financial year 2008/09 (latest year available) equals 7,663 tonnes of CO₂-e.</p> <p>Voluntary contributions for climate change fund: \$8,187 was contributed in 2009/10.</p> <p><u>Water Use</u> Total Council potable water usage information available annually in October/November.</p> <p>Implementation of WSAP underway and continuing.</p> <p>Manly Lagoon Rehabilitation Works Review of Environmental Factors (REF) developed. Approved by NSW Government. REF Public exhibition to occur July 19 – Aug 16 2010.</p> <p>Dry Weather Sewer Leak Investigation Program active and underway. Stormwater pipes on all Council foreshores now sampled.</p>

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Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>Advocate and provide information on environmental issues.</p> <p>Provide people with an opportunity to raise issues of concern about the local and global environment as well as an opportunity to learn more, volunteer time, effort and skills towards addressing the same issues.</p> <p>(PA 5.1.3)</p>	<p>Total Volunteer hours: 7,622</p> <p>Total events: 15</p>	<p>Management of the Manly Environment Centre's "shopfront" for the purpose of: information exchange, advocacy and research; the execution of events; activities and projects; and management of volunteers.</p>	<p>This year's activities and initiatives included:</p> <p>New website which attracts high visitation and participation.</p> <p>New interns from Macquarie University's Global Leadership and Green Steps Post-graduate programs.</p> <p>Membership of National Science Week Committee and first Science Week events in Manly.</p> <p>Science elements introduced to public events include:</p> <p>LAB at the Lagoon and OCEAN LAB extremely popular and attracted a new audience;</p> <p>Sydney Observatory and Solar Telescope for Year of Astronomy.</p> <p>Earth Day Event on Reusable Cups in conjunction with Sydney Ferries & ICMS Green Team voted No. 3 in top 5 World Earth Day events.</p> <p>Day at the Bay event to encourage public to make submissions on DECCW's new Plan. (200 submitted)</p> <p>"Ready Set Grow" Garden program with Schools with Dept. of Health, Kimbriki and Council.</p> <p>Project Penguin talks at Wharf at new Manly Penguins sign, in conjunction with the Zoo & NPWS.</p> <p>Talks & book launches at Art Gallery.</p> <p>Assist community to organise 350 event and participate in Walk Against Warming.</p> <p>Increased participation & recognition of MEC Annual ECO Award.</p> <p>Continue to participate in Food & Wine, Guringai and Arts Festivals.</p>

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...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<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>Education for Sustainability, Climate Change and Waste Education Programs developed, implemented and evaluated through a wide range of workshops, screenings and tours for over 960 local residents including:</p> <p>Workshops Permaculture Workshop; Give your unit a green makeover; 2 x Recycling the Right Way Workshops; Green Up Your Christmas; 3 x Composting & Worm Farming Made Easy; Keeping Our Oceans Alive; Green Cleaning; How to Reduce your Energy and Water Bills; Keeping Chooks! Lessons from the Dreamtime; Ethical & Sustainable Eating; Monthly Green & Groovy Kid's Recycled Art Workshops.</p> <p>Screenings Home; End of the Line; The Burning Season.</p> <p>Tours: Kimbriki & Eco Garden Tour.</p> <p>Events 3 x Clothing Swap – Swap to Shop Events; An Underwater Adventure for kids Science of the Surf; Earth Hour; Warringah Mall Enviro Expo; Jazz Festival; Ewaste Ban & Successful Collection roll out; Green Bin Rollout to all single dwelling residents.</p>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Five: The Environment

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>High quality built environment complementing and improving local amenity 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>Works staged, funded and developed in accordance with adopted plans.</p>	<p>Develop Masterplans for major reserves. Ongoing funding and implementation of Masterplans – seek additional matching dollar for dollar funding through grants e.g., Greenspace program, Sharing Sydney Harbour Access Program.</p> <p>Key projects include: Fairlight Shops Urban Improvements Masterplan implementation; North Steyne Footpath Widening; Stage 4 (final stage) Ocean Beach Promenade Upgrade (Nth Steyne – Queenscliff); Stage 3 (final stage) Pittwater Road Street Tree Masterplan (including Tramway Plaza); Swim Centre Upgrade; East Esplanade – Manly Scenic All-access link; Pioneer Clubhouse Upgrade.</p>	<p>Fairlight Shops Urban improvements Masterplan Stage 1 completed.</p> <p>Fairlight Shops Urban improvements Masterplan Stage 2 design review underway.</p> <p>North Steyne footpath widening works have been completed.</p> <p>Powder Hulk Bay public pontoon construction has been completed.</p> <p>Pittwater Rd footpath maintenance including Street Tree Masterplan works between Pine St and Alexander St completed.</p> <p>Ocean Beach Promenade Upgrade Stage 4 (Nth Steyne – Queenscliff) construction works completed.</p> <p>Construction of secant pile wall to commenced on 14th April 2010.</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>169</p>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Five: The Environment

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
Proper regulation of development in accordance with sound and consistent planning controls. (PA 5.2.2)	Number of Development Applications lodged. Number of DAs 2007/08: 640 2008/09: 660 2009/10: 594	Assess development applications in accordance with Council's planning policies and plans. Review of DA Approval process as implemented in 2007	606 DAs were determined during 2009/10, with an average determination time of 92 days. 594 DAs were lodged during 2009/10 which is approx 10% decrease in 2008/09 figures.
	Number of Development Applications determined. Number of DAs 2007/08: 699 2008/09: 657 2009/10: 542	Negotiate for best environmental, social and heritage outcomes in proposed development within regulatory frameworks.	
	Average time taken to determine Development Applications. Maximum is 80 days. 2007/08: 89 days 2008/09: 70 days		
	Value of Development Approvals: Total value of DAs 2007/08: \$208M 2008/09: \$150M		

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Five: The Environment

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
<p>Reduce material entering the waste stream, including increases in diversion rates.</p> <p>Educate residents, schools, 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/recycle 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>Garbage rates designated as kg/capita/annum (KCA);</p> <p>Recycling rates designated as kg/capita/annum (KCA).</p> <p>Monitoring to reduce putrescible waste.</p> <p>Diversion rates from landfill.</p> <p>State government requirement of 60% diversion rate by 2020.</p>	<p>Putrescible waste kerbside collection service.</p> <p>Vegetation, paper and container recycling kerbside collection service.</p> <p>Waste Education Service, including waste avoidance education.</p> <p>Trade Waste, putrescibles waste and recycling services.</p> <p>Events Waste Management service.</p> <p>Audit of waste stream.</p> <p>Alternate waste solutions.</p> <p>E-waste initiatives.</p>	<p>Putrescible waste tonnages have increased as well as tonnages for recycling materials during 2009/10.</p> <p>Current landfill diversions are approx 52%.</p> <p>Joint Manly Mosman tender for EWaste.</p> <p>First Kerbside EWaste collection service in June.</p> <p>8,500 greenwaste bins distributed to houses.</p> <p>Renewed waste staff Enterprise Agreement.</p>

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Five: The Environment

...continued...

Key Outcomes	Measurement	Actions	Progress for year 1 st July 2009 to 30 th June 2010
A clean local amenity. (PA 5.3.2)	Street sweeping litres collected.	Cleansing of Council's publicly controlled places and spaces.	Public tender for Building cleaning undertaken; New plant purchased; Street sweeping - all streets swept every 8-9 weeks.

STATUTORY REPORTS:

Our Daily Operations: Report on Principle Activities

Principle Activity Five: The Environment

...continued...

Means and Resources to Achieve Objectives for Principle Activity 5: The Environment

Means and resources to achieve objectives:	Current	Description / Comments
EFT Staff	101	Environmental Scientists (6) MEC staff (3); Environmental Educators (3); Environmental Health Officers (3) Architect (1); DA staff (10); Heritage Planner (1); Waste education staff (2); Waste services staff (38); Cleansing Coordinators (3); Cleansing staff Env Services (2); Public Place cleaning (29); Cleansing Contractors (variable).
Other Plant / Equipment (major items)	22	NR Vehicles (2), DA staff cars (3), Waste staff vehicles (1); Environmental Educators vehicles (1); Educational Trailer (1); Street Sweepers Incl. Road sweepers, footpath sweepers (5); Beach Cleaner Incl. Tractor and towed rake (1); Trucks Incl. Open tippers, van and utilities (8); Resources (1,000's at MEC)

STATUTORY REPORTS:

Our Daily Operations: Our Staff

Human Resources Activities:

In accordance with Section 428(2)(m)

It has been another very busy year for the Human Resources (HR) team providing a broad range of HR services and advice across the Council. Recruitment has remained consistently busy this year. While there have been fewer positions vacant, the number of applications received has increased. Council continues to attract high calibre candidates however labour shortages of qualified candidates in the engineering and childcare sectors are still being experienced. The total number of positions and employee turnover has remained steady and is in-line with the previous year.

The 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 & Bullying; and Customer Service. It is mandatory all new employees attend 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 is now underpinned by the NSW industrial relations system. As such, Council has begun the process of developing an alternative system to value positions with the council's structure and implement a revised classification framework that includes provision for the recognition of skills utilized and increased productivity.

Performance Appraisals were conducted with 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. 162 training and development programs were provided to employees, which culminated in 725 employees participating. At the same time, 10 employees were enrolled in tertiary programs.

Compliance and occupational health & safety oriented programs are a major focus of the corporate training program. The positive impact of these programs is reflected in council's workers compensation insurance claims history, which was reduced by more than \$135,000 this year. Improvements to working practices are discussed by the Occupational Health & 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, Massage and walking groups. This year, outdoor staff had the opportunity to participate in a Skin Cancer Early Detection Program, 97 staff attended and appreciated the opportunity to attend, seek professional advice and follow-up if necessary.

Finally, employee relations within council are harmonious. Employee representatives and management met periodically to discuss the impact of proposed workplace change, and provide input to key projects. Also, during the year, two industrial agreements were negotiated, and there were no industrial disputes.

STATUTORY REPORTS:

Our Daily Operations: Our Staff

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 & Bullying. It is mandatory 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.

Recruitment / Selection processes ensure appropriately trained staff participate 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.

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.

STATUTORY REPORTS:

Our Daily Operations: Our Staff

External bodies Carrying out the Function of Council:

In accordance with Section 428(2)(o)

The following committees exercise functions delegated by Council under Section 377 of the Local Government Act:

- Manly Meals on Wheels
- Balgowlah-Seaforth Library

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 – Major Projects
- Deputy General Manager – Environmental Services

The all inclusive remuneration packages of senior staff that incorporates salary component, employer superannuation, non-cash benefits and amounts payable for fringe benefits tax for the senior staff for the financial year ending 30 June 2009.

General Manager	\$279,265
Deputy General Manager – People Place & Infrastructure	\$148,492 <i>The position was vacant for 4 months of the reporting period</i>
Deputy General Manager – Land Use & Sustainability	\$209,314
TOTAL	\$637,071

STATUTORY REPORTS:

Our Daily Operations: Our Customers

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 2009 - 2010 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	9	25	9	22
A2 Brought forward	0	0	1	0	1	0
A3 Total to be processed	0	0	10	25	10	22
A4 Completed	0	0	8	21	8	19
A5 Discontinued	0	0	2	4	2	3
A6 Total processed	0	0	10	25	10	22
A8 Unfinished (carried forward)	0	0	0	0	0	2

STATUTORY REPORTS:

Our Daily Operations: Our Customers

Freedom of Information Data:

...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	2	4	2	3
B3 Applicant failed to pay advance	0	0	0	0	0	0
B4 Applicant	0	0	0	0	0	0
B5 Total Dicontinued	0	0	2	4	2	3

Section C Completed Applications :

Result of FOI Request		2008/2009 Personal	Other	2009/2010
B1	Granted in full	0	4	12
B2	Granted in part	0	3	4
B3	Refused	0	1	3
B4	Deferred	0	0	0
B5	Completed*	0	8	19

STATUTORY REPORTS:

Our Daily Operations: Our Customers

Freedom of Information Data:

...continued...

Section C Ministerial Certificates - number issued during the period:

		2008/2009	2009/2010
C1	Ministerial Certificates issued	Nil	Nil

Section D Formal consultations:

		2009/2010 Issued	Total
D1	Number of requests requiring formal consultation(s)	1	1

Section E Amendment of personal records:

Result of Amendment Request		2008/2009 Total	2009/2010
E1	Result of amendment – agreed	Nil	Nil
E2	Result of amendment - refused	Nil	Nil
E3	Total	Nil	Nil

Section F Notation of personal records:

		2008/2009	2009/2010
F3	Number of requests for notation	Nil	Nil

STATUTORY REPORTS:

Our Daily Operations: Our Customers

Freedom of Information Data:

...continued...

Section G FOI requests granted in part or refused:

Basis of disallowing or restricting access	2008/2009 Personal	Other	2009/2010
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	8	0
G5 Section 25(1) (b), (c), (d) (otherwise unavailable)	0	0	0
G6 Section 28(1) (b) (documents not held)	1	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	1	8	0

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

All completed requests	Assessed Costs	2008/2009 FOI Fees Received	2009/2010
22	\$870	\$780	\$870

STATUTORY REPORTS:

Our Daily Operations: Our Customers

Freedom of Information Data:

...continued...

Section I Discounts allowed:

Type of Discount Allowed	2008/2009 Personal	Other	2009/2010
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	2008/2009 Personal	Other	2009/2010
J1 0 - 21 days	0	26	12
J2 22 - 35 days	0	0	6
J3 Over 35 days	0	0	1
J4 Totals	0	26	19

STATUTORY REPORTS: Our Daily Operations: Our Customers

Freedom of Information Data:

...continued...

Section K Processing time:

Processing Hours		2008/2009 Personal	Other	2009/2010
K1	0 - 10 hours	0	26	26
K2	11 - 20 hours	0	0	1
K3	21 - 40 hours	0	0	0
K4	Over 40 hours	0	0	0
K5	Totals	0	26	27

Section L Reviews and Appeals:

		2008/2009	2009/2010
L1	Number of internal reviews finalised	1	1

		2008/2009	2009/2010
L2	Number of Ombudsman reviews finalised	1	0

		2008/2009	2009/2010
L3	Number of District Court appeals finalised	Nil	Nil

STATUTORY REPORTS:

Our Daily Operations: Our Customers

Freedom of Information Data:

...continued...

Details of Internal Review Results:

Bases of Internal Review		Personal		2008/2009 Total		2009/2010
Grounds on which internal review requested.		Upheld*	Varied*	Upheld*	Varied*	
L4	Access refused	00	0	3	0	1
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	3	0	1

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

Summary:

Generally most people gain access under Council's 'Open File Policy' without the need to lodge formal Freedom Of Information (FOI) Applications.

315 files were viewed under Council's access policy during the period 1 July 2009 to 30 June 2010 with the majority of applications actioned and finalised within 7 days.

Files viewed under Council's access policy	2008/2009	2009/2010
	347	315

STATUTORY REPORTS:

Our Daily Operations: Our Customers

Privacy & Personal Information Protection Act Report:

In accordance with Section 33 of the Privacy & Personal Information Protection Act

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 2009 to 30 June 2010.

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

STATUTORY REPORTS:

Our Natural Environment

State Of The Environment Report:

In accordance with Section 428(2)(C)

For the reporting period of 2009 – 2010, the SHOROC Region of Councils comprising Manly, Mosman, Pittwater and Warringah compiled a regional State of the Environment Report (SOE). The SHOROC SOE Report is included at **Appendix 5** under separate cover entitled “SHOROC – State of the Environment Report 2009 - 2010”. 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 LGA requiring fuel reduction works. As part of Council's ongoing fire management process a Bushfire Risk Management Plan has been produced. The Management Plan identifies all of the assets within the Manly LGA that may be at risk to 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 & manual fuel reduction was undertaken to compensate for a reduced burn program. Four fuel reduction burns were completed to reduce the risk of bushfire hazard. Manual fuel reduction was undertaken at Wellings Reserve, Baringa Bush, Burnt Bridge Ck, Gurney Reserve, Heathcliff Crescent & Castle Cct.

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

Burnt Bridge Creek	Manual Fuel Reduction
Gurney Reserve	Manual Fuel Reduction
Castle Circuit	Manual Fuel Reduction
Wellings Reserve	Fuel Reduction Burn (1600m ²), Manual Fuel Reduction
Tania Park	Fuel Reduction Burn (800m ²)
Castle Circuit Foreshore	Fuel Reduction Burn (800m ²)
Bantry Reserve	Fuel Reduction Burn (1000m ²)
Baringa Bush	Fuel Management Zone maintained
Heathcliff Crescent	Fuel Management Zone maintained

STATUTORY REPORTS:

Our Natural Environment

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 & implementation of Coastline & Estuary Management Plans
- Water quality monitoring
- Cleaning of gross pollutant traps
- Installation & use of alternative water sources (eg: rainwater harvesting)
- Water savings actions
- A variety of sustainability education programs and events
- Ocean Care Day

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 (by way of Newsletter) 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.

...continued...

STATUTORY REPORTS:

Our Natural Environment

....continued...

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 2009/10

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 full Environment Levy report provides an overview of budget, implementation and expenditure progress of the Environment Levy for the 2009/10 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 2009/10 Environment Levy (plus associated grants) opening revised budget was \$2,939,547. This figure incorporates \$1,389,783 of received income from 2008/09 carry forwards, \$1,269,290 in anticipated income in 2009/10 and non-cash grants of \$280,474. This figure is used for budgeting purposes only given that not all anticipated income is necessarily received during the period.

During 2009/10, Council expended \$1,116,301 of Environment Levy funds on Environment Levy Projects. The total cash position of the Environment Levy at the end of 2009/10 (based on received income minus expenditure) was: \$1,284,557. This will be carried forward to 2010/11. Expenditure over the past 13 years has generally been above the annual average Environment Levy injection, due to carry forwards and grant income. Overall expenditure reflects the Environment Levy criteria - priority areas, being urban bushland and water quality.

STATUTORY REPORTS:

Our Natural Environment

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 with Department of Local Government using the forms provided.

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

Amount of funding on Companion Animals

Council spends \$2,000 to \$3,000 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 Department 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.

STATUTORY REPORTS:

Our Built Environment:

Report on the Condition of Public Works:

In accordance with Section 428(2)(d)

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 2010'*.

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.

1. Newly constructed
2. Over 5 years old and fully maintained in "as new" condition
3. Good condition
4. Average condition
5. Partly worn - beyond 50% of economic life
6. Worn but serviceable
7. Poor - replacement required.

STATUTORY REPORTS:

Our Built Environment:

Summary of Legal Proceedings:

In accordance with Section 428(2)(e)

Property	Status / Decision As at June 30 th 2010	Amount
3 Cove Avenue	Advice only	2,861.82
13-136 South Steyne	Advice only	5,509.71
53 East Esplanade	Advice only	1,265.00
53-55 Lauderdale Avenue	Advice only	1,260.60
6 Quirk Road	Advice only	4,246.00
8-28 The Corso	Advice only	2,464.00
Addiscombe Road	Advice only	9,155.85
Manly Golf Course	Advice only	3,951.15
Steyne Hotel Markets	Advice only	250.25
Advice only Total:		\$30,964.38
Pate & Lindsay	Compliance	4,386.25
Compliance Total:		\$4,386.25
46-48 East Esplanade	Consent orders	30,759.89
Consent orders Total:		\$30,759.89
5 Redman Street	Costs Recovery	6,931.89
Peters - supreme court	Costs Recovery	1,375.00
Manly v Taheri	Costs Recovery	11,996.92
Costs Recovery Total:		\$20,303.81
10 Amiens Road	Discontinued	2,212.96
87 Cutler Road	Discontinued	7,629.05
7 Smith Street	Discontinued	12,534.24
28 Alexander	Discontinued	1,277.45
28 Alexander	Discontinued	416.90
Discontinued total:		\$24,070.60
Companion Animals	Discontinued	2,010.80
Companion animals Discontinued Total:		\$2,010.80
114 Frenchs Forest Road S56A Appeal'	Dismissed	78,658.17
110-112 Bower Street	Dismissed	3,585.78
9 Seaview Street	Dismissed	16,442.22
11 The Corso S94 Direction	Dismissed	3,045.35
Dismissed Total:		\$101,731.52
4 Peronne Avenue	Ongoing	8,072.85
Manly Bathers	Ongoing	10,450.87
Ongoing Total:		\$18,523.72
The Shore Club (various actions)	Judgement reserved	81,060.90
71 Bower Street	Judgement reserved	80,377.94
Judgement Reserved Total:		\$161,438.84
Bliim ats Manly - parking	Local Court	1,100.00
Local Court Total:		\$1,100.00
Stocklands (Various actions)	Varied Outcomes	159,788.03
Varied Outcomes Total:		\$159,788.03

...continued...

STATUTORY REPORTS:

Our Built Environment:

Summary of Legal Proceedings:

...continued...

Case Reference	Status / Decision As at June 30 th 2010	Amount
92 Bower Street	Upheld	4,458.05
47 Seaforth Crescent	Upheld	70,778.58
71 The Corso - AHL - New Brighton	Upheld	58,587.64
88 Bower Street	Upheld	27,860.94
Malouf - Fusion Point	Upheld	132,500.60
23-39 The Corso	Upheld	4,861.60
38 Stuart Street	Upheld	2,754.86
2 Seaview Street	Upheld	3,869.87
Upheld Total:		\$305,672.14
Cristals/Waterview	Local & Supreme Court Pending	40,356.45
Local & Supreme Court Pending Total:		\$40,356.45
17 Rosedale Avenue	Miscellaneous	1,090.53
1/73 Fairlight Crescent	Miscellaneous	1,098.35
29 Victoria Parade	Miscellaneous	1,207.25
30-32 South Steyne	Miscellaneous	4,019.12
Advise - Commencement of DA Approval	Miscellaneous	214.50
Advise re DA Approval	Miscellaneous	1,930.50
Felton - 6 Waratah Street	Miscellaneous	71.50
Felton Constructions	Miscellaneous	71.50
HR Matter - barrister brief	Miscellaneous	720.00
Letter without prejudice	Miscellaneous	308.00
Steyne Hotel Markets	Miscellaneous	463.50
Miscellaneous Total:		\$11,194.75

Advice only Total:	30,964.38
Compliance Total:	4,386.25
Consent orders Total:	30,759.89
Costs Recovery Total:	20,303.81
Discontinued total:	24,070.60
Companion animals Discontinued Total:	2,010.80
Dismissed Total:	101,731.52
Ongoing Total:	18,523.72
Judgement Reserved Total:	161,438.84
Local Court Total:	1,100
Varied Outcomes Total:	159,788.03
Upheld Total:	305,672.14
Local & Supreme Court Pending Total:	40,356.45
Miscellaneous Total:	\$11,194.75
Legal Costs TOTAL:	912,301.18

Rate and Charges:

All legal costs associated with rates recovery action were charged to outstanding rates accounts as a cost incurred in recovering outstanding monies. Percentage of rates, annual and extra charges collected was 96.84% for the 2009-2010 reporting period.

STATUTORY REPORTS:

Our Built Environment:

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 Rd, 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 2009 under section 67(2)(b) ("Private Works") – Nil

STATUTORY REPORTS:

Our Community:

Promotion of services to people of Diverse Backgrounds:

In accordance with Section 428(2)(j)

In the Financial year 2009/2010, 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. As part of this role, Council annually sponsors and assists in coordinating a Refugee Week event, which highlights the significant contributions refugees have made to our society.

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 staff are currently investigating the inclusion of 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.

STATUTORY REPORTS:

Our Community:

Promotion of services to people of Diverse Backgrounds:

...continued...

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 is soon to purchase 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. 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 & Museum conducted numerous guided tours throughout 2009/10 to Manly Sister City groups and ESL groups based in Manly. Through its annual Indigenous exhibition and associated programming as part of the Guringai Festival, Manly Art Gallery & Museum involves locally based Indigenous artists and advisory groups. Many artists from culturally diverse backgrounds exhibit in the Manly Art Gallery & Museum's diverse exhibition program which includes group and solo exhibitions.

STATUTORY REPORTS:

Our Community:

Provision for the Needs of Children:

In accordance with Section 428 (2) (r) and 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, before and after school care and vacation care, as well as services specifically for youth.

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 immunization clinic which is a free service for families, for 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 extended its hours of operation to an eleven hour service from January 2010, and commenced providing meals to enhance service provision. **The Roundhouse Child Care Centre** was the recipient of a Federal grant for \$1.4 million in 2009, to extend the service from 40 place child care centre to an 80 place centre and building works commenced in April 2010. Preschools continued to operate at 100% occupancy and Family Day Care continued to be provided by 15 Family Day Carers who are supported by Council staff.

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 2010. 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 provide support to Youth Services and meets monthly to provide input to Council on what youth need in the local community.

The Adolescent and Family Counselling Service continued to provide families support with an eight session counselling program at nil charge. The service supported 127 individual clients and 264 group participants in 2009-10.

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 is currently investigating the possibility of Toddler time in the library. Manly Library organizes school holiday programs during the holidays for school aged children and assists in the Green and Groovy recycled art sessions monthly for boys and girls 8-12 in the library. Manly Library actively promotes the Premier's Reading Challenge, Children's Book week, Children's week and The Summer Reading Challenge.

STATUTORY REPORTS:

Our Community:

Provision for the Needs of Children:

...continued...

Manly Library also runs the “Whatever Club”, for teenagers in school years 7, 8 and 9, providing fun activities to participate in after school and now includes the “Flying Pancakes” - a movie and book club run monthly for teenagers after school.

Manly Library organized and ran a mini Zine fair and Zine workshop with Vanessa Berry during the Manly Arts Festival which attracted the teenage clientele. Manly library now collects Zines as a part of the Collection Development Policy

Manly Art Gallery & 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.

As part of the Manly Arts Festival held annually in September, Manly Art Gallery & Museum ran a Drawing Australia event called Manly’s Big Draw. This encouraged children & families to contribute their mark-making to a large outdoor mural. Manly Art Gallery & Museum offers guided tours for all school student groups of current exhibitions and the permanent collection.

Also a major exhibition of the history of the Royal Far West Children’s Scheme was launched at the Manly Arts Festival to coincide with History Week and to document the commitment and effort of the many patrons, board members, volunteers, many of whom are Manly residents, to the Scheme.

STATUTORY REPORTS:

Our Community:

Access and Equity Issues:

In accordance with Section 428 (2) (r) and 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 2009/10, 253 calls were taken, an average of 21 calls per month.

- 36% of calls were from older people
- 23% were from family & friends of older people, PWD, CALD etc.
- 15% were service providers to target groups
- 8% were PWD
- 2% from Local Government
- 1% CALD

Manly Council supported **Seniors Week 21-28 March 2010**, promoting a diverse range of activities in its Seniors Week program, and coordinated a Laughter Workshop at the Manly Seniors Centre. Council also provided up-to-date information with the Northern Beaches and Forest Seniors and Care Guide, and the Northern Beaches Retirement Housing Guide. The **Manly Seniors Centre** continued to provide a range of activities that promote social inclusion and healthy ageing, including ballroom and line dancing, art group, bowling, table tennis, a singing group, Computer Pals and exercise classes specifically targeted at keeping seniors active and mobile.

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 33,024 meals in 2009/10 and continued to reduce social isolation for seniors in the Manly community with the weekly community restaurant, 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 2009/10 included the production of a Manly Missed Business Guide which outlines how to attract more customers by providing better access to small businesses, provided input into the DCP for Access, updated the Manly CBD Access Map, and continued to review development applications which had potential to impact on disability access in businesses, public facilities and outdoor spaces.

Manly Council was contacted in 2009/10 by a visitor from Western Australia, who praised Council for the area being very accessible for people in wheel chairs.

STATUTORY REPORTS:

Our Community:

Manly Council continued to provide a weekly recreational program for people with intellectual disabilities who reside on the Northern Beaches. During 2009/10, **Club Friday** provided 47 recreational evenings with activities to promote social engagement within the community and two day trips: to Jamberoo Action Park and the Blue Mountains. Manly Council celebrated **International Day for People with Disabilities** with Sunnyfield Independence and provided a barbecue lunch and music at Lagoon Park on 3 December 2009. Club Friday members celebrated their Christmas Party with the Mayor, Councillors, the General Manager and Council staff along with Club Friday friends and family.

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. Manly Council supported the Centre to provide a program in Refugee Week.

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 2009/10 by two full time Counsellors.

During the reporting period, **Manly Art Gallery & 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 2009 Manly Arts Festival involved people with disabilities from Sunnyfield who contributed to an art exhibition at Manly Library.

STATUTORY REPORTS:

Our Community:

Section 356 Grants:

In accordance with Section 428(2)(I)

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 2009 - 2010 reporting period:

Community Grants	Amount
Koori Kids	\$450
Cubby House Toy Library	\$500
Northern Beaches Interchange	\$800
Peninsula Senior Citizens Toy Repair Group	\$500
Learning Links	\$750
Balgowlah School for Seniors	\$750
Peer Support Foundation	\$500
Balgowlah Heights Public School	\$1000
Northern Beaches Community Men's Shed	\$500
Sunnyfield	\$500
Lions Club of Balgowlah Inc.	\$1500
Pittwater Pinks	\$500
Pioneer Clubhouse	\$1000
Manly Yacht Club	\$750
Sailability Manly	\$1000
Aunties & Uncles Cooperative	\$1000
TOTAL	\$12,000

STATUTORY REPORTS:

Our Community:

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 2009-2010 reporting period:

Cultural Grants	Amount
Northern Beaches Chorus	\$500
Powerbox Productions - Creative Mums	\$500
Manly Warringah Choir Inc	\$750
Manly Musical Society	\$1000
Manly Life Saving Club	\$600
Sydney Chamber Music Festival	\$1000
Northern Beaches Eisteddfod	\$650
"Slam It" Poetry Competition	\$1000
Total	\$6000

The organisations below receive a recurrent annual cultural grant:

Organisation	Recurrent annual grant
Manly District Band	\$2000
Manly Warringah Pipe Band	\$1000
Manly Music Club	\$1000
TOTAL	\$4000

STATUTORY REPORTS:

Our Community:

Other contributions and donations:

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

- Manly Village Public School for the Stay Safe Rangers Program **\$7000**
- Balgowlah Heights Public School for the Stay Safe Rangers Program **\$7000**
- Northern Beaches Youth Orchestra was awarded **\$13,852**

Donations were also made to:

The **Manly Community Centre** with an annual contribution for provision of services to the community of \$65,245. A one-off grant of \$11,000 was also provided to assist the Centre with development of a business plan. And another grant of \$400 was provided to support the Centre's Refugee Week event on 31 July 2009. Total amount awarded: **\$76,645**.

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 \$750 to support their administration expenses. The total amount awarded was **\$7500**.

Manly, North Steyne and Queenscliff Surf Life Saving Clubs each received an annual contribution from Council. Total amount awarded to each Club was **\$25,000**.

**END
OF
ANNUAL
REPORT
2009 / 2010**

COUNCIL CHAMBERS

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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