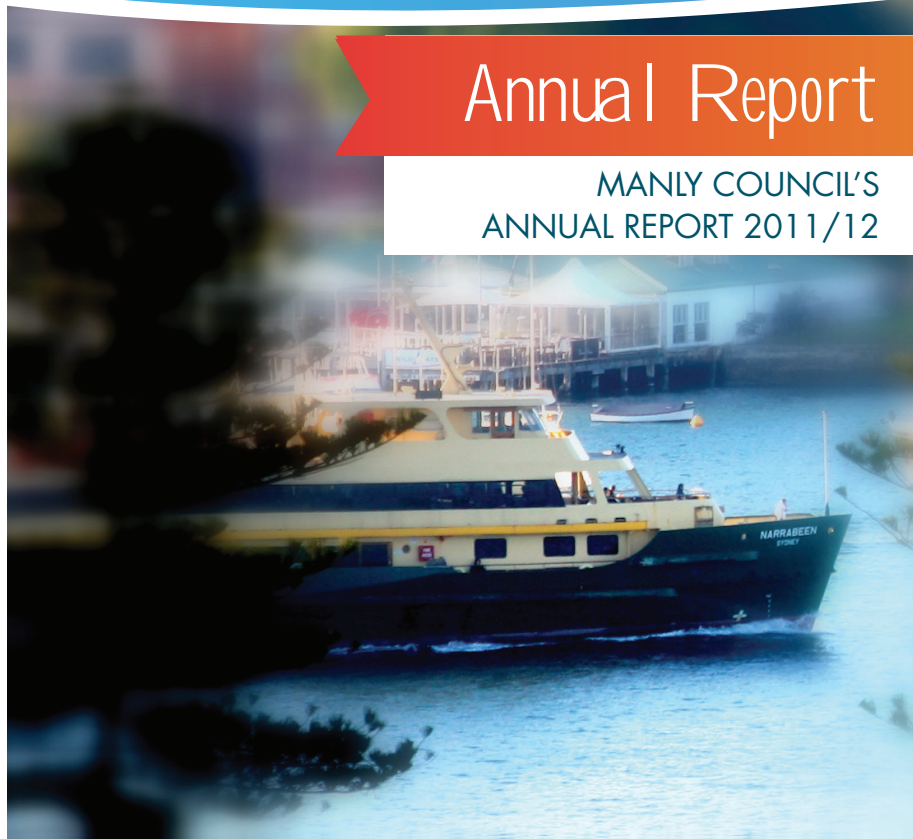


Annual Report

MANLY COUNCIL'S
ANNUAL REPORT 2011/12



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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Table of contents

Introduction	4
The Manly Area in Profile	5
Our Council	7
A Message from the General Manager	8
A Mesasge from the Mayor	9
Our Elected Council	10
Councillor Attendance	11
Our Vision, Mission and Value	18
Our Guiding Principles	19
Get Involved in Your Council	22
Section One	26
Report on Progress against the Delivery Program	27
Financial Information	28
Other Statutory Information	36
Access to Information	42
Privacy and Personal Information Protection Report	46
Section Two	49
State of the Environment Report.....	50
Environment Levy Report	67
Appendices	69
Appendix 1 - General Purpose Financial Statements - 30 June 2012	70
Appendix 2 - Payment of Expenses & Provision of Facilities Policy	176
Appendix 3 - End of Term Reporting	193

Manly Council Annual Report 2011

Introduction

There are a number of pieces of legislation which specify certain criteria which must be included in a councils' Annual Report. This report has been produced to comply with the statutory requirements of these Acts and Regulations for the period 1 July 2011 until 30 June 2012 and includes the organisations financial statements for 2011 – 2012 reporting period, as well as the Community Strategic Plan Beyond 2021, End of Term Report published in July 2012.

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

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

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

Government Information and (Public Access) Information Act 2009

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

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

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

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

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

Public Interest Disclosures Act 1994

- Section 6CA - Reports to Ombudsman by public authorities.

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 Area in Profile

Snapshot About the Manly area

The Manly Council Local Government Area (LGA) is located on Sydney's Northern Beaches - between 8 and 17 kilometres north-east of Sydney. It is bounded by the Warringah Council area, Burnt Bridge Creek and Manly Creek in the north, the Tasman Sea in the east, Sydney Harbour and North Harbour in the south, and Middle Harbour in the west.

The area includes the suburbs of Balgowlah, Balgowlah Heights, Clontarf, Fairlight, Manly and Seaforth.

The Manly Council area is a predominantly residential area, with some commercial and industrial land use. The Council area encompasses a total land area of approximately 16 square kilometres, including substantial areas of water frontage and foreshore.

Some of the characteristics of the Manly area's place and demographics are described below.

Manly - the place:

- Is geographically a small LGA (15.14km²) with predominantly water boundaries including the Tasman Sea, Sydney Harbour and also Burnt Bridge Creek.
- Has a boundary of 37.68km, of which 32.94km is the water margin.
- Encompasses a diverse range of landforms including, bays, beaches, headlands, rugged cliffs, steep slopes and areas of plateaux.
- Is predominantly a residential area, with some commercial and industrial land uses.
- Has an important regional public transport interchange and ferry wharf.
- Is well known for its rich natural environment with landmarks such as North Head and the iconic Manly Beach.
- The area is a major visitor destination for in excess of six million visitors a year.

Manly – its people:

- The current estimated resident population as at 30 June 2011 is 42,531 people, excluding overseas visitors.
- From 2006 to 2011, the LGA's population increased by 2,634 people (7.1%). This represents an average annual population change of 1.38% per year over the period.
- The Indigenous population represents 0.3% of the Manly population, or 113 people in 2011.

- Manly has a greater cultural diversity than the rest of NSW with approximately 33% of residents born overseas compared to 26% for NSW.
- English is the dominant language spoken in Manly due to large proportion of new arrivals from English speaking countries.
- The largest changes in age structure in the Manly area between 2006 and 2011 were in the following age groups:
 - 35 to 39 (+522 persons)
 - 0 to 4 (+514 persons)
 - 65 to 69 (+420 persons)
 - 45 to 49 (+396 persons)
- Comparing household types between the Manly LGA and Greater Sydney in 2011, reveals a lower proportion of family households (with children), and a higher proportion of lone person households.
- There was a decrease of 3% in couples with children aged 15 years and under between 2006 and 2011. There was also a 4% increase in lone person households during this period.

Manly's environment - natural and built:

- Manly has a number of significant and diverse ecosystems, and a number of threatened fauna and flora species which require careful management.
- Contains open space that is of local and regional significance, and requires careful management to protect its community values for future generations.
- Contains a high proportion of medium and high density type dwellings, comprising 62% of private dwellings compared to separate houses (37%) (ABS Census 2011).
- Since 2006, the typical dwelling structure is changing. There has been a slight decrease in separate houses (-4) and an increase in medium density houses (+338) and high density (+508) dwellings due to new development.
- As well, Manly has experienced an increase of 885 households since 2006.
- Building activity has also fluctuated since the last Census period. For instance, residential building approvals peaked in 2007-08 when 385 dwellings were approved, then have dropped to 78 being approved in 2011-12.

Our Council



A Message from the General Manager

This report is designed to provide the community with an overview of the services and initiatives provided for from 1 July 2011 until 30 June 2012.

During that period Council has achieved a great majority of the outcomes required by its Community Strategic Plan utilising our resources to improve and maintain our services, facilities and infrastructure.

My aim is to create an organisation that is innovative and flexible in improving performance, achieves results and provides transparency in all its operations.

The guiding principles of Manly Council are to provide quality services and infrastructure, to be responsive to our Community's needs and to use our Vision, Mission, Ethical Charter and various other guiding documents, such as the Manly Sustainability Strategy to guide us in all of our operations.

Council continues to be a dynamic and progressive organisation whose financial position is sound.

Manly Council puts a great deal of time and energy into guiding the Community's progress and development. The organisation's working culture continues to be customer focused, responsible and businesslike in its activities.

I am immensely proud of the quality of service that Council provides our Community and appreciate the decisive part you, the residents play, in making Manly a special place in which to live, work or visit.

Finally, I would like to thank the Mayor and Councillors and the dedicated staff for their hard work and commitment over the past year.



Henry T Wong
General Manager

A Message from the Mayor

In 2011-2012, Manly Council achieved many noteworthy successes in a year of exceptional activity, innovation and creative thinking by Councillors and Staff alike.

There were many highlights, not least being the purchase of the Seaforth College of TAFE, the disused site to be refurbished and used for community purposes.

This was a great outcome for Manly, and Seaforth in particular, finally removing the threat of over-development in the heart of Seaforth and simultaneously providing an historic opportunity to rejuvenate and revitalise Seaforth.

Amongst many other major developments through the year, I was encouraged by progress in planning for a Northern Beaches Bus Rapid Transit (BRT) system.

For the first time, NSW government planning experts have begun looking seriously at an integrated transport solution for the Northern Beaches, with options being developed for a BRT on the North-South corridor between the City and the Northern Beaches and parts of the Peninsula to Chatswood.

Transport infrastructure is a critical priority not only for Manly residents, but for the many hundreds of thousands of visitors whose love of our beaches, parks and entertainment venues and whose tourism dollars underpin the local economy.

Manly Beach is one of Australia's greatest tourist destinations, its stunning surf beach, harbourside location which, along with events like the Australian Open of Surfing, Manly Food, Wine and Sustainability Festival and Manly Jazz Festival, attract millions of visitors each year, providing a huge stimulus to local business activity. To help ensure Manly remains a beloved national icon,

Manly Council has gone to extraordinary efforts to preserve and enhance Manly's natural and built heritage and redoubled efforts to ensure it is a family-friendly, safe place for visitors and residents alike.

A great many other exciting developments and initiatives reported here proved to be highlights of an exciting, productive year in Manly.

Council is in excellent financial shape, holding substantial restricted cash reserves and our loan servicing costs have been substantially reduced.

Of course, we must also face the fact that the revenue of local councils is substantially controlled by the State Government while our operating costs continue to grow due to market pressure.

I thank the Councillors, the General Manager and Council staff for their cooperation, commitment and dedication.

There are significant challenges ahead for Manly as it feels the pressure of development and the impacts of its own popularity.

The decisions made during the term of this Council reflect our determination to protect and enhance the amenity of Manly for future generations.



Jean Hay AM

Our Elected Council

The Mayor and Councillors

During the year 12 elected representatives held the position of Councillors on Manly Council. These Councillors 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.

These Councillors represent the diverse interests of the residents and ratepayers of Manly and set the strategic

direction of the organisation by determining Council policies and strategies. This assists Council to achieve the vision and goals as outlined in Council's Community Strategic Plan Beyond 2021.

The next elections will be held in mid-September 2012. At this election the number of Councillors will be reduced from 12 to 9 (including the Mayor), this change was decided via a referendum undertaken at the 2008 Local Government elections.



Mayor and Councillors of Manly Council - elected September 2008 (4 year term ended in September 2012).

(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)

Councillor Attendance Records

Council Term: September 2008 – September 2012

Reporting Period: July 2011 – June 2012

Key:

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

(Chair) = Chair of the Committee ^ = Committee is external * = figure includes two Extraordinary meetings



Cllr Jean Hay

The Mayor

Ex-officio Chair of all Manly Council Committees

T: 9976 1501 M: 0408 896 949

jean.hay@manly.nsw.gov.au

- Ordinary Meeting – 12/13 *
- Planning & Strategy – 7/8
- Audit and Risk Committee – 4/5
- Community Safety Committee (Chair) – 9/11
- LM Graham Reserve Working Group (Chair) – 0/0
- Manly Arts Festival Working Group (Chair) – 3/3
- Manly LEP/DCP Working Group – 5/7
- Manly Scenic Walkway

Committee (Chair) – 5/6

- Manly Tramway Loop Feasibility Working Group – 0/1
- Playground Committee – 2/5
- Sister Cities Committee – 6/8
- SHOROC - Shore Regional Organisation of Councils (Chair) – 4/4
- Sports Facilities Committee (Chair) – 4/5
- Surf Club Liaison Working Group (Chair) – 5/5
- Sustainable Economic Development & Tourism Committee (Chair) – 2/3

Re-elected as Mayor in September 2012



Cllr Barbara Aird

T: 9976 1500

barbara.aird@manly.nsw.gov.au

- Ordinary Meeting – 10/13*
- Planning & Strategy – 7/8
- Access Committee – 5/5
- Community Safety Committee – 8/11
- Landscape Management & Urban Design Committee – 3/5
- Manly LEP/DCP Working Group – 2/7
- Manly Tramway Loop Feasibility Working Group – 0/1
- Sustainable Development & Tourism Committee – 0/3
- Sustainability & Climate Change Committee – 0/0
- Sydney Coastal Councils Group – 1/4
- Waste Committee (Chair) – 6/7

Re-elected as Councillor in September 2012



Cllr Hugh Burns

T: 9976 1500 M: 0435 214 357

hugh.burns@dugeem.net

- Ordinary Meeting – 13/13*
- Planning & Strategy – 8/8
- Art & Culture Committee – 6/6
- Audit and Risk Committee – 3/5
- Community Environment Committee 10/11
- Community Safety Committee – 9/11
- Heritage Committee – 3/5
- Landscape Management & Urban Design Committee – 4/5
- Manly LEP/DCP Working Group – 3/7
- Manly Tramway Loop Feasibility Working Group – 1/1
- Sustainable Transport Committee (Chair) – 9/9

Re-elected as Councillor in September 2012



Cllr Lauren Elder

- Ordinary Meeting – 9/13*
- Planning & Strategy – 6/8

Retired at Council elections in September 2012



Cllr Cathy Griffin

T: 0414 719 513

cathy.griffin@manly.nsw.gov.au

- Ordinary Meeting – 13/13*
- Planning & Strategy – 8/8
- Audit and Risk Committee – 5/5
- Community Environment Committee (Chair) – 10/11
- Human Services Planning & Policy Committee (Chair) – 5/5
- Manly LEP/DCP Working Group – 7/7
- Manly Tramway Loop Feasibility Working Group – 1/1
- Sports Facilities Committee – 3/5
- Sustainable Economic Development & Tourism Committee – 2/3
- Sustainability & Climate Change Committee – 0/0
- Sydney Coastal Councils Group – 4/4
- Waste Committee – 7/7

Re-elected as Councillor in September 2012



Cllr Adele Heasman

T: 9948 1901

adele.heasman@manly.nsw.gov.au

- Ordinary Meeting – 13/13 *
- Planning & Strategy – 7/8
- Access Committee – 3/5
- Audit and Risk Committee – 2/5
- Art & Culture Committee (Chair)– 5/6
- Harbour Foreshore & Coastline Management – 4/4
- Heritage Committee (Chair) – 5/5
- Human Services Planning & Policy – 5/5
- LM Graham Reserve Working Group – 0/0
- Manly / Mosman / North Sydney Bushfire Management Committee (Chair) – 0/1
- Meals on Wheels Committee – 7/9
- Shorelink Library Network (Chair) - 4/4
- Traffic Committee^ (Chair) – 9/10

Re-elected as Councillor in September 2012



Cllr Alan Le Surf

T: 0421 694 035

alan.lesurf@manly.nsw.gov.au

- Ordinary Meeting – 10/13*
- Planning & Strategy – 7/8
- Art & Culture Committee – 4/6
- Community Safety Committee – 7/11
- Manly Arts Festival Working Group – 2/3
- Manly LEP/DCP Working Group – 3/7
- Sister Cities Committee (Chair) – 8/8
- Sustainable Economic Development & Tourism Committee – 3/3

Re-elected as Councillor in September 2012



Cllr Dr Peter Macdonald

- Ordinary Meeting – 7/13*
- Planning & Strategy – 5/8
- Community Safety Committee – 5/11
- Harbour Foreshore & Coastline Management (Chair) – 1/4
- Landscape Management & Urban Design Committee (Chair) – 2/5
- Manly Lagoon Catchment Coordinating Committee^ – 1/3
- Surf Club Liaison Working Group – 1/5
- Sustainable Economic Development & Tourism Committee – 0/3
- Sustainability & Climate Change Committee – 0/0

Retired at Council elections in September 2012



Cllr Richard Morrison

- Ordinary Meeting – 8/13*
- Planning & Strategy – 4/8

Retired at Council elections in September 2012



Cllr David Murphy

- Ordinary Meeting – 13/13*
- Planning & Strategy – 8/8
- Heritage Committee – 1/5
- Manly LEP/DCP Working Group (Chair) – 6/7
- Playground Committee (Chair) – 5/5
- Traffic Committee^ – 4/10

Retired at Council elections in September 2012



Cllr Mark Norek

- Ordinary Meeting – 11/13*
 - Planning & Strategy – 7/8
- Retired at Council elections in September 2012



Cllr Craig Whitting

- Ordinary Meeting – 13/13*
- Planning & Strategy – 8/8
- Manly Lagoon Catchment Coordinating Committee^ (Chair) – 3/3
- Sports Facilities Committee – 4/5

Retired at Council elections in September 2012

Our Vision, Mission and Values

OUR VISION:

Where natural environment and heritage sustain and complement a vibrant cosmopolitan and community lifestyle.

In addition, we will work in partnership to deliver enhanced safety, cleanliness, accessibility, connectedness, and sustainability in Manly for current and future generations.

Our vision is important as it ensures that the decisions we, as an organisation, are made with a long-term, strategic focus. Without a clear vision it is more likely that our decisions are made without a clear sense of purpose.

The above Vision was supported and adopted during Council's community engagement process in 2010 that established our 10 year community strategic plan, 'The Manly Community Strategic Plan Beyond 2021' which draws together what the Manly community has identified as important priorities and community aspirations for the Council to achieve over the next 10 years.

This Strategic Plan provides the basis for Council to work in partnership with the community and its stakeholders to deliver on these principles across the quadruple bottom line and social, economic, governance and environmental priorities for the future.

OUR COMMUNITY VALUES:

To support our vision for the future, various community values were considered important. Our values describe what we believe in and how we, as a community aspire to live together.

Using our Values as a guiding principle the community will benefit by working towards:

- A sustainable environment and economy

- Affordable housing
- Accessible places
- Connected & involved local community that is culturally vibrant
- A clean environment
- Protecting its natural and built environment
- A place for both residents and visitors to enjoy
- Managing its population growth
- Well managed and accountable local government
- Clearly defined plans.

OUR MISSION:

Our mission statement is a summary of our aims and values as an organisation. Our Mission is to ensure:

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

Our Guiding Principles

The Council Charter (Local Government Act 1993 Section 8) comprises a set of principles that are to guide a council in the carrying out of its functions. These are as follows:

- to provide directly or on behalf of other levels of government, after due consultation, adequate, equitable and appropriate services and facilities for the community and to ensure that those services and facilities are managed efficiently and effectively;
- to exercise community leadership;
- to exercise its functions in a manner that is consistent with and actively promotes the principles of multiculturalism;
- to promote and to provide and plan for the needs of children;
- to properly manage, develop, protect, restore, enhance and conserve the environment of the area for which it is responsible, in a manner that is consistent with and promotes the principles of ecologically sustainable development;
- to have regard to the long term and cumulative effects of its decisions;
- to bear in mind that it is the custodian and trustee of public assets and to effectively plan for, account for and manage the assets for which it is responsible;
- to engage in long-term strategic planning on behalf of the local community;
- to exercise its functions in a manner that is consistent with and promotes social justice principles of equity, access, participation and rights;

- to facilitate the involvement of councillors, members of the public, users of facilities and services and council staff in the development, improvement and co-ordination of local government;
- to raise funds for local purposes by the fair imposition of rates, charges and fees, by income earned from investments and, when appropriate, by borrowings and grants;
- to keep the local community and the State Government (and through it, the wider community) informed about its activities;
- to ensure that, in the exercise of its regulatory functions, it acts consistently and without bias, particularly where an activity of the council is affected; and
- to be a responsible employer.

These principles continue to underlie the functions, actions and strategies provided by

Manly Council, and its custodial role in safeguarding and realising the vision of its community for a Manly - where natural environment and heritage sustain and complement a vibrant cosmopolitan and community lifestyle.

The Manly Community Strategic Plan Beyond 2021 has provided the basis for Council to work in partnership with the community and its stakeholders to deliver on these principles across the quadruple bottom line and social, economic, governance and environmental priorities for the future.

Social Justice Principles

In addition, underpinning the 'Manly Community Strategic Plan Beyond 2021' are the social justice principles of equity, access, participation and rights, as well as the development of previous plans and strategies.

These are that:

Equity – there should be fairness in decision making, prioritising and allocation of resources, particularly for those in need. Everyone should have a fair opportunity to participate in the future of the community. The planning process should take particular care to involve and protect the interests of people in vulnerable circumstances.

Access – all people should have fair access to services, resources and opportunities to improve their quality of life.

Participation – everyone should have the maximum opportunity to genuinely participate in decisions which affect their lives.

Rights – equal rights should be established and promoted, with opportunities provided for people from diverse linguistic, cultural and religious backgrounds to participate in community life.

These social justice principles are interrelated and will continue to guide our Council through the delivery and assessment of the effectiveness of the Manly Community Strategic Plan Beyond 2021.

As well, these four social justice principles and social considerations were considered important in

Council's 2010 and on-going community engagement activities, services and values. These principles have been considered and underlie previous social plans (2004 Social Plan, the 2009 Interim Social Plan) and were incorporated in the development of the Manly Community Strategic Plan Beyond 2021.

Integrated Planning and Reporting Framework:

A new integrated planning and reporting framework for NSW local government was introduced in 2009, after extensive consultation with the local government sector and other key stakeholders. The specific aims of the reforms were to:

- improve integration of various statutory planning and reporting processes undertaken by councils as required by the Local Government Act 1993 and the Department of Local Government's guidelines, and the Environmental Planning and Assessment Act 1979;
- strengthen councils' strategic focus;
- streamline reporting processes; and
- ensure that the Local Government Act 1993 and the Integrated Planning and Reporting Guidelines support a strategic and integrated approach to planning and reporting by local councils.

The new framework recognises that communities do not exist in isolation – they are part of a larger natural, social, economic and political environment that

influences and, to a large extent, shapes their future direction.

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

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

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

The legislation and other essential requirements contain community engagement requirements to frame a ten years plus Community Strategic Plan, including goals and aspirations for the local area, and a ten years plus Resourcing Strategy to show how assets, finance and Council's workforce can be accommodated in the plan.

Manly Council's specific actions and responsibilities within the community strategic plan are defined in the Delivery Program 2011-2015 that is a four year program aligning with the electoral cycle. It details the principal activities to be undertaken by Council to implement the strategies established by the Manly Community Strategic Plan Beyond 2021 and within the resources available under the resourcing strategy. It replaces Council's previous Management Plan requirements.

The Manly Delivery program 2011-2015 includes a method of assessment to determine the effectiveness of each principal activity detailed in the Delivery Program in implementing the strategies and achieving the strategic objectives at which the principal activity is directed.

The following diagram attempts to summarise the new reporting framework.



Get Involved in Your Council

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.

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.

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

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 or after each Council election, Council will call for Expressions of Interest for members of the community to join our Special Purpose Advisory Committees.

These committees are advisory groups that meet regularly to discuss a range of issues affecting the Manly Local Government Area. The advice and input of these committees is valued by the Councillors and by Council staff. For a full list of Manly Council committees, visit our website, www.manly.nsw.gov.au or phone 9976 1500.

New Special Purpose Advisory Committees will be created after the council elections in September 2012.

Taking part in Community Precinct meetings:

Council is committed to community consultation and the Manly Precinct Community Forum System is a key component of our consultation.

The Local Government Area of Manly is divided up into 12 distinct geographical locations and each month, groups of local residents meet in these areas to discuss issues of importance to their local community. Some of the issues discussed include traffic matters, landscaping, draft policies and amendments to existing policies.

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

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

Volunteering:

There are a number of volunteering opportunities that are made available within Council. From assisting at the Art Gallery to delivering Meals on Wheels, there are numerous opportunities available for those with a little extra time on their hands.

We greatly appreciate the wonderful work carried out by our teams of volunteers and we thank them for their ongoing service to the community. More information about volunteering with Manly Council can be obtained by phoning our Volunteer Coordinator on (02) 9976 1658.



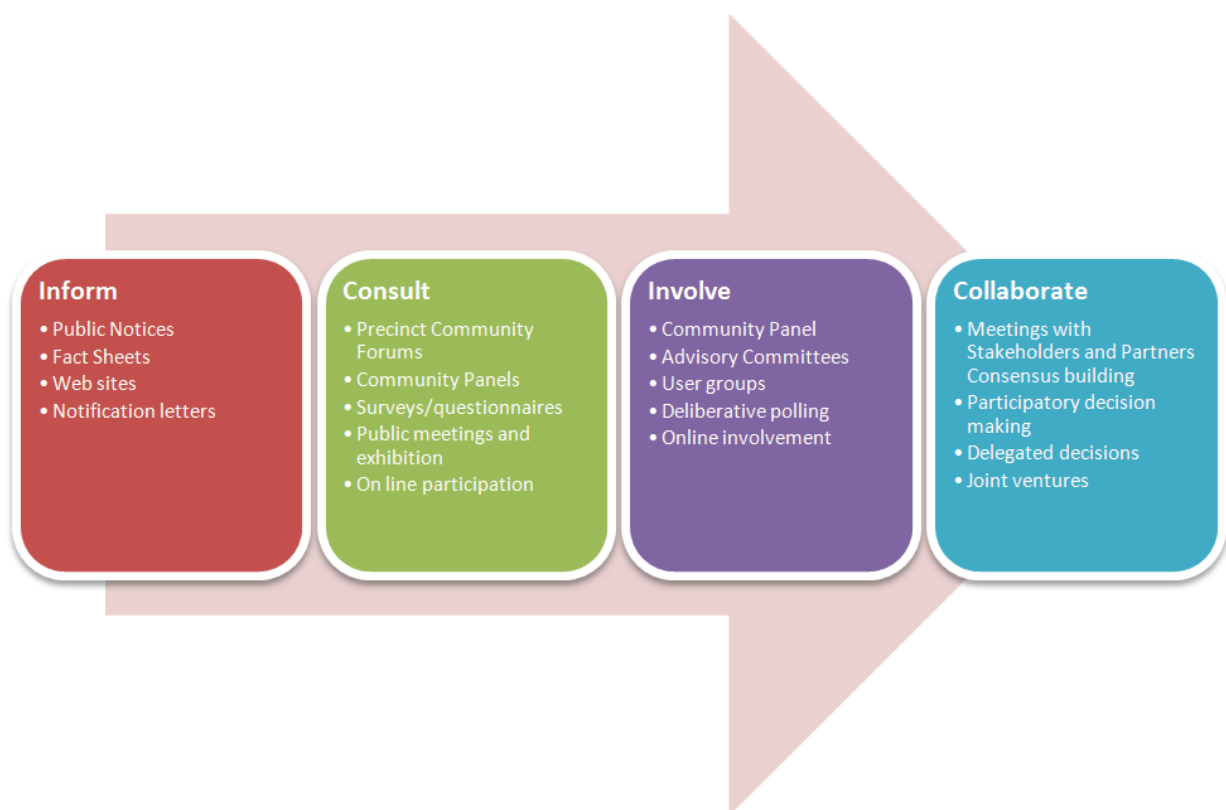
Manly Council Precinct Community Forums areas

Community Engagement:

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

The policy outlines the myriad of engagement processes employed by Council to engage and consult with its community, especially during the development of the Community Strategic Plan Beyond 2021.

The strategy developed in accordance with section 404(4) of the Local Government Act will also be used in future reviews of this and other plans for the long term benefit of the Manly area. The diagram (is extracted from the Community Engagement Policy) below and summarises how Manly Council engages with its community now and in the future.



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Section One



Report on progress against the Delivery Program

An End of Term Report is required under Section 428(2) of the Local Government Act 1993, at the end of each council term, which ended in September 2012 with the local government elections.

An end of term report is required on Council's progress in implementing the Community Strategic Plan during its term. Council adopted the Community Strategic Plan (CSP) in June 2011.

The focus of our End of Term Report is on initiatives that Council has direct influence over, and utilises a range of performance and assessment methods identified in our Community Strategic Plan and integrated planning documents.

In June 2011, Council adopted the Community Strategic Plan Beyond 2021 (CSP) and its various components, including the Delivery Program, and establishes the principal activities to be undertaken by Council to implement the strategies established by the CSP within the resources available under the Resourcing Strategy,

Contained within the Delivery Program are the four main strategic directions undertaken by Council that provide a focus for the development of key goals and strategies. These are:

1. Social priorities for a connected, involved and safe community that cares for its residents and visitors
2. Economic priorities for a viable Manly for work, employment and infrastructure

3. Environmental priorities for a sustainable, protected and well managed natural and built Manly
4. Governance priorities for well-governed Manly with transparent and responsible decision-making in partnership with the community

A copy of Council's End of Term Report and Community End of Term Report are available in appendix 3.

Financial Information

Financial Summary:

For the financial year ended 30 June 2012, Council received \$57.822million income including Capital Grants and Contributions of \$0.802 million; operating expenditure was \$59.422 million, and \$12.064 million was spent on capital assets.

The Net Operating result for the year was a deficit of \$1.497 million after Capital Grants and Contributions (\$2.299 million deficit before capital).

The Financial Report including the Auditors Report is included at Appendix 1.

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

Council rates increase for the year was pegged at 3.6% in accordance with State Government rate pegging.

Councillors Expenses

In accordance with (Clause 217(1a1))

Council has adopted a policy, 'Policy on Payment of Expenses & Provision of Facilities to Mayor & Councillors', 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 2 of this report. In addition, a fee has been set for payment of the Mayors and Councillors for the 2011/2012 financial year.

The total payment made during the 2011/2012 reporting year is \$282,686. Details of these expenses are provided below:

Mayoral and Councillors Fees – 2011/2012	
Mayoral allowance	\$36,320
Councillor Fees (Note: from the September 2012 Council elections onwards there will only be 9 councillors (including the Mayor))	\$199,680
Sub-total	\$236,000
Provision of facilities & payment of Councillors expenses	
Provision of dedicated office equipment allocated to Councillors	\$521
Telephone calls made by Councillors	\$16,173
Attendance of Councillors at Conferences and Seminars	\$10,527
Training of Councillors and provision of skill development	\$11,483

Interstate visits by Councillors, including transport, accommodation and other out of pocket travelling expenses	\$1,084
Overseas visits by Councillors, including transport, accommodation and other out of pocket travelling expenses	\$2,783
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)	\$4,115
<i>Sub-total</i>	<i>\$46,686</i>
Total Expenses	\$282,686

Overseas Trips:

In accordance with (217(1a))

During the period the following overseas trips were undertaken:

Date	Person	Destination and purpose	Funding
26 Jul 2011	Mayor Jean Hay	Huntington and Honolulu Re Hosting Australian Open of Surfing Event	Destination NSW
26 Jul 2011	Beth Lawsen Divisional Manager HS&F	Huntington Re Hosting Australian Open of Surfing Event	Destination NSW
Jul 2011	Henry Wong General Manager	Huntington Beach Re Hosting Australian Open of Surfing Event	Self-Funded
May 2012	Henry Wong General Manager	Yeongdogu South Korea anniversary of Sister City relationship	Self -Funded

Contracts Awarded:

In accordance with Clause 217 (1a2)

The following contracts in excess of \$150,000.00 were awarded by Council during the reporting period 1 July 2011 to 30 June 2012.

Good or Service Supplied	Name of Contractor	Date Awarded	Term of Contract	Tender Value
Licence to operate the Kiosk at the Andrew 'Boy' Charlton Swim Centre	Volhan Pty Ltd	08/08/11	3 Years	\$270,000
Licence to operate an Arts, Crafts & Farmers Market in Manly	Manly Chamber of Commerce	08/08/11	2 Years	\$199,091
Licence to operate Learn to Swim School at Andrew 'Boy' Charlton Swim Centre	Pedjuly Pty Ltd T/A Narelle Simpson	08/08/11	5 Years	\$275,000
Divestment of Council's Trade Waste Service	J J Richards Pty Ltd	08/08/11	One off Sale	\$546,000
Provision of Painting Services for Fences & Bollards	Pro-Asset Painting Maintenance Pty Ltd	08/08/11	3 Years	Various Rates per Schedule
Ride a Surfboard & Bodyboard Coaching Rights	Sydney Surf School T/A Manly Surf School	12/09/11	3 Years	\$153,000
Provision of External Legal Services	DLA Piper Australia Houston Dearn O'Connor HWL Ebsworth Lawyers Maddocks Marsdens Law Group Pikes Lawyers	17/10/11	5 Years	Cost Agreement per Case/Matter
HP TRIM Phase 1 Infrastructure	Klikon Solutions Pty Ltd	01/12/11	One Off Supply	\$196,900

Good or Service Supplied	Name of Contractor	Date Awarded	Term of Contract	Tender Value
HP TRIM Phase 1 Licensing	Klikon Solutions Pty Ltd	01/12/11	One Off Supply	\$239,338
Minor & Capital Works Maintenance	Kelbon Project Services Pty Ltd Northern Fencing Specialists North Shore Paving Pty Ltd Ozpave (Aust) Pty Ltd Pave-Link Pty Ltd Roadwork Solutions Pty Ltd Stateline Asphalt Pty Ltd	12/12/11	3 Years	Various Rates per Schedule (Approx \$200,000/year)
Provision of Road Construction Services & Materials	Downer EDI Works Pty Ltd Bitupave Pty Ltd T/A Boral Asphalt National Road Sealing SRS Roads Pty Ltd	12/12/11	4 Years	Various Rates per Schedule (Approx \$600,000/year)
Retail Charging of Electricity – Contestable Sites & Street Lighting	AGL Sales Pty Ltd	14/05/11	2 Years	\$232,035
Supply of 1 x 8 Cubic Metre Garbage Compactor	Garwood International Pty Ltd	14/05/12	One Off Supply	\$184,144

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.

Summary of Legal Proceedings:

In accordance with Clause 217 (1a3)

Case	LEC #	Decision	Costs
11 Pine Street	10244/11	Upheld (in part)	\$8,628.16
112 Sydney Road	10087/12	Upheld (in part)	
112 Sydney Road	10912/11	Upheld (in part)	\$42,466.19
13 Barrabooka Street	10060/11	Upheld	
13 Barrabooka Street	10470/11	Upheld	\$21,460.49
13 Barrabooka Street	11021/10	Upheld	
15A Linkmead Avenue	10766/11	S34AA Agreement	\$25,056.80
17-31 Roseberry Street	10045/12	Discontinued	\$3,945.38
2 West Promenade	10014/11	S34 Agreement	\$106,678.16
22 Jackson	10443/11	S34 Agreement	\$22,512.29
220 Sydney Road	11006/11	S34 Agreement	\$16,641.50
23 Beatrice Street	10839/11	Dismissed 22/05/12	\$262,853.38
27 Daintrey Street	10671/11	Upheld	\$26,443.80
28A Alexander Street	10711/11	Upheld	\$12,157.38
3 King Avenue	11225/11	Upheld	\$32,802.92
30 Kitchener Street	10268/11	Upheld	\$32,477.12
31 The Crescent	11221/11	Awaiting Judgement	\$23,464.17
37 Peronne Avenue	11141/11	Dismissed	\$56,756.12
4 Peronne Avenue	10047/10	Cost recovery (Misc)	\$1,454.75
44 Alma street	10744/11	Dismissed	\$40,931.28
46 Victoria Parade	10823/11	S34 Agreement	\$29,458.89
5 Redman Street		Cost recovery (Misc)	\$1,939.28
6 Fairlight Crescent	11267/11	Discontinued	\$3,948.97
62 Alexander Street	11056/10	Discontinued	\$247.70
65 Rignold Street	40533/10	Discontinued	\$2,482.32
69 Pittwater Road	11004/11	Dismissed	\$49,854.78
69-71 The Corso	11011/11	Upheld in part	\$89,898.74
69-71 The Corso	11291/11		
92 Bower Street	10227/08	Cost recovery (Misc)	\$4,667.30
Manly Bathers	10420/10		\$36,598.70
Manly Wharf	11046/11		\$10,464.99
Stocklands	Advice	Misc	\$33,678.99
Taheri	50031-32/08	Cost recovery (Misc)	\$1,381.05
The Shore Club	10979-81/09		\$364.21
Tricon (46 - 48 North Steyne)	10879/11	Dismissed 25/05/12	\$97,975.70
Tuck Lee - 10 Coral Street	50001/11	Guilty Plea - defendant to pay costs	\$44,299.16
Miscellaneous	Advice		\$26,505.58
Miscellaneous			\$6,501.72
		TOTAL	\$1,176,997.97

Senior Staff Remuneration:

In accordance with Clause 217(1b and c)

Council has classified the following positions as Senior Staff, as defined by the Local Government Act 1993.

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

Below are the all inclusive remuneration packages for Senior staff for the financial year ending 30 June 2012, comprising the salary component, employers contribution and employees salary sacrifice to superannuation, non-cash benefits, and Fringe Benefits Tax.

Senior Officer	Total Remuneration Package
General Manager	\$307,846
Deputy General Manager, People Place and Infrastructure	\$225,086
Deputy General Manager, Land Use and Sustainability	\$230,000
Total	\$762,932

Stormwater Management Service:

In accordance with Clause 217(1e)

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

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

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

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

Particulars of Stormwater Management Charges levied

during the reporting period:

Name of Charge	Amount Levied	Project	Expenditure	Amount available at 30 June
Stormwater Management Charge	\$357,634	Stormwater management new works & maintenance (various);	\$108,341	\$565,727

Coastal Protection Levies:

In accordance with Clause 217(1e1)

Council did not collect any coastal protection levies during the reporting period.

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)	\$232,078
Ordinary Rates (Environmental Levy)	Pensioner Rebate (S.575)	\$35,678
Domestic Waste Management charges	Pensioner Rebate (S.575)	\$115,570

Ordinary Rates	Written Off or Abandoned as a consequence of cancellation of rateable valuation by NSW Valuer General	\$2,171
TOTAL	\$385,497	

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 (Approval granted 2005/2006 to increase Special Rate to raise additional \$450,000pa)	\$1,062,438	Town Centre / CBD improvements and maintenance works, including Manly Mainstreet Management and loan repayments	\$433,105	-\$3,395,139 (deficit)

Name of Charge	Amount Levied	Project	Expenditure	Amount available at 30 June
Special variation of 2% to Ordinary General Rates (Approval granted July 2008 to increase rates to raise additional \$428,000 pa to fund Infrastructure renewal)	\$487,837	Pickering Point Pontoon / Playground works/ PAMPS/Manly Oval lighting/ Lagoon Playground/ Keirle Park Skate Bowl/ cycleways / Manly Swim Centre Sun Shades, Baby and Toddler pool works	\$826,066	-\$214,634 (deficit)

Other Statutory Information

Subsidised work on Private land:

In accordance with Clause 217 (1a4)

There was no subsidised work on private land carried out during the reporting period.

External bodies Carrying out the Function of Council

In accordance with Clause 217 (1a6)

There were no external bodies carrying out the function of Council during the reporting period.

Controlling Interest in a Corporation, Partnership, Trust, Joint Ventures, Syndicates of other bodies:

In accordance with Clause 217 (1a7)

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 Clause 217 (1a8)

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.

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.

The Aboriginal Heritage Office:

The Aboriginal Heritage Office (AHO) is a joint initiative with other councils (Lane Cove, North Sydney, Manly, Warringah, Willoughby, Ku-ring-gai, Pittwater and City of Ryde), in a progressive move to protect Aboriginal Heritage in these areas.

The AHO is supported by NSW Heritage Office,

Department of Sustainability, Environment, Water, Population and Communities. Part of the work of this Office is to monitor Aboriginal Sites in the supporting council areas on a day to day basis and long term management reports are developed to ensure their preservation and protection.

Another key role of the Aboriginal Heritage office is to give the Aboriginal people and non-aboriginal people involved with these council areas an avenue of approach to discuss issues or concerns they may have. The office is in direct contact with the Metropolitan Local Aboriginal Land Council and its many resources.

Statewide Mutual Insurance Pool

A co-operative of a number of councils with the objective of minimising the insurance premiums payable by member councils and sharing risk strategies.

SHOROC Supply Management Group

A joint venture comprising active councils in the SHOROC Regional Organisation of Councils, which is committed to reducing expenditure by utilising bulk purchasing power for common products.

Manly Council Family Day Care Scheme

A scheme to assist home based Educators. This service provides additional home care for children outside the child care services supplied by Council.

Local Emergency Management Committee

A joint committee responsible for formulating procedures and contingency plans should the Council area be affected by a large scale disaster which requires a co-ordinated local response.

Planning Agreements:

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

Manly Council had the following planning agreements during the reporting period:

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

Equal Employment Opportunity Management Plan:

In accordance with Section 428(2)(n)

During 2012 there has been significant progress in relation to Council's Equal Employment Opportunity (EEO) Management Plan and Strategies. The reviewed Plans and Strategies were adopted by Council in February 2012 and communicated to staff via a number of methods, to ensure staff understand and adopt the EEO Principles established.

The seven key strategy areas identified are planning policy and procedures; communication and awareness raising; participation; recruitment, selection and retention; training and development; staff complaints; and EEO target groups.

A number of steps have been implemented across Council with ongoing maintenance related to training, related policy and procedures and more. Over the coming 12 months there are a number of steps to be implemented within the strategy areas, such as investigating the level of literacy and computer literacy among staff, and developing a policy for phased retirement to name a few.

The EEO Management Plan and Strategies ensure that Council has a rich and diverse employee culture which incorporates different backgrounds, skills, knowledge and experience that contribute positively to the organisations Community Strategic Plan objectives.

Companion Animal Management:

In accordance with Clause 217(1f)

Rangers patrol all areas of the Manly LGA and educate the public regarding compliance with the Companion Animals Act 1998 and Regulations.

Pound data

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

Dog attacks

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

Amount of funding on Companion Animals

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

Community education programs

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

Desexing of dogs and cats

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

Unclaimed animals

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

Off Leash areas

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

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

Detailed financial information

All revenue raised is paid into consolidated earnings.

Public Interest Disclosures Report to NSW Ombudsman

(under section 6CA Public Interest Disclosures Act)

Under the Public Interest Disclosures Act 1994 (Commencing 1 January 2012) public authorities are obliged to submit a statistical report every 6 months – ie 1 Jan to 30 June and then 1 July to 31 December regarding Public Interest Disclosures.

Below is a copy of Council's report which was provided to the NSW Ombudsman's office for the period 1 January to 30 June 2012. Council's responses appear in *italics*.

Public authority details

Public Authority

MANLY COUNCIL

Type of Public Authority

Cluster

Location

Number of Staff

375 FTE

Statistical information

Reporting Period

No of public officials who made public interest disclosures to your public authority

NIL

No of public interest disclosures received by your public authority

NIL

Of public interest disclosures received, how many were primarily about:

Corrupt conduct *N/A*

Maladministration *N/A*

Serious and substantial waste *N/A*

Government information contravention *N/A*

Local government pecuniary interest contravention *N/A*

Total *NIL*

No of public interest disclosures (received since 1 Jan 2012) that have been finalised in this reporting period

N/A

Have you established an internal reporting policy?

Yes

Has the head of your public authority taken action to meet their staff awareness obligations?

Yes

If yes, please select how staff have been made aware:

Policy briefing from senior managers

Staff undertaking that they have read and understood your organisation's internal reporting policy

Yes

Training provided by the Ombudsman

Yes

Training provided by your organisation

Yes

Training provided by a private sector organisation

Training provided to new staff during induction

Yes

Email message to all staff

Yes

Links on your intranet site

Yes

Links on your internet site

Yes

Messages in staff newsletters

Yes

Messages in circulars

Yes

Messages on bulletin board

Messages in payslips

Messages in other publications

Statement of commitment from the head of your organisation

Yes

Brochures

Posters

Postcards

Flyers

Purse or wallet cards

Other office equipment

Other – please specify

Code of Conduct Training

Council uses a electronic delivery system to provide information to all staff who must then acknowledge that they have read the material.

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Access to Information

The Government Access and Public Information Act 2009 (GIPA) provide rights to information designed to meet community expectations for more open and transparent governance encouraging councils to proactively release council information.

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

1. Mandatory release:

Certain information must be disclosed on Council's website (www.manly.nsw.gov.au), free of charge. This includes Council's policy documents, current publication guide, disclosure log and register of government contracts.

2. Proactive release:

Council is encouraged to make as much information of public interest as possible publicly available free of charge or at minimal cost.

3. Informal request:

Information held is authorised to be released in response to an informal request, subject to any reasonable conditions that Council may wish to impose e.g. requests for the personal information of the individual concerned but NOT another persons personal information. Written application forms are required for both Informal and Formal applications.

4. Formal application:

A formal application is for access to information which you haven't been able to get the any other way. You can formally request specific information, standard fees and charges and times apply. Written application forms are required for Formal applications.

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

During 2011/2012 Council received a total of 634 applications to access information under GIPA as outlined below.

Number of applications received	2011/2012
GIPA formal access requests	8
GIPA informal access requests	626

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

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	-	-	-	-	-	-	-	-
Members of Parliament	-	-	-	-	-	-	-	-
Private sector business	1	-	-	-	-	-	-	-
Not for profit organisations or community groups	-	-	-	-	-	-	-	-
Members of the public (application by legal representative)	-	-	-	-	-	-	-	3
Members of the public (other)	1	-	-	-	-	-	-	3

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

Table B: Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	-	-	-	-	-	-	-	-
Access applications (other than personal information applications)	2	-	-	-	-	-	-	6
Access applications that are partly personal information applications and partly other	-	-	-	-	-	-	-	-

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

Table C: Invalid applications	
Reason for invalidity	No of applications
Application does not comply with formal requirements (section 41 of the Act)	-
Application is for excluded information of the agency (section 43 of the Act)	-
Application contravenes restraint order (section 110 of the Act)	-
	-
Total number of invalid applications received	-
Invalid applications that subsequently became valid applications	-
Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 to Act	
	Number of times consideration used*
Overriding secrecy laws	-
Cabinet information	-
Executive Council information	-
Contempt	-
Legal professional privilege	-
Excluded information	-
Documents affecting law enforcement and public safety	-
Transport safety	-
Adoption	-
Care and protection of children	-
Ministerial code of conduct	-
Aboriginal and environmental heritage	-

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

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

	Number of occasions when application not successful
Responsible and effective government	-
Law enforcement and security	-
Individual rights, judicial processes and natural justice	-
Business interests of agencies and other persons	-
Environment, culture, economy and general matters	-
Secrecy provisions	-
Exempt documents under interstate Freedom of Information legislation	-

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	2
Decided after 35 days (by agreement with applicant)	-
Not decided within time (deemed refusal)	-
Total	2

Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

	Decision varied	Decision upheld	Total
Internal review	-	-	-
Review by Information Commissioner*	-	-	-
Internal review following recommendation under section 93 of Act	-	-	-
Review by ADT	-	-	-
Total	-	-	0

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of the Act (by type of applicant)

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

Privacy and Personal Information Protection Report

Privacy & Personal Information Protection Act Report:

In accordance with Section 33 of PIPPA 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 2011 to 30 June 2012.

Review Type	Quantity Received
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

Complaints and Feedback

A complaint is an expression of dissatisfaction with the Council's policies, procedures, charges, staff, agents or quality of service. A complaint may relate to a specific incident or issues involving Council, or to matters of a more philosophical or general nature regarding Council's processes and/or procedures.

Council has adopted a three tier approach to complaint handling with the vast majority of complaints being resolved by the first tier or by the person receiving the complaint. Tier two and three complaints are review processes.

Complaints and feedback can be provided in writing, by email, by telephone or in person at Council's Office. More detailed information on Council's complaint and feedback system is available in Council's Complaints Management Policy on our website, www.manly.nsw.gov.au or alternatively you can contact Council's Coordinator Customer Support Services on 9976 1500.

Council's Complaint Management Policy requires that a statistical summary of complaints received be reported in Council's Statutory Annual Report. Below is this summary for the reporting period:

Total complaints received: 544

A breakdown of these complaints is as follows:

Category	Number
DA	14
Compliance	158
Traffic	71
Fines	19
Environ/Waste	51
Trees/Reserves	48
Community Svcs	9
Staff Conduct/Process	36
Facilities/Maint	51
Response/Corresp	3
Positive/Congrats	7
Other/Misc	77
TOTAL	544

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Section Two



State of the Environment Report

Introduction

The comprehensive 2011/12 State of the Environment for Manly 2011/12 reports on progress towards achieving environmental objectives/goals identified in Manly's Community Strategic Plan (CSP) in accordance with the new Integrated Planning and Reporting (IPR) requirements under the Local Government Amendment (Planning and Reporting) Act 2009. Under the new legislation, a State of the Environment Report is to be prepared and submitted with Council's End of Term Report i.e. in the year in which Local Government elections are held.

The previous State of the Environment reporting requirements under section 428(2)(c) of the historical version of the Local Government Act 1993, included prescriptive requirements to report on the environmental sectors of air, water, atmosphere, land and coastline, heritage, biodiversity and human settlement. This Reporting was conducted at a regional scale from 2006/07 until 2009/10, with all SHOROC member Councils (except for Manly) commencing reporting under the new framework in 2010/11. Regional reporting still continues through the new biannual SHOROC Health of the Region Reports to be released in 2012.

New format

Manly Council implemented the new framework in June 2011 when it adopted the CSP. The 2011/12 State of the Environment Report, covers the period from 1 July 2011 to 30 June 2012 and reports:

- progress against relevant performance indicators for the environmental objectives/goals of the CSP and Delivery Program;
- trends for indicators;
- partners Council worked with; and
- major environmental impacts and areas identified for improvement/focus in the future.

This Report has included some goals/objectives within the Economic Sector of the CSP which, also, through implementation of the associate Delivery Program, help achieve identified environmental goals/objectives. As 2011/12 is the first year of reporting progress against indicators identified within the CSP and Delivery Programs, some of the trends for indicators have been established where possible using data collated from previous SoE Reports, State Agencies and other sources.

Summary of overall progress

Council has made considerably good progress towards meeting environmental objectives in the last year. There are some areas which Council has strong influence over and some areas which it has limited influence over which affects progress. Some areas may require increased resources to effectively progress and may also be reliant on securing external funds.

Tables 1 to 6 provide a basic outline of progress towards meeting identified environmental objectives/goals. The tables also include partners that Council worked with to undertake various initiatives to achieve those goals including community and volunteer groups, State and Federal Government Agencies, local and regional councils. Furthermore, Council also manages Special Purpose and Joint Committees and has established Community Precincts (8 active in 2011/12) that provide community representatives (for special purpose committees) and property owners, residents and workers (for community precincts) with

opportunities to become involved in issues and projects which help achieve environmental objectives/goals within the CSP.

Council's DIG Manly Program for the community (formerly Green Up Your Life Program) was run throughout 2011/12. This Program has engaged and motivated community participants to change behaviour to live more sustainably, and covered a range of workshops focussed around achieving the environmental objectives/goals of the CSP. The workshops included solar energy, healthy eating, active transport, community gardening, energy savings and waste minimisation.

During the reporting period, 399 attendees across 10 workshops, with on average, 5 new participants per workshop (i.e. have not participated in any DIG Manly event previously). This Program has been highly effective in driving the community to live more sustainably. A survey completed in 2011, showed that:

- 65% of participants were motivated to change behavior
- 99% would recommend the program to someone else
- 98% would attend another workshop
- Consistently high feedback showing improvement in understanding of sustainability issues after a workshop.

Progress towards achievement of environmental goals outlined in the CSP

Table 1. Progress towards achievement of environmental goal/objective no. 1

1. Natural Heritage, bushlands and biodiversity is protected and preserved for future generations

Strategies	<p>1.1 Promoting the protection of the environment as the key to a sustainable future</p> <p>1.2 Delivery and enhance environmental education and regulation services to protect natural environment</p> <p>1.3 Undertake projects in partnership with community stakeholders that protect, preserve and manage Manly's bushlands, biodiversity, geo-diversity, coastal, estuary and water-cycles to benefit future generations</p>
Partners	<p>Council works with a variety of stakeholders/partners to protect and preserve natural heritage, bushlands and biodiversity including:</p> <ul style="list-style-type: none"> • Local stakeholders (local precincts) and community representatives on special purpose committees including Community Environment Committee, Harbour Foreshores, Coastline Management Committee and Manly Lagoon Catchments Coordinating Committee; • State Agencies e.g. NSW Office of Environment and Heritage (OEH), NSW Department of Primary Industries (DPI), NSW Transport (Road and Maritime Services); • Commonwealth Agencies e.g. Department of Agriculture, Fisheries and Forestry and Department of Sustainability, Environment, Water, Population and Communities, Sydney Harbour Federation Trust; • Regional bodies including Sydney Coastal Council's Group, local Councils, Shore Regional Organisation of Councils (SHOROC), Regional Weeds Committees as well as local Councils; • Research Institutions including universities; • Local volunteer and environmental groups e.g. Two Hands, Ecodivers and Penguin Wardens, Friends of Cabbage Tree Bay. <p>Penguin Warden's, managed by OEH dedicated over 2,100 hours during 2011/12 (equating to over \$50,000 of paid work) to the protection of Little Penguins through nightly patrols at Manly Cove (during Penguin breeding season), public education and provision of advice for developments and other issues relating to Little Penguins.</p>

<p>Reporting on indicators outlined in CSP</p>	<p>Key indicators/trends which demonstrate progress towards protecting natural heritage, bushlands and biodiversity for 2011/12 are reported below:</p> <ul style="list-style-type: none"> • Threatened species assessments were prepared for 39 developments in Manly LGA, including 2 in Little Penguin Critical Habitat. • 50 Little Penguin breeding pairs were recorded in 2011/12. The population has fluctuated between 42 breeding pairs (2005/06) and 64 breeding pairs (2006/07). Declines may be attributable to dog attacks, boat strike and habitat disturbance. • 99 individual bandicoots were trapped in 2012, 71 in 2010 and 90 in 2008. According to the Australian Wildlife Conservancy (AWC), there has been an increase in bandicoot road mortality since 1995, with the most deaths recorded in 2011. • 17 environmental rehabilitation and protection projects were funded by the Environment Levy in 2011/12 with 80% of projects complete. • 15 noxious weed inspections undertaken and 13 Notices issued (considerably less than in previous years), which could indicate success of weed control. • 16,028 plantings were undertaken. This high number of plantings was due to additional plants required for the Burnt Bridge Creek Integrated Restoration Project. • 492 hours were worked by Bushcare volunteers. This is a considerable decrease due to absence of a National Tree Day activity in 2011/12 and half the corporate Bushcare activities undertaken in comparison to 2010/11. • 1,415 hours were worked by Manly Environment Centre volunteers. • Monthly and bimonthly Community Precinct newsletters were circulated to all residents (including issues/initiatives relating to livable neighbourhoods and more affordable housing). • Quarterly Executive Community Precinct meetings were held. • 1,600 people received fortnightly DIG Manly e-newsletters reporting on upcoming sustainability workshops in Manly and Northern Beaches. • 399 people attended 10 DIG Manly sustainability focused workshops. • 2 new external government funded grants were received in 2011/12 (Note: grant funding received in previous years was utilised to implement projects/initiatives in 2011/12).
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<p>Key initiatives/projects and achievements</p>	<p>Key achievements/initiatives undertaken for the protection of natural heritage bushlands and biodiversity during the reporting period included:</p> <ul style="list-style-type: none"> • Completion of annual planting program at priority sites within Council's 36 hectares of bushland. • Implementation of the Bushfire Management Plan. • Substantial progression of Burnt Bridge Creek Integrated Restoration Project (BBCIRP) in conjunction with Warringah Council, funded by the NSW Environmental Trust. This included eradication of 12.5 hectares of weeds and planting of 20,782 native plants. • Completion of State and National Stormwater Industry Association Award winning joint Community Education Program for the BBCIRP. This Program focused on education and engagement regarding water sensitive urban design and stormwater management for residents, businesses and schools, directly engaging 1,500 people, and indirectly 30,000 people. • Identification of Coastal Hazard Risk Areas to Projected Sea Level Rise, in accordance with NSW Government Guidelines. • Preparation of tender documentation for a Flood Study for Manly LGA. • Continued preparation of Manly Lagoon Flood Study in partnership with Warringah Council. • Adoption and implementation of the Cabbage Tree Bay Aquatic Reserve Management Plan (Council assisted). • Continued implementation of Little Penguin Recovery Plan and Operational Plan for Manly Cove and Draft Recovery Plan for Long-nosed Bandicoots to address key threats to the populations including preparation for the Long-nosed Bandicoot Education, Monitoring and Research Project. • Improvement of seahorse habitat at Manly Cove swimming enclosure in conjunction with EcoDivers. • Completion of geodiversity mapping within the LGA. • Manly Environment Centre continued its annual program of environmental education, events, workshops, seminars and provision of information services including hosting of the International Conference of Eco Ideas and involvement in Project Penguin for school students.
<p>Progress against indicators within the Delivery Program</p>	<p>Refer to the End of Term Report for 2011/12 for a comprehensive analysis of the progress against each indicator in the one year Delivery Program.</p> <p>Average progress against indicators = 81%</p> <p>Substantial progress was made against nearly all indicators within the Delivery Program. There were, however, some areas where less progress was achieved than expected, largely due to resourcing constraints including:</p> <ul style="list-style-type: none"> • Contaminated Site Management of Addiscombe Road (on hold), • Completion of Stage one of the Biodiversity Strategy • Continued development and implementation of sustainable alternate water re-use schemes at Council's facilities including LM Graham Reserve.

<p>Key areas for focus 2012/13 and beyond</p>	<p>Council will continue to protect natural heritage, bushland and biodiversity in 2012/13 and beyond. Future key projects/initiatives include:</p> <ul style="list-style-type: none"> • Continued implementation of environmental rehabilitation and restoration projects funded by the Environment Levy/External Grants. • Commission 5 million litre stormwater harvesting and re-use basin at Balgowlah Golf Club, protecting Burnt Bridge Creek • Complete and publically exhibit Manly Lagoon Flood Study and Manly LGA Flood Study (public exhibition in 2012/13 or 2013/14). • Completion of SHOROC Northern Beaches Groundwater Resource Investigation • Construction of Manly West Park Sediment Basin. • Continued bushland restoration, and updating relevant maintenance plans to address threatened species. • Implementation of priority actions in Recovery Plans and responding to immediate threats. • Establishment of an MOU for co-management of Penguin Wardens (Council and OEH). • Progress Biodiversity Strategy (subject to resourcing). • Work with North Head stakeholders group to better address road mortality of Long-nosed Bandicoots. • Enhancement of bandicoot habitat in residential areas informed by results of Long-nosed Bandicoot Project. • Continued lobbying of Government to enforce anchoring regulations to protect seagrass including the endangered population of Posidonia australis • Secure funds to provide suitable permanent seahorse habitat by replacing and restoring Manly Cove swimming enclosure. • Inclusion of more DIG Manly workshops focused towards preservation and enhancement of bushland and biodiversity.
<p>Key areas for focus 2012/13 and beyond Cont.</p>	<ul style="list-style-type: none"> • Re-establishment of 3 Community Precincts. • Continue to work with local stakeholders/community environment groups. • Establish Friends of Cabbage Tree Bay volunteer group to protect and conserve local biodiversity and training of volunteers to address illegal harvesting of protected aquatic species through accurate reporting, education and advice.

Table 2. Progress towards achievement of environmental goal/objective no. 2

2. Create liveable neighbourhoods and more affordable housing choices by better managing population growth	
Strategies	Work in partnership with the community to better plan new and existing development of the built and natural environment
Partners	<p>Council works with a variety of stakeholders/partners to create liveable neighbourhoods and more affordable housing choices including:</p> <ul style="list-style-type: none"> • Local stakeholders (local precincts) and community representatives on special purpose committees including the Heritage Committee (reports to Council on heritage matters) and the Foreshore Advisory Committee; • State Agencies e.g. NSW Department of Planning and Infrastructure, NSW Office of Environment and Heritage (OEH), NSW Department of Primary Industries (DPI), NSW Transport (Road and Maritime Services); • Regional bodies including Shore Regional Organisation of Councils (SHOROC), Aboriginal Heritage Office; and • Local Councils.
Reporting on indicators outlined in CSP	<p>Key indicators/trends which demonstrate progress towards creation of liveable neighbourhoods and more affordable housing for 2011/12 are reported below:</p> <ul style="list-style-type: none"> • 472 development applications were assessed and approved in accordance with Council's local planning policies and plans. This number has generally declined from 745 in 2006/07. This does not necessarily indicate less development, as the Exempt and Complying Development State Environmental Planning Policy came into effect in 2008, with less developments required to be assessed by Council. • Total estimated residential population of 42,531. Population has generally increased over time (7% increase since 2006/07). • Heritage input and advice provided on development proposals and to the Aboriginal Heritage Office.
Reporting on indicators outlined in CSP Cont.	<ul style="list-style-type: none"> • Monthly and bimonthly Community Precinct newsletters were circulated to all residents (including issues/initiatives relating to livable neighbourhoods and more affordable housing) • Quarterly Executive Community Precinct meetings were held. • 1,600 people received fortnightly DIG Manly e-newsletters reporting on upcoming living sustainability workshops in Manly and Northern Beaches. • 399 people attended 10 DIG Manly living sustainability focused workshops. • Two new external government funded grants were received in 2011/12 (Note: grant funding received in previous years was utilised to implement projects/initiatives in 2011/12).

<p>Key initiatives/projects and achievements</p>	<p>Key achievements/initiatives undertaken for the creation of liveable neighbourhoods and more affordable housing choices during the reporting period included:</p> <ul style="list-style-type: none"> • Final drafting, exhibition, adoption and certification of the draft Manly Local Environmental Plan 2011 and the draft Manly Development Control Plan 2011 in accordance with the NSW Standard Instrument Order and including new Natural Resource Provisions and strategic reviews accompanying the draft LEP. The draft LEP consolidates all existing DCPs and provides greater clarity and consistency with new zones, definitions, standards and local provisions of the draft LEP. • Adoption of Manly CBD Master Plan by Council and commencement of implementation of the Master Plan. • Continued Implementation of priority actions in Plans of Management for Council Reserves e.g. progress formalisation of the carpark at Tania Park in liaison with NSW Office of the Environment and Heritage. • Local heritage conservation projects were funded under the Council's annual Local Heritage Assistance Fund. • Development and implementation of the Community Garden Policy. • Worked with SHOROC, in accordance with the SHOROC Shaping Our Future Strategy, to promote ecological sustainable development to accommodate population, housing and growth targets required by the State Government whilst retaining the highly valued natural beauty of the region and providing for vibrant, sustainable and connected communities.
<p>Progress against indicators within the Delivery Program</p>	<p>Refer to the End of Term Report for 2011/12 for a comprehensive analysis of the progress against each indicator in the one year Delivery Program.</p> <p>Average progress against indicators = 95%</p> <p>Substantial progress was made against nearly all indicators within the Delivery Program. There were, however, some areas where less progress was achieved than expected, largely due to resourcing constraints including:</p> <ul style="list-style-type: none"> • completion and implementation of Manly Comprehensive Heritage review recommendations.
<p>Key areas for focus 2012/13 and beyond</p>	<p>Council will continue to create liveable neighbourhoods and more affordable housing choices in 2012/13 and beyond. Future key projects/initiatives include:</p> <ul style="list-style-type: none"> • Close monitoring and review of Manly LEP2012 and DCP2012 once effective, during the initial operational phase and in response to ongoing NSW Government reform and local studies such as the Manly LGA Flood Study. • Participation in, preparation for and responding to NSW Government reform which includes a new planning act incorporating structural and procedural change. • Preparation of Verge Gardens Policy • Continue to work with SHOROC to promote ecological sustainable development in accordance with SHOROC's Shaping Our Future Strategy.

Table 3. Progress towards achievement of environmental goal/objective no. 3

3. Reduce green house gas emissions in the Manly area	
Strategies	3.1 Work in partnership with key stakeholders to educate and improve Manly's ability to adapt and respond to climate change
Partners	<p>Council works with a variety of stakeholders/partners to reduce greenhouse gas emissions in the Manly area including:</p> <ul style="list-style-type: none"> • Local stakeholders (local precincts) and community representatives on special purpose committees including Sustainability and Climate Change Committee, Harbour Foreshores and Coastline Management Committee and Manly Lagoon Catchments Coordinating Committee; • State Agencies e.g. NSW Office of Environment and Heritage (OEH), Department of Climate Change and Energy Efficiency; • Commonwealth Agencies e.g. Department of Climate Change and Energy Efficiency; • Regional bodies including Sydney Coastal Council's Group, Shore Regional Organisation of Councils (SHOROC); • Local Councils; • Research Institutions including Australian Solar Institute; and • Local businesses and schools.
Reporting on indicators outlined in CSP	<p>Key indicators/trends which demonstrate progress towards reduction of greenhouse gas emissions in Manly LGA for 2011/12 are reported below:</p> <ul style="list-style-type: none"> • 3.9% decline in residential and non-residential electricity consumption within the LGA (residential declined by 6.2%) total consumption was 21,273,740MWh. This may have been due to a combination of milder weather and increased uptake of energy conservation measures. • 100% increase in solar generation in Manly LGA exported to the grid in comparison to 2010/11. • 5% reduction in electricity consumption and greenhouse gas (GHG) emissions for Council corporate in comparison to 2010/11 (lowest energy consumption and GHG emissions since detailed monitoring commenced in 2005/06). Total electricity consumption was 5,412,664 kWh and 3,178 tones of carbon dioxide equivalent were produced. • 6% reduction in water consumption for Council corporate in comparison to 2010/11. Total water consumption was 85,486 kL. Water consumption has remained at a low level (50% lower than 2000/01) due to implementation of Water Savings Action Plan over 4 years. • 3% reduction in water consumption across the LGA (3,661,769 kL) in comparison to 2010/11 and was the lowest in 5 years. Total residential potable water use per capita (70kL) decrease by 7% in comparison to 2010/11. This may be due to wetter conditions and continued community waterwise behavior despite relaxation of metropolitan drought water restrictions.

<p>Reporting on indicators outlined in CSP</p>	<ul style="list-style-type: none"> • Two new external government funded grants were received in 2011/12 for climate change adaptation initiatives. (Note: grant funding received in previous years was utilised to implement projects/initiatives in 2011/12). • Monthly and bimonthly Community Precinct newsletters were circulated to all residents (including issues/initiatives relating carbon emission reduction projects, and water sensitive urban design). • Quarterly Executive Community Precinct meetings were held. • One new external government funded grant was received in 2011/12 (Note: grant funding received in previous years was utilised to implement projects/initiatives in 2011/12).
<p>Key initiatives/projects and achievements</p>	<p>Key achievements/initiatives undertaken to reduce greenhouse gas emissions in the Manly area during the reporting period included:</p> <ul style="list-style-type: none"> • Implementation of actions within Council’s Carbon Reduction Strategy and Action Plan including: <ul style="list-style-type: none"> - Installation of 9.99kW Solar PV System on Town Hall producing 7,800 kwh (installed November 2011). - Completion of lighting audits of Council’s main office buildings and carparks. - Increased efficiency of library air conditioning system. - Installation of building management systems in the art gallery and town hall building, for more efficient operation of heating, ventilation and air conditioning systems. - Commencement of a trial of LED street lighting in Manly by Ausgrid. - Continued fleet direction moving towards smaller four cylinder vehicles with diesel as a priority. - Commencement of a trial of a hybrid fuel truck. - Continued operation of the Popular Hop Skip & Jump Bus on a 20% mix of biodiesel. • Implementation of actions within the Carbon Reduction Plan for the Manly Community including : <ul style="list-style-type: none"> - Strengthened energy and water conservation requirements for commercial developments within Draft DCP. - Undertaking community education workshops on energy efficiency and solar hot water/solar photovoltaic panels under Council’s former Green Up Your Life Program. • Implementation of priority actions within Council’s Draft Climate Change Adaption Action Plan including: <ul style="list-style-type: none"> - Identification of Coastal Hazard Risk Areas to Projected Sea Level Rise, in accordance with NSW Government Guidelines. - Preparation of tender documentation for a Flood Study for Manly LGA. - Continued preparation of Manly Lagoon Flood Study in partnership with Warringah Council. • Implementation of projects/initiatives to reduce waste to landfill (see table 4) which will considerably reduce greenhouse gas emissions generated from landfill.

<p>Progress against indicators within the Delivery Program</p>	<p>Refer to the End of Term Report for 2011/12 for a comprehensive analysis of the progress against each indicator in the one year Delivery Program.</p> <p>Average progress against indicators = 65%</p> <p>Substantial progress was made against nearly all indicators within the Delivery Program. There were, however, some areas where less progress was achieved than expected, largely due to resourcing constraints, State Government Reforms and planned large scale initiatives which will have considerable implications on projects such as Manly2015. This includes:</p> <ul style="list-style-type: none"> • Finalisation of the Climate Change Adaptation Action Plan (CCAAP) • Finalisation of the Community Carbon Emission Reduction Plan (pending outcome of proposed Manly2015 Project) • Incorporation of Coastal Erosion Risk Areas in Coastal Hazard Definition Plans <p>Note: In 2012 the NSW Government has commenced a Coastal Reform process which included revoking the existing NSW Sea Level Rise Policy Statement, and is currently revising guidelines for Local Government for identifying Coastal Hazard Risk Areas and notation of property owners. Accordingly, Council is awaiting the conclusion of the Coastal Reform Process to determine Council's appropriate action in regarding to Coastal Hazard definition.</p>
<p>Key areas for focus 2012/13 and beyond</p>	<p>Council will continue to reduce green house gas emissions in the Manly areas in 2012/13 and beyond. Future key projects/initiatives include (subject to resources and funding):</p> <ul style="list-style-type: none"> • Finalisation of the CCAAP. • Continued implementation of Carbon Emissions Reduction Plans and Water savings Initiatives for Council corporate and the Community . • Investigation of feasibility of regional carbon monitoring tool with SHOROC member Councils. • Potential re-establishment of a revolving energy fund. • Continue energy savings/renewable energy community workshops through Council's DIG Manly Program (formerly Green Up Your Life Program). • Commission 5 million litre stormwater harvesting and re-use basin at Balgowlah Golf Club, protecting Burnt Bridge Creek. • Complete and publically exhibit Manly Lagoon Flood Study and Manly LGA Flood Study (public exhibition in 2012/13 or 2013/14).

Key areas for focus 2012/13 and beyond Cont.	<ul style="list-style-type: none"> • Continued involvement on SHROC Climate Change Working Group and Sydney Coastal Council's Group to identify opportunities for regional collaboration on climate change projects and initiatives. • Preparation for the implementation of the regional waste solution i.e. a regional collection of organics and the continual promotion of reusable cloth nappies which will considerably reduce greenhouse gas emissions generated from landfill. This will also reduce costs to Council associated with the carbon tax which attracts \$23 per tonne of carbon dioxide equivalent that is generated from waste to landfill.
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Table 4. Progress towards achievement of environmental goal/objective no. 4

4. A clean Manly with zero waste	
Strategies	Work in partnership with the community utilising education and regulation to minimise waste & undertake public cleansing programs.
Partners	<p>Council works with a variety of stakeholders/partners to work towards a clean Manly with zero waste:</p> <ul style="list-style-type: none"> • Local stakeholders (local precincts) and community representatives on special purpose committees including the Waste Committee • State Agencies e.g. NSW Office of Environment and Heritage (OEH), Environment Protection Agency, NSW Department of Health. • Regional bodies including Shore Regional Organisation of Councils (SHOROC); • Local Councils • Research Institutions including Australian Solar Institute. • Local businesses including Kimbriki Resource Recovery Centre. • Not for Profit Organisations such as Fridge Buyback
Reporting on indicators outlined in CSP	<p>Key indicators/trends which demonstrate progress towards a clean Manly with zero waste for 2011/12 are reported below:</p> <ul style="list-style-type: none"> • Reduction in the number of pollution (15) and noise pollution complaints (115) received by Council over the last 2 years. • 2.5% increase in total waste to landfill (8,126 tonnes) from 2010/11 to 2011/12. Despite this marginal increase, waste to landfill and waste generated per capita has generally decreased over time.

<p>Reporting on indicators outlined in CSP Cont.</p>	<ul style="list-style-type: none"> • 7,930 tonnes of waste was recycled, the highest tonnage recycled in the last 6 years, suggesting increased uptake of recycling in the community. • 69 compost bins and worm farms were purchased by local residents, reducing food waste to landfill. • 2 kerbside e-waste recycling collections were held with a total of 77 tonnes collected and 137 tonnes taken by residents to the local resource recovery centre (reducing e-waste to landfill). • 2,651.4 tonnes of green waste was diverted from landfill, equating to 62kg per capita. This has generally increased over the past 6 years, with the highest tonnage and green waste per capita diverted from landfill in 2011/12. • Completion of public cleansing and street sweeping program for 2011/12. • 2 composting and worm farming community education workshops were held as part of the former Green Up Your Life Program. • Presentations by staff at Community Precinct Executive meetings.
<p>Key initiatives/projects and achievements</p>	<p>Key achievements/initiatives undertaken to move towards a clean Manly with Zero Waste during the reporting period included:</p> <ul style="list-style-type: none"> • Promotion of and implementation of e-waste collections • Promotion of the NSW Government's Love Food Hate Waste Program through hosting of 2 events and giveaways (346) at Citizenship Ceremonies. This Program provides the community with practical and easy tips to reduce food waste in the home and at work. • Continued promotion and implementation of Council's free battery recycling program (recycled a total of 154.5 kg of household batteries in 2011/12). • Continued promotion and roll-out of the Second Hand Saturday Program providing residents with an opportunity to hold a garage sale on the Saturday before their General Clean Up collection reducing waste to landfill.
<p>Progress against indicators within the Delivery Program</p>	<p>Refer to the End of Term Report for 2011/12 for a comprehensive analysis of the progress against each indicator in the one year Delivery Program.</p> <p>Average progress against indicators = 100%</p> <p>Substantial progress was made against all indicators within the Delivery Program.</p>

<p>Key areas for focus 2012/13 and beyond</p>	<p>Council will continue to move towards a clean Manly with Zero Waste in 2012/13 and beyond. Future key projects/initiatives include:</p> <ul style="list-style-type: none"> • Preparation for the implementation of the regional waste solution i.e. a regional collection of organics and the continual promotion of reusable cloth nappies. SHOROC member Councils and Kimbriki Resource Recovery Centre are working towards a target to divert at least 66 % of residential waste going to landfill by 2014, as outlined in the NSW Government's Waste Avoidance and Resource Recovery Strategy. • Continued promotion of the NSW State Governments Love Food Hate Waste Program including running promotional displays in public places. • Distribution of vegetation bins to multi-unit dwellings. • Distribution of waste and recycling education material to multi-unit and single unit dwellings including bin bay signs, waste services guide, contamination education material • Development of illegal dumping and hazardous waste education material • Development of waste and recycling workshops for schools in the LGA • Develop waste avoidance and recycling program (or education material) for local businesses. • Work with local businesses in CBD to improve waste storage/pickup procedures. • Continuation of public cleansing and street sweeping programs.
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Table 5. Progress towards achievement of economic goal/objective no. 2

<p>2. Tourism is recognised as a critical part of the local economy.</p>	
<p>Strategies</p>	<p>2.1 Develop a Manly tourism management strategy to protect and preserve local environmental heritage. 2.2 Promote Manly as a visitor destination, and provide local tourism and visitor services. 2.3 Deliver events and activities to entertain, educate and involve Manly's community.</p>
<p>Partners</p>	<p>Council works with a variety of stakeholders/partners for recognition of tourism as a critical part of the local economy (specifically to develop a Manly tourism management strategy to protect and preserve local environmental heritage):</p> <ul style="list-style-type: none"> • Local stakeholders (local precincts) and community representatives on special purpose committees including the Sustainable Economic Development and Tourism Committee; • State Agencies e.g. NSW Tourism Office; and • Local and regional stakeholders e.g. Manly Chamber of Commerce, local businesses.

Reporting on indicators outlined in CSP	<p>Key indicators/trends which demonstrate progress towards recognition of tourism as a critical part of the local economy (specifically to develop Manly tourism management strategy to protect and preserve local environmental heritage) for 2011/12 are reported below:</p> <ul style="list-style-type: none"> • 216,089 people visited the Visitor Information Centre (YTD). • Inclusion of heritage in the Draft Manly Tourism Plan • New businesses added to Visitor Information Centre booking system.
Key initiatives/projects and achievements	<p>Key achievements/initiatives undertaken such that tourism is recognised as a critical part of the local economy (specifically to develop a Manly tourism management strategy to protect and preserve local environmental heritage) during the reporting period included:</p> <ul style="list-style-type: none"> • Addition of clauses on Heritage Tourism to the Manly Tourism Policy/Plan. • Preparation for the development of a Manly Tourism Strategy to protect, manage and preserve local environmental heritage. • Preparation of a Manly Tourism Development and Management Strategy which reviews the social, economic and environmental impact of tourism on Manly, considering its composition, current and future needs and opportunities, and local management requirements.
Progress against indicators within the Delivery Program	<p>Refer to the End of Term Report for 2011/12 for a comprehensive analysis of the progress against each indicator in the one year Delivery Program.</p> <p>Average progress against indicators = 100%</p> <p>Substantial progress was made against all indicators within the Delivery Program.</p>
Key areas for focus 2012/13 and beyond	<p>Council will continue to move towards tourism being recognised as a critical part of the local economy (specifically to develop a Manly tourism management strategy to protect and preserve local environmental heritage) in 2012/13 and beyond. Future key projects/initiatives include:</p> <ul style="list-style-type: none"> • Completion of the Manly Tourism Strategy to protect, manage and preserve local environmental heritage.

Table 6. Progress towards achievement of economic goal/objective no. 3

3. Manly has a variety of sustainable transport and car alternatives.	
Strategies	<p>3.1 Improve Manly's Transportation Programs.</p> <p>3.2 Improve Manly's regional public transport network and connections.</p> <p>3.3 Develop alternative and sustainable transport choices in Manly.</p>

Partners	<p>Council works with a variety of stakeholders/partners to provide Manly with a variety of sustainable transport and car alternatives including:</p> <ul style="list-style-type: none"> • Local stakeholders (local precincts) and community representatives on special purpose committees including the Sustainable Transport Committee; • State Agencies e.g. NSW Transport (Roads and Maritime Services), State Transit Authority of NSW; • Commonwealth Agencies e.g. Department of Infrastructure and Transport; • Regional bodies including Shore Regional Organisation of Councils (SHOROC); and • Local Councils.
Reporting on indicators outlined in CSP	<p>Key indicators/trends which demonstrate progress towards providing Manly with a variety of sustainable transport and car alternatives for 2011/12 are reported below:</p> <ul style="list-style-type: none"> • 7% reduction in private car travel, 4% increase in walking only as means of travel in 2 years according to the NSW Bureau of Transport Statistics most recent household travel survey for Manly LGA (2010/11) . • Worked with SHOROC regarding transport improvements at a regional level. • 352,676 passenger journeys recorded for Manly Council's free community bus service.
Key initiatives/projects and achievements	<p>Key achievements/initiatives undertaken to provide Manly with a variety of sustainable transport and car alternatives during the reporting period included:</p> <ul style="list-style-type: none"> • Installation of improved cycle racks at Manly Wharf and other locations. • Creation of 150 additional cycle places at Manly Wharf. End of cycle trip facilities encourage cycling as a viable alternative travel mode. • Completion of a user audit of all cycle routes in Manly and development of actions programmed over a 5 year period. • Continued operation of Manly Council's 'Hop Skip and Jump' free community bus service with 352,676 passenger journeys in 2011/12. • Working with stakeholders to improve Manly's regional public transport network and connections (e.g. via SHOROC and other agencies), alternative and sustainable transport choices and methods (bikes, public transport links etc).
Progress against indicators within the Delivery Program	<p>Refer to the End of Term Report for 2011/12 for a comprehensive analysis of the progress against each indicator in the Delivery Program.</p> <p>Average progress against indicators = 75%</p> <p>Substantial progress was made against all indicators within the Delivery Program.</p>

Key areas for focus 2012/13 and beyond	Council will continue to provide Manly with a variety of sustainable transport and car alternatives in 2012/13 and beyond. Future key projects/initiatives include: <ul style="list-style-type: none">• Provision of a further 120 bicycle cycle parking places to be at Manly Wharf• Implementation of actions from the cycle user audit over 4 years.• Continue to work with SHOROC and SHOROC member Councils on improvements to public transport in the region by working closely with the NSW and Commonwealth government stakeholders and the community towards the planning, policy and infrastructure delivery of transport in the region.
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Environment Levy Report

History of the Levy:

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

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

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

Administration of the Levy:

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

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

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

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

Environment Levy Criteria:

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

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

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

Environment Levy Expenditure for 2011/12:

A full copy of the Environment Levy Annual Report can be found on Council's website at www.manly.nsw.gov.au. The

Environment Levy report provides an overview of budget, implementation and expenditure progress of the Environment Levy for the financial year and more broadly reports on overall expenditure over the life of the Environment Levy. It also provides evaluation of Environment Levy funded projects against specific project based indicators. Details are reported for the overall Environment Levy and are further broken down by program and project. The program levels being:

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

The available Environment Levy Budget for the year totaled \$1,278,290, however actual funds received for the year totaled \$1,041,579. These funds were comprised of \$967,874 from current rates and interest, and grant funds of \$73,705. Total expenditure for the year on Environmental Projects was \$724,336.



MANLY COUNCIL'S
ANNUAL REPORT 2011/12

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