

**MANLY COUNCIL** ANNUAL REPORT  
TO THE COMMUNITY **2012 - 2013**



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# INTRODUCTION

Welcome to Manly Council's Annual Report for the period 1 July 2012 to 30 June 2013.

The Annual Report is a report to the community. It focuses on Council's achievements in implementing its Delivery Program and Operational Plan.

Under the new integrated planning framework, Council's Delivery Program and Operational Plan are important for community members to know about.

Reporting on our progress is a key accountability device and shows how Council has been performing both as a service provider and a community leader.

The report has been prepared by Manly Council in accordance with the Local Government Act 1993 and General Regulation.

A copy of Council's Annual Report is available on our website [www.manly.nsw.gov.au](http://www.manly.nsw.gov.au). Hard copies are available from customer service.



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*for the year ended 30 June 2013*

[www.manly.nsw.gov.au](http://www.manly.nsw.gov.au)

## 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.

## THE MANLY AREA IN PROFILE

The Manly local government area is a unique location, bounded by both an ocean beach and Sydney Harbour. It is located on Sydney's Northern Beaches - between 8 and 17 kilometres north-east of Sydney. Manly is the administrative centre of the Manly Council local government area which also includes the suburbs of Balgowlah, Balgowlah Heights, Clontarf, Fairlight, and Seaforth.

### ABOUT THE AREA

The local government area is relatively small at only 15.14km<sup>2</sup> or 1514ha. The boundary is 37.68km long, of which 32.94km runs alongside a water boundary such as the lagoon, the harbour or the ocean. No part of Manly is more than 1km from either the harbour or the ocean.

The Manly Council area is predominantly residential with some commercial and industrial use.

The Manly Council area 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 topography of Manly is characterised by a high ridge running east west along Balgowlah Heights with steep south facing slopes above North Harbour and more moderate slopes to the north. The area plateaus to the west of Balgowlah Heights and Seaforth with a very steep escarpment that drops to the Middle Harbour shoreline. To the north the area is bounded for the most part by Burnt Bridge Creek, running from the north west end of Seaforth to Manly Lagoon. Within the boundaries are a diverse range of landforms including bays, beaches, headlands, rugged cliffs, steep slopes and areas of plateaux.

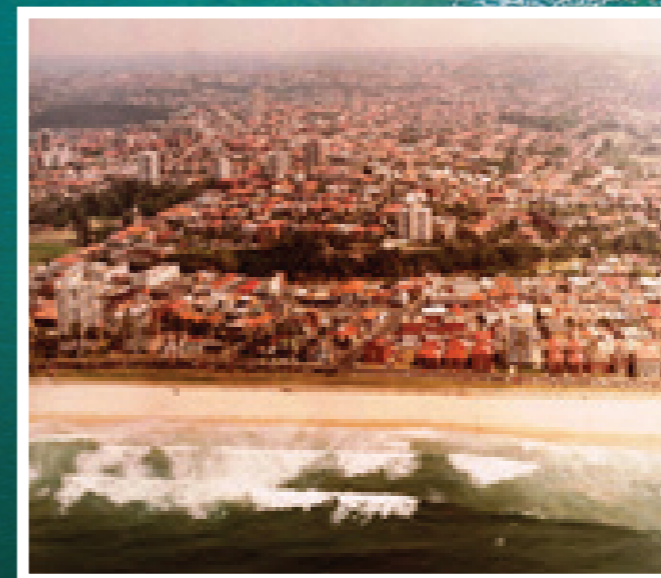
### RESIDENTIAL PROFILE

The current estimated population of Manly (ERP 2012) is 43,371 people. From 2006 to 2011, Manly Council area's population increased by 2,634 people (7.1%), an average annual population change of 1.38% per year over the period.

Compared to Greater Sydney, Manly Council area has a lower proportion of couple families with children, 29.5% compared to 34.8% for Greater Sydney; as well as a lower proportion of one-parent families with children, being 6.7% compared to 10.8% in Greater Sydney.

The Indigenous Australian population represents 0.3% of the Manly population. Manly has a greater cultural diversity than the rest of New South Wales with approximately 33% of residents born overseas compared to 26% for the state as a whole.

There was a decrease of 3.0% 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 Aerial view, 1979



## GENERAL MANAGER'S MESSAGE

Manly Council's Annual Report provides an overview of the wide range of services and undertakings provided to the community during the reporting period, 2012-2013.

During that time, the great majority of outcomes required under Council's Delivery Program 2011-2015 were successfully progressed and Council continues working to improve services, facilities and infrastructure on behalf of the community.

My aim as General Manager is to manage an organisation that is innovative and flexible in performance and which achieves effective results for the community in all its operations.

Council's financial position is sound and set to improve, as is outlined in the New South Wales Treasury Corporation's most recent report into the financial sustainability and benchmarking assessment of NSW councils.

Council has finished the last 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 2012-2013 year was pegged at 3.6% in accordance with State Government rate pegging.

The organisation's working culture is customer focused, responsible, and businesslike in its activities, and responsive and effective throughout.

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 2012-2013, Manly Council achieved many noteworthy successes in a year of exceptional activity, innovation and creative thinking by Councillors and Staff alike.

High on the list of Council's immediate priorities were the refurbishment of the former Seaforth TAFE site as a vibrant community hub in the heart of Seaforth; consultation and detailed planning for the much needed upgrading work at the Manly Andrew 'Boy' Charlton Swim Centre, and progress with Manly2015, amongst many other exciting projects.

Manly2015, in particular, is a masterplan which will sustain Manly for the generations to come, revitalising the streets and laneways of Manly and developing improved and new community infrastructure in the Manly CBD. Transport infrastructure is a critical priority, too, not only for Manly residents but for the many hundreds of thousands of visitors whose tourism dollars underpin the local economy.

Manly and the other SHOROC councils continue to work hard together to reduce costs and share purchasing in a variety of areas. This cooperation will become important in the future for our local government structures.

To help ensure Manly remains a beloved national icon, Manly Council has gone to great efforts to preserve and enhance Manly's natural and built heritage and redoubled efforts to ensure it is a family-friendly, safe place for residents and visitors alike.

Manly Council, Manly Police, Manly Liquor Accord and State Transit have been working closely to improve late night transport in Manly - and Council's new 'Manly VIBE' event marketing formula has been effective in promoting music, arts and enjoyment in Manly, where natural environment and heritage sustain and complement a vibrant cosmopolitan and community lifestyle.

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 limited by the State Government by rate pegging 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  
Mayor of Manly



## MAYOR AND COUNCILLORS

Manly Council has 9 elected representatives in total who all serve a four year term.

The Mayor is elected directly by the people and is joined by 8 fellow Councillors who are also elected by the people. The Deputy Mayor is elected each year by the Mayor and Councillors.

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

Across NSW, Local Government elections were held in September 2012 and the next general election for Local Government bodies in NSW is due to be held in September 2016.

Mayor and Councillors of Manly Council - elected September 2012

(Left to right: Councillor Candy Bingham; Councillor Cathy Griffin; Councillor Alan Le Surf, Deputy Mayor; Councillor Steve Pickering; Jean Hay AM, Mayor; Councillor Hugh Burns; Councillor Adele Heasman; Councillor James Griffin; Councillor Barbara Aird)

# COUNCILLORS' ATTENDANCE RECORDS

COUNCIL TERM: SEPTEMBER 2012 – SEPTEMBER 2016  
 REPORTING PERIOD: OCTOBER 2012 – JUNE 2013

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 five Extraordinary meetings



A.



B.



C.



D.



E.



F.



G.



H.



I.

A.

## JEAN HAY AM, MAYOR

Ex-officio Chair of all Manly Council Committees

- Ordinary Meeting – 12/12\*
- Planning & Strategy – 3/5
- Community Safety & Place Management Advisory Committee (Chair) 6/6
- Economic Development & Tourism Advisory Committee – 4/4
- Manly Scenic Walkway Advisory Committee (Chair) – 1/2
- Playground Advisory Committee – 3/3
- Sister Cities Advisory Committee – 1/5
- SHOROC - Shore Regional Organisation of Councils – 4/5^
- Sports & Recreational Facilities Advisory Committee (Chair) – 3/3
- Surf Club Liaison Working Group (Chair) – 3/3

B.

## CLLR BARBARA AIRD

- Ordinary Meeting – 12/12\*
- Planning & Strategy – 5/5
- Access & Mobility Advisory Committee – 1/3
- Community Safety & Place Management Advisory Committee – 5/6
- Economic Development & Tourism Advisory Committee – 2/4
- Public Domains Advisory Committee – 3/3
- Sustainable Development & Tourism Advisory Committee – 2/4
- Sydney Coastal Councils Group – 2/2^
- Waste Advisory Committee (Chair) – 4/4

C.

## CLLR CANDY BINGHAM

- Ordinary Meeting – 12/12\*
- Planning & Strategy – 5/5
- Art & Culture Advisory Committee – 2/3
- Audit & Risk Advisory Committee – 2/2
- Community Safety & Place Management Advisory Committee – 6/6
- Economic Development & Tourism Advisory Committee – 2/4
- Harbour Foreshores & Coastline Management Advisory Committee – 2/2
- Heritage & Local History Advisory Committee – 4/4
- Human Services Planning & Policy Advisory Committee – 1/3
- Manly Lagoon Catchment Coordinating Committee – 1/1
- Public Domains Advisory Committee – 2/3

D.

## CLLR HUGH BURNS

- Ordinary Meeting – 12/12\*
- Planning & Strategy – 5/5
- Art & Culture Advisory Committee – 3/3
- Audit & Risk Advisory Committee – 2/2
- Community Environment Advisory Committee – 5/6
- Community Safety & Place Management Advisory Committee – 5/6
- Heritage & Local History Advisory Committee – 3/4
- Manly Local Traffic Advisory Committee – 4/5^
- Manly Lagoon Catchment Coordinating Committee – 1/1
- Public Domains Advisory Committee – 3/3
- Sustainable Transport Advisory Committee – 3/3

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**E.****CLLR CATHY GRIFFIN**

- Ordinary Meeting – 12/12\*
- Planning & Strategy – 5/5
- Community Environment Advisory Committee (Chair) – 6/6
- Community Garden Advisory Committee – 3/3
- Economic Development & Tourism Advisory Committee – 2/4
- Harbour Foreshores & Coastline Management Advisory Committee – 2/2
- Human Services Planning & Policy Advisory Committee (Chair) – 1/3
- Manly Scenic Walkway Advisory Committee – 2/2
- Public Domains Advisory Committee – 3/3
- Sustainable Transport Advisory Committee (Chair) – 3/3
- Sydney Coastal Councils Group (Chair) – 2/2^
- Waste Advisory Committee – 4/4

**F.****CLLR JAMES GRIFFIN**

- Ordinary Meeting – 10/12\*
- Planning & Strategy – 4/5
- Audit & Risk Advisory Committee – 1/2

**G.****CLLR ADELE HEASMAN**

- Ordinary Meeting – 10/12\*
- Planning & Strategy – 5/5
- Access & Mobility Advisory Committee – 2/3
- Art & Culture Advisory Committee (Chair) – 2/3
- Harbour Foreshore & Coastline Management Advisory Committee – 1/2
- Heritage & Local History Advisory Committee (Chair) – 4/4
- Human Services Planning & Policy Advisory Committee (Chair) – 2/3
- Meals on Wheels Advisory Committee – 3/5
- Public Domains Advisory Committee – 2/3
- Shorelink Library Network (Chair) – 4/5^

**H.****CLLR ALAN LE SURF**

- Ordinary Meeting – 11/12\*
- Planning & Strategy – 5/5
- Community Safety & Place Management Advisory Committee – 4/6
- Manly Local Traffic Advisory Committee – 5/5^
- Public Domains Advisory Committee – 3/3
- Sister Cities Advisory Committee (Chair) – 5/5

**I.****CLLR STEVE PICKERING**

- Ordinary Meeting – 12/12\*
- Planning & Strategy – 4/5
- Community Safety & Place Management Advisory Committee – 4/6
- Economic Development & Tourism Advisory Committee – 3/4
- Harbour Foreshores & Coastline Management Advisory Committee – 0/2
- Public Domains Advisory Committee – 2/3
- Sports & Recreational Facilities Advisory Committee – 2/3





# OUR VISION FOR MANLY

## 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.'*

This vision is important as it ensures Council's decisions are made with a long-term, strategic focus for the Manly area.

## OUR COMMUNITY'S VALUES

Our core values define what the Manly community aspires to in living and working together:

- A sustainable environment and economy
- Affordable housing
- Accessible places
- A connected and involved local community that is culturally vibrant
- A clean environment
- Protecting Manly's natural and built environment
- A place for both residents and visitors to enjoy
- Managing its population growth
- Well managed and accountable local government, and
- Clearly defined plans

## MANLY COUNCIL'S MISSION

*Mission (as articulated in Council's Delivery Program 2011-2015 adopted 4 June 2012)*

The Organisation's Mission is to ensure:

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



## CURRENT PLANS

Manly Council's integrated plans have been developed to guide operational decision-making and assist in achieving Manly's vision.

There are statutory and non-statutory plans and reports that Council is required to consider including:

- Manly Local Environmental Plan (LEP), being the Manly Local Environmental Plan 2013 and 1988;
- Community Strategic Plan Beyond 2021 and related plans, including the Four Year Delivery Program 2011-2015 and One Year Operational Plan 2012-2013;
- NSW Government's NSW 2021, A Plan to Make NSW Government Number One, September 2011.
- NSW Metropolitan Plan for Sydney 2036, NSW, December 2010
- SHOROC, Shaping our Future, November 2010
- North East Subregional Strategy (2006), NSW Government

### INTEGRATED PLANNING FRAMEWORK

The Division of Local Government (DLG) introduced a new planning and reporting framework for NSW local governments in 2009.

The Local Government Act now contains specific new integrated planning and reporting framework requirements aimed at:

- improving integration of various statutory planning and reporting processes undertaken by councils' as required by the Local Government Act 1993 and the DLG's guidelines, and the Environmental Planning and Assessment Act 1979;
- strengthen councils' strategic focus and community engagement;
- 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 **Manly Community Strategic Plan Beyond 2021** contains a set of integrated plans including a Resourcing Strategy (ten years), Delivery Program 2011-2015 (four years) and Operational Plan 2012-2013. These are briefly described below.

### DELIVERY PROGRAM 2011-2015

This Annual Report should be read in conjunction with the Manly Community Strategic Plan Beyond 2021 document.

In accordance with the Local Government Act, the Delivery Program is a four year plan that defines what Council can deliver on as per the community aspirations and goals in the Community Strategic Plan, and that are within its area of responsibility. The program is designed as a fixed term four year plan to align with the Council's electoral cycle.

The 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.

### OPERATIONAL PLAN 2012-2013

Manly Council's Delivery Program 2011-2015 incorporates its one year "operational plan". This is adopted by Council at the beginning of each financial year and details the activities to be engaged in by Council during the 2012-2013 year and is incorporated in the Delivery Program. The Operational Plan also includes a statement of the Manly Council's revenue policy and detailed budget for the 2012-2013 year. The Statement of Revenue policy is required by the regulations.

### HOW WE MEASURE OUR PROGRESS?

#### Quarterly Reports

Council prepares Quarterly Reports (for the quarters ending September 2012, December 2012 and March 2013) and these track progress with the Delivery Program 2011-2015 and the actions in the Operational Plan 2012-2013. Detailed Financial Reports are also included in the various reports to Council.

#### Annual Report

Council also prepares an Annual Report for the community that focuses on Council's achievements in implementing our Delivery Program and the Operational Plan. The Annual Report outlines progress in implementing the Delivery Program.

In addition to this information, as per legislation, Council includes its audited financial reports and additional information required by the Local Government Regulations and other relevant Acts and Regulations.



# HOW YOU CAN PARTICIPATE

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

## ATTENDING COUNCIL MEETINGS:

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

The meeting dates are advertised in advance and appear on Council's website, [www.manly.nsw.gov.au](http://www.manly.nsw.gov.au).

## JOINING A COUNCIL COMMITTEE:

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

## TAKING PART IN YOUR COMMUNITY PRECINCT MEETINGS:

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

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

The Precinct Community Forum system also encourages more social interaction within the community.

The Precinct Community Forums are open to all residents and ratepayers within that area and Council encourages you to attend and have your say. For more information on the Precinct Community Forums refer to our website.

## VOLUNTEERING:

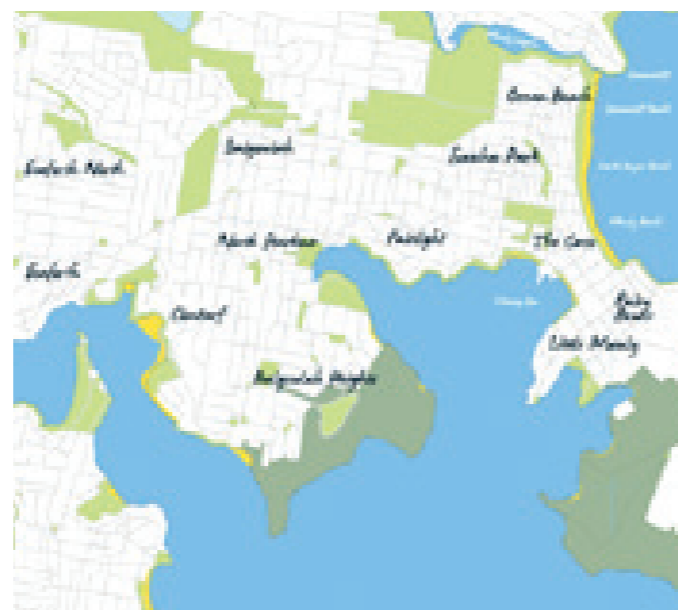
There are a number of volunteering opportunities that are made available within Council. From assisting at the Manly Art Gallery & Museum to delivering Meals on Wheels, there are numerous opportunities available for those with a little extra time on their hands. Council appreciates the wonderful work carried out by our teams of volunteers and their ongoing service to the community.

## COMMUNITY ENGAGEMENT:

Manly Council is committed to active community engagement, an approach which is outlined in its Community Engagement Policy (adopted in April 2009).

The policy outlines the myriad of engagement processes employed by Council, techniques which are very relevant, given the Integrated Planning and Reporting (IPR) requirements in the Local Government Act.

Council encourages the community to remain informed and consulted on council activities and policy and also to be more actively involved in shaping decision making in their LGA via the Community Strategic Plan.



## INFORM

- Public notices
- Fact sheets
- Websites
- Notification letters

## CONSULT

- Precinct Community Forums
- Community panels
- Surveys / questionnaires
- Public meetings and exhibitions
- Online participation

## INVOLVE

- Community panels
- Advisory Committees
- User groups
- Deliberative polling
- Online involvement

## COLLABORATE

- Meetings with Stakeholders and Partners
- Consensus building
- Participatory decision making
- Delegated decisions
- Joint ventures

# SECTION ONE

## ACHIEVEMENTS OF DELIVERY PROGRAM FOR THE 2012-2013 YEAR

*See Appendix 1. Achievements Of Delivery Program  
Available Online [www.manly.nsw.gov.au](http://www.manly.nsw.gov.au)*



# ACHIEVEMENTS OF DELIVERY PROGRAM FOR THE 2012-2013 YEAR

## OVERVIEW

This section is prepared in accordance with the requirements of the legislation and guidelines from the Division of Local Government.

Attached to this report in Appendix 1 is a detailed matrix showing progress with the integrated Community Strategic Plan Beyond 2021 via Manly Council's Four year Delivery Program 2011-2015 and One year Operational Plan 2012-2013.

## DELIVERY PROGRAM BACKGROUND

In accordance with section 428 of the Local Government Act 1993, an annual report is required on Council's progress in implementing the Delivery Program for the 2012-2013 year. The focus of this report is on initiatives that Council has direct influence over, and utilizes a range of performance and assessment methods identified in its Community Strategic Plan Beyond 2021 and integrated planning documents.

In June 2012, Council adopted the Community Strategic Plan Beyond 2021 (CSP) and its various components, including the Four Year Delivery Program 2011-2015 and One Year Operational Plan 2012-2013. The Delivery Program establishes the principal activities to be undertaken by Council to implement the strategies established by the Community Strategic Plan 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 arising from the adoption of the Community Strategic Plan. These are:

**1. Social priorities** for a connected, involved and safe community that cares for its residents and visitors and goals being:

- *Improve Manly's community safety;*
- *A healthy and active Manly community;*
- *Liveable Manly neighbourhoods;*
- *A connected and culturally vibrant Manly; and*
- *A socially inclusive, equitable and supportive Manly.*

**2. Economic priorities** for a viable Manly for work, employment and infrastructure with goals being:

- *A diversified and balanced Manly economy that caters for locals and visitors alike;*
- *Tourism is recognised as a critical part of the local economy;*
- *Manly has a variety of sustainable transport and car alternatives; and*
- *Improved amenities and physical infrastructure services in Manly.*

**3. Environmental priorities** for a sustainable, protected and well managed natural and built Manly with goals being:

- *Natural heritage, bushlands and biodiversity is protected and preserved for future generations;*
- *Create liveable neighbourhoods and more affordable housing choices by better managing population growth;*
- *Reduce green house gas emissions in the Manly area; and*
- *A clean Manly with zero waste.*

**4. Governance priorities** for a well-governed Manly with transparent and responsible decision-making in partnership with the community with goals being:

- *Transparent and accountable decision making;*
- *Work in partnership with the community;*
- *Efficient use of Council's resources; and*
- *Advocate to State and Federal Governments.*

The following paragraphs show progress with the Community Strategic Plan strategies via the various 2011-2015 Delivery Program and Operational Plan 2012-2013 strategies and actions for the period 1 July 2012 to 30 June 2013 together with highlights in the paragraphs over the next pages.

## SOCIAL PROGRAM ACHIEVEMENTS

During the last 12 months, Council has continued implementing Manly's crime prevention plan 2011-2013 and the Community Safety Plan 2012-2015 in conjunction with key stakeholders, by developing strategies for late night transport, education, regulation and enforcement, planning and community engagement. As part of these initiatives Manly's Liquor Licensing Accord continues to meet and provide a mechanism for licensed venues, NSW Police and Council to work in partnership in addressing community safety issues.

Council has continued provision of professional lifeguard services for Manly Ocean Beach in partnership with Local Surf Life Saving Clubs. Nil drownings were reported for the 2012-2013 year and 314 rescues and 21,394 preventable actions were recorded for this period. The Manly Swim Centre annual attendance figures were 232,157 visits for 2012-2013 year. The babies and toddlers pool was upgraded this year and the Swim Centre provides a range of aquatic based sporting and recreational opportunities for the local community.

There has been continued development and promotion of healthy living program and initiatives, by committees and local partnerships such as the Manly Club for Seniors, Seniors Week, and Local Health District healthy lifestyle programs. Healthy lifestyles have been part of community development programs that focus on physical, mental and sexual health, and assistance for community organisations to support and promote has been important.

Council continued to provide an annual operating subsidy to the Manly Community Centre and the Manly Women's Shelter and a number of smaller grants to local not for profit community organisations to undertake community development / welfare programs and services, and cultural activities. Many of these programs and services assist those most in need in the local area and support individual and community well being.

Works have progressively taken place on the implementation of Council's adopted playground strategy and also in sourcing grant funding, and improved neighbourhood amenities via street tree planting, maintenance, works and capital improvements in sportsfields, parks and ovals throughout the area.

Council continued to provide community and cultural awareness programs, library services and improvements in services, technologies and communications. New programs, events and activities have been provided at the Manly Art Gallery & Museum, such as the Manly Arts Festival, public arts program, fund raising, maintaining best practice standards, gallery shop management, collecting artworks, and variety of public programs.

Manly Library recorded 417,420 visits for 2012-2013 and for the same period transacted 375,318 loans; including 682,789 database sessions/electronic usage including 11,592 hours of PC access, and 10,331 hours of wireless internet access.

There has also been continued engagement and cultural exchanges with other councils and government organisations nationally and internationally, such as Manly Friends of Oecusse and Yeongdo, Korea.

Council has continued delivery of programs and services for children and families in accordance with community needs, as well as youth programs and services. Programs supporting the Aged, Disabled, Aboriginal & Torres Strait Islander & Culturally & Linguistically Diverse groups and community services have been supported, including Club Friday, information and referral services to CALD and ATSI communities, as well as, the operation of the Meals on Wheels and Club Friday. Manly Club for Seniors continues to provide a range of sport and recreation activities such as lawn bowls, table tennis, ballroom & line dancing, art, scrabble, bridge and mah-jong to ensure healthy ageing and social inclusion. Healthy Lifestyle exercise classes and Manly Computer Pals also operate from the Centre. The new Early Childhood Health and Parenting Centre was established in the Stocklands Village Centre in Balgowlah in March 2013 to assist early childhood health and parenting needs in the area.

## ECONOMIC / INFRASTRUCTURE PROGRAM & SPECIAL PROJECTS ACHIEVEMENTS

Council continues to work in partnership with the community to develop strategies to diversify and broaden Manly's economy, via strategies to broaden Manly's range of local businesses and services (to cater for both residents and visitors) in Manly CBD.

Planning and due diligence work was progressed in relation to The Manly2015 Masterplan. The masterplan aims to revitalize and 'future-proof' the Manly CBD, increase the activation of the streets and laneways surrounding The Corso, generate more economic activity to Manly, provide a more diverse retail goods and services mix and make Manly more pedestrian and bike friendly.

Work progressed over the reporting period on the detailed design of Short Street Plaza.

There were also discussions with local and regional stakeholders and partnerships with the Manly Chamber of Commerce and community organizations within business and commercial centres about local events and initiatives. Council continued its commitment to the Manly Mainstreet program working cooperatively with the Manly Chamber of Commerce.

# ACHIEVEMENTS OF DELIVERY PROGRAM FOR THE 2012-2013 YEAR

Manly continues to be promoted as a visitor destination, and provide local tourism and visitor services including managing Manly's Visitor Information Centre (181,384 visitors 2012-2013). Council successfully worked in partnership with Tourism NSW and local businesses to deliver a range of events and activities to entertain, educate and involve Manly's community and visitors.

There were a number of Council organised events during the 2012-2013 year including Citizenship ceremonies, Manly Jazz festival as part the Manly Vibe celebrations, the World Food Markets, Food Wine & Sustainability festival and the popular Christmas Choral Concert to name a few.

Traffic Management and the implementation of Local Area Traffic Management (LATM) continues to remain an important focus of Council. Traffic Planning has also included working with stakeholders to improve Manly's regional public transport network and connections (e.g. via SHOROC and other agencies) to and transport linkages, and alternative and sustainable transport choices and methods (bikes, public transport links, etc). For instance, patronage of the community bus network via operation of the free bus service "Hop, Skip & Jump" continues to be popular with all areas of the community.

Council continues to manage its large portfolio of infrastructure and assets to ensure financial sustainability and to meet community expectations, via the Asset Management Plan & Policy for Infrastructure Assets in line with Department of Local Government guidelines, and infrastructure assets maintenance, condition and safety assessments. This work has occurred for amenities, footpaths and pedestrian mobility assets.

The provision of public parking facilities within the Manly area and managing and improving usage across Council's four public car parking facilities has also been important part of Council's service delivery.

## ENVIRONMENTAL PROGRAM ACHIEVEMENTS

During the last year, Council has continued to responsibly manage its waste and provide appropriate facility and public domain area cleaning. The preservation of Manly's unique natural environment remained an important priority for Council.

The Manly Environment Centre in conjunction with Council's Environment Sustainability team has continued its programs of events, community partnerships, environmental advocacy work and environmental education initiatives.

Council's Environmental Levy Program continued to fund programs such as bushland restoration works, water saving / catchment management initiatives, sustainability initiatives including those relating to alternative energy and biodiversity / threatened species management (including measures to sustain Little Penguin and Long Nose Bandicoot threatened populations).

In relation to urban planning, a new draft Local Environmental Plan and Development Control Plan was gazetted by the NSW Minister for Planning in April 2013 and will further contribute to the overall protection of the environment and heritage (built and natural), while responding to the needs for a variety of housing throughout the area.

Environmental Health inspections and audits of local businesses mainly in relation to food preparation have occurred and continued during the last year.

There were 342 Development Applications assessed during the 2012-2013 year with an average time to determine applications being 68 days and a development value of over \$117 million.

Council has continued to progress priority actions identified within Council's Carbon Reduction Strategy and Action Plan (prepared by Kinesis). In terms of alternative energy sources, a 9.9 kilowatt photovoltaic system was installed on Council's Town Hall Roof and a funding application was submitted under the Federal Government's Community Energy Efficiency Program (unsuccessful) for installation of cogeneration for the Swim Centre (Council's highest energy consuming facility) to replace the existing electric heat pumps.

Council has also improved data collation for electricity consumption (increased accuracy) and fleet fuel consumption (automated reports generated from Caltex).

Community education workshops have been held on energy efficiency and Solar Hot Water/Solar Photovoltaic Panels under Council's DIG Manly Program.

## GOVERNANCE PROGRAM ACHIEVEMENTS

There has been continuous progress with improvements to legal, governance and reporting systems as well as policies and procedures.

Computer systems have been upgraded including the installation of a new Electronic Document Management System (HP - TRIM). Continued recruitment of staff has been needed to maintain services, although achieving productivity improvements and savings where possible.

Council has continued working with regional stakeholders through SHOROC, and lobbying for improved resources in the Manly area including the development of improved public transport systems, and regional collaboration towards reducing costs and achieved savings.

Community engagement and input strategies utilized by Council have included operation of on average 9 of 12 Precinct Community Forums, 24 Special Purpose Committees and Council's Community Panel was re-engaged as part of the Community Strategic Plan Beyond 2021 review. All consultative mechanisms ensure that Council's future strategies and projects are well informed with input from local community members.

Council continued to run its Internal Audit and Risk Committee during the year and has now been responsible for the conduct of 14 separate internal audits since the programs inception in late 2010. The program will continue into the future to ensure good governance, internal control mechanisms and business practices are in place across Council.



# SECTION TWO

## STATUTORY INFORMATION

*See Appendix 2. Financial Statements  
Available Online [www.manly.nsw.gov.au](http://www.manly.nsw.gov.au)*



# STATUTORY INFORMATION

## FINANCIAL SUMMARY

In the financial year ended 30 June 2013, Council received \$60.884 million income including Capital Grants and Contributions of \$0.58 million; operating expenditure was \$59.525 million, and \$14.862 million was spent on capital assets.

The Net Operating result for the year was a surplus of \$1.359 million after Capital Grants and Contributions (or \$0.779 surplus before capital).

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

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 both local government and TCorp 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(1 a1))

Council has adopted a policy that governs the expenses allowable for conferences and seminars and specifies the type of facilities available to the Mayor and Councillors. In addition, a fee has been set for payment of the Mayors and Councillors for the 2012-2013 financial year. The total payment made during the 2012-2013 reporting year is **\$297,088**.

Details of these expenses are provided below:

MAYORAL AND COUNCILLORS FEES – 2012-2013	
Mayoral allowance	\$37,280
Councillor Fees (12 x \$1,421.67 - July to September then 9 x \$1,421.67 – October to June) <i>Note: from the 2012 elections onwards their will only be 9 Councillors</i>	\$166,335
<b>Sub-total</b>	<b>\$203,615</b>
PROVISION OF FACILITIES & PAYMENT OF COUNCILLORS EXPENSES	
Provision of dedicated office equipment allocated to Councillors	\$21,437
Telephone calls made by Councillors	\$13,951
Attendance of Councillors at Conferences and Seminars	\$17,969
Training of Councillors and provision of skill development	\$18,435
Interstate visits by Councillors, including transport, accommodation and other out of pocket travelling expenses	\$8,080
Overseas visits by Councillors, including transport, accommodation and other out of pocket travelling expenses	0
Expenses of any spouse, partner or other person who accompanied a Councillor	0
Expenses involved in the provision of care for a child or an immediate family member of a Councillor	0
Other expenses for Councillors <i>(including travel, printing, stationery etc)</i>	\$13,601
<b>Sub-total</b>	<b>\$93,473</b>
<b>TOTAL EXPENSES</b>	<b>\$297,088</b>



## CONTRACTS AWARDED:

In accordance with Clause 217 (1 a2)

The following contracts in excess of \$150,000.00 were awarded by Council during the reporting period 1 July 2012 to 30 June 2013.

GOOD OR SERVICE SUPPLIED	NAME OF CONTRACTOR	DATE AWARDED	TERM OF CONTRACT	TENDER VALUE
Manly LGA Flood Study	Cardno (NSW/ACT) Pty Ltd	16/07/12	1 year	\$327,140
Tree Cyclic Works	Plateau Tree Services	11/02/13	2 years	\$323,597
Engagement of lead architects Andrew 'Boy' Charlton Swim Centre redevelopment works	Tompkinsmda Architects	13/05/13	3 years	\$1,264,560
Tender No. T2012/05 – Selective Tender for the Design, Construction and Leasing of Tennis Courts, Sports Facilities at LM Graham Reserve.*	-	16/07/2012	-	\$484,841

\*Due to withdrawal of supplier, contract did not proceed.

In addition to the contracts listed above, numerous other works and services were undertaken by contracts for individual work with a value of less than \$150,000. These works included printing, distribution and maintenance services.

## SUMMARY OF LEGAL PROCEEDINGS:

In accordance with Clause 217 (1 a3)

CASE	LEC#	DECISION	DATE	COSTS
Miscellaneous				\$75,953.47
120 Pittwater Road	10967/12	Discontinued	27-Nov-12	\$3,376.80
28A Alexander Street	10025/13	Discontinued	21-Feb-13	\$4,585.35
3 Eustace Street	111278/12	Upheld - S34 Agreement	31-May-13	\$17,727.21
29-33 Pittwater Road	11038/12	Upheld - Judgment	17-Dec-12	\$22,909.28
31 Fairlight Crescent	10160/13	Upheld - S34 Agreement	11-Jul-13	\$16,091.90
40 Peacock Street	11024/12	Upheld - S34 Agreement	23-Nov-12	\$32,869.10
46 Victoria Parade	10602/12	Upheld - S34 Agreement	26-Mar-12	\$34,905.67
46 White Street	11223/12	Upheld - Judgment	02-Jul-13	\$33,407.39
4 West Street	10676/12	Upheld - Judgment	11-Dec-12	\$205,772.24
Stuart Street	40549/13	In favour of applicant	9-Oct-13	\$143,726.03
Tricon 46-48 North Steyne	10621/12 Class1	Dismissed	24-Oct-12	\$51,067.04
Advice				\$10,980.15
Manly Wharf Hotel	10864/12	Upheld - Judgment	18-Aug-11	\$212,918.91
69 Pittwater Road	11018/12	Discontinued	23-Nov-12	\$2,935.50
31 The Crescent	11221/11	Upheld	19-Dec-12	\$64,925.62
31 Boyle Street	10315/12	On-going	29-May-13	nil to date
<b>TOTAL</b>				<b>\$934,151.66</b>

## OVERSEAS TRIPS:

In accordance with Clause (217(1a))

DATE	PERSON	DESTINATION AND PURPOSE	FUNDING
7-24 November 2012	General Manager	Visited various sites in Europe on behalf of Kimbriki Environmental Enterprises P/L (KEE) to inspect recycling and fuel plants.	KEE
28-29 July 2012	General Manager	Huntington Beach Council and IMG regarding 2nd year hosting of the Australian Open of Surfing in 2013	Self / Council



# STATUTORY INFORMATION

## SECTION 356 GRANTS:

In accordance with Clause 217 (1 a5)

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

**Below is a list of organisations who were awarded Community Grants for the 2012-2013 reporting period:**

COMMUNITY GRANTS	AMOUNT
1. Cubby House Toy Library Inc.	\$500
2. Active Opportunities Inc	\$1500
3. Peninsula Senior Citizen Toy Repair Group Inc	\$500
4. Northern Beaches Interchange Inc	\$1,000
5. Sailability Manly	\$1,000
6. Constant Companion	\$500
7. Peer Support Foundation	\$800
8. St Vincent de Paul Society, Balgowlah & Manly Vale Conferences	\$700
9. St Vincent de Paul Society, Manly Conference	\$1,000
10. Fighting Chance Australia	\$1,500
11. Manly Yacht Club	\$500
12. Northern Beaches Multiple Birth Club	\$500
13. Learning Links	\$1,000
14. LifeLine Northern Beaches	\$1,500
15. LINC Church Services Network Inc	\$1,500
<b>TOTAL</b>	<b>\$14,000</b>

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

**Below is a list of organisations who were awarded Cultural Grants for the 2012-2013 reporting period:**

CULTURAL GRANTS	AMOUNT
Manly OOSH	\$1,000
Manly Community Centre	\$1,000
Art & Soul Collective	\$1,000
Sydney Chamber Music Festival	\$1,250
Manly Warringah Choir	\$1,250
Northern Beaches Eisteddfod	\$1,500
<b>TOTAL</b>	<b>\$7,000</b>

**The organisations below receive a recurrent annual cultural grant:**

ORGANISATION	RECURRENT ANNUAL GRANT
Manly District Band	\$2,000
Manly Music Club	\$1,000
Manly Warringah Pipe Band	\$1,000
<b>TOTAL</b>	<b>\$4,000</b>

## OTHER CONTRIBUTIONS AND DONATIONS:

Under Section 356 of the Local Government Act, 1993, Council made contributions to the following groups and organisations during the 2012-2013 reporting period:

The Manly Community Centre with an annual contribution for provision of services to the community of **\$69,034**.

The Manly Women's Shelter with an annual contribution for provision of services to the community of **\$50,000**.

A one-off grant of **\$450.00** to Koori Kids Pty Ltd for the provision of NAIDOC Week initiatives in local schools.

## CONTROLLING INTEREST IN A CORPORATION, PARTNERSHIP, TRUST, JOINT VENTURES, SYNDICATES OF OTHER BODIES:

In accordance with Clause 217 (1 a7)

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 (1 a8)

### Manly Mainstreet Board:

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

### Kimbriki Environmental Enterprises (KEE):

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

### Shorelink Co-operative Library Network:

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

### SHOROC Regional Organisation of Councils:

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

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

## EQUAL EMPLOYMENT OPPORTUNITY MANAGEMENT PLAN:

In accordance with Section 428 of the Local Government Act and Clause 217 (a9) of the Local Government Regulation

Council's revised Equal Employment Opportunity (EEO) Management Plan and Strategies have been in place and in operation since February 2012. Management and staff have shown great commitment to the principles and processes associated with ensuring we have a workplace that complies with the spirit and intent of Anti-discrimination and Local Government legislation.

The strategy areas identified in the plan do not involve the use of quotas or token gestures but are genuine actions that enhance diversity and workplace outcomes for staff and the community we serve.

The EEO Management Plan and Strategies have been monitored over the past twelve months and data available indicates that decision making within the organisation considers EEO principles in an endeavour to provide all staff and the community we serve with a 'fair-go all round'.

Racial and cultural diversity, family / carer responsibilities, age, disability, gender, pregnancy, sexuality, marital status, politics, religion and other irrelevant characteristics / traits are all recognised as bias areas that are brought to front of mind when decisions are being made regarding recruitment and selection; training, staff retention, leave, promotions / career development and the like.

Council and the community we serve can be satisfied and proud of the robust EEO systems and processes in place that ensures compliance with the letter and the spirit of the law that underpins EEO in Council.

## STORMWATER MANAGEMENT SERVICE:

In accordance with Clause 217(1 e)

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

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

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

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

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

**Particulars of Stormwater Management Charges levied during the reporting period:**

NAME OF CHARGE	AMOUNT LEVIED	PROJECT	EXPENDITURE	AMOUNT AVAILABLE AT 30 JUNE
Stormwater Management Charge	\$369,852	Stormwater management new works & maintenance (various);	\$363,032	\$572,547

## 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 2013, comprising the salary component, employers contribution and employees salary sacrifice to superannuation, non-cash benefits, and Fringe Benefits Tax.

### General Manager:

Total Remuneration Package
\$ 315,542.00

The following staff have been identified as senior staff members for reporting purposes.

### Deputy General Manager, People Place and Infrastructure:

Total Remuneration Package
\$ 220,000.00

### Deputy General Manager, Land Use and Sustainability:

Total Remuneration Package
\$ 235,750.00

# STATUTORY INFORMATION

## COMPANION ANIMAL MANAGEMENT:

In accordance with Clause 217(1 f)

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

### Pound data

Information lodged as part of Council's Companion Animal Register is supplied yearly to the Division of Local Government. Lodgement of pound data collection returns with the Division – 25 dogs impounded at Council's pound.

### Dog attacks

Information lodged as part of Council's Companion Animal Register is supplied yearly to the Division of Local Government. Lodgement of data relating to dog attacks within the Division – 12 reported dog attacks.

### Community education programs

Council conducts an annual 'Dogs Day Out' event and provides ongoing public information on responsible pet ownership including a community advertising campaign on responsible pet ownership. Council spent \$10,342 on its annual 'Dogs Day Out' event in 2012 - 2013.

### De-sexing of dogs and cats

Council runs an information stall at its annual 'Dogs Day Out' event. 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 [www.manly.nsw.gov.au/Dog-Off-Leash-Areas.html](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
- Manly Cemetery
- Tania Park
- Manly Lagoon Park
- North Harbour Reserve
- Sandy Bay Clontarf
- LM Graham Reserve

### Detailed financial information

All revenue raised is paid into consolidated earnings.

## PUBLIC INTEREST DISCLOSURES REPORT TO NSW OMBUDSMAN

Submitted On: 31 Jul 2013

Reporting Period: Current reporting period: January to June 2013

No of public officials who made public interest disclosures to your public authority	1
No of public interest disclosure received by your public authority	1

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

Corrupt conduct	0
Maladministration	0
Serious and substantial waste	0
Government information contravention	1
Local government pecuniary interest contravention	0

No of public interest disclosures (received since 1 Jan 2012) that have been finalised in this reporting period	0
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 so, please select how staff have been made aware Staff undertaking that they have read and understood your organisation's internal reporting policy. Training provided by your organisation	

*NB: One (1) internal Public Interest Disclosure was received during this period. The Disclosure was not found to meet the criteria of a Government Information Contravention. The Disclosure was determined on 2 July 2013 (outside the reporting period). The Disclosure was determined by Council's PID Officer to be a breach of Council's Code of Conduct and a breach of a Council Special Purpose Committee's Terms of Reference. This determination was reported to the General Manager with a recommendations.*

*In regard to the staff numbers reported in this return the total number includes all full time, part time and casual staff. In this period training has been held on the new Council Code of Conduct for all staff. All new employees, work experience people and contractors sign off as having received a copy of the Code of Conduct on their first day of employment at Council. One PID / Complaints Management Training Session was also held in the period.*

## PUBLIC ACCESS TO GOVERNMENT INFORMATION:

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

The Government Information (Public Access) Act 2009 creates rights to information which are designed to meet community expectations for more open and transparent councils and encourages councils to proactively release council information.

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

### 1. Mandatory release:

You can search Council's website [www.manly.nsw.gov.au](http://www.manly.nsw.gov.au). Certain information must be disclosed on an agency's website, free of charge. This includes Council's policy documents, current publication guide, disclosure log and register of government contracts.

### 2. Proactive release:

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

### 3. Informal request:

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

### 4. Formal application:

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

For more information on how to access information held by Council, visit [www.manly.nsw.gov.au](http://www.manly.nsw.gov.au)

During 2012-2013 Council received a total of 758 applications to access information under the Government Information (Public Access) Act 2009 as outlined below.

NUMBER OF APPLICATIONS RECEIVED	2012-2013
GIPA formal access requests	21
GIPA informal access requests	737

## COMPLIANCE WITH THE NSW CARERS (RECOGNITION) ACT 2010

### Educational Strategies

No services provided which meet the criteria of this Act.

### Consultation and liaison with Carers

No services provided which meet the criteria of this Act.

### Staff who are carers

a) Council's HR practices (via the General Manager) supports Carers by ensuring that their requests for Carer's leave are considered quickly, sympathetically and generally positively. On average Council has two (2) FTE staff absent from work each week (70 hours) due to short and/or long term Carer responsibilities.

Currently Council supports staff with family members with Alzheimers / Dementia; Physical and Mental Illness and Disability; Age related illnesses (episodic and chronic); Substance abuse; Cancer and the like.

b) Over the past few years Council has applied a practice where permission is never unreasonably withheld for those with Carer responsibilities with flexibility displayed in the granting of part-time work (from full-time arrangements), reduced and/or changed hours (less days/hours, compressed hours), working from home arrangements. Council requests from the Carer what type of arrangements they need and council attempts to facilitate those suggested / requested arrangements.

Each case is treated on its merits and there has not been any apparent abuse of Councils support mechanisms, indeed staff morale and engagement with Council has improved as word of such quiet support has filtered through the workplace.

# STATUTORY INFORMATION

## SCHEDULE 2 - STATISTICAL INFORMATION ABOUT ACCESS APPLICATIONS

**TABLE A: NUMBER OF APPLICATIONS BY TYPE OF APPLICANT AND OUTCOME\***

	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS REFUSED IN FULL	INFORMATION NOT HELD	INFORMATION ALREADY AVAILABLE	REFUSE TO DEAL WITH APPLICATION	REFUSE TO CONFIRM/DENY WHETHER INFORMATION IS HELD	APPLICATION WITHDRAWN
Media	1	1	1	1	-	-	-	-
Members of Parliament	-	-	-	-	-	-	-	-
Private sector business	-	-	-	-	-	-	-	4
Not for profit organisations or community groups	-	-	-	-	-	-	-	-
Members of the public (application by legal representative)	-	-	-	-	-	-	-	1
Members of the public (other)	-	2	2	-	-	4	-	6

\* 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)	1	3	3	-	-	4	-	11
Access applications that are partly personal information applications and partly other	-	-	-	-	-	-	-	-

\* 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 C: INVALID APPLICATIONS**

REASON FOR INVALIDITY	NO OF APPLICATIONS
Application does not comply with formal requirements (section 41 of the Act)	6
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	6
Invalid applications that subsequently became valid applications	5

**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	2
Business interests of agencies and other persons	1
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)	10
Decided after 35 days (by agreement with applicant)	-
Not decided within time (deemed refusal)	-
Total	10

**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

# STATUTORY INFORMATION

## COMPLAINTS AND FEEDBACK

A complaint is an expression of dissatisfaction with the Council's policies, procedures, charges, staff, agents or quality of service.

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.

More detailed information is available in Council's Complaints Management Policy on our website [www.manly.nsw.gov.au](http://www.manly.nsw.gov.au) or alternatively 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: **697**

A breakdown of these complaints is as follows

CATEGORY	NUMBER
DA	23
Compliance	113
Traffic	59
Fines	16
Environ/Waste	25
Trees/Reserves	58
Community Svcs	16
Staff conduct/Process	167
Facilities/Maint	76
Response/Corresp	3
Positive/Congrats	18
Other/Misc	123
<b>TOTAL</b>	<b>697</b>

## PRIVACY & PERSONAL INFORMATION PROTECTION ACT REPORT:

In accordance with Section 33

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

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

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

### The Privacy Management Plan specifically addresses:

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

### Statistics:

Council did not receive any applications for Reviews during the period 1 July 2012 to 30 June 2013.

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

## PLANNING AGREEMENTS:

In accordance with Section 93G(5) of the Environmental Planning and Assessment Act 1979

### Section 93G(5) of the Environmental Planning and Assessment Act, 1979 provides for voluntary planning agreements or other arrangements between Councils and a developer. Manly Council was party to two (2) planning agreements during the Reporting Period:

(i) In December 2006 with Lend Lease relating to the development of large parts of the St Patrick's Estate at Darley Road, North Head. The public works to be provided as a result of the agreement included the provision of public walkways through the estate, bush regeneration works and work and support for protection of the endangered species – being the Long Nosed Bandicoot. As the development of the estate is extensive, it will take many years to complete. The public benefits are therefore being progressively provided as development takes place. A completion date is unknown at this time.

(ii) In July 2007 with Stockland Development Pty Ltd for public benefits associated with the redevelopment of the former Totem site in Condamine St Balgowlah. The public benefits included a major public plaza, public walkways through the site, traffic management works, footpath and landscaping enhancements of public spaces, provision of public parking and public toilets. At this time it is estimated that some 90% of the benefits have been provided. The remainder are expected to be in place by the time the redevelopment of 360 Sydney Rd takes place within the next 2 years.

## CAPITAL WORKS PROJECTS

In accordance with Capital Expenditure Guidelines

Council had 5 non recurring capital projects:

1. Final Purchase Payment on Seaforth TAFE site	100% complete
2. Purchase 40 Stuart St	100% complete
3. LM Graham Reserve Master Plan Year 1	40% complete
4. Tania Park Master Plan finalisation stage	0% complete
5. Federation Point Board Walk	0% complete

Reason for delays included the diversion of funds to other capital items, weather impediment and awaiting advice from external funding agencies.

# STATUTORY INFORMATION

## 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)	\$237,311
Ordinary Rates (Environmental Levy)	Pensioner Rebate (S.575)	\$35,531
Domestic Waste Management charges	Pensioner Rebate (S.575)	\$118,097
Ordinary Rates	Written Off or Abandoned as a consequence of cancellation of rateable valuation by NSW Valuer General	\$4,610
<b>TOTAL</b>		<b>\$395,549</b>

## SPECIAL RATE VARIATION:

In accordance with Section 508(2)

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

NAME OF CHARGE	AMOUNT LEVIED	PROJECT	EXPENDITURE	AMOUNT AVAILABLE AT 30 JUNE
Manly Town Centre CBD Improvement Special Rate <i>(Approval granted 2005/2006 to increase Special Rate to raise additional \$450,000pa)</i>	\$1,126,957	Town Centre / CBD improvements and maintenance works, including Manly Mainstreet Management and loan repayments	\$492,203	-\$2,760,386 (deficit)
Special variation of 2% to Ordinary General Rates <i>(Approval granted July 2008 to increase rates to raise additional \$428,000 pa to fund Infrastructure renewal)</i>	\$505,000	Ocean Beach Promenade / Seawall, Ocean Beach LED lighting, cycle-ways construction and Manly Art Gallery and Museum air conditioning	\$539,715	-\$249,349 (deficit)

## BUSHFIRE HAZARD REDUCTION ACTIVITIES:

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

### Location Work undertaken:

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

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

## 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.





## SECTION THREE

### ANNUAL ENVIRONMENT LEVY

# ANNUAL ENVIRONMENT LEVY

## HISTORY OF THE LEVY:

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

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

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

## 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 of 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 2012 - 2013:

A full copy of the Environment Levy Annual Report can be found on Council's website at [www.manly.nsw.gov.au](http://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 \$1,248,071, however actual funds received for the year totaled \$1,106,116. These funds were comprised of \$970,349 from current rates and interest, and grant funds of \$135,767. Total expenditure for the year on Environmental Projects was \$808,707.





[www.manly.nsw.gov.au](http://www.manly.nsw.gov.au)

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