

MANLY COUNCIL ANNUAL REPORT TO THE COMMUNITY 2013-14



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Introduction

Welcome to Manly Council's Annual Report for the period 1 July 2013 to 30 June 2014.

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. Hard copies are available from customer service.

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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for the year ended 30 June 2014

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for the year ended 30 June 2014

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ended 30 June 2014

www.manly.nsw.gov.au

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 15.14km² 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. 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 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 2013) is 44,232 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.



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, 2013-14.

The reporting period was once again a busy one with Council successfully progressing a wide range of initiatives aimed at improving services, facilities and infrastructure on behalf of the community.

As General Manager of Manly Council, my role has many focus areas. This year, as always one of my key focus areas was the continued development and implementation of a strong governance framework across all Council initiatives. This strong governance framework is essential for the continued successful delivery of key infrastructure projects for the community.

Of equal importance, is Council's commitment to operating under a service delivery model that is sustainable, equitable and accessible. I am happy to report that Council has once again 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 and Council's rate increase for the year was pegged at 3.4% in accordance with State Government rate pegging.

Importantly, Council continues its commitment to community engagement, through a comprehensive range of feedback portals, committees and the precincts community which aim to gain the views and aspirations of the local community.

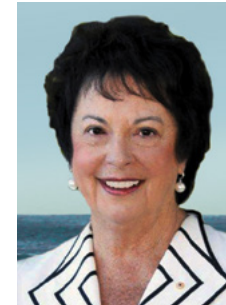
Council has been successful in attracting and retaining staff that embrace and display Council's core values of: honesty, integrity, accountability, respect and community building. Council also completed the year with a very good Occupational Health and Safety record, due in part to Council's ongoing commitment to workplace training and education aimed at providing a safe environment for all Council employees.

I am extremely proud of the contribution that Council makes to our community, and appreciate the essential role that you as Manly residents play in making Manly a wonderful place to live, work or visit.

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

Henry T Wong, CPEng
General Manager

A Message from the Mayor



I am happy to report that 2013-14 was a year of exceptional activity in which Manly Council achieved many wonderful outcomes for the community. Outcomes that can only be achieved through the commitment, innovation and creativity of staff and Councillors alike.

A key focus for Council during the reporting period was Manly's youth, with Council resolving to find out what young people needed from their community. As a result we successfully conducted a Youth Survey aimed at 12 to 24 year olds and developed the Manly Youth Strategy which draws together over 50 years of experience supporting young people in Manly, along with the feedback from 1,447 young people who live, work, study and play in Manly. This document will guide Council's engagement with young people and provide evidence-based recommendations on how Manly Council can best and most cost-effectively provide services for Manly's young people.

Council continued to focus on ensuring its provision of Day Care services for the local community. With the Harbour View Children's Centre increasing places from 38 to 44 places in 2014 to better meet the needs of working families, and the groundwork has been laid to further increase childcare places in 2015.

Manly's Urban Renewal program progressed via the much-needed Manly2015 Public Domains works, with the renewed Manly Plaza, (formerly Short Street Plaza) formally opening on Saturday 17 May 2014. The Manly Plaza is the first tangible result of the Manly2015 Masterplan which aims to broaden the appeal of Manly for local residents and business operators by revitalising Manly's CBD and streets, and re-activating them by introducing new shops and services and increasing opportunities for walking and cycling.

A personal highlight for me this year was the visit by their Royal Highnesses, the Duke and Duchess of Cambridge. The visit was marked very appropriately with the presentation of a specially commissioned surfboard as a gift for the Royal couple's baby son, Prince George which I believed to be an appropriate gift considering Manly's position as the home of the Australian Open of Surfing and Australia's first World Surfing Reserve. The royal visit created a wonderful buzz and attracted a lot of attention with Manly gaining great coverage in both local and international media.

In July, Manly Council was crowned "The Most Sustainable City in NSW" at The Keep Australia Beautiful NSW Sustainable Cities Awards. The award recognized our progressive efforts to create a holistic and comprehensive vision of environmental, economic and social sustainabil-

ity. As well as receiving recognition as the NSW Overall Sustainable Council, Manly also took home the Community Actions and Partnerships Award for the 'Friends of Cabbage Tree Bay' volunteer group and was Highly Commended in the Environmental Awards category for hosting the free workshop for teachers, 'Getting started with Sustainability & the Australian Curriculum.'

In August The Joint Regional Planning Panel approved for BUPA to adaptively redevelop the former Seaforth TAFE buildings for a 76 bed aged cared facility which I am sure you will agree will revitalize and benefit the local economy while removing the threat of over development that once divided the Seaforth community. It also means a return to the area of some of the 100 plus age care beds that were lost over the past 10 years.

Work will soon commence on the Manly Andrew "Boy" Charlton Swim Centre to create a new indoor swim centre, improve amenities for LM Graham Reserve, and install a new 'co-generation energy plant' to provide heated water to both the existing swimming pools (by replacing some aged equipment) and the new indoor centre. Importantly Council has listened to the community and the much loved existing pools will remain, whilst the creation of the additional new pools and infrastructure will create a wonderful community resource for all to enjoy.

Recently the Minister for Local Government announced the Government's "Fit for the Future" blueprint for NSW Councils. This announcement is in response to the Sansom Independent Local Government Review Panel's Report, which recommended Metro Sydney Councils be reduced to 18 from 41, including the amalgamation of Manly, Warringah and Pittwater Councils into one.

Whilst I would personally prefer if we stayed independent, we are being told that we must engage in conversation with our neighbouring councils. As a result, the year ahead will no doubt be an interesting one. Manly Council and the other SHOROC Councils have already started to meet and work on the "Fit for the Future" Reforms. In the meantime, Council will continue to work together and I can assure you that my focus will remain on getting the best outcomes possible for Manly's residents and community.

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

Jean Hay AM
Mayor of Manly

Mayor and Councillors

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

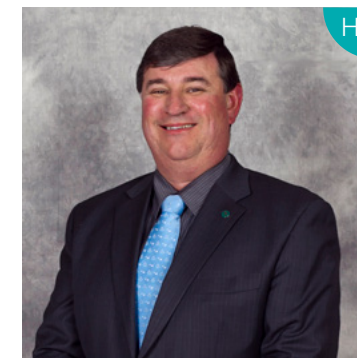
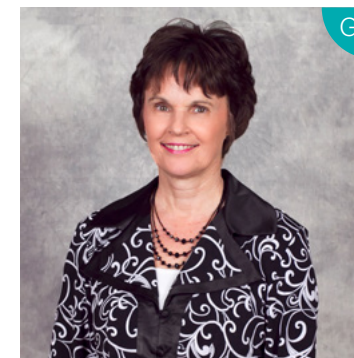
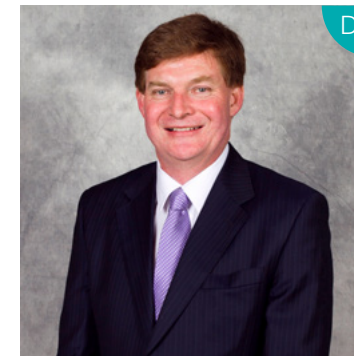
The Mayor is elected directly by the people and is joined by 8 fellow Councillors who are also elected by the people. The Deputy Mayor is elected each year by the Mayor and Councillors.

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 2023.

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.

COUNCIL TERM:
September 2012 - September 2016

REPORTING PERIOD:
July 2013 - June 2014



A. Jean Hay AM, Mayor
D. Cllr Hugh Burns
G. Cllr Adele Heasman

B. Cllr Barbara Aird
E. Cllr Cathy Griffin
H. Cllr Alan Le Surf

C. Cllr Candy Bingham
F. Cllr James Griffin
I. Cllr Steve Pickering

Councillors' Attendance Records

JEAN HAY AM, MAYOR

- Ordinary Meeting - 14/14*
- Planning & Strategy - 6/7
- Community Safety & Place Management Advisory Committee *(Chair)* - 9/11
- Economic Development & Tourism Advisory Committee - 7/7
- Manly Scenic Walkway Advisory Committee *(Chair)* - 3/5
- Manly LEP & DCP Working Group - 0/2
- Playground Advisory Committee - 4/5
- Sister Cities Advisory Committee - 3/9
- SHOROC - Shore Regional Organisation of Councils - 5/5^
- Sports & Recreational Facilities Advisory Committee *(Chair)* - 4/6
- Surf Club Liaison Working Group *(Chair)* 4/4

CLLR BARBARA AIRD

- Ordinary Meeting - 13/14*
- Planning & Strategy - 6/7
- Access & Mobility Advisory Committee - 4/6
- Community Safety & Place Management Advisory Committee - 10/11
- Economic Development & Tourism Advisory Committee - 6/7
- Manly LEP & DCP Working Group - 0/2
- Public Domains Advisory Committee - 6/7
- Sydney Coastal Councils Group - 2/4
- Waste Advisory Committee *(Chair)* - 8/8

CLLR CANDY BINGHAM

- Ordinary Meeting - 14/14*
- Planning & Strategy -7/7
- Art & Culture Advisory Committee - 4/6
- Audit & Risk Advisory Committee - 4/4
- Community Safety & Place Management Advisory Cmtee - 9/11
- Economic Development & Tourism Advisory Committee - 4/7
- Harbour Foreshores & Coastline Management Advisory Cmtee - 4/5
- Heritage & Local History Advisory Committee - 4/5
- Human Services Planning & Policy Advisory Cmtee - 4/5
- Manly Lagoon Catchment Coordinating Committee - 3/3
- Public Domains Advisory Committee - 7/7
- Waste Advisory Committee - 3/8
(Note - Commenced membership December 2013)

CLLR HUGH BURNS

- Ordinary Meeting - 14/14*
- Planning & Strategy -7/7
- Art & Culture Advisory Committee - 4/6
- Audit & Risk Advisory Committee - 4/4
- Community Environment Advisory Committee - 8/11
- Community Safety & Place Management Advisory Cmtee - 4/11
- Heritage & Local History Advisory Committee - 4/5
- Manly Local Traffic Advisory Committee - 7/10
- Manly LEP & DCP Working Group - 1/2
- Manly Lagoon Catchment Coordinating Committee - 0/3
- Public Domains Advisory Committee - 6/7
- Sustainable Transport Advisory Committee - 6/6

CLLR CATHY GRIFFIN

- Ordinary Meeting - 14/14*
- Planning & Strategy -7/7
- Community Environment Advisory Committee *(Chair)* - 10/11
- Community Garden Advisory Committee - 4/4
- Economic Development & Tourism Advisory Committee - 5/7
- Harbour Foreshores & Coastline Management Advisory Cmtee - 5/5
- Human Services Planning & Policy Advisory Cmtee *(Chair)* - 5/5
- Manly Scenic Walkway Advisory Committee - 3/5
- Manly LEP & DCP Working Group - 1/2
- Public Domains Advisory Committee - 6/7
- Sustainable Transport Advisory Committee *(Chair)* - 6/6
- Sydney Coastal Councils Group *(Chair)* - 4/4
- Waste Advisory Committee - 7/8

CLLR JAMES GRIFFIN

- Ordinary Meeting - 14/14*
- Planning & Strategy - 7/7
- Audit & Risk Advisory Committee - 1/4

CLLR ADELE HEASMAN

- Ordinary Meeting - 14/14*
- Planning & Strategy - 7/7
- Access & Mobility Advisory Committee - 5/6
- Art & Culture Advisory Committee *(Chair)*- 6/6
- Harbour Foreshore & Coastline Management Advisory Cmtee - 4/5
- Heritage & Local History Advisory Committee *(Chair)* - 5/5
- Human Services Planning & Policy Advisory Cmtee *(Chair)* - 5/5
- Manly LEP & DCP Working Group - 1/2
- Meals on Wheels Advisory Committee - 9/10
- Public Domains Advisory Committee - 5/7
- Shorelink Library Network *(Chair)* - 4/5

CLLR ALAN LE SURF

- Ordinary Meeting - 14/14*
- Planning & Strategy - 7/7
- Community Safety & Place Management Advisory Cmtee - 7/11
- Manly Local Traffic Advisory Committee - 10/10
- Manly LEP & DCP Working Group - 2/2
- Public Domains Advisory Committee - 5/7
- Sister Cities Advisory Committee *(Chair)* - 9/9

CLLR STEVE PICKERING

- Ordinary Meeting - 13/14*
- Planning & Strategy - 6/7
- Community Safety & Place Management Advisory Cmtee - 7/11
- Economic Development & Tourism Advisory Committee -4/7
- Harbour Foreshores & Coastline Management Advisory Cmtee - 1/5
- Public Domains Advisory Committee - 7/7
- Sports & Recreational Facilities Advisory Committee - 4/6

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 three Extra ordinary meetings

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 2013-2016 adopted 3 June 2013)

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 2023 and related plans, including the Four Year Delivery Program 2013-2017 and One Year Operational Plan 2013-2014;
- 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; and
- 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 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 2023* contains a set of integrated plans including a Resourcing Strategy (ten years), Delivery Program 2013-2017 (four years) and Operational Plan 2013-2014. These are briefly described next.

DELIVERY PROGRAM 2013-2017

The Delivery Program 2013-2017 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 2013-2014

Manly Council's Delivery Program 2013-2017 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 2013-2014 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 2013-2014 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 2013, December 2013 and March 2014) and these track progress with the Delivery Program 2013-2017 and the actions in the Operational Plan 2013-2014. 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.

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, to volunteering for bush care, in the Manly Library or the Manly Environment Centre 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 Local Government Area via the Community Strategic Plan.

INFORM

- Public notices
- Fact sheets
- Websites
- Notification letters

CONSULT

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

INVOLVE

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

COLLABORATE

- Meetings with Stakeholders & Partners
- Consensus building
- Participatory decision making
- Delegated decisions



SECTION ONE

ACHIEVEMENTS OF DELIVERY PROGRAM IN 2013-2014

SEE APPENDIX 1. ACHIEVEMENTS OF
DELIVERY PROGRAM AVAILABLE ONLINE
WWW.MANLY.NSW.GOV.AU



Achievements of Delivery Program in 2013-2014

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 2023 via Manly Council's Four year Delivery Program 2013-2017 and One year Operational Plan 2013-2014.

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 2013-2014 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 2023 and integrated planning documents.

In June 2013, Council adopted the Community Strategic Plan Beyond 2023 (CSP) following a required review of the previous plan and community consultation. It prepared the Four Year Delivery Program 2013-2017 and One Year Operational Plan 2013-2014 to align with revised community goals and strategies. 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:

- Improving Manly's community safety outcomes in relation to late night Manly's culture;
- Promote healthy and active Manly community;
- Maintain and support connected Manly neighbourhoods and amenities;
- Create a more culturally vibrant Manly; and
- Facilitate services that support the social and welfare needs of the Manly community.

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

- Facilitate a diversified Manly economy that caters for locals and visitors alike;
- Promote tourism as an important part of the local economy;
- Improve traffic, parking and sustainable transport option in Manly; and
- Maintain key amenities and physical infrastructure to acceptable service standards in Manly.

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

- Protect and conserve natural heritage, bushland, waterways and biodiversity;
- Create liveable neighbourhoods with more affordable housing choices;
- Maintain public health and building standards;
- Facilitate reduction in green house gas emissions in the Manly area; and
- Promote responsible waste management.

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

- Maintain public confidence in Council's 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 2013- 2017 Delivery Program and Operational Plan 2013-2014 strategies and actions for the period 1 July 2013 to 30 June 2014 together with highlights in the paragraphs over the next pages.

Social Program Achievements

During the last 12 months, Council continued implementing Manly's Crime Prevention Plan 2011-2013 with key stakeholders, and undertook seven initiatives to address late night transport, education, regulation and enforcement, planning and community engagement. Through the Stay Safe Project, a safety issues DVD was produced and made available via a website. The DVD was also distributed to all the English language schools in Manly and the International College of Management Sydney, along with wallet cards for new students. Other initiatives included the 'Stop the Supply' campaign and Parent Workshops, improved safety initiatives at the North Steyne Taxi rank and the innovative Market Lane Saturdays pilot. The pilot provided a number of 'pop-up' events which activated the Market Lane area over a 12 week period culminating in the Christmas Markets and carol singing. Manly's Liquor Licensing Accord continues to meet and provide a mechanism for licensed venues, with the NSW Police and Council to work in partnership to address community safety issues.

Council has the continued provision of professional lifeguard services for Manly Ocean Beach in partnership with Local Surf Life Saving Clubs. There were nil drownings reported for the 2013-2014 year, with 285 rescues and 20,690 preventable actions recorded for the period. The Manly Swim Centre annual attendance figures showed 269,322 visits for 2013-2014 year. The upgrade and redevelopment of this facility was approved in December 2013 with Council plans to redevelop the site with additional parking and new community swimming facilities via an interest free loans subsidy from the State Government's Local Infrastructure Renewal Scheme.

There has been continued development and promotion of healthy living programs 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, with assistance for community organisations to support and promote being important.

Council continued to provide an annual operating subsidy to the Manly Community Centre and the Manly Women's Shelter, as well as 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 target 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 and Museum with a total of 87,358 visitors and total retail income of \$56,205. Highlights for the year included the Manly Arts Festival, Public Arts Program, fundraising, maintaining best practice standards, Art Gallery shop management, collecting artworks, and a variety of public programs.

Manly Library recorded 418,052 visits for 2013-2014 and for the same period transacted 353,196 loans; including 897,623 database sessions/electronic usage including 11,592 hours of Personal Computer access, and 48,676 hours 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. Representatives from City of Huntington Beach also visited Manly for the 2014 Hurley Australian Open of Surfing.

There was continued delivery of programs and services for children and families in accordance with community needs, as well as youth programs and services. Long Day Care fees were increased by 30% from January 2014 to ensure service provision was delivered at cost neutral for the community, as historically this service has been subsidised by rate funding. Harbour View Children's Centre increased from 38 to 44 childcare places in January 2014 to better meet the needs of working families. Programs supporting the Aged, Disabled, Aboriginal and Torres Strait Islander (ATSI) people & Culturally and Linguistically Diverse (CALD) 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 programs. Manly Club for Seniors continues to provide a range of activities at Manly Seniors Centre including lawn bowls, table tennis, dancing, games, art, singing and walking groups to ensure healthy ageing and social inclusion. Healthy Lifestyle classes and Computer Pals also run at the Centre. Club Friday operates 47 Friday night outings and 2 day trips per year, and provided 4,619 hours of service to clients in 2013-14, including a day trip to Symbio Wildlife Zoo and Mt Tomah Botanic Gardens. Meals on Wheels provided 86 meals per day, with shopping trips also held weekly and recreation trips held fortnightly; Community restaurants were held at 3 locations to foster social inclusion with our ageing residents.

Economic / Infrastructure Program & Special Projects Achievements

Manly Council has commenced work on the former Seaforth TAFE site/ facility creating a community piazza that complements the heritage sandstone Seaforth Library building. Community groups interested in utilising the community facility are being encouraged to express their interest to Council at present.

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 the Manly CBD. Some of these include funding the Manly Mainstreet Program and Hello Manly (rebranded Visitor Information Bureau) as a joint initiative with the Manly Chamber of Commerce. Also Council has resolved in its newly adopted Community Strategic Plan Beyond 2023 to progress the staged implementation of the Manly2015 Masterplan.

Manly2015 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 and services mix and make Manly more pedestrian and bike friendly. Over the reporting period Council has progressed the Manly2015 Masterplan through the due diligence phase of the project with the completion and lodgement of a Capital Expenditure Review (assessed by the Office of Local Government). One of the key aims of the Masterplan is revitalising Manly's laneways and streets, many of which have large components which remain un-activated. The refurbishment of Short Street from Raglan Street to Sydney Road has been carried out and was formally opened on 17 May 2014 and planning is progressing on the Raglan Street upgrade.

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, and has renovated and rebranded the Visitor Information Centre as Hello Manly which reopened in September 2013.

Manly continues to be promoted as a visitor destination, and local tourism and visitor services are now promoted through

Hello Manly instead of operating as a council managed tourist information service. Council successfully worked in partnership with Tourism NSW and local businesses to deliver and plan a range of events and activities to entertain, educate and involve Manly's community and visitors.

There were many Council organised events undertaken during the 2013-14 year to benefit the community 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. There were 37 plus events conducted with significant incomes received to offset some expenses. An estimated 85,000 visitors attended the 2013 October Manly Jazz festival and 30,000 visitors attended 2014 Food, Wine and Sustainability Festival.

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 transport linkages, and alternative and sustainable transport choices and methods (bikes, public transport links, etc). For instance, patronage of the community bus network via the operation of free bus service "Hop, Skip and Jump" continues to be popular with all areas of the community, with 389,651 users of the service during 2013-14 and donations totalling \$17,350.

Council continues to manage architect 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, the new Local Environmental Plan and Development Control Plan gazetted by the NSW Minister for Planning in April 2013 and will 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. During the 2013/2014 financial year, a total of 262 inspections of all local food premises were completed. There were 333 Development Applications determined during the 2013-2014 year with an average time to determine applications being 65.13 days and a development value of \$117,704,122 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 100 kilowatt system installed on the roof of Seaforth TAFE. Solar hot water systems were also installed in six (6) key Council buildings.

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 required to maintain services, whilst 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 re-activated to review and develop Council's Community Strategic Plan priorities. All consultative mechanisms ensure that Council's future strategies and projects are well informed with input from local community members. A range of communication, information and consultation strategies have been undertaken in relation to the Manly2015 Masterplan and also the redevelopment of the Boy Charlton Manly Swim Centre redevelopment.

Council continued to run its Internal Audit and Risk Committee during the year. The program is jointly resourced by Manly, Willoughby, Mosman, Lane Cove, Hunters Hill, North Sydney and Lane Cove Council's allowing for group learning opportunities between Councils and to compare performance in various areas. This is an important program which provides a continuous improvement and benchmarking framework for Council to address key areas of risk and to improve its governance and operational processes around these areas. The program since its inception in 2010 has now been responsible for the conduct of 21 separate internal audits providing over 245 recommendations to Council Management for improvements. Five (5) internal audits were completed over the reporting period in the areas of Recruitment, Rates, Contract Management, Staff Terminations and Purchasing.



SECTION TWO

STATUTORY INFORMATION

SEE APPENDIX 2. FINANCIAL STATEMENTS
AVAILABLE ONLINE WWW.MANLY.NSW.GOV.AU

Statutory Information

FINANCIAL SUMMARY

In the financial year ended 30 June 2014, Council received \$64.280 million income including Capital Grants and Contributions of \$2.616 million; operating expenditure was \$59.688 million, and \$9.291 million was spent on capital assets.

The Net Operating result for the year was a surplus of \$4.592 million after Capital Grants and Contributions (or \$1.976 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 3.4% 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 2013-2014 financial year. The total payment made during the 2013-2014 reporting year is \$263,790.

Details of these expenses are provided below:

Mayoral and Councillors Fees – 2013-2014	
Mayoral allowance	\$38,160
Councillor Fees (9 x \$1,457.50).	\$157,410
Sub-total	\$195,570

Provision of facilities & payment of Councillors expenses	
Provision of dedicated office equipment allocated to Councillors	\$8,000
Telephone calls made by Councillors	\$10,988
Attendance of Councillors at Conferences and Seminars	\$17,446
Training of Councillors and provision of skill development	\$11,110
Interstate visits by Councillors, including transport, accommodation and other out of pocket travelling expenses.	\$7,553
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 (including travel, printing, stationery etc)	\$13,123
Sub-total	\$68,220
Total Expenses	\$263,790

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 2013 to 30 June 2014.

Service Supplied	Name of Contractor	Date Awarded	Term of Contract	Tender Value
Supply of Building Services	ProGroup Management, Cooper Commercial Constructions, Jodbin Pty Ltd, Sullivans Constructions & Proline Building	01/11/2013	2 + 1 years	Schedule of Rates
Supply of Electrical Services	CBD Mechanical Electrical, Chris Lee Electrical Pty Ltd & Rees Electrical Pty Ltd	01/04/14	3 + 1 years	Schedule of Rates
Lease of Le Kiosk Restaurant & Sandbar Cafe	The Boathouse - Palm Beach Collective Pty Ltd	10/03/14	20 years	\$385,000 + \$2,500,000 CAPX

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, plumbing and auditing services.

SUMMARY OF LEGAL PROCEEDINGS:

In accordance with Clause 217 (1 a3)

CASE	LEC#	DECISION	DATE	COSTS
323 Sydney Road, Balgowlah	10529/13	Dismissed	29/11/13	\$35,650
102 Bower Street, Manly	10540/13	Upheld	14/04/14	\$95,423
135 Griffiths Street, Balgowlah	10586/13	Upheld	17/01/14	\$27,389
133-139 Pittwater Road, Manly	10615/13	Upheld	20/12/13	\$14,883
121 North Steyne, Manly	10633/13	Upheld	01/04/14	\$67,800
4 West Street, Balgowlah	10800/13	Upheld	25/05/14	\$32,307
1 Beatrice Street, Clontarf	10982/13* 10835/13* 10836/13*	Upheld Discontinued Upheld	01/07/14 08/07/14 01/07/14	\$14,792
45 White Street, Balgowlah	10933/13	Upheld	19/12/13	\$21,866
17-19 Central Avenue, Manly	10916/13*	Upheld	12/08/14	\$35,250
110-112 Bower Street, Manly	10999/13	Upheld	04/03/14	\$7,130
10-10A Addison Road, Manly	11004/13* 10915/13*	Upheld Upheld	19/08/14 19/08/14	\$16,265
40 Pine Street, Manly	10102/14	Dismissed	13/06/14	\$27,100
31 Fairlight Crescent, Fairlight	10127/14	Upheld	05/03/14	\$17,030
46-46A West Street, Balgowlah	10138/13	Appeal Withdrawn	07/03/14	\$1,666
6 Fairlight Crescent, Fairlight	10225/14*	Upheld	09/09/14	\$15,492
18 Raglan Street, Manly	10239/14*	Upheld	31/07/14	\$9,849
3 Ogilvy Road, Clontarf	10236/14*	Upheld	27/07/14	\$10,570
46 White Street, Manly	10289/14*	Upheld	24/09/14	\$36,806
				\$477,419

* Note: These matters have been determined in the 2014-2015 financial year. Costs reflect those incurred in the 2013-2014 Financial Year only.

OVERSEAS TRIPS:

In accordance with Clause (217(1a))

Date	Person	Destination & Purpose	Funding
April-July	Team Leader - Civic Services	Yeongdo-Ku, South Korea Sister City Staff Exchange	Yeongdo-Ku
21-23 July	Mayor, General Manager & Protocol Officer*	Yeongdo-Ku, South Korea Sister City agreement	Self *Council
24-28 July	Mayor & General Manager	Huntington Beach, USA Promoting 2014 Australian Open of Surfing for Destination NSW at Sister City	Self

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 2013-2014 reporting period:

Community Grants	Amount
1. Northern Beaches Interchange	\$1,000
2. Cubby House Toy Library	\$500
3. Peninsula Senior Citizen Toy Repair Group Inc	\$500
4. Wings of Hope	Nil
5. Lions Club of Manly	Nil
6. Constant Companion	\$330
7. The Link Church	\$500
8. The Cottage Counselling Centre Inc.	\$500
9. St Vincent de Paul Society, Manly	\$500
10. St Vincent de Paul Society, Balgowlah	\$500
11. St Vincent de Paul Society, Manly Vale	Nil
12. Literacy Network Manly Warringah Inc.	\$1,000
13. Koori Kids	\$450
14. Manly Warringah Pittwater Community Transport Inc.	\$750
15. Northern Beaches Multiple Birth Club	\$500
16. Taldumande Youth Services	Nil
17. Manly Club for Seniors Inc.	\$1,000
18. Manly Life Saving Club	Nil
19. Kyds Youth Development Service Inc.	Nil
20. Schizophrenia Fellowship of NSW - Northern Beaches Mental Health Support Group	\$1,000
21. Northern Beaches Business Education Network	Nil
22. Peer Support Foundation	\$800
23. Raise Foundation	\$650
24. Active Opportunities Inc.	Nil
25. Lifeline Northern Beaches	\$1,500
26. Manly Yacht Club	Nil
27. Sailability NSW – Manly Branch	\$1,000
28. 1st Balgowlah Scout Group	Nil \$500
29. Early Education Inc.	Nil
30. Radio Northern Beaches (Manly Warringah Media Cooperative Ltd)	\$520
31. Balgowlah Golf Club	Nil
TOTAL	\$14,000

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 2013-2014 reporting period:

Cultural Grants	Amount
1. Manly Warringah Choir Inc.	\$900
2. Sydney Chamber Music Festival	\$1,000
3. Northern Beaches Orchestra	\$1,000
4. Northern Beaches Eisteddfod	\$750
5. Art & Soul Collective	\$400
6. Manly OOSH Incorporated	\$500
7. Eco Art & Design	\$250
8. Northern Beaches Chorus	\$1,000
9. Northern Sydney Thai Community	\$450
10. Sunnyfield	\$500
11. Manly Panto Inc.	\$500
12. Northern Beaches Youth Bands	\$250
TOTAL	\$7,500

The organisations below receive a recurrent annual cultural grant:

Organisation Recurrent Annual Grant	Recurrent Annual Grant
1. Manly District Band	\$2,000
2. Manly Music Club	\$1,000
3. Manly Warringah Pipe Band	\$1,000

OTHER CONTRIBUTIONS AND DONATIONS:

Under Section 356 of the Local Government Act, 1993, Council made contributions to the following groups and organisations during the 2013-2014 reporting period:

- The Manly Community Centre with an annual contribution for provision of services to the community of **\$78,595**.
- The Manly Women's Shelter with an annual contribution for provision of services to the community of **\$50,000**.

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. All staff within Council have adopted and apply the principles and processes of EEO which ensures that Council has a workplace that complies with the spirit and intent of Antidiscrimination and Local Government legislation.

All staff have been trained in the application of EEO in the workplace and a robust system of monitoring is in place to ensure that all EEO outcomes are genuinely achieved. The strategy areas identified in the plan do not involve the use of quotas or token gestures but are genuine actions that reflect the diversity of the community we serve.

The outcomes achieved due to the current EEO Management Plan and Strategies indicates that end-to-end decision making within Council applies EEO principles to ensure all staff and those Council staff come into contact with receive an Australian 'fair-go all round'.

Age, disability, health, racial and cultural background, family / carer responsibilities, gender, pregnancy, sexuality, marital status, politics, religion and other irrelevant characteristics and traits that can be unreasonably applied to disadvantage others are avoided in decision making regarding recruitment and selection; training, staff retention, leave, promotions / career development and the like to ensure the best decisions are made for the best reasons.

Access to training, to appointment to vacant positions and promotion opportunities and to enhanced conditions and terms of employment as well as decisions associated with change in the workplace are reported to the Local Government Award mandated Joint Consultative Committee so that transparency and accountability is seen to be 'done'. Compliance with the letter and the spirit of the law that underpins EEO in Council is evidenced at every level of decision making throughout Council and the Community can be confident that Management and Staff of Council apply objective, rigorous, and merit based criteria in all their day-to-day activities.

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 \$ 323,431

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

- **Deputy General Manager, People Place and Infrastructure:** Total Remuneration Package \$ 225,500
- **Deputy General Manager, Land Use and Sustainability:** Total Remuneration Package \$ 241,643

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.

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:

- Stormwater Management Charge, \$360,582, Stormwater management new works & maintenance (various); \$638,761 Expenditure, and \$294,369 available as at 30 June

COMPANION ANIMAL MANAGEMENT

In accordance with Clause 217(1 f)

Rangers patrol all areas of the Manly Local Government Area 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 number of 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 11 number of 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 (approx. net) \$7,367 on its annual 'Dogs Day Out' event in August 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 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 Clontarf

PUBLIC INTEREST DISCLOSURES REPORT TO NSW OMBUDSMAN

Submitted On: 31 Jul 2013

Reporting Period: Current reporting period: July 2013 to June 2014

No of public officials who made public interest disclosures to your public authority.	0
No of public interest disclosure received by your public authority.	0

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

Corrupt conduct	0
Maladministration	0
Serious and substantial waste	0
Government information contravention	0
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	Training; Induction

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.

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. 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

During 2013-2014 Council received a total of 779 applications to access information under the Government Information (Public Access) Act 2009 as outlined below.

Number of Applications Received	2013-2014
GIPA formal access requests	9
GIPA informal access requests	770

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 supports Carers by ensuring that their requests for leave are considered quickly, sympathetically and generally positively. Over the past 2 years, 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 Substance abuse issues; Cancer; Epilepsy; Alzheimer's disease / Dementia; Physical and Mental Illness and Disability; Age related illnesses (episodic and chronic) and the like.
- b) Council never unreasonably withholds approval for leave and altered work arrangements for those with Carer responsibilities with examples of the granting of part-time work (from full-time arrangements), reduced and/ or changed hours (less days/hours, compressed hours) and working from home arrangements. Each Carer request is treated on its merits and it appears that staff morale and engagement with Council has improved as word of such quiet support has been evidenced.

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	-	-	-	-	-	-	-	-
Members of Parliament	-	-	-	-	-	-	-	-
Private Sector Business	-	-	-	-	-	-	-	-
Not for profit Organisations or Community Groups	-	-	--	-	-	-	-	-
Members of the public (application by legal representative)	-	1	-	-	1	-	-	2
Members of the public (other)	1	1	-	1	-	4	-	2

* 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.

Please turn page for continued Schedule 2

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 application*	-	-	-	-	-	-	-	-
Access applications (other than personal information applications)	-	3	-	-	1	-	-	4
Access application that are partly personal information application and partly other.	-	-	-	-	-	-	-	-
Not for profit Organisations or Community Groups	-	-	-	-	-	-	-	-
Members of the public (application by legal representative)	-	1	-	-	1	-	-	2
Members of the public (other)	1	1	-	1	-	4	-	2

* 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)	3
Application is for excluded information of the agency (section 43 of the Act)	-
Application contravenes restraint order (section 110 of the Act)	-
Total number of invalid applications received	3
Invalid applications that subsequently became valid applications	1

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	1
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	1
Secrecy provisions	-
Exempt documents under interstate Freedom of Information legislation	-
Transport safety	-
Adoption	-
Care and protection of children	-
Ministerial code of conduct	-
Aboriginal and environmental heritage	-

Table F:
Timeliness

	Number of Applications
Decided within the statutory timeframe (20 days plus any extensions)	3
Decided after 35 days (by agreement with applicant)	-
Not decided within time (deemed refusal)	-
Total	3

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	-	-	1
Total	-	-	1

* 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	1
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

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 or alternatively contact Council's Coordinator Customer Support Services on 9976 1500.

Council's Complaint Management Policy requires that a summary of complaints received and processed be reported in Council's Statutory Annual Report. For the reporting period 724 complaints were received.

PRIVACY & PERSONAL INFORMATION PROTECTION ACT REPORT:

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; and
- Procedures for Internal Review.
- Staff training and education

Statistics:

Council did not receive any applications for Reviews during the period 1 July 2013 to 30 June 2014.

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:

- 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.
- 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:

Seaforth Community & Creative Hubb	100% complete
Swim Centre Feasibility Study	100% complete
LM Graham Reserve Master Plan Year 1 - continued from prior year	100% complete
Harbour Pools Upgrade	100% complete
Manly 2015 public Domains - Short Street rejuvenation	100% complete

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

ABANDONMENT OF RATES AND CHARGES:

In accordance with (Clause 132)

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

Abandonment Type	Abandonment Reason	Amount
Ordinary Rates (Residential)	Pensioner Rebate (S.575)	\$224,307
Ordinary Rates (Environmental Levy)	Pensioner Rebate (S.575)	\$34,914
Domestic Waste Management	Charges Pensioner Rebate (S.575)	\$117,278
	TOTAL	\$376,501

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)	\$1,121,875	Town Centre / CBD improvements and maintenance works, including Manly Mainstreet Management and Manly 2015 Public Domains – Short St and loan repayments	\$1,496,861	-\$2,878,625 (deficit)
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)	\$525,367	Manly Scenic Walkway upgrade, public toilets refurbishments, additional roadworks and bus shelter construction	\$276,856	-\$838 (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	Manual Fuel Reduction
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

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

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 and Community Strategic Plan. 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.

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 2013 - 2014

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 totalled **\$1,298,050**, however actual funds received for the year totalled **\$1,009,987**. These funds were comprised of **\$966,848** from current rates and interest, and grant funds of **\$43,139**. Total expenditure for the year on Environmental Projects was **\$873,056**.



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