



# 4

A closer look at performance  
by service for 2009 - 2010.

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## Certification Services

### Strategic Contributions

Living Environment	p 38
Living Communities	p 48
Living Spaces	p 60
<b>Living Enterprises</b>	<b>p 74</b>
Living Organisation	p 80

# \$0.7m

Total expenses from continuing operation

### Key activities and programs

- Issue certificates and approvals including Construction Certificates, Occupations Certificates, Strata Certificates, Compliance Certificates and Building Certificates
- Conduct principal certifying authority functions

Key Performance Indicator

KPI	Unit	Target	Actual	Indicator
% of market share for private certification	%	13	12	



## Childcare Services

### Strategic Contributions

Living Environment	p 38
Living Communities	p 48
Living Spaces	p 60
Living Enterprises	p 74
Living Organisation	p 80



# \$6m

Total expenses from continuing operation

### Key activities and programs

- Provide and support a range of flexible childcare programs, including long day care, a mobile occasional care service, family day care and a centralised waitlist management system
- Facilitate and deliver a range of recreational, leisure, vacation programs and events for children and their families
- Provide information and referral service for children and their families
- Provide family and community education
- Provide opportunities for increased service participation for families from culturally and linguistically diverse communities and Aboriginal and Torres Strait Islander communities
- Promote service integration and support services to vulnerable families

### Key Performance Indicators

KPI	Unit	Target	Actual	Indicator
Residents satisfied with provision of childcare services	Mean score	6.33	6.33	
No. of children with additional support needs accessing - Family Day Care	Days	-	91	-
No. of children with additional support needs accessing - Long Day Care	Days	-	105	-
% of Council Child Care Centres that are fully accredited	%	100	100	

#### Parents and Carers Information Morning

In May 2010 we collaborated with Northern Beaches Interchange and invited parents and carers of children aged 0-5 years with special needs to an information morning at Narrabeena Community and Youth Hall.

Parents often worry about whether their child's development is on track but don't know who to ask for advice or help. Throughout the morning parents heard from the President of the Counsellors and Psychotherapists Association of NSW Maxine Rosenfield about how to build parent resilience, and from the Cubby House Toy Library about the importance of play development.

Local service providers also offered information on a range of services including early intervention services, therapy services, family support services and respite. Refreshments were served and children were welcome to join Kookaburra Playgroup during the information session.

#### Vacation Care

Our five Vacation Care Centres continued to run a wide variety of centre-based activities and excursions to a range of venues around Sydney for children aged 5-12 years.

While the children are having fun at a centre or out on excursion, parents were able to relax knowing they are being looked after by a team of professional carers.

Some of the activities offered as part of the vacation care program included magic shows, fishing adventures at Narrabeen Lagoon and the Rhythm Safari theatre production at Glen Street theatre. We also offered a range of other workshops for children up to 16 years of age including clay animation, screen acting and skating sessions.



## Childcare Services

### Author talk

Local author, 'baby whisperer' and early childhood expert, Shayne Rowley spoke about her latest book *Dream Baby Guide* – a complete parents 'how to' guide for caring and interacting with babies aged 0 - 2 years. Shayne provided valuable insights into how parents can communicate with their babies and help get them to sleep.

### Fostering partnerships

We also continued close partnerships with a number of support agencies, including Dalwood Spilstead Centre, which supports vulnerable families in our community, and with Dee Why Public School's Schools as Community Centres Project (SaCCs), which offers a range of activities, including assistance to children to make a successful transition to school.

Council continued its work in support of the Service Network, to ensure a comprehensive raft of services to the local community, engagement in local planning for service provision and support, and strengthening of interagency referral and interconnection.

### Helping target communities

Our services continued to carry out the Priority of Access program. Priority family groups include Aboriginal and Torres Strait Islanders; culturally and linguistically diverse families; families with children with additional support needs; vulnerable, socially isolated and lower income families; and single parents. This has resulted in an increase in the number of placements taken up by prioritised families.

### Ongoing programs

- On average 415 children per week cared for in four Long Day Care centres and up to 20 children per day cared for by Mobile Occasional Care (2009 – 2010).
- On average 516 children per week cared for by 63 registered carers in Family Day Care (2009 - 2010).
- On average 760 separate families (930 children) use vacation care, catering for 790 children per holiday program.
- 2,200 (approx.) families receive regular information on children's and family services.
- Five Vacation Care Centres catering to 10,000 enrolments per year.





# Community and Safety Services

## Strategic Contributions

Living Environment	p 38
Living Communities	p 48
Living Spaces	p 60
Living Enterprises	p 74
Living Organisation	p 80

# \$5.3m

Total expenses from continuing operation








## Fast Facts

- Over 2.4 million people visited our nine beaches in 2009 – 2010
- Beach services undertook 140,406 pre-emptive actions, 348 rescues were performed and 3,352 first aid treatments were rendered
- Beach services staff also helped ensure our beaches remained a safe, appealing and welcoming destination by acting on hazards and by dealing with over 16,609 infringements of beach reserve regulations, including water regulations, dogs on beaches, littering and anti-social behaviour

## Key activities and programs

- Facilitate and deliver a range of entertainment, recreation, leisure programs and events for young people, the aged, and people with a disability and their families
- Provide information and referral services for young people, the aged, and people with a disability and their families
- Provide family and community education and safety programs, including road safety, beach and surf awareness and safe communities services, and parenting programs
- Support full participation in community life through service development and inclusion programs and Access Business Awards
- Participate in local and regional planning for community service provision, with other levels/areas of government, and with non-government agencies
- Support community capacity building through management of community grants, and other supports and subsidies to service providers and community groups
- Provide professional beach management service seven days per week each year during the beach season
- Manage and promote the use and hire of Council's Community Centres

### Key Performance Indicators

KPI	Unit	Target	Actual	Indicator
Residents satisfied with facilities and services for older people	Mean score	6.43	6.62	
Residents satisfied with facilities and services for people with disabilities	Mean score	6.41	6.60	
Residents satisfied with facilities and services for youth	Mean score	5.76	5.86	
Residents satisfied with community centres	Mean score	6.76	6.86	
Residents satisfied with provision of lifeguards on the beach	Mean score	8.26	8.37	
No. of days occupied by children with additional support needs - Vacation Care	Days	-	33	-
% of community members who feel safe in the community	%	8.47	84.6	
Utilisation of community centres	%	35	45.6	

#### 24/7 Youth Film Festival

This year we continued to encourage young people to unleash their creative talents through the annual 24/7 Youth Film Festival. Made possible through the combined efforts of the SHOROC councils (Pittwater, Manly, Mosman and Warringah), young people were invited to attend a variety of workshops aimed at developing and refining their creative skills, including: scriptwriting, cinematography, acting for the screen and editing.

The rules of the competition required that films be completed within 24 hours and be no longer than 7 minutes long, which explains the name 24/7 Youth Film Festival. Entrants were also given a series of items, phrases and locations which had to appear in the film.

Two screenings were held in local cinemas with 30 short film entrants being narrowed down to 11 for the Final and Awards Night. Over 400 people attended the Final at the Orpheum Picture Theatre in Cremorne. Congratulations to the filmmakers of True Blue, who won top honour at this year's festival for their film which highlighted the ignorance of racism.

#### Seminar: The World of Adolescent Boys

In September more than 540 parents of adolescent boys attended a seminar as part of our YouthLinx Program. The session was conducted by international author, researcher and social commentator, Celia Lashlie, who shared her extensive experience of working with adolescent boys with attendees. Her best selling book *He'll Be Ok: Growing Gorgeous Boys into Good Men* aims to help parents of adolescent boys understand their sons better and to help them through this difficult and dangerous time.



## Community and Safety Services

### Seminar: Teenagers, Drugs and Alcohol

In June 180 parents attended a seminar facilitated by the Founder of Drug and Alcohol Research Training Australia (DARTA) Paul Dillon. Paul has over 25 years experience in Drug and Alcohol Education and shared with attendees the latest up to date research findings regarding teenagers and alcohol. The seminar was made possible through a grant from Drinkwise Australia.

### Community Garden – Manly Vale

This year we began important planning for our community garden and playground at 4–8 Innes Road, Manly Vale (adjacent to the Manly Vale Community Centre), which we hope to have finished in Spring 2010. The site will be developed with junior and senior play areas in mind, including a central shelter or gathering space.

Community gardens offer an environmentally friendly and sustainable lifestyle choice, providing healthy eating options and reducing the food miles clocked up for domestic use.

Community gardens also allow participants to share tasks and learn from one another's experience and knowledge. Workshops to provide training in composting and plant propagation, and community events to celebrate the seasonal cycles are anticipated as part of the community garden experience.

The community garden will provide a place for local residents to garden and grow food for domestic use. This will particularly benefit families who live in nearby apartments; however, all Warringah residents are welcome to participate.

### Community Centres

A variety of refurbishment works were carried out during the financial year to improve facilities at a number of community centres throughout Warringah, including:

- renewal works
- improved entry / exit areas and doors
- place of public entertainment works
- improved accessibility
- improved fire safety
- improved lighting
- upgraded kitchens
- improved toilet facilities
- new / renewed children's softfall areas

- improved storage
- renewed carpet
- upgraded paving

The above improvement works reflect our commitment to improved safety, greater accessibility and enhanced user usage to ensure our community centres continue to reflect the needs of our community. Specific refurbishment works were undertaken at:

- Curl Curl Youth & Community Centre
- Forestville Senior Citizens Centre
- Forestville Memorial Hall
- Forest Community Arts Centre
- Terrey Hills Community Centre
- Harbord Literary Institute
- Collaroy Plateau Youth & Community Centre
- Belrose Community Centre
- Cromer Community Centre

To increase usage of our centres we also undertook promotional and marketing campaigns to attract a variety of community groups. Marketing campaigns, refurbishment works and continuing community demand contributed to a total of 67,000 people attending our community centres in the 2009 - 2010 financial year. Community groups hiring the centres regularly range from playgroups, healthy lifestyle groups, self help groups, senior and disability services, kindergartens, education programs, art classes and sporting groups. In excess of 830 social functions were held in Council's community centres. The social functions ranged from birthday parties for adults and children, engagements and weddings, fundraisers, youth events, wakes and baptisms.

The Forest Community Art and Craft Annual Exhibition was held in September last year which was a huge success with 527 entries. Twenty one paintings were sold and the opening night was attended by the Mayor, Local Members of Parliament and Councillors, and the weekend's event was attended by over 1,000 people.

Registration days have been held at Forest Community Art Centre for our first term and the Tramshed Arts Centre for our second term. Tutors were able to showcase and demonstrate their work and grow their class numbers. It was also a good opportunity to increase the utilisation of the centres.

Community centres were represented at the 2009 Spring Rotary Fair at Forestville Shopping Centre last September. Staff held a stall in conjunction with the Forestville Library securing great exposure for our centres and significant interest was generated for the tutors running classes from Council's community centres.

### Carers week

We celebrated Carers Week (18-24 October 2009) with a range of free events to cater for community members who provide support to people with a disability, illness or those who are frail or elderly in our community.

Carers play a vital role in our society and to members of our community and we wanted to acknowledge the incredible work they do and also to provide support. An integral part of the work we do is aimed at building or enhancing community capacity for a variety of individuals, community members and groups to optimise health and well being, social inclusion and independence. This week was our opportunity to further our commitment by assisting those who otherwise spend so much time assisting others.

Our events provided opportunities to develop practical tools to enhance carers' health, wellbeing, relieve stress and develop new social support networks. This year's program included:

- Family Picnic Day on 18 October: we partnered with Northern Beaches Interchange to host a picnic at North Balgowlah Community Centre with a barbecue and entertainment for families who have a child under eight with a disability.
- My Future – My Choice Seminar on 19 October: we hosted an information seminar at Dee Why RSL for seniors and carers planning ahead for a time when they may not be able to make decisions for themselves. A range of topics and services were discussed such as health, financial and legal considerations.
- Carers Respite Luncheon on 21 October: northern beaches journalist Sue O'Reilly spoke at Long Reef Golf Club about her experience of caring for a child with a disability and the importance of seeking respite.
- Carers Revival event on 23 October at the Lotus Centre, Freshwater: included yoga and meditation classes followed by a massage and light refreshments.

Having been well received the week offered carers the opportunity to come together, support one another and share ideas and information.

### Northern Composure Band Competition

The annual Northern Composure Band Competition continued its popularity again this year with overwhelming interest and community following. The Northern Composure Band Competition provides a great opportunity for young local bands to showcase their talents, perform in front of their peers in a safe and supportive environment and gain valuable experience performing live.

Highlights from this year's competition.

- Record Sponsorship with more than \$34,000 in prizes including cash, product, recording and rehearsal time, consultation time and marketing plan.
- Sixteen of the eighteen bands had all members from the northern beaches, the other 2 bands had majority of band members from northern beaches and the rest from northern Sydney region, showing that live music is alive and well on the northern beaches.
- Record attendance to the heats.
- Record attendance to the final with over 600 people attending.
- Overall attendance this year was 1600 people.
- A new component was added this year where young people documented the competition in the form of film, photos and gig reviews.



## Community and Safety Services

Bands competing in the final for the Judges' Choice award - and a major share of the \$34,000 worth of prizes - were: Seek the Silence, The Driftwood Theory and Standing Silence. Bands competing in the Audience Choice award were: Never Ending Crisis, Recording All and My City Screams. Junior Encouragement Award went to Recording All and Schools Award went to Four Litre Friday

Congratulations to first prize winners Seek the Silence whose punk and ska beats fused energy and enthusiasm to win both judges and audience over in no time.

### \$33,000 to Aid Community Development Programs

As a local government organisation we donate grants to local community groups for initiatives that help build community capacity. In 2009 – 2010 we awarded \$33,800 to 11 community groups.

Our annual Community Development Grants Program offers funding to groups that demonstrate diversity, excellence and innovation and make a positive contribution to Warringah's quality of life.

Each application was assessed against a set of five criteria – project merit, community development and participation, community benefit, organisational capacity, and project budget.

This year a maximum of \$5,000 was available to any one group – an increase of \$3,000 per applicant from last year's grants program.

We're happy to report that Northern Beaches No Interest Loan Scheme and St John the Apostle Catholic Church's community dinners both received the maximum amount of \$5,000 for their admirable projects.

The sum of \$4,040 was awarded to Cubby House Toy Library to update and expand its CD, DVD and parent reference resources and \$4,000 went to Streetwork Inc Northern Beaches for its Kickstart program.

Other Community Development Grant recipients included:

- Computer Pals for Seniors Northern Beaches 'About Apples' program
- Lifestart Co-operative – It Takes Two to Talk program for parents
- Northern Beaches Interchange – carer support networks
- DARTS Saturday Night Social for people with a disability
- Literacy Network Manly Warringah for adult literacy learners
- Peninsula Senior Toy Repair Group

- Youth Reach
- Speak Up – Speak Out

This year we marked International Day of People with a Disability by co-hosting Speak Up – Speak Out with People with Disability – a national peak disability and advocacy organisation. People with a disability and carers of someone with a disability were invited to attend this advocacy information session, which aimed to assist people with a disability to speak up and advocate for themselves, learn about their rights and how to access advocacy support services.

We hope that events such as these help provide people with a disability with a voice as well as being a catalyst for a better quality of life.

### The Science of Surf lecture

As a coastal community it is essential our community is equally familiar with the joys and dangers of the ocean. On 7 January 2010 we hosted our award-winning Science of the Surf lecture, which aims to provide a basic understanding of the scientific principles of beaches and surf zones. Presenter Dr Rob Brander explained what a rip current is, why they form, where they form and how to spot them.

The two hour presentation educated participants on rip currents and other dangerous surf conditions, such as plunging and surging waves, to help our community be better informed – it might just save someone's life.

At the end of the lecture biodegradable purple dye was released into the surf to illustrate how rips work – it's a surprise to many just how quickly people can be washed out to sea and it's important we remain proactive, as an organisation and community.

### Beach Services Risk Audit

During the month of March RSM Bird Cameron was appointed to conduct a review of the management and administration of Warringah Council's beach management practices. The review fieldwork took place between 23 March and 13 April 2010

The focus of this assignment was to assess the management practices of visitors to beaches and to assist Council in assessing the management and administration of the beach safety activities, including compliance with legislation, regulations, relevant standards (including Water Safety Practice Note no. 15 by the Department of Local Government) and Council policy requirements and conformity with recommended better practice (by consultation with other Councils).

The result of the review was favourable. There were some recommendations from the review that are aimed at improving Council's ability to manage public risk at each of its beach locations. These recommendations will help Council move forward with an improved level of service delivery. The recommendations are scheduled for completion during the 2010 - 2011 financial year

### Sister City Youth Exchange Program

Since the signing of the Sister City Program in 2000 we have promoted friendships between the beach and bush communities with Brewarrina Council and facilitated a greater understanding of the issues facing each of our areas – it was agreed the best way to achieve this goal was through a youth exchange program where young people met, formed friendships and learned about each others' lives and communities.

During the winter school holidays six Warringah Youth Ambassadors along with Council staff travelled to Brewarrina to participate in a range of educational and recreational activities, meeting and interacting with the local community. Highlights included visiting the Brewarrina Fish Traps, Gundabooka National Park, Lightning Ridge and attending a local disco.

In January 2010 six Youth Ambassadors from the outback town of Brewarrina sampled the best of the northern beaches. This was a great opportunity for young people from north-western NSW to take a break from the flood ravaged area and come to Sydney and enjoy the many activities the northern beaches has to offer – a week of recreation and educational activities included learning to surf, instruction in beach safety and awareness, scuba diving, sailing and meeting the Sea Eagles.

### DiscoBility

Four DiscoBility events were held during the year. DiscoBility is a dance party for young people with special needs. Each DiscoBility Dance Party has a theme such as Hawaiian, Valentines Day, Sports and Halloween.

Since starting out as a pilot project in 2005 DiscoBility has become an overwhelming success and continues to form a regular part of our youth entertainment program. The event focuses on including young people with special needs, their carers, siblings and friends in a fun, safe and exciting environment.

### Seniors Week 2010 booklet

Seniors Week took place from 21 - 28 March 2010 and included an extensive range of activities for the mind, body and spirit. The aim of the week was to encourage seniors to try something completely different, with a variety of exciting activities to choose from including: walks, talks, lunches, concerts, exercise opportunities, computer information, environmental workshops, CPR, beach and surf awareness courses, reconciliation workshop and photographic exhibition.

With more than 40 activities spread over four weeks, we launched our Seniors Week 2010 booklet to help seniors choose a program best suited to their individual needs and lifestyles.

### Positive Parenting Program

Parents and carers of teenagers interested in learning positive ways of promoting teenage development were encouraged to attend our free Teenage Triple P (Positive Parenting Program) series, which included:

- Raising Responsible Teenagers – introduced a formula to promote positive family relationships and a healthy lifestyle (16 June 2010)
- Raising Competent Teenagers – which provided a formula for helping teenagers make the most of their time at school (23 June 2010)
- Getting Teenagers Connected – which provided parents with strategies to encourage teenagers to become involved in socially appropriate activities (30 June 2010)

The internationally recognised Triple P Program comes from the University of Queensland and was presented by Sue Johnson, Parenting Co-ordinator and Psychologist of Child and Adolescent Parenting, Northern Sydney Central Coast Health.



## Community and Safety Services

### RAGE 101

In April we co-ordinated the first ever RAGE facilitator training workshop on the northern beaches, where facilitators learnt how to run RAGE – a six session hands on, practical and fun anger management course for young people aged 11 to 17.

The RAGE program is designed to help young people recognise various forms of anger and learn healthy ways to deal with anger, including relaxation, exercise and diet.

The training workshop recognises that there is growing need for professionals on the northern beaches working with young people to have the skills needed to deal with various aspects of anger management.

Ken Nathan, a qualified trainer, taught the workshop and has done so for several years.

The RAGE facilitator training workshop was jointly funded by Peninsula Youth Services Inc., Manly and Pittwater Councils and ourselves.

### Volunteer expo

In collaboration with Northside Community Connect we held the first ever free northern beaches volunteer expo, 'Better Community = Better Life', on 11 May 2010. Intended to encourage people to give volunteering a go, we held a free morning tea and gave people the opportunity to listen to those with a passion for volunteering explain how their involvement had enhanced their lives and contributed to the community.

Over 20 not-for-profit organisations from the northern beaches area attended the Expo, showcasing a variety of volunteer opportunities within their organisations.

### Neighbour Day

Feeling part of a community or social group/network is important and this year we invited our community to use our free online kit to make a connection with their neighbours on Neighbour Day, 28 March 2010.

Neighbour Day takes place on the last Sunday in March every year and provides an opportunity for neighbours from next door and across the street to say 'G'day' and get to know each other better.

We wanted to raise awareness of the importance of feeling connected to a community by encouraging the simple concept of 'neighbourliness' and it was our hope that our free Neighbour Day resource kit – including an easy step-by-step guide to help people set up their own Neighbour Day event, introduction cards, invitations and reminder cards – helped the community to foster strong connections and come together on Neighbour Day for a cup of tea, picnic in the park or neighbourhood barbie.

Alternatively, we invited neighbours to join each other at our free Music in March event at Dee Why Beach on Sunday March 28 for the KidsPlay 2010 launch. Live entertainment started at 2pm and included children's performers Rhythm Safari, Cool Dan, Circone and Skatcats.

### Free speakers night

We held numerous free speakers nights throughout the year, catering for a variety of community members and groups. On 24 March 2010 our Responding to Violence from a Young Person was the title of our first Speakers' Night for 2010.

The Speakers' Night was for parents and carers of teenagers and was presented by Adolescent and Family Counsellor Felicity Garland, who focused on how parents could respond to physical violence, property damage, intimidation, verbal attacks and threats to siblings by their teenager.

The interactive presentation aimed to support parents/carers to:

- Take a stand against violence without standing against their child
- Expose the tricks and strategies of violence
- Find effective new ways of responding to violence
- Prioritise safety and look after themselves

### Partnership between Cromer Campus, NSW Council for Pacific Communities and Warringah Council

Youth Services continue to partner with and support Cromer Campus and the NSW Council for Pacific Communities in a homework and learning support program. The program was made possible through a \$50,000 grant as part of the Schools First NAB Program. Warringah Council Youth Services staff attend the group each Thursday afternoon and provide info on key services for young people, support for the students and teachers as well as facilitating an end of term activity for the group.

The continued success of the homework support group can be largely attributed to the commitment and dedication from teachers at Cromer Campus, NSW Council for Pacific Communities and Council Staff.

### Cooking courses

This year we partnered with Northern Sydney Central Coast Area Health and ran a new initiative – teaching male carers how to cook. A total of two courses were run throughout the year, with each course running over a six week period – eleven monthly support sessions were then offered to graduates to further enhance their skills.

### Ongoing programs

- Support and community education, including parenting courses and speakers nights.
- After school programs for young people, including YOYO's Youth Centre.
- Holiday recreation program (approx. 400 patrons per year).
- Support for community organisations that provide youth (housing, information, drug and alcohol support), aged and disability services.
- Provide an information and referral service for seniors, including the distribution of over 27,000 information products annually to Warringah residents. Coordinate a range of Healthy Ageing Programs, including a month of activities to celebrate Seniors Week in March.
- Beach Awareness Safety Education programs for Warringah primary school students. A total of 15 schools participated in the program (2009 - 2010).
- Disability dance parties catering to young people with special needs.
- Regional special projects catering for young people, including the 24/7 Youth Film Festival, Youth Week events.
- Youth entertainment program featuring band nights and annual band competition.
- Annual Warringah - Brewarrina Youth Exchange Program.
- Your Choice program targeting youth drinking issues.
- Facilitation of private promoters for the provision of youth entertainment activities.





## Compliance Services

### Strategic Contributions

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# \$5.3m

Total expenses from continuing operation

### Fast Facts

- 1,306 food inspections conducted in Warringah in accordance with our partnership agreement with the NSW Food Authority
- 63% of food premises were found to be satisfactory after initial inspection and 96% were found to be satisfactory after our follow up inspections. Our education strategies and consistent enforcement helped contribute to higher levels of compliance during the 2009 – 2010 financial year

### Key activities and programs

- Issue certificates and approvals including Construction Certificates, Occupations Certificates, Strata Certificates, Compliance Certificates and Building Certificates
- Conduct principal certifying authority functions

## Key Performance Indicators

KPI	Unit	Target	Actual	Indicator
Residents satisfied with management and control of domestic pets	Mean score	6.56	6.60	
Residents satisfied with environmental protection and enforcement	Mean score	6.22	6.29	
Residents satisfied with hygiene standards of retail food outlets	Mean score	6.44	6.52	
No. of food borne illness notifications issued	No.	N/A	3	
No. of fire safety orders issued	No.	N/A	7	
No. of infringement notices issued – fire safety	No.	N/A	83	
No. of infringement notices issued - parking on street	No.	N/A	16005	
No. of infringement notices issued - parking off street	No.	N/A	3220	
No. of infringement notices issued – pollution	No.	N/A	11	
No. of infringement notices issued – litter	No.	N/A	27	

## Dogs Big Day Out

The annual Dogs Big Day Out has become a fun day for the whole family, including the beloved pooch or poodles, with a range of activities including competitions, face painting, sausage sizzle, animal demonstrations and children's entertainment.

This year's event took place in August 2009 and stallholders offered everything 'doggy' for sale – there were double the food and dog-related stalls as previous years, including free dog grooming from our major sponsor Purina Total Care and great prizes, such as dog grooming and day-care packages, dog food and accessories, and family passes to Sydney Wildlife World.

Entertainment on the day was delivered by our MCs Steve Austin and Ravi Wasan. Steve and Ravi's extensive experience in keeping and training animals for TV productions and commercials has helped create 'movie magic' come true. This year, for the first time ever, these two animal experts presented How to Train Your Dog to be a Star, which provided dog owners with insight into the qualities their happy hound needs to become Australia's next super pooch.



## Compliance Services

### Pet registration

The registration of domestic pets is a legal requirement under the Companion Animal Act 1998. Owning a domestic animal carries responsibilities such as caring for your pet and following the law with regard to its behaviour. It is also important that pet owners pay special regard to our natural environment and the potential impact domestic animals have on native wildlife.

During the year we started auditing dog and cats in Warringah that were microchipped but not registered – there were over 4,000 cats and over 5,000 dogs that did not have lifetime registration. Letters with instructions on registration are being sent to owners with pets not registered over the next 12 - 18 months. The response to the first 500 letters has also shown that many people are not aware of the requirement to notify council if their pets die or when they move, sell or give away an animal.

### Unleashed dog exercise areas

Warringah has six unleashed dog exercise areas with an additional two available at restricted times. In May 2009 a report to Council highlighted that residents in Forestville, Manly Vale and Cromer have limited access to unleashed dog exercise areas. Following the results of an environmental assessment of potential new sites and community engagement, we decided to trial an additional four areas:

- Currie Road, Forestville
- Truman Reserve, Cromer
- Beacon Hill Oval, Beacon Hill (restricted hours)
- Melwood Oval, Forestville (restricted hours)

Our aim was to provide more accessible options for residents to take their dogs for a walk and let them off the leash safely, while also protecting our natural environment and considering the needs of the wider community. After the six month period (ending 30 September 2010) the four sites will be reviewed and a report will be presented to Council for consideration. Residents will also be given an opportunity to have their say again before any final decisions are made, which will determine whether each of the sites will be declared either off-leash or closed.

### Charity Clothing Bins

Following an apparent rise in dumping at Charity Clothing bins which costs Council considerable money to clean up, a review of the policy relating to Charity Bins was put before Council. The recommendation related to removing all Charity Bins from public land but alternatively encouraging their placement at schools, churches and shopping centres where more supervision is likely. A public exhibition period ended on the 28 June with a number of submissions received. The results of this will be compiled and presented to Council this year.

### Food Handlers Courses

Over 200 food handlers attended Council's Food Handlers Course. This is a two hour course designed to assist food handlers prevent food poisoning and understand the NSW food safety requirements. A copy of the Food Safety Standards, educational material and other helpful resources are provided to all attendees. Persons attending the course have commented how helpful the training was and that it has assisted their business.

### Environmental Auditing

The Environmental Assessment Strategy for Local Industry was adopted by Council and launched at a successful trade night that was held for Local industrial businesses. The aim of the environmental auditing is to improve the environmental performance of business operations in the Warringah local government area, thereby improving the quality of our local environment for the benefit of current and future generations. The assessments are being undertaken on a risk basis targeting higher risk industries initially. Council is using an educational approach to gain an improved level compliance, however legal directions are issued where serious breaches are observed.

### Ongoing programs

- Respond to 1,450 (approx.) service requests per year about land, noise, air, water pollution and unauthorised land uses.
- Education and promotion of companion animal management, including monitoring and enforcement of restricted breeds.
- 650 food shops, 40 cooling towers, 21 public swimming pools and 100 hairdressers/ skin penetration premises inspected on a risk-based basis to ensure public health standards in community are maintained.
- Assessment and determination of Construction Certificates and Building Certificates.
- Issue annual fire safety statements for Class 2-9 buildings.
- Monitoring and enforcement of parking and traffic related matters.



# Cultural Services

## Strategic Contributions

Living Environment	p 38
Living Communities	p 48
Living Spaces	p 60
Living Enterprises	p 74
Living Organisation	p 80

# \$1m

Total expenses from continuing operation

## Fast Fact

- We welcomed over 800 new citizens from 71 countries in citizenship ceremonies held throughout 2009 – 2010

## Key activities and programs

- Coordination of civic events (eg citizenship ceremonies)
- Coordination of landmark events (eg Australia Day)
- Delivery of cultural development projects and cross cultural events
- Delivery of community festivals
- Delivery of exhibitions
- Encourage community involvement and ownership of cultural programs through the cultural development grants program

# Highlights 2009 – 2010

## Key Performance Indicator

KPI	Unit	Target	Actual	Indicator
Residents satisfied with community events and festivals	Mean score	6.61	6.80	

### Australia Day Breakfast

Our 2010 Australia Day Big Breakfast attracted a record crowd with an estimated 30,000 people taking part across Warringah. This event took place at four sites: Dee Why Beach Reserve, Berry Reserve (Narrabeen), Melwood Oval (Forestville) and Governor Phillip Lookout. Each site was themed and programmed to offer quality entertainment and activities. The focus of this event was the 'big breakfast' which was cooked and served by local service clubs and community organisations. Profits raised through the sale of the breakfasts went directly to the groups who participated and the event also gave many organisations the chance to show the broader community what they do.

### Australia Day Ambassadors

High achieving Australians were guests of honour at our Australia Day Big Breakfasts at Dee Why, Narrabeen and Forestville.

The ambassadors were selected by the Australia Day Council and have made significant contributions to our community. They attended flag-raising ceremonies from 8am and delivered keynote speeches, capturing the true spirit of being Australian at the following venues:

- Andrew Penfold, Indigenous Education Advocate and NSW Australian of the Year Finalist - Dee Why Reserve, Dee Why.

- Julie Higgins OAM, two-time gold medallist in Equestrian at the Sydney 2000 Paralympic Games – Berry Reserve, Narrabeen.
- Andrew Lock, Australia's most accomplished high altitude mountaineer – War Memorial Playing Fields, Forestville. Andrew also attending the Governor Phillip Lookout Trust Ceremony at Beacon Hill from 9am.



## Cultural Services

### Australia Day Awards

The 2010 Warringah Australia Day Awards were presented at Council Chambers on Tuesday 26 January to two inspiring community members: Citizen of the Year - Adrienne Lowe and Young Citizen of the Year - Krystal Barter.

Adrienne Lowe was awarded Citizen of the Year for her dedication and commitment to the Dee Why Surf Life Saving Club (DYSLSC) where she volunteers over 20 hours a week to running the club.

Adrienne has been president of the club for the past three years and is responsible for 720 members, including 200 who patrol the beach on weekends and 300 nippers.

Adrienne has had many other achievements during her presidency, including overseeing the club's water safety and surf skills program for the children of Orange in rural NSW, hosting a three day camp between Orange and Dee Why Nippers, and responsibility for Dee Why SLSC's involvement in the Ocean Thunder Surf Boat series.

Krystal Barter was awarded Young Citizen of the Year for her courage and inspiration to young individuals who are at high risk of contracting breast or ovarian cancer. Krystal comes from four generations of women who have faced breast cancer and was diagnosed with having an 85 per cent chance of contracting the disease.

She made the courageous decision to have a bilateral mastectomy to ensure she didn't suffer the same fate as many in her family and set up a community forum at [www.pinkhope.org.au](http://www.pinkhope.org.au) that provides accredited information and support for young individuals who are faced with the same fate as herself. To date Krystal has raised over \$250,000 for breast cancer research. Her journey was aired on 60 Minutes last year.

The commitment and dedication displayed by this year's Australia Day Award winners epitomise the great community spirit in Warringah – we congratulate Adrienne and Krystal and thank them for their invaluable contribution to our community.

### Australian Citizenship Day

More than 80 people became Warringah's newest Australians at a ceremony to mark the 60th anniversary of Australian Citizenship on 17 September 2009. Held annually on 17 September Australian Citizenship Day is an opportunity for all Australians to celebrate what unites us as a nation and to reflect on the privileges and responsibilities of being an Australian citizen. Since the first citizenship ceremony took place in 1949 more than four million people from over 200 countries have chosen to become Australian citizens.

### Cultural Development Grants

We awarded almost \$22,000 in Cultural Development Grants to local artists and community groups for initiatives to develop local cultural activities.

Each year we provide Cultural Development Grants to individuals and organisations in the community for cultural projects that reflect the cultural diversity and capacity of Warringah.

This year nine community groups demonstrating diversity, excellence and innovation received a share of \$21,925 in funding.

A maximum of \$5,000 could be sought by any one applicant this year, up from \$2,000 last year.

Manly Warringah Pipe Band received the full \$5,000 for its vision in establishing a juvenile competition mini band.

The Tibetan Association of Australia received \$4,000 to put on its Losar Festival. The aim of this festival is to share Tibet's rich cultural traditions with the broader northern beaches community and help the local Tibetan community to build a sense of belonging in their new home.

Other Cultural Development Grant recipients were:

- Warringah Printmakers Studio for its 2010 Art Exhibition
- Northern Beaches Eisteddfod
- Manly Warringah Choir
- Manly Vale Community Kindergarten for its Exploring our Indigenous Culture project
- Eurofest Cultural and Sporting Association
- Eramboo World Studies Centre
- Computer Pals Northern Beaches for its Creative Computing program

### Warringah Art Exhibition

July 2009 proved an exciting time for local artists and our community – we received over 300 entries to our Warringah Art Exhibition! This event is an opportunity for artists to showcase their work to prospective buyers and also gives our community a diverse range of art to appreciate. This year we also introduced a new Waste to Art category, which showcased artwork made from reused and recycled materials.

While there were a number of award categories, we would like to make special mention of the following winners:

- Elli Mundell's In Transit: Overall Selectors' Choice Award winner
- James McKinnon Lengthening Shadows: People's Choice Award winner
- Jordy Toke A Paperless Office: Waste to Art Selectors Choice Award winner
- Adam Craven Three Dogs: Waste to Art People's Choice Award winner

### Peace Park Celebrations

In late September we celebrated International Day of Peace at Oxford Falls Peace Park, which was established in 1995 as symbol of friendship between Australia and Japan and a commitment to peace.

This year's Peace Park picnic was brimming with activities to soothe the soul and calm the mind. Special guests included local peace activists and film makers Richard and Wendy Friar, who produced the documentary on world peace and democracy titled Think About It.

Musical performances by A Capella Chior The Owls and the Pussycats and the Northern Beaches Youth Orchestra were well received, as were our origami crane – a Japanese symbol of peace – making workshops and free yoga sessions.

### Christmas by the Beach

We celebrated Christmas by the Beach with free entertainment and activities in December 2009 at Dee Why Beach Reserve.

Our community was encouraged to come and shop at the Christmas Markets by the Beach and to bring along a picnic and their Christmas spirit. Free live entertainment was provided for the kids including performances from Kid Covers and Captain Bandana.

Special guest Santa Claus took time out of his busy Christmas schedule to drop by the main stage with one of his elves, arriving on a fire truck to the delight of young members of the audience.

Roving carollers spread Christmas cheer; face painting and a petting farm featuring baby Christmas animals.

For environmentally friendly festive ideas we provided Christmas card-making workshops and a Waste to Art photographic display.

We also encouraged residents to check out the public consultation for The Strand upgrade concept design and pick up a questionnaire and comment form at the event.

### Music in March

2009 – 2010 was the second year we held Music in March, which proved to be extremely popular.

Concerts were held at Dee Why Beach Reserve on Sunday afternoons throughout March and incorporated a variety of themes including International Women's Day, Celebrating Cultural Diversity, Celebrating Children (Glen Street Theatre KidsPlay season was launched by the beach this year) and Seniors Week. The weather was excellent and each concert received great praise from our community – this concert series provides an ideal opportunity to showcase musical talent on the northern beaches.



## Cultural Services

### ANZAC Day

We commemorated ANZAC Day with dawn services at Manly Dam and Oxford Falls Peace Park.

The Manly Dam service, located at the end of King Street, Manly Vale, got underway at 5.30am with a traditional piper, bugler and catafalque party by the Royal Australian Artillery, seventh Field Regiment. The ceremony also featured performances by local vocalist Gina Marshall and Warringah Concert Brass.

The Manly Warringah War Memorial Park Remembrance Trust was pleased with last year's attendance of over 2000 people at this moving service and encouraged all residents to come along – in 2009 – 2010 over 1000 people braved the wet conditions to attend the event.

For more than 50 years a daybreak service, commemorating and recognising our serving forces both past and present, has been held at Council's Peace Park in Oxford Falls (corner of Dreadnought Road and the Wakehurst Parkway).

This year's Peace Park service at 6am was again organised by the Beacon Hill Rural Fire Brigade and continued with the tradition of book tributes laid on the Cenotaph, that were later distributed to local schools.

The 2009 – 2010 Peace Park Daybreak Service saw nearly 600 people remember the fallen men and women to the sounds of bagpipes and calling birds as the morning mist rose.

### Ongoing programs

- \$22,000 distributed under the Cultural Grants Program (2009 - 2010).
- Events including 12 Citizenship Ceremonies and four Australia Day breakfast venues with entertainment (2009 - 2010).
- Warringah Art Exhibition and Prize.
- Participation in annual Guringai Festival.
- Christmas by the Beach (Dee Why Beach Reserve).
- Sister Cities program under review.



## Development Assessment

### Strategic Contributions

Living Environment	p 38
Living Communities	p 48
Living Spaces	p 60
Living Enterprises	p 74
Living Organisation	p 80

# \$5m

Total expenses from continuing operation

### Fast Facts

- 2,289 development applications received (includes DA, Mods, Reviews and CDC)
- 2,258 development applications determined (includes DA, Mods, Reviews and CDC)

### Key activities and programs

- Provide technical advice and pre-lodgement meetings
- Assess development and subdivision applications
- Manage the Warringah Development Assessment Panel (WDAP)
- Represent Council in the Joint Regional Planning Panel
- Represent Council in the Land and Environment Court
- Coordinate the Mediation Service
- Provision of civil engineering services to external and internal clients

## Key Performance Indicators

KPI	Unit	Target	Actual	Indicator
Residents satisfied with development assessment process	Mean score	5.16	5.06	
Total value of developments approved within Warringah	\$	-	\$495.2m	-
Development applications median turnaround time - delegations	Days	60	33	
Development applications median turnaround time - Warringah Development Approval Panel	Days	100	119.25	

### E-Services

This year we expanded our development applications online service to make it even easier to find, track and comment on a greater variety of development and planning applications.

Formerly known as DAs Online, the new system demonstrates our commitment to expanding our delivery to our community known as 'E-Services'.

Initially, E-Services covered tree applications, construction certificates, modification of consent, reviews of determinations and complying development certificates and also weekly and monthly listings to make it easier to find applications and determinations.

We then wanted to expand and improve our e-services website so people could log onto the internet anywhere and determine for themselves answers to the following questions:

- What planning rules apply to my property?
- Am I allowed to build a pool or turn my home into a childcare centre?

Our improvements meant our e-Services website is now able to answer the above and a whole lot more with its user-friendly tools for finding, tracking and commenting on development and planning applications.

This new functionality allowed us to exhibit our draft Local Environment Plan and Development Control Plan online in November and December 2009. The community was able to browse and search the documents including interactive mapping and pop-up definitions, make submissions against a particular clause, and view and respond to other user's submissions.

Registering on the e-Services site will give users even more benefits such as access to the 'My Council' tool – a facility where users can save and return to their planning enquiries instantly.



# Development Assessment

## Determining applications

In 2009 – 2010 the majority of applications were determined under delegated authority by our staff.

The Warringah Development Assessment Panel (WDAP), the Joint Regional Planning Panel (JRPP) and the Land and Environment Court determined less than 2% of applications.

The WDAP consists of community members and a range of qualified people with expertise in law, urban design and the environment that have been given the authority to determine applications for large developments that have complex planning issues. In 2009 – 2010 the WDAP considered 28 applications compared to 20 in the previous financial year and 44 by the IHAP in 2007 – 2008. Figures have decreased due to economic circumstances, with the lodgement of large complex applications reducing slightly.

### Ongoing programs

During 2010 – 2011 we will continue to develop our e-services resource by improving and expanding the functionality to include the following:

- Online lodgement and payment of applications including development applications, construction certificates and building certificates.
- Applicants will be able to apply for and receive certificates online such as Section 149 certificates, Outstanding Health & Building Notices and Section 603 (rates) notices.
- Customers will be able to submit and track customer requests / complaints online such as missed waste or barking dogs.



# Glen Street Theatre

## Strategic Contributions

Living Environment	p 38
Living Communities	p 48
Living Spaces	p 60
Living Enterprises	p 74
Living Organisation	p 80

# \$3.2m

Total expenses from continuing operation

## Fast Facts

- 5,500 young people performed on the Glen Street stage in 2009 - 2010
- 9 professional productions (126 performances) in 2009 – 2010
- Over 4,000 subscribers in 2009 – 2010
- Programming of 6 concerts as part of the Music in the Glen series in 2009 - 2010
- Provision of professional theatre space for 10 community hirers and 1 commercial hirer at Glen St Theatre in 2009 – 2010

## Key activities and programs

- Provision of an annual subscription season of professional performing arts
- Provision of a visual arts program
- Present literary lunches
- Management of a venue for use by professional performing arts presenters, community groups, schools and corporate users
- Operation of dining, bar and catering services to patrons and users of the theatre

Key Performance Indicator

KPI	Unit	Target	Actual	Indicator
Residents satisfied with Glen Street Theatre	Mean score	7.21	7.27	

**Celebrating 25 years**

2010 marked 25 years of Glen Street Theatre's service to our community and the northern Sydney region. To celebrate we completed a program of capital improvement works, including: a major refurbishment to the backstage dressing rooms (including solar hot water) new external signage, disabled toilet renovation and landscaping. These upgrades will vastly improve the facilities for community groups, artists and visiting companies as well as enhancing Glen Street's position on the national touring network.

Glen Street Theatre is the largest professional not-for-profit theatre company on the north shore and northern beaches and opened the doors for 2010 with Toy Symphony, a Helpmann Award winning new Australian play by Michael Gow. This was followed by the sensational performance from David Page in his one man show Page 8.

**Fairies and Pirates Picnic**

In October 2009 children were invited to dress up for a day of sparkling and swashbuckling fun at the Fairies and Pirates Picnic held at Glen Street Theatre and Belrose Library.

We were excited to be hosting local fairies and pirates in Belrose and we encouraged attendees to pack a picnic for a magical day of adventure with hundreds of other enchanted folk.

Buccaneers were able to visit the pirate's lair, walk Blackbeard's plank, go on a pirate's treasure hunt and make pirate ships and hats.

Fairy folk could flutter through the magical fairy forest, meet the Fairy Princess and cast some magic with newly crafted wands.

Throughout the day there was music, roving performers, face painting and special guest storytellers in Belrose Library.





## Glen Street Theatre

### Guringai Festival

A traditional Aboriginal smoking ceremony at Glen Street Theatre marked the launch of the 10th Guringai Festival - Living Languages on Saturday 22 May 2010.

This year's Guringai Festival theme was Living Languages in recognition of the nationwide work of retrieving and reviving dormant Aboriginal languages. In 2010 only 9 of the original 250 Aboriginal languages that once existed in Australia were classified as being safe from extinction, with these figures highlighting the importance of events such as our Guringai Festival.

The 2010 Guringai Festival was an opportunity for everyone to embrace Aboriginal heritage, culture and language.

We held a panel discussion which talked about the future of Indigenous performing arts. Members of the panel included Susan Moylan-Coombs (Guringai Festival Committee Co-Chair), Neil Armfield (Artistic Director of Company B Belvoir), Emma Donovan (an established Indigenous singer/songwriter) and Lydia Miller (Executive Director, Aboriginal & Torres Strait Islander Arts, Australia Council).

Neil Armfield said "he has great optimism about the future of Indigenous performing arts, and that we are at a time of huge flowering, culturally".

The panel discussion was followed by the Bangarra Dance Theatre composer David Page starring in a special \$25 Guringai Festival matinee performance of Page 8, an inspiring story about finding your own path and being true to yourself.

A traditional smoking ceremony by Aboriginal elder Uncle Max in the Glen Street Theatre foyer cleansed the land for the official launch of the Guringai Festival and included live music from the Freshwater Girls.

The Guringai Festival ran from 22 May to 13 July 2010 and aims to raise awareness of Aboriginal and Torres Strait Islander people living in the Northern Sydney region. The Guringai Festival involves 10 councils and numerous reconciliation and community groups. Events included workshops, art exhibitions, performances, films and talks.

### Ongoing programs

- 8 literary lunches held annually.
- Provision of Business to Business lunch continued to provide a forum for local businesses to network and market their services, demonstrating how businesses and the arts can work in partnership to help support the local economy.
- Provision of Glen Street Theatre's corporate dinners and shows to facilitate networking opportunities for local community and business groups.



# Information and Library Services

## Strategic Contributions

Living Environment	p 38
Living Communities	p 48
Living Spaces	p 60
Living Enterprises	p 74
Living Organisation	p 80

# \$5.4m

Total expenses from continuing operation

## Fast Facts

- The Federal Government Infrastructure levy was used to upgrade the signage at all four Libraries
- The use statistics for Information and Library Services continues to rise in line with trends with public libraries throughout the world
- There are 21,500 students in Warringah between 5 - 17 years of age. Half of the students are current members of the Library
- Library operations, including 737,368 customer visits, 1,186,517 million loans and the provision of 47 public access PCs in 2009 - 2010

## Key activities and programs

- Provision of a public library service to support the community's information, education, cultural and recreational needs, in accordance with the Library Act of NSW and the requirements of the Library Council of NSW, including:
  - Lending service (books, magazines, CDs etc.)
  - Information and research services including local studies service and access to the world wide web
  - Home library service
  - Educational programs (author and story telling talks etc.)
  - Community information service
  - Disability information service
- Provision of a communal space for study, research and the exchange of ideas

## Key Performance Indicators

KPI	Unit	Target	Actual	Indicator
Residents satisfied with library services	Mean score	7.75	7.71	
Utilisation rate libraries – no of physical visits	No.	771,777	188,148	
Utilisation rate libraries – no of website visits	No.	132,000	137,921	
Utilisation rate libraries – no of loans	No.	1,125,813	1,186,517	

### Research Excellence Awards

During the year local high school students won an inaugural Warringah Library Service Research Excellence Award in a program that has helped develop the research and study skills of hundreds of Year 10 and Year 11 local high school students.

This is the result of capacity building by Information and Library Services with local school librarians and teachers to develop training for students.

The Research Excellence Awards were presented to students for their outstanding research skills as nominated by their school librarian and in addition award recipients undertook a day of intensive training in website design and content management at TAFE NSW's Northern Beaches College.

Our Information and Library Service funds the Research Excellence Awards and the program has been developed in conjunction with TAFE NSW Northern Sydney Institute.

The program was evaluated and will run again in 2010 – 2011.

### Inside Break

The website Inside Break continued to be used by a wide range of HSC students and teachers within the region. The website was demonstrated at the NSW Public Libraries conference and at the Australian Libraries and Information Conference in Brisbane. This marketing has resulted in increased use from libraries and students across the State. Queensland and Western Australian public libraries are currently considering replicating the service



## Information and Library Services

### Educating on sustainability

Energy-conscious residents could borrow a Power-Mate Lite from one of our four libraries from Monday 26 October 2009 to measure the electricity, greenhouse gases and costs of running common household appliances.

The Power Mate Lite can help empower residents with knowledge about their energy usage habits and encourage changes that will result in consuming less energy, producing fewer carbon emissions and saving money.

The device connects between an appliance and the power socket to provide accurate measurements of energy consumption when an appliance is running or in stand-by mode, helping households to identify and reduce energy costs and greenhouse pollution.

The Power Mate Lite can be used to estimate the energy usage, greenhouse gases and costs of running appliances over hourly, quarterly and yearly periods and can even show whether an appliance left switched on at the wall while not being used, such as a toaster or kettle, is still consuming power.

Appliances can account for up to 40% of a household's energy use, and stand-by power such as on a TV, stereo or computer can account for 10% of electricity consumption in a typical home, costing around \$150 a year.

Switching appliances off at the wall is a great start to reduce your energy bill. While individual appliances may seem to use little power, the sum of all appliances on at the switch or in stand-by mode can really add up.

While the Power Mate Lite can be borrowed by Warringah Library members for one week at a time, free of charge, we also provide handy instructions and our Climate Change – What You Can Do guide on how to save energy around the home. Over 200 residents have assessed their home appliances using borrowed Power Mates.

### Manly to Brookvale Tramway 100th Anniversary

2010 marked the 100th anniversary of the first tram trip from Manly to Brookvale. To celebrate we held a photographic and memorabilia exhibition at Warringah Mall.

The Manly to Brookvale Tramway 100th Anniversary exhibition gave families and shoppers an enjoyable and educational glimpse into our past.

The exhibition included an album of photographs presented to Middle Harbour MP Dr Richard Arthur in 1910 to commemorate the opening of the Brookvale tram, which we bought at auction in 2008.

The album is usually stored under lock and key but was brought out of hiding and placed in a glass cabinet for the public to view.

Reproductions of the album's pages were displayed so our community could see the wonderful photographs of Warringah 100 years ago.

We also displayed other historical photographs of the trams that serviced the northern beaches until 1939 and their passengers. The Sydney Tramway Museum at Loftus and Pittwater Library generously lent us tram memorabilia.

Kids could climb aboard a model tram front and enjoy free activity books to keep them amused while parents looked through the exhibition.

### Children's holiday activities

Our libraries had a wide array of activities to keep children busy over the school holidays.

Children enjoyed a range of programs including the magical world of fairytales and puppets through the enchanting reading of Harlequin and his Magic Lamp at Dee Why Library and Frog Prince at Belrose Library.

The Cosmodome IMAX 3-D Theatre at Forestville captured a truly prehistoric experience with dinosaurs, volcanoes and ice ages featured in Earth's Wild Ride. From history to outer space, children ages 8 and over could also search for other worlds in Oasis in Space.

Due to popular demand we held two Cartoon Workshops with Cartoon Dave so children could create their own cartoon monster, aliens and dinosaurs.

For those aged 15 and under who wanted to improve their chess skills and have some fun, the Forestville Library also hosted a free Chess Competition.

### Ancestry research

We helped local residents trace their family tree at Dee Why Library in September 2009 when our local studies team presented internet TV genealogists, the Teapot Genies, at their Angling for Ancestors morning tea.

Our local studies team has comprehensive genealogical resources available at Dee Why Library for people searching for their ancestors and tracing their family roots. Dee Why Library holds one of the largest local collections of family history resources including microfilm/microfiche published by State Records NSW as part of the Archives Research Kit; indexes to births, deaths and marriages for other states; reference books; internet, CD-ROMS and databases to access overseas records; microfiche/microfilm reader; as well as staff and volunteers who were available to give assistance.

Teapot Genies Kaye Vernon and Billie Jacobsen have a passion for genealogy and solving family mysteries. Their indexes of original records, in conjunction with State Records NSW, are available on CD and in book form. They spoke about the process and shared some interesting facts behind their indexing at State Records and how this could relate to participants family history. The Genies also shared interesting facts behind their research at State Records and how this could relate to participants own family history.

### National Simultaneous Storytime

Now in its tenth successful year, National Simultaneous Storytime 2010 aims to celebrate and acknowledge the vital work being done in libraries, schools and communities around Australia to develop young people's literacy and numeracy skills.

In May 2010 our libraries joined organisations from Broome to Hobart, reading the picture book *Little White Dogs Can't Jump* to more than 100,000 children across Australia.

The event was organised by the Australian Library and Information Association, to promote the value of reading and literacy, the importance of Australia's book industry and the role of libraries.

Dee Why, Warringah Mall, Belrose and Forestville Libraries also presented songs and activities to add to the fun. Children at Forestville Library also had the opportunity to meet several special greyhounds from Greyhound Rescue Group.

### Ongoing programs

- Provide online access to 30,000 journals, over 500 newspapers, encyclopaedias and e-books (2009 – 2010).
- A wide range of programs to market our services and resources.



# Kimbriki Environmental Enterprises Pty Ltd

## Strategic Contributions

Living Environment	p 38
Living Communities	p 48
Living Spaces	p 60
Living Enterprises	p 74
Living Organisation	p 80

# \$13.5m

Total expenses from continuing operation

## Key activities and programs

- Receive dry solid waste from commercial and domestic customers
- Operate a landfill
- Operate site recycling areas for vegetation, metals and timbers
- Sell a variety of recycled materials
- Operate an Eco Garden and associated education programs

Key Performance Indicators

KPI	Unit	Target	Actual	Indicator
% of incoming material diverted to landfill - Kimbriki	%	73.25	76.75	
Kimbriki operating result	\$	1,879,068	2,081,487	
% Compliance with EPA environmental requirements	%	100	100	

**E-waste collection**

Northern beaches residents from Bradleys Head to Barrenjoey came out in droves in March 2010 to drop off their electronic waste in a safe and environmentally friendly way.

Approximately 4,000 vehicles pulled into Kimbriki, delivering some 165 tonnes of e-waste. While at Mosman more than 1,300 cars turned up with approximately 55 tonnes of e-waste. That's approximately 220 tonnes of electronic waste, which was a fantastic effort and result for our environment.

The four SHOROC councils (Warringah, Manly, Mosman and Pittwater) introduced a ban on the kerbside collection of e-waste from 1 January 2010 due to concerns about its effect on the environment when placed in landfill. The ban also includes no longer sending e-waste to landfill.

This was the first opportunity the community had to recycle their e-waste since the ban came into effect. Residents and businesses across all four council areas embraced the opportunity to recycle their electronic waste in a responsible way.

We know that e-waste contains a range of hazardous materials and can have a damaging effect on the environment if it is not handled correctly and that's why the ban was introduced.

Now this harmful waste is being disposed of in the correct way with the valuable non-renewable resources such as nickel, copper and zinc being recovered during the recycling process.

A range of electronic waste was dropped off including, desktop computers and printers, laptops, mobile phones and TVs, DVDs and CD players.





# Natural Environment Services

## Strategic Contributions

Living Environment	p 38
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Living Spaces	p 60
Living Enterprises	p 74
Living Organisation	p 80

# \$11.8m

Total expenses from continuing operation

## Fast Facts

- 12,342 residents including 1,378 students from 19 schools participated in 165 waste education events and workshops in 2009 – 2010
- 2,500 trees were planted during National Tree Day
- Frenchs Creek Flood Study adopted by Council on 25 May 2010
- 8 Bushfire reviews of environmental factors completed for bushfire hazard reduction
- Delivery of 5 Hilltop to Headland lectures to more than 2,000 people
- Addition of over 9,270 tonnes of sand to Collaroy Narrabeen beach
- We received a Commended Award for Avoiding Food Waste from the Local Government and Shires Association of NSW

## Key activities and programs

- Implement strategies to protect and enhance natural assets including bushland areas, streams, lagoons, dunes and coastal foreshore
- Implement strategic plans for stormwater quality and stormwater drainage infrastructure
- Manage pest species (weeds and feral animals)
- Investigate and implement strategies to minimise the impacts of flooding and coastal inundation
- Monitor the natural environment including water quality, estuarine water levels and bushland condition
- Conduct environmental education programs

### Key Performance Indicators

KPI	Unit	Target	Actual	Indicator
Residents satisfied with bike paths	Mean score	5.32	4.92	
Residents satisfied with caring for bush areas	Mean score	6.87	6.84	
Residents satisfied that Council operates in an environmentally sustainable way	Mean score	6.46	6.37	
Residents satisfied with management of local flooding	Mean score	6.33	6.29	
Residents satisfied with management of the waterways and lagoons	Mean score	6.27	6.15	
Residents satisfied with walking trails and tracks	Mean score	6.74	6.65	

#### Frenchs Creek Flood Study

The Frenchs Creek Flood Study was adopted on 25 May 2010 and provides detailed information on flood behaviour in the Frenchs Creek and Belrose area. We use this information to assist property owners prepare for flooding and to ensure that future development is built in accordance with the flood risk.

#### Nourishment of Collaroy-Narrabeen Beach

Collaroy-Narrabeen beach has a history of coastal erosion. We routinely monitor development sites on the beachfront and, where possible, utilise excavated sand to nourish the beach (which improves amenity and provides a degree of protection to beachfront properties). During 2009 – 2010, approximately 9,270 tonnes of sand was placed on Collaroy-Narrabeen beach from development sites in Manly and Warringah (including the old Sands Hotel site on Ocean Street, Narrabeen).

#### “Better FloodSafe than Sorry” campaign

The Brookvale Business Breakfast was held in December 2009 as part of our Better FloodSafe than Sorry campaign with the State Emergency Services. Attended by 35 business owners, the breakfast helped increase awareness of flood affected businesses in Brookvale and how to be “flood safe”. The South Creek Floodsafe Program was held in February to June 2010 with the State Emergency Services. Approximately 200 residences in the South Creek area were doorknocked and two community information evenings held. Surveys were held before and after which demonstrated that the messages were being effectively communicated, leaving our community better prepared in the event that flooding affects their property.

#### Hilltop to Headland Lecture Series

We significantly increased the success of our Hilltop to Headland environmental lecture series with the lectures being attended by almost 1,000 residents and podcasts of the lectures being listened to by more than 1,000 people. Feedback shows that around one third of attendees had never been to a Council event before. This year’s speakers were:

- Professor Tim Flannery (internationally renowned climate change scientist)
- Jamie Durie (celebrity gardener and author)
- Tanya Ha (SBS TV presenter and author)
- Ian Kiernan (founder of Clean Up Australia Day)
- Adam Spencer (ABC radio presenter and comedian)



## Natural Environment Services

### Energy meters

We purchased 8 Powermate Lites for our residents to use to measure energy consumption and carbon emissions from their appliances at home. These clever devices have been placed in our four libraries for loan and have had a long waiting list ever since.

### Improving Communication and building capacity for Community and Staff

During February and April we were fortunate enough to partner with Pittwater Council and the NSW Environmental Trust to bring two international experts in communication (Dr Doug McKenzie-Mohr and Professor Sam Ham) to Council to train staff and our community groups in Community Based Social Marketing and Thematic Interpretation. These important workshops have improved the capacity of staff and our community groups to deliver messages that genuinely change behaviour and improve environmental outcomes.

### Sustainability Champions Workshops

We partnered with Pittwater Council and held three free sustainable living workshops from April to June 2010. The aim of these workshops was to increase the capacity of residents to engage in sustainable behaviours that protect and manage the Narrabeen Lagoon catchment area. Workshop topics included: Energy Smart Living, Become a Backyard Buddy and Waste Matters.

### Waste Education

2009 – 2010 saw the introduction of the new Waste Contract with URM. Community engagement was emphasised this year as Waste Education Officers went “on the road” as guest speakers to talk about reducing waste, better recycling and providing the opportunity for residents to have all their waste and recycling questions answered. 12,352 residents and students were reached through our workshops and events such as Waste to Art, composting and worm farming workshops, e-waste, chemical cleanout and cleanup Australia Day. The increasing participation in these programs is a clear indicator of Warringah's waste messages being integrated into resident's consciousness and activities.

### National Tree Day

In August 2009 we celebrated National Tree Day at Frank Gray Reserve, Curl Curl with over 2,500 trees planted by volunteers and our community. National Tree Day is Australia's largest community tree-planting event and we have participated every year since its inception 14 years ago.

### Our newest Friends of the Bush

In 2009 – 2010 our friends of the Bush Program welcomed our 51<sup>st</sup> bushcare group at Ronald Reserve, Freshwater. The new group regularly removes noxious weeds including Asparagus Fern, Asthma Weed and Ochna to allow native species to re-establish. The group has also worked hard to save the threatened species Sunshine Wattle which exists nearby. We now have around 300 volunteers in the program, contributing thousands of hours to protect and conserve our precious bushland.

### Weed Management

Tussock paspalum (a declared noxious weed) was treated at 16 locations this year (mainly through high transport corridors) in conjunction with Sydney North Regional Weeds Committee and with funding assistance from NSW Industry and Investment. In addition, targeted weed management was undertaken for Pampas Grass, African Feather Grass and Coolatai Grass at 21 locations throughout Warringah. *Ludwigia peruviana* was treated at 43 locations on two different occasions across Warringah.

### Feral Animals

Warringah participated in three fox control programs as members of the Fox Threat Abatement program in the Sydney North area. These programs were undertaken in Manly Dam, Middle Creek, Allenby Park, Oxford Creek, Deep Creek and Jamieson Park. Our Wild Rabbit Control program targeted over 15 hot spots using several methods of control including shooting (using a professional marksman), baiting (using a professional contractor) and release of the biological control Rabbit Haemorrhagic Disease. A combination of methods has proven successful with a marked decrease in feral rabbits. Cats continue to prove a threat to native fauna and 16 cats were trapped as part of our trapping program this year. Once trapped, the cats were taken to a local veterinarian for assessment where 15 were found to be feral and euthanized and 1 domestic cat was returned to its owner.

### Narrabeen Lagoon Multi-Use Trail

The Narrabeen Lagoon Multi-Use Trail will be an outstanding iconic recreational and tourist facility for Sydney's Northern Beaches. Detailed designs were finalised in February 2010 for Stage 1 of the trail between Deep Creek and Middle Creek. This creative and robust design allows for maximum accessibility for a wide range of users whilst ensuring minimal impact on the sensitive environment and incorporates lookouts, seating and interpretation opportunities through a series of rest stops located at regular intervals along the trail. The trail has been designed to enable all abilities access and to allow pedestrians and cyclists to comfortably share the path. The Contract for Stage 1 was tendered in April 2010 and construction will commence in 2010 – 2011.

### South Creek Bank Stabilisation

A section of South Creek upstream of Willandra Road required significant remediation to remove accumulated weeds and sediment, and stabilisation to minimise future sedimentation of the Creek and Narrabeen Lagoon. Detailed designs were finalised in July 2009 and construction took place from February to May 2010. The rehabilitated section of the creek has been constructed to withstand the flood flows in South Creek and maximise habitat value.

### Lagoon Creating a Sustainable Catchment Project

In 2007 the NSW Environmental Trust granted Pittwater Councils and ourselves a \$1.9 million grant to spend over three years on a catchment-wide sustainable living education program and on ground works for creek bank remediation and bush regeneration at Middle, Mullet and Nareen Creeks. This year we allocated funds to produce the Caring for our Catchment: the Story of Narrabeen Lagoon DVD. This fascinating DVD explores the natural beauty and cultural spirit of the Narrabeen Lagoon catchment and explains what is currently being done to protect this special area and what our community can do to help preserve the Lagoon's unique environment. It is available in our libraries and on our website. Major bush regeneration works are continuing across the Narrabeen Lagoon catchment in the Warringah and Pittwater areas including bush regeneration in the riparian zones of Middle Creek, Oxford Creek, Deep Creek, Nareen Creek and Mullet Creek.

### Ongoing programs

- Natural hazard management including floodplain management (flood studies, lagoon entrance management, flood storage control in Manly Dam), coastal management (planning, beach nourishment, coastal monitoring and research), and FloodSafe education in partnership with NSW State Emergency Services.
- Bushfire management program addressing asset protection zone works, hazard reduction works, environmental assessments to support hazard reduction and fire management access zones in co-operation with Warringah Pittwater Bush Fire Management Committee.
- Bush regeneration program of more than 30 separate projects encompassing over 120 separate active bush regeneration sites.
- Invasive species management (including control of European Red Foxes, cats and European Wild Rabbits) and noxious weed investigation, control and enforcement.
- Friends of the Bush Volunteer Bush Regeneration Program facilitated approximately 300 community volunteers, contributing approximately 7,500 bush regeneration hours.
- Community propagation nursery at Manly Dam.
- Management of over 100km of creek banks, Narrabeen Lagoon (with Pittwater Council), Dee Why Lagoon, Curl Curl Lagoon and Manly Lagoon (with Manly Council).
- Education for sustainability to improve environmental outcomes. Programs include 'Hilltop to Headland' environmental lectures and capacity building workshops to help schools, residents and communities live and work more sustainably and to reduce their environmental impact.
- Planning, implementation and maintenance of natural assets, including bushland reserves, tracks and trails, creeks and riparian zones, coastal lagoons and fringing habitat.
- Management of \$330 million of stormwater drainage assets, including over 15,000 stormwater pits and 440kms of stormwater pipes.
- Provision of expert natural hazard and environmental protection advice in relation to over 300 development applications annually.

# Parks, Reserves and Foreshores

## Strategic Contributions

Living Environment	p 38
Living Communities	p 48
Living Spaces	p 60
Living Enterprises	p 74
Living Organisation	p 80

# \$8.7m

Total expenses from continuing operation

## Fast Facts

- 1,553 Customer Requests attended to for sports fields, reserves and rock pools in 2009 – 2010
- 2,722 Customer Requests attended to for street and reserve trees in 2009 – 2010
- Over 16,506 bookings processed for reserves and sports fields in 2009 – 2010

## Key activities and programs

- Provide tactical planning and advice on the management of Council's parks, reserves and foreshores
- Asset management of 740 reserve sites and 54 sportsfields sites including 127 individual sportsfields and associated infrastructure
- Manage regional recreational facilities including Brookvale Oval, Manly Dam and Stony Range
- Asset management of 14km of beach and foreshore including six rock pools
- Manage street trees and reserve trees
- Manage reserve bookings
- Plans of Management under the NSW Local Government Act 1993

## Key Performance Indicators

KPI	Unit	Target	Actual	Indicator
Residents satisfied with walking trails and tracks	Mean score	6.74	6.65	
Residents satisfied with bike paths	Mean score	5.32	4.92	
Residents satisfied with management of street trees	Mean score	5.68	5.47	
Residents satisfied with maintenance of beaches and rock pools	Mean score	7.25	7.48	
Residents satisfied with Brookvale Oval	Mean score	5.85	5.89	
Residents satisfied with sporting fields and amenities	Mean score	6.50	6.76	
Residents satisfied with parks and recreation areas including playgrounds	Mean score	6.99	6.67	
Residents satisfied with managing the impact of visitors to the area	Mean score	6.19	6.33	

**John Fisher Park – Netball Courts**

The Manly Warringah Netball Association has over 4,800 members - making it the second largest netball association in the world. To accommodate this massive and growing sport, Warringah Council resurfaced 15 existing hard surface courts and provided an additional 10 new hard surface courts. Associated infrastructure included additional floodlighting, park furniture, a new district playground and planting of over 130 trees.

**Fisherman's Beach Boat Ramp Upgrade**

Boat ramp improvements costing \$250,000 in association with the NSW Maritime Authority contribution of \$120,000 were undertaken this year. Works included extension of the boat ramp and repair to the boat ramp surface. The pathway system was renewed and safety and notification signs placed at the entrance for the information of visitors.

**Dee Why Rock Pool Upgrade**

The Dee Why rock pool upgrade was completed during the September quarter. The project was partly funded from the Federal Economic Stimulus Plan and cost \$240,000. The pool is subject to extreme marine conditions including wave and tidal action. As a result of these conditions the pool deteriorated and repairs were required. Customer and community feedback especially from the local swimming club has been positive, appreciative of the short duration the pool was unavailable for use and of the improvements to the pool.



## Parks, Reserves and Foreshores

### Upgrade of Playgrounds

Playground upgrades have been completed at Borgnis Reserve, Davidson, Springvale Reserve, Frenchs Forest and Coreen Reserve, Terrey Hills. The play equipment has been installed to meet the relevant Australian Playground Standard and includes softfall safety surfacing and playground fencing to playgrounds located on major roads.

### Sportsfield Capital Assistance Grant

In October 2009, Council announced the successful grant recipients for the sporting club capital assistance program. Six Warringah sporting groups were awarded a share in Council's \$250,000 Sporting Club Capital Assistance Grants Program to develop community oriented local sporting and recreational facilities.

### Infrastructure Monitoring System

Completion of the second year of the Park Infrastructure Monitoring System has resulted in installation of the system at 26 sportsgrounds. User training has been held to enable sportsground users to access the floodlights via SMS messaging, this will minimise energy use and use by those without bookings. The system will help Council monitor water efficiency of sportsground irrigation systems.

### Beach nourishment

The Collaroy Narrabeen coastline received approximately 3,000 tonnes of sand in March 2010 to help mitigate the impacts of coastal erosion, as part of Warringah Council's beach nourishment program. The Program improves the general amenity and safety of the beach. Local development sites on old coastal dunes requiring excavation are the main source of sand for beach nourishment in Warringah. Over 50,000 tonnes of sand have been placed on Collaroy-Narrabeen Beach as part of Council's beach nourishment program since 1990.

### Grass Mowing Schedule

The decision by Council to increase mowing of road verges from 6 times to 8 times per annum resulted in a noticeable decrease in number of complaints from residents in this area.

### Ongoing programs

- 14kms of beaches and shoreline assets managed.
- 163 playgrounds, including 462 playground equipment items maintained (2009 – 2010).
- 2,276,349 million square metres of grass maintained (2009 – 2010).
- Five ocean rock pools cleaned and maintained on a weekly basis in summer and fortnightly in winter (2009 – 2010).
- 338 passive parks, 40 sportsground sites, including 73 sports fields and associated infrastructure maintained (2009 – 2010).
- Plans of management for open spaces developed and reviewed.





# Roads, Traffic and Waste

## Strategic Contributions

Living Environment	p 38
Living Communities	p 48
Living Spaces	p 60
Living Enterprises	p 74
Living Organisation	p 80

# \$30.7m

Total expenses from continuing operation

## Fast Facts

- 830m of footpath and 600m of kerb and gutter reconstructed
- Asset renewal programs replaced 3,300m of footpath
- 430m of concrete footpath, 132m of full width paved footpaths and 406m of kerb and gutter were completed (developer works associated with development applications)
- 2,103m of new footpath constructed
- New kerbside vegetation collection implemented in July 2009 significantly increased amount of vegetation collected by approximately 50% or 4,500 tonnes
- 17,548 sqm graffiti removed in 2009 – 2010, approximately equal to 3 NRL playing fields
- Development Engineering completed 747 Development Application referrals
- 31 subdivision certificates were assessed and issued, resulting in the creation of 84 residential lots
- 161 traffic items were considered by the Traffic Committee in 2009 - 2010

## Key activities and programs

- Strategic planning of the road network
- Implementing programs to maintain the condition of existing road infrastructure and to provide additional infrastructure (traffic facilities, bridges, signage, bus shelters, cycle ways and footpaths adjoining roads etc)
- Maintain the stormwater drainage system including clearing gross pollutant traps
- Local traffic management planning and installation of facilities
- Manage street lighting
- Provide domestic waste and recycling collection
- Provide commercial waste and recycling collection
- Public place cleaning and litter pick of 29 shopping centres, roads, beaches and reserves
- Graffiti Program

## Key Performance Indicators

KPI	Unit	Target	Actual	Indicator
Residents satisfied with provision of street lighting	Mean score	6.64	6.62	
Residents satisfied with bike paths	Mean score	5.32	4.92	
Residents satisfied with walking trails and tracks	Mean score	6.74	6.65	
Residents satisfied with bus shelters	Mean score	6.32	6.12	
Residents satisfied with maintenance of local roads	Mean score	5.94	6.08	
Residents satisfied with footpaths	Mean score	6.04	6.12	
Residents satisfied with provision of car parking	Mean score	5.60	5.73	
Residents satisfied with traffic management	Mean score	5.84	5.74	
Residents satisfied with household waste collection	Mean score	7.96	8.05	
Residents satisfied with household bulky items clean ups	Mean score	6.96	7.13	
Residents satisfied with cleaning of public areas	Mean score	6.57	6.54	
Residents satisfied with cleaning of streets	Mean score	6.64	6.65	
Kilos of waste produced per capita	kg	59.2	54.4	
% of recyclables going to landfill	%	52	56.6	
Average road pavement condition rating	-	8.4	8.3	

## Implementation of New Waste Services Contract

The new waste services contract was implemented during the September 2009 quarter. It includes a new fortnightly vegetation service with a new bin delivered to every house and increased recycling to be collected in the yellow lid bin. In addition, waste services now commence at 7am in response to residents preference for later starting times for these services.



## Roads, Traffic and Waste

### Freshwater Village

A total of \$2,950,000 was spent on revitalisation works at Freshwater Village. The revitalisation of Freshwater Village has delivered a more vibrant, active and safe public domain. It has beautified the street and provided a pedestrian friendly environment. The works have created a strong and clear streetscape identity to reinforce the village as the hub of the suburb.

Major improvements have included wider footpaths, new paving, new street furniture, devices to slow traffic, more trees and landscaping, improved access to off street parking, and opportunities for increased outdoor eating areas.

### E-waste

We successfully implemented a ban on the collection of e-waste with general cleanups from 1 January 2010 by delivering an education program to residents and through changed work practices by collection contractors. This also involved a free weekend collection held in consultation with Apple computers at Kimbriki in March 2010. The collection was visited by approximately 5,000 cars and resulted in approximately 220 tonnes of e-waste being collected for recycling. In the April – Jun 2010 quarter a permanent drop facility for recycling e-waste was established at Kimbriki where residents can drop off up to 5 items per visit free of charge.

### Better Pedestrian Access

During the year work began on a Warringah Neighbourhood Pedestrian Access and Mobility Plan (PAMP) to identify high pedestrian areas where facilities, such as footpaths, pram ramps and pedestrian facilities, are needed. PAMP will also take into account planning for public transport that meets the needs of present and future pedestrians in Warringah. The integration with other plans like the Warringah Bike Plan and Social Plan will also be considered.

## Ongoing programs

- 54,000 (approx.) weekly garbage and recycling collections.
- 100,000 (approx.) monthly green waste collections.
- General Cleanup provided to 54,000 premises twice yearly.
- 8,572km of street sweeping (2009 - 2010).
- 600 (approx.) street litter bins emptied daily.
- All beaches raked weekly in summer and monthly in winter.
- 6.5 million litres (approx.) of sullage are collected and disposed from private and Council properties.
- Graffiti removed weekly from all Council buildings and arterial roads as well as reactive removal of reported graffiti within 5 days on Council property.
- 27 shopping centres hand cleaned or swept on a daily or weekly basis.
- 68 reserves, sportsfields and playgrounds cleaned between one and seven days every week.
- Respond to over 600 calls for assistance after normal work hours each year.
- Provide role of Local Emergency Management Officer (LEMO) to Manly Warringah Pittwater Local Area Management Committee (MWP LEMC) and support the operation and function of this Committee in the planning, preparation, response and recovery from declared emergencies and disasters.
- 135 bus shelters washed and cleaned monthly.
- Over 490kms of local sealed roads and associated street signs, fencing posts, traffic facilities, footpaths and other furniture maintained (2009 - 2010).
- Support the operation and functions of the Warringah Traffic Committee and implement the Committee's decisions.
- Complete over 3,000 roads and drainage requests each year for footpaths, nature strips, stormwater drainage, Gross Pollutant Trap cleaning and road pavement.



## Strategic Planning

### Strategic Contributions

Living Environment	p 38
Living Communities	p 48
Living Spaces	p 60
Living Enterprises	p 74
Living Organisation	p 80





# \$2.3m

Total expenses from continuing operation

### Key activities and programs

- Provide strategic land use planning, urban design and associated disciplines
- Ensure that Federal and State Government planning initiatives are applied in a consistent manner to Warringah
- Prepare strategic planning advice, plans and documents that affect the urban environment and control the use and development of land
- Prepare and facilitate and/or provide advice on programmes and procedures to ensure community participation in land use development matters
- Communicate, analyse, respond to and/or implement any land use related initiatives of the State Government affecting Warringah
- Consider the impacts of new development on the environment and community and mechanisms for funding ways to address or minimise that impact
- Deliver advice and information to customers about technical and non technical planning and development related matters
- Management of receipt and quality checking of all planning and development related applications and certificates including web access

## Key Performance Indicators

KPI	Unit	Target	Actual	Indicator
Residents satisfied with management of commercial development	Mean score	5.33	5.24	
Residents satisfied with management of residential development	Mean score	5.42	5.42	
Average age of environmental planning instruments	Years	3	2	
% of development appeals where Council's decision is upheld	%	80	93	

### Talk of the Town

The NSW Government's Metropolitan Strategy and the draft North East Subregional Plan has set specific growth targets for Warringah, which means we need to plan for an additional 12,500 new jobs and 10,300 dwellings by 2031.

In addition to these growth targets, we recognise that Warringah's demographics are changing – Warringah's population is ageing, its younger adult population is in decline, and the average household size has decreased to 2.58 people per dwelling. This means that the type of housing people want for themselves and their families is also changing.

To meet the new growth targets and changing needs of our community we started work on a new Housing Strategy for Warringah during the 2009 – 2010 financial year, which we expect to complete in 2012. An essential part of this process was to ensure our community had a say in determining their future so we developed a Housing Strategy Engagement Plan, which included:

- Stage 1: Initial awareness, background and information sharing
- Stage 2: Talk of the Town – engage community to develop Preferred Directions.
- Stage 3: Gain feedback from community on Housing Directions Paper
- Stage 4: Public exhibition of Draft Housing Strategy

Stage 1 and 2 were completed during the 2009 – 2010 financial year. Stage 2 was particularly important and was the major piece of community engagement that we undertook during the year.

Warringah's Housing Future 'Talk of the Town' Community Summit was held on Sunday 23 May 2010 at the Dee Why RSL and was attended by 440 residents and ratepayers as well as local councillors, local Members of Parliament, representatives from the Department of Planning and other observers from other local authorities.



## Strategic Planning

The aim of the event was to invite members of our community to discuss preferred housing options for Warringah's future – participants were randomly selected to ensure a representative sample of Warringah's current demographics. Participants were seated at tables of up to ten plus an independent facilitator discussing key issues and questions on Warringah's Housing Future before voting individually with keypad technology. There were also other opportunities for participants to have their say including an 'Opinions Wall', individual and group sticker sessions and notes taken by facilitators.

MC James O'Loughlin added a fun element to the day by keeping the day interesting and participants engaged as well as facilitating a discussion amongst a panel of experts.

Findings from the Talk of the Town are summarised below and will help inform our Housing Strategy. Over the next two financial years we will be working on Stage 3 and 4 of our Housing Strategy Engagement Plan so we can finalise our Housing Strategy in 2012.

### Keypad Voting

We used innovative keypad technology for participants to vote on a variety of questions, issues and topics, with the results of voting displayed on screens in real time. This allowed participants to see how their preferred housing options compared with those of their fellow community participants.

### Keypad Voting Results on 'Your Values' Session

Participants were asked to vote on what they value about living in Warringah and what are the positive and negative outcomes of additional population growth. The results are as follows.

Your top value on living in Warringah	Voting Results
A beautiful natural environment with access to both the beach and the bush	77%
Safe and well maintained outdoor spaces, that are accessible to everyone	8%
A sense of community, where people care and support each other	7%
Character of housing	3%
Ease of getting around	2%
Other	2%
A strong local economy	1%

Best thing about population growth	Voting Results
None	29%
Allows for improvements to the road network and public transport	17%
Results in greater community diversity	14%
Results in a stronger local economy	13%
Allows for the provision of better infrastructure (excluding roads or public transport)	12%
Increase property prices	7%
Allows for the provision of more community facilities	7%
Other	1%

Worst thing about population Ggrowth	Voting Results
Results in more traffic congestion	37%
Adversely impacts on existing local character	19%
Results in loss of green space	15%
Increased pressure on infrastructure (water/ sewerage/waste/electricity)	14%
Places a greater strain on public transport	7%
Places a greater strain on health and education services	7%
None	2%
Other	1%

Keypad Voting Results on 'Where should the dwellings go?'

To meet the housing target should development be allowed in non-urban areas?	Voting Results
Yes	45%
No	45%
Unsure	9%

To meet the housing target should Council allow dual occupancy development throughout Warringah?	Voting Results
Yes	72%
No	22%
Unsure	6%

The Metro Strategy aims to focus residential development with centres and corridors, which have access to public transport and local services. Do you support this?	Voting Results
Yes	75%
No	17%
Unsure	8%

Keypad voting results on the 'Overall Rating of Centres (based on %) suitable for accommodating further growth' are as follows:

Manly Vale, Pittwater Road	48%
Narrabeena, McIntosh Street	40%
Terrey Hills, Booralie Road	37%
Frenchs Forest, Forest Way & Bantry Bay Rd	29%
Collaroy Plateau, Veterans Parade	23%
Collaroy, Pittwater Road	22%
Forestville, Starkey Street	22%
Dee Why, The Strand	21%
Narrabeen, Waterloo St	20%
Glenrose, Glen Street	13%
Narrabeen, Devitt St	9%
Freshwater, Lawrence Street	8%

Keypad voting results on the 'Overall Rating of Centres (based on %) unsuitable for accommodating further growth' are as follows:

Freshwater, Lawrence Street	61%
Dee Why, The Strand	47%
Glenrose, Glen Street	21%
Forestville, Starkey Street	18%
Terrey Hills, Booralie Road	18%
Collaroy Plateau, Veterans Parade	17%
Frenchs Forest, Forest Way & Bantry Bay Rd	15%
Collaroy, Pittwater Road	13%
Manly Vale, Pittwater Road	12%
Narrabeen, Waterloo St	10%
Narrabeen, Devitt St	10%
Narrabeena, McIntosh Street	10%

### Results of Sticker Session 2

Participants were given the opportunity to place three stickers on a Warringah LGA map on areas they do not want additional dwellings. This was an opportunity for participants to 'Turn off' specific localities.

The top four areas identified as 'no go' areas for further development in Sticker Session 2 are as follows (in order of preference):

1. Dee Why Strand and Dee Why Town Centre
2. Narrabeen
3. Collaroy
4. Freshwater



## Strategic Planning

These results clearly show that the majority of participants see the coastal areas of Warringah as already having enough development and would prefer to see the additional dwellings accommodated away from the coast.

Housing Type Preference – I would prefer;	Voting Results
To live further away from shops, public transport and employment to live in a larger house or on a larger property	61%
To live in an apartment if it means I could live closer to shops, public transport and employment	39%

Density - To meet the housing target I would prefer;	
Medium density development	66%
Low density development (including dual occupancy)	26%
High density development	8%

Location - To meet the housing target I would prefer the majority of new dwellings to be located in;	
Non-urban areas	27%
Existing urban areas	25%
A limited number of existing centres	48%

Affordable Housing	
Affordable housing should comply with the same controls as all other residential developments.	73%
Affordable housing should be provided even if incentives such as additional floor space or increased height need to be provided.	27%

### Results of Sticker Session 3

The third Sticker session was based on tables reaching consensus. Each table was given 10 stickers, each representing 1000 dwellings. They were asked, as a table, to reach consensus and to place the stickers on a map of the Warringah LGA where they think the additional 10,300 dwelling should be accommodated.

The initial analysis shows the top 5 centres and non urban land areas identified to accommodate additional dwellings as:

1. Narraweena
2. Manly Vale
3. Forestville
4. Frenchs Forest
5. Terrey Hills (Non Urban Area)

### Evaluation

The format of the Talk of the Town event was designed to meet the objectives of the IAP2 participation spectrum, actively informing and involving residents in determining the best way to manage the complex issues associated with growth in the Warringah.

380 evaluation forms were completed and analysed from the day.

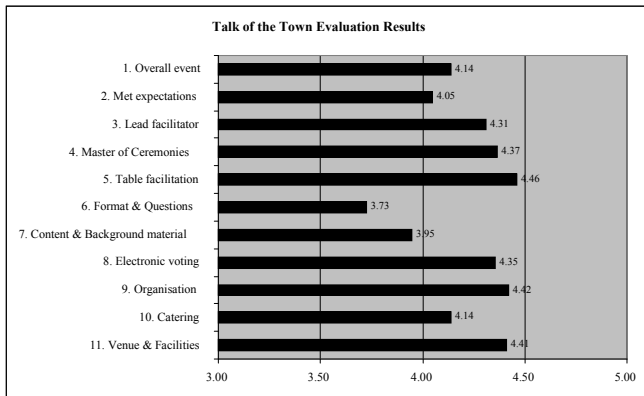
Overall the event was scored highly with many positive comments:

- Many people commented that they liked being given the opportunity to be involved;
- Good facilitators and table discussion. Table facilitation scored the highest with 4.5/ 5;
- Good mix of people;
- Well run and enjoyable; and
- Liked instant feedback via voting.

Most of the suggested improvements were in relation to:

- The questions. Some felt they were a bit biased and not well worded / explained;
- Not enough discussion on other associated issues eg Transport, infrastructure etc;
- The opportunity to challenge the housing targets;
- More background information / explanation before voting; and
- Tables a bit crowded, not in two rooms, not with backs to stage.

The following table demonstrates participants had a very high level of satisfaction with all aspects of the day. Participants were asked to rate on a scale of 1 ('Very Dissatisfied') to 5 ('Very Satisfied') on various elements of the event. The graph is only shown from 3 to 5 as the lowest score is 3.73.



The keypad voting results for the overall event are as follows:

How would you rate the day overall?	Voting Results
Excellent	25%
Very Good	45%
Good	24%
Fair	4%
Poor	1%

Would you consider participating in a similar event again?	Voting Results
Very likely	63%
Likely	30%
Undecided	5%
Unlikely	1%
Highly unlikely	1%

Subsequently arising from the Talk of the Town, the Lead Facilitator has been asked to meet with the Department of Planning to discuss how the process was designed and managed, as departmental officers attending have commended the event and the even handed, open, accountable and well managed approach that was taken on the day. The facilitator advised the Department of Planning that this was largely due to our commitment to a fair and transparent process and a willingness to pursue the details in order to ensure that the day was a success.

### E-Services – Local Environmental Plan and Development Control Plan.

The Local Environmental Plan (LEP) is the principal legal document for guiding and controlling development at the local government level. LEPs provide what activities may be carried out and where they may be carried out through zoning and development standards. LEPs are prepared by councils and approved by the Minister for Planning. The process to prepare a LEP is governed by the Environmental Planning and Assessment Act 1979 (EP&A Act).

In March 2006 the NSW Government introduced the 'Standard Instrument' or 'LEP template' which established a common structure and language for LEPs. All councils in NSW have been directed by the NSW Government to prepare a new LEP for their respective local government areas and these must be prepared in accordance with the standard format.

We reached an advanced stage in the preparation of its Standard Instrument LEP. Between October and December 2009 the draft LEP was publicly exhibited and public information forums undertaken both during week days (after business hours) and on weekends at local shopping centres and markets. After consideration of over 300 submissions, in June 2010, we adopted the final draft LEP and forwarded this to the Department of Planning requesting that the Minister make the plan. After its publication by the Minister the new LEP will apply to all land located in Warringah.

Over the past year we have developed a new e-planning website that allows the general public to access a range of services and information online, including development applications and planning documents.

One of the most beneficial e-planning tools that we have developed allows users to easily determine which relevant planning rules apply to their specific property. These can then be further refined when a specific development type is selected. Users of the system can also view planning maps and attributes which apply to particular properties within the LGA.

During the exhibition of the draft LEP and DCP we took advantage of this new software to allow the public to make and view submissions online against individual clauses of the draft documents. We believe that the particular methodology used for the making and viewing of submissions was an industry first for NSW and probably Australia.

We are working to further fine-tune and enhance the online e-planning portal to provide an even better user experience.

# Warringah Aquatic Centre

## Strategic Contributions

Living Environment	p 38
Living Communities	p 48
Living Spaces	p 60
Living Enterprises	p 74
Living Organisation	p 80

# \$3.4m

Total expenses from continuing operation




## Fast Facts

- A total of 314,763 people attended the WAC during the financial year, including 147,733 casual swimmers and 135,364 people participating in structured classes (eg learn to swim, aquarobics, swimfit, and pilates)
- Warringah Aquatic Centre hosted 50 swimming carnivals, involving 19,286 participants

## Key activities and programs

- Provide learn to swim programs
- Provide elite coaching programs
- Provide water safety programs
- Provide water and land based fitness programs
- Provide casual recreational aquatic activities
- Asset management of the facility

## Key Performance Indicators

KPI	Unit	Target	Actual	Indicator
Residents satisfied with Warringah Aquatic Centre	Mean score	7.01	7.23	
Expense recovery from Centre operations	%	89	88	
Total Attendances of WAC	No.	331,197	314,763	

### 30th birthday – free family event

The Warringah Aquatic Centre (WAC) turned 30 on Sunday 8 November 2009. To celebrate the community was invited to enjoy a free family day event, which included water-based activities for kids (an aqua disco and jumping castle) and adults (aquaerobics and adult swim fitness). When the toddlers became tired of all the fun, the WAC crèche was available to give them (and their parents) a well earned break. A sausage sizzle was provided by the Lions Club with all funds raised being donated to the Samuel Morris Foundation.

The day also featured the inauguration of the Honour Board for Life Members of the Warringah Amateur Swimming Association and the introduction of a new category for "Officials" for the Warringah Aquatic Centre Hall Of Fame. The new category was to formally recognise those officials who have contributed outstanding service to the local swimming community.

Originally built in 1979, the WAC was hailed as the largest indoor-outdoor public aquatic centre in Australia – and the only recreational facility that could provide a suitable venue for international, national, state or local competitive aquatic events.

At the time, it was the only heated 50 metre pool in the country. The concept for the indoor pool complex was to provide an opportunity for families to swim together all year round in excellent conditions. We are proud that the WAC continues to provide families with an enjoyable and safe playground that offers our community a variety of leisure and recreational pursuits.



## Warringah Aquatic Centre

### Five star safety ratings

This year the WAC became one of only 20 facilities in NSW to be awarded the new Five Star Water Safety Partner Venue Accreditation by the Royal Life Saving Society – Australia. This accreditation is subject to stringent Royal Life Saving safety benchmarks.

The new rating initiatives recognises facilities that meet the highest safety standards, which gives communities and in particular schools a clear picture of the safest venues available.

Each year thousands of students from more than 43 schools use the Warringah Aquatic Centre for a variety of events including carnivals, learn to swim, water polo and lifesaving activities – it is essential therefore that we provide a venue with the highest possible safety rating.

To be accredited our aquatic facility underwent an extensive safety audit and needed to attain 100% compliance with over 40 key areas, including:

- Lifeguard qualifications
- Training and supervision ratios
- First aid equipment
- Water quality
- Learn to swim programs
- Signage
- Hire agreement protocols
- Administrative systems

The new rating system has been developed in response to Department of Education guidelines to assist schools better identify safe aquatic venues.

### An environmentally sustainable WAC

In November 2009 the WAC installed a backwash recycling plant which was funded by a Federal Government Infrastructure Grant. This will save the WAC about 3 million litres of water annually. This is another major step in our ongoing strategy of reducing water consumption. Over the past six years, water usage has been reduced by 69%. This new initiative will potentially reduce this usage by a further 17%.

The WAC was the runner up in the state wide “Sustainable Cities Award” for Water Conservation and the winner of the Rotary Club Community Environmental Award.

In the past ten years the WAC has implemented a number of measures that have reduced energy consumption by 49%. In 2009 the WAC participated in an Energy Performance Contract which has seen a further reduction in energy usage of 15% during the financial year.



## Corporate Support Services

Warringah Council

### Strategic Contributions

Living Environment	p 38
Living Communities	p 48
Living Spaces	p 60
Living Enterprises	p 74
Living Organisation	p 80

# \$17.1m

Total expenses from continuing operation






### Fast Facts

- We spent \$1,226,949 on reactive maintenance to buildings in 2009 – 2010
- 3,966 tasks were raised and carried out in relation to buildings
- The Customer Support Service Centre is our primary point of contact for customers. In 2009 – 2010 we answered 138,207 calls, handled 45,608 enquiries over the counter and replied to 24,908 letters and emails

### Key activities and programs

- Provide in-house legal advice and management of legal costs
- Develop, maintain and support Council's computing applications
- Records management and information access service
- Operate a customer service call centre, a service counter facility and promote and inform customers on the business, services and programs of Council
- Strategic advice and support for procurement and contracting, purchasing and management of plant and equipment
- Media liaison and promotion of Council services and activities
- Acquisition, disposal, leasing and licensing of Council land and buildings, administration of Council's statutory property responsibilities and facilities management
- Strategic and operational Human Resource management, measurement and reporting
- Occupational health, safety and welfare, public liability and organisational insurance
- Financial management and levying and collection of rates and charges
- Internal auditing of Council's functions
- Facilitation and management of Business Excellence across Council

### Key Performance Indicators

KPI	Unit	Target	Actual	Indicator
Residents satisfied with condition of public toilets	Mean score	4.88	4.86	
Residents satisfied with community centres	Mean score	6.76	6.80	
% of customer enquiries resolved on first contact	%	80	94	
% of calls answered within 30 seconds	No.	80	76	
No. of visits to Council's website	No.	588,563	690,905	

#### Reduced carbon emissions and energy savings

Overall electricity consumption across all our facilities is 1% lower than 2008 – 2009. This reflects continued investment since 2006 in improving the energy efficiency of our assets.

This year solar panels were installed on Manly Vale Community Centre, Brookvale Childcare Centre and Cromer Community Centre. Seven buildings are now powered by solar energy. The additional solar panels are expected to provide savings of \$3,500 per year and significantly reduce each building's dependence on non-renewable energy.

The program of replacing older light fittings with modern energy efficient fittings continued. This also included the installation of a digital thermostat at Belrose Library to improve the efficiency of heating and cooling.

We entered into a new electricity supply contract commencing 1st July 2010 that will provide savings of \$221,000 over two and half years. Some of the savings will be reinvested into purchasing 25% Green Power generated from wind farms for eight of our largest sites. Sites receiving Green Power include the Civic Centre, Dee Why, Cromer Depot and Administration buildings and Warringah Aquatic Centre. This decision will reduce our carbon emissions by 2,548 tonnes per annum.

Significant reduction in carbon emissions was also achieved in the operation of the light vehicle fleet - decreased by 79 tonnes. The improved performance is a result of purchasing smaller more fuel efficient vehicles and reducing by 12 the number of vehicles in the fleet.

#### Brookvale Oval

We continued to consult the community on the future of Brookvale Oval. During the year different ideas and possibilities for the Oval and the Park were explored through Brekkie at Brookie, information stalls at Warringah Mall and an online discussion forum where participants could identify their preference for the future of this facility.





## Corporate Support Services

### Upgrading of community centres and public amenities

Over \$1.5 million has been invested in improving the appearance and conditions of public amenities in Warringah. Works were completed at facilities in Winbourne Road (Brookvale), Allambie Heights Oval, Forestville Memorial Hall and Senior Citizens Centre, St Davids Avenue (Dee Why), Wyatt Reserve, Collaroy Plateau Youth and Community Centre, Cromer Community Centre, Belrose Community Centre and Terrey Hills Community Centre.

The improvements included design changes to improve safety, auto-closing and locking of doors, energy efficient and vandal-proof fittings, improved ventilation and lighting and new disabled amenities (where feasible).

Work continued on upgrading our portfolio of community centres. During 2009 – 2010 works were conducted on a number of sites to improve amenity and upgrade them to meet current Australian standards for venue hire. Major works were also conducted at Cromer Community Centre, Collaroy Youth and Community Centre and Belrose Community Centre.

### Procurement online

An electronic tendering system has been introduced to improve transparency and accountability of our procurement process.

The system provides greater access to potential suppliers at reduced advertising, printing and administration costs. Some 21 tenders and 105 quotations were issued using the new system.

This has been complimented by a new procurement website. The site assists local businesses and other suppliers wishing to work for Council by providing details of current and future contracts, tips on how to successfully win a contract and business ethics in dealing with Warringah. Increasing competition amongst suppliers ensures we achieve better value for money for our community.

### Server Virtualisation

The implementation of Server Virtualisation for the IT servers in the Civic Centre data centre was completed on 24 April 2010. The project involved migrating 47 physical servers to 6 virtual servers and resulted in:

1. Savings of \$3.3m over 15 years in leasing costs
2. Savings of \$25,000 per annum in hardware maintenance
3. Savings of \$23,000 per annum in electricity
4. Reduced server setup time from 2 days to 2 hours
5. Reduced greenhouse emissions by 185,118 Kwh per annum
6. Reduced physical space of server room by ¼

### Planning for Business Continuity

We have commenced a business continuity program to provide a sound platform from which to recover from any incident or event that may impact on our ability to deliver services to the community. By 30 June first draft business continuity plans were in place for 80% of Council's critical business functions. The remainder of these plans will be completed during 2010.

A diesel generator was also installed at the Civic Centre, Dee Why. This will ensure that during power outages we can continue to operate and deliver services to our community.

### Service achievements

In 2009 – 2010 we answered 94% of all calls received ie there was a drop out rate of 6% and of these 77% were answered within 30 seconds, which is slightly below our target of 80%. Quality based standards were maintained to improve the accuracy of information and action requests supplied to our internal business service areas. An accuracy rate of 98% was achieved resulting in greater efficiency as it removed the need for unnecessary checking. This exceeded our target of 90%.

94% of customer enquiries were answered without the need to refer the customer to another officer in Council. This exceeded our target of 90%.

### Benchmarking Customer Service

Customer Service participates in an industry based survey conducted by the National Local Government Customer Service Network Inc. This survey benchmarks our service standards against other Councils across Australia and Warringah was recognised as one of the top performers in the areas of service delivery and quality.

### Excellence in Occupational Health and Safety

In June 2010 we were audited by WorkCover as part of the renewal of our self insurer licence. Self insurer status enables us to meet all workers compensation claims directly, without engaging an insurer. The cost savings we achieve are around \$1 million per year as a consequence of holding the self insurer's licence.

The audit considered the quality of our safety systems to ensure that we meet the standards needed for the licence. The audit was successful and our three year licence has been renewed.

### Employee Pulse survey

In 2009 – 2010 we conducted an employee opinion survey. Some 600 staff participated providing feedback on issues covering trust, role clarity, resourcing, expressing opinions, sharing knowledge, improvement, and being listened to. Between 60% and 80% of staff agreeing or strongly agreeing that within their team they are valued, trusted, resourced and listened to. The results show that the work environment and teams within Council are functional. The survey also identified areas for improvement that will inform ongoing efforts to support leadership that drives a culture of innovation and accountability.

### New employment guide and employee benefits booklet

During the year we released a new Employment Guide and Employee Benefits booklet, together these documents provide prospective employees an overview of Warringah and helpful hints on how to prepare and submit their job application. The Employee Benefits booklet also provides more detail on the specific benefits offered to successful applicants as part of their conditions of employment.

### Wellness program

Our wellness program entered its third year of implementation. The program aims to provide a working environment that promotes and supports the wellbeing of staff and to encourage staff into regular activity that improves their overall fitness. Staff participation in wellness activities improved significantly during the period, coupled with a reduction in sick leave utilisation.

The wellness program subsidises healthy activities staff undertake as well as providing information to staff around health and wellbeing. During the year a modest gym for staff was also created and we purchased four bicycles for staff to use to travel between sites.

### Ongoing programs

To meet the needs our community's we supply a large fleet of buildings of varying size, location and function. Some of these include:

- 67 amenities,
- 10 Surf Life Saving Clubs,
- 5 Swimming Clubs,
- 8 Rural Fire Service sites,
- 46 Community Buildings (comprising Childcare Centres, Community Centres, ECHC's, Libraries and Scout Halls),
- 48 sporting sites (comprising Tennis, Rugby Union, Rugby League, Football, Golf, Baseball, Softball and others).

In addition, we managed 204 leases and licences relating to usage of Council buildings.



## Good Governance

### Strategic Contributions

Living Environment	p 38
Living Communities	p 48
Living Spaces	p 60
Living Enterprises	p 74
Living Organisation	p 80

# \$6.9m

Total expenses from continuing operation

### Fast Facts

- 1,010 submissions made to our Draft Strategic Community Plan 2010
- 432 Council Resolutions
- 215 Ordinary Council Reports and 25 Confidential Council Reports (not including Notices of Motion, Questions on Notice and Recession Motions)
- 102 requests to address Council
- 19 Council meetings held and webcast, including three extraordinary Council meetings
- Three Council meetings held at locations away from the Civic Centre

### Key activities and programs

- Strategic advice and support to the Executive Management Team and Council
- Strategic environmental, economic, social and recreational planning
- Strategic and corporate planning, measurement, reporting and support
- Community engagement – delivery, coordination and advice
- Policy research, development and advice – strategic and corporate
- Advice, policy and systems that support the good governance of Council
- Manage a complaints service for the Warringah Community
- Develop and implement corruption prevention strategies
- Process, procedural and policy review to support good governance

### Key Performance Indicators

KPI	Unit	Target	Actual	Indicator
Residents satisfied with managing the impact of visitors to the area	Mean score	6.19	6.33	
Residents satisfied with encouragement of local industry and business	Mean score	6.25	6.16	
Compliance with statutory reporting requirements	%	100	100	
% of formal complaints managed according to set timeframes and in accordance with guidelines	%	90	100	

### Strategic Community Plan 2010

On 23 March Council adopted the Draft Strategic Community Plan 2010. The Draft Plan was exhibited from 24 March to 14 May, supported by four community meetings and a Community Plan Hearing, as well as online information and a Summary Brochure delivered to all households. We received 1,010 submissions during this period, which is a fantastic result.

As part of the consultation process, we discussed openly and honestly with our community issues surrounding our long term financial sustainability and also future service levels – we asked residents to rate 14 services along a continuum from retain to support to indicate which services they would prefer to reduce in the future if we were forced to reassess existing service levels to remain financially healthy. Results from this survey are one way of gathering feedback from our community to help inform future decision making.

In its meeting on 22 June, Council considered the submissions and adopted the final Strategic Community Plan 2010.

### Community Engagement

Early March, we launched our first online discussion forum allowing the community to have its say about key issues in the local area. [www.yoursaywarringah.com.au](http://www.yoursaywarringah.com.au) is a dedicated community consultation website which allows us to post discussions, detailed plans and surveys and seek input and feedback from our community and residents. In 2009 – 2010 discussion topics included Warringah’s Housing Future, Brookvale Oval and our Strategic Community Plan 2010.

We also undertook new and innovative ways of engaging our community throughout the year. You can learn more about outcomes from the Community Summit on Warringah’s future on pages 143 to 147 and our Brekkie at Brookie on page 153. These consultation processes will continue with workshops, stakeholder meetings and further discussion on [www.yoursaywarringah.com.au](http://www.yoursaywarringah.com.au).



## Good Governance

### Economic Development Program: Seminar Series

A free seminar series hosted through a partnership between NSW Industry and Investment, Warringah and Pittwater Councils and local Chambers began during the year. The seminar series has been developed to help support the longer term prosperity, employment growth and overall success of the business community. The seminar series is an important initiative and part of the overall economic development support to local business future partnered economic development programs.

On 1 June the seminar Creative Thinking: The Microbiz Edge for Profit and Productivity was held at Dee Why Master Builders Club. The seminar attracted 87 micro businesses and was packed with practical tips on how to better plan work, increase productivity and regain work life balance. The micro business sector is one of the fastest growing in the NSW economy, making up 88% of the State's small businesses. Within the SHOROC Region home working has been found to be over 50% higher than the Sydney average.

The Young Entrepreneur Stepping-up Program which began on the 15th of June 2010 is a six-week partnered program for local business owners aged between 18 and 35. The program provides the opportunity to acquire new skills, develop growth plans and strategies for 16 young business owners. Networking with group learning is included and each participant will have a business mentor to act as a sounding board to help face the many challenges that today's highly competitive and rapidly changing global marketplace presents.

### National Climate Change Forum

In February the Mayor attended the Federal Government's 'National Climate Change Forum' in Adelaide. The Forum was attended by over 200 senior coastal decision-makers along with community and business leaders, research organisations, the Federal and State Government and Local Government representatives who are affected by coastal climate change impacts - as identified by the Department of Climate Change 2009 report Climate Change Risks to Australia's Coast: A first pass national assessment.

Delegates at the forum discussed the challenges of preparing Australia's coastal communities to manage the risks of climate change impacts, such as the potential risks to communities, industry and ecosystems in the coastal zone, as well as planning for coastal urban growth, planning responses to coastal climate change scenarios and what Australia can learn from international better practice.

### Ongoing programs

- Shared funding of the Northern Sydney Aboriginal Heritage Office and Northern Sydney Aboriginal Social Plan.

