

Annual Report

2020/21



northern
beaches
council

Acknowledgement of Country

We acknowledge the traditional owners of this land and elders past, present and future. We recognise Aboriginal people as the original custodians of the Northern Beaches.



Northern Beaches Council

Regular opening hours are 8:30am to 5pm Monday to Friday.

Dee Why

725 Pittwater Road
Dee Why, NSW. 2099

Mona Vale

Village Park, 1 Park Street
Mona Vale, NSW. 2103

Manly

1 Belgrave Street
Manly, NSW. 2095

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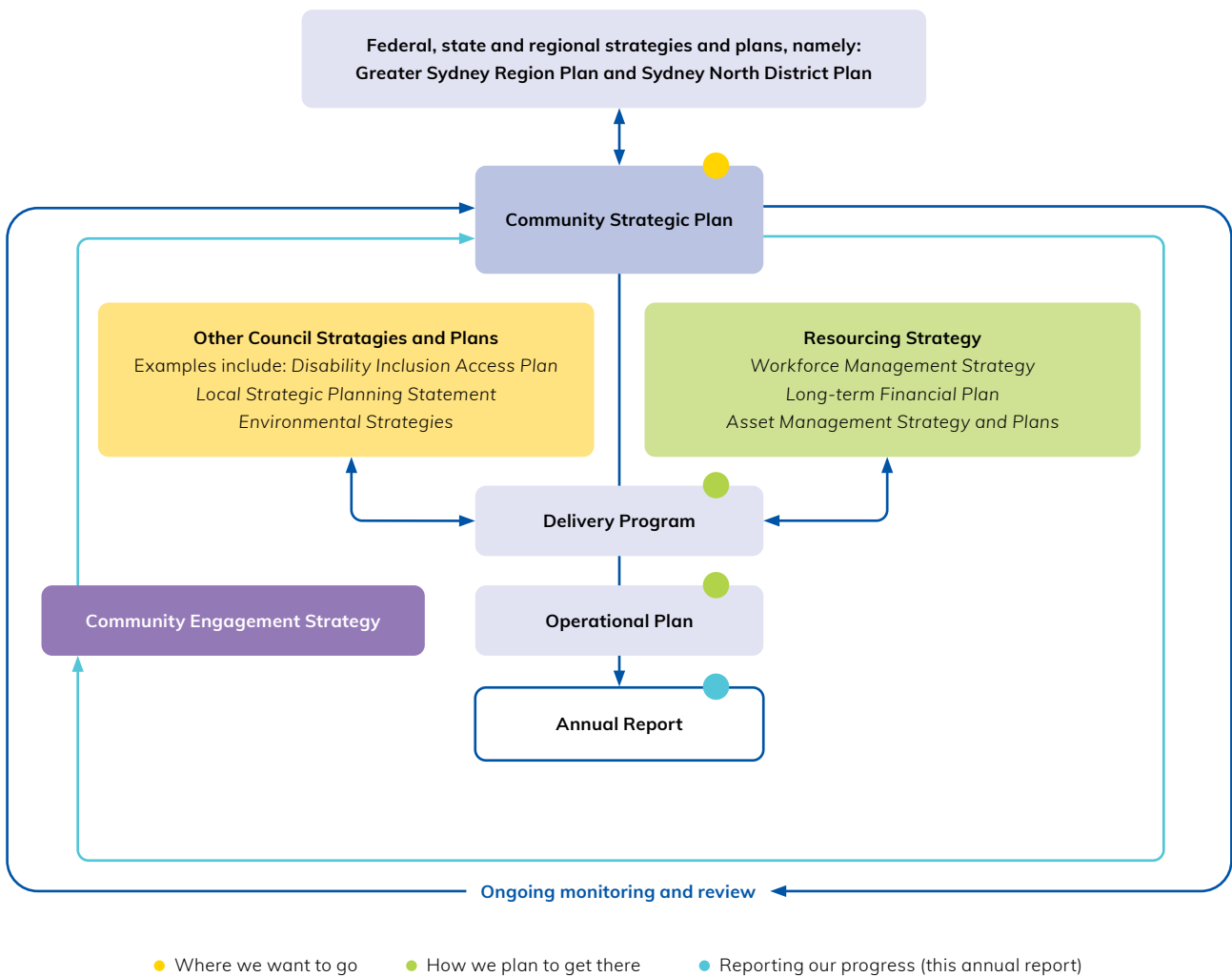
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About this report

Welcome to Council's annual report for the 2021/21 financial year. This document reports on the principal activities undertaken by Council to meet the goals of the community strategic plan during the last year.

The annual report is an important part of Council's legislated planning and reporting framework as shown in Figure 1.

Figure 1
Integrated planning and reporting framework



Community engagement

Community engagement is an essential part of good governance at Northern Beaches Council. It helps us make better decisions, which leads to better outcomes for our community.

The engagement for the draft delivery program and budget was planned, implemented and reported in accordance with Council's Community Engagement Matrix.

Due to the emergence of the COVID-19 pandemic in early 2020, our approach was adapted to meet the changing needs of our community.

A project page was established on our Your Say website with information provided in an open, inclusive and accessible format. This included:

- a breakdown of 12 local areas into summary snapshots
- four factsheets (COVID response, footpath and road re-sheeting projects, efficiency savings and 'your dollars at work')
- video presentations covering the budget, capital works and environmental projects
- three online stakeholder meetings.

The public exhibition was promoted through our regular email newsletter and social media channels to ensure our community was aware of the opportunity to have their say.

This resulted in over 25,000 visitors to the online project page including close to 4,000 video views.

Feedback was captured through an online submission form embedded into the project page. 2,273 submissions were received in total from our community. Staff consolidated all feedback into a community engagement report and assessed ways to incorporate findings into the final program.

The program and budget were both adopted by the representative Council in June 2020.

In addition, we engaged on a total of 120 projects and received over 20,000 responses from our community during the 2020/21 financial year.

Significant projects included:

- Rates Harmonisation
- Northern Beaches Local Housing Strategy
- Better Together: Social Sustainability Strategy 2040
- Wakehurst Parkway Flood Mitigation
- Destination Northern Beaches
- My Place: Avalon
- Long Reef and Mona Vale Surf Club redevelopments

Listening and responding to what our community and stakeholders have to say is all part of our commitment to putting you at the centre of everything we do at Northern Beaches Council.

Our community's vision

Northern Beaches - a safe, inclusive and connected community that lives in balance with our extraordinary coastal and bushland environment.

Our values

Trust

being open brings
out our best

Service

we care as custodians
for the community

Integrity

we are proud of doing
what we say

Respect

valuing everyone is how
we make a difference

Teamwork

working together
delivers

Leadership

everyone has a
leading role

Spit Bridge



A wide-angle photograph of a calm body of water at sunset. The sky is a uniform, warm orange-gold color. In the distance, a dark silhouette of a tree-lined shore is visible. In the middle ground, two people are swimming in the water, their heads and shoulders above the surface. A small wave with white foam is breaking in the foreground. The overall mood is peaceful and reflective.

Year in review



Message from the Chief Executive Officer



This year presented us with plenty of challenges to test our community's resilience and demonstrate our adaptability.

In late 2020, just when we felt we were recovering from the pandemic, a COVID outbreak on the Beaches put us back in a local lockdown. In what could only be described as a gold star performance, the community pulled together, followed the health orders and came out on top, setting the standard for community spirit and cooperation during tough times.

Despite the challenges, Council continued to work through our delivery program with \$73.9m of capital works completed. This included renovations at Frenchs Forest showground, upgrades at Dunbar Park and Collaroy Plateau Park playgrounds and an award-winning upgrade to the tidal pool at Little Manly. The first stage of restorations at Currawong were completed, including the Blue Tongue, Kookaburra and Goanna holiday cabins, the games room and landscaping. The boat ramp at Bilarong Reserve, North Narrabeen was upgraded, 19km of road resurfaced, 8.2km of new footpaths constructed as well as a number of shared paths and end of trip facilities, to make getting around easier.

We continued our work towards a carbon-neutral future, installing a solar system on the Andrew Boy Charlton Aquatic Centre and continued installing low-energy street lighting across the network.

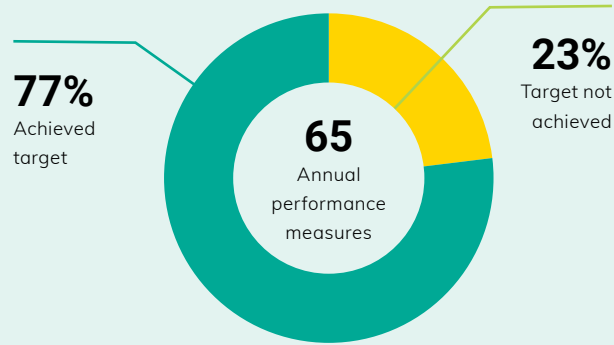
The year also had some fantastic highlights. Partnering with the World Surf League (WSL) we hosted the Rip Curl Narrabeen Classic in April. The event saw some of the world's best surfers compete in the championship tour event. The popular Taste of the Beaches event was held in a new format, partnering with local businesses to support them in recovery and attracting over 15,000 people to a series of events held over the month of May.

Just as this annual report was being prepared, we are again locked down in a Sydney-wide effort to stop the spread of COVID-19 Delta variant. Again, this community will set the standard for meeting State government restrictions and pull through.

I want to take this opportunity to extend my thanks to the outgoing Council of 2017-2021. You leave a strong legacy as the first elected representatives of the Northern Beaches Council. Your steady leadership has steered Council through the challenges of amalgamation, maintaining and enhancing services and creating a resilient organisation able to support the community through any eventuality.

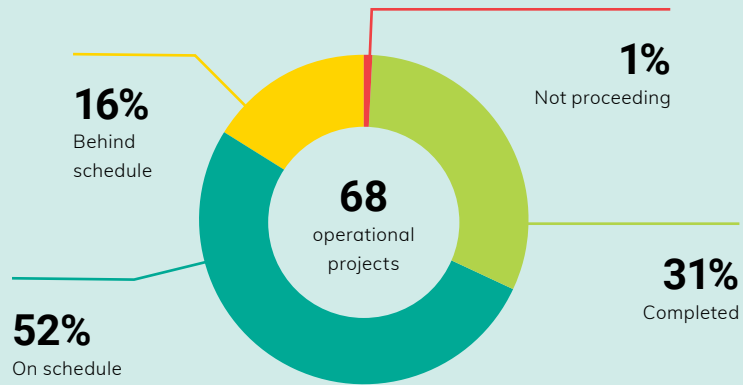
Ray Brownlee PSM
Chief Executive Officer

Annual performance measures



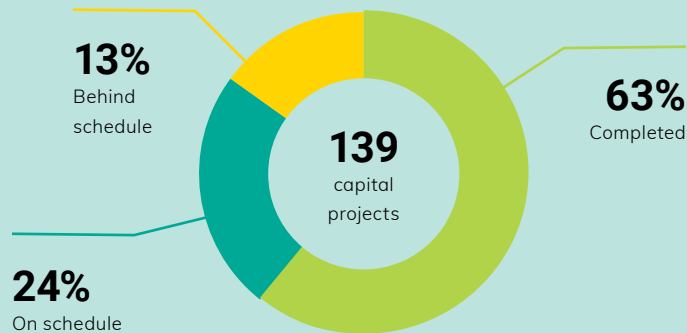
Operational projects

84%
completed or progressing
on schedule - **Target 80%**



Capital projects

86%
completed or progressing
on schedule - **Target 80%**



Resilience and emergency management

Northern Beaches Council has a significant role under the emergency management framework in NSW.

Major activities

- Development of the COVID-19 Summer Action Plan for Public Open Spaces and COVID-19 Evacuation Supplement.
- Finalising the Local Emergency Management Plan, which was signed off by the NSW Police Assistant Commissioner in March 2021.
- Ongoing facilitation of the Local Emergency Management Committee which comprises all emergency services and supporting agencies within the Northern Beaches.
- Facilitating a multi-agency bush fire planning exercise in September 2020.
- Developing an on-water response guide for the Pittwater waterway, coordinating multiple agencies.
- Creating a comprehensive Emergency Preparedness section on the Council website, featuring articles on understanding local threats, steps to be ready for them, emergency contact details and resources on how to recover from emergencies.

Emergency response

- Ongoing response to COVID-19 requiring extensive support to our community, NSW Health and NSW Police, particularly during the Northern Beaches outbreak in summer.
- A number of East Coast Low storm events resulting in extensive coastal erosion.
- A flooding event in March 2021 that resulted in over 500 tonnes of flood debris, including hazard materials, washing up on foreshore areas in Pittwater and the open coast.
- A major asbestos incident at Bilgola which required the evacuation of over nine properties.
- A rock fall incident at Great Mackerel Beach in October 2020 which resulted in extensive damage and continued evacuation of five properties.
- Light plane crashes at Cromer Park and Narrabeen Beach.

To advance our resilience as a Council and community, we commenced preparing the 'Resilient Northern Beaches' strategy. Extensive community engagement included four community focus groups, 10 workshops with subject matter experts and survey responses from over 600 online participants, 400 by phone and over 300 from the tailored youth survey. Further engagement activities are planned in July 2021 which will lead into the preparation of a draft strategy.

Other agency support in resilience and emergency management

- Assisted and advised the State Emergency Services in developing the Northern Beaches Flood Plan.
- Helped the NSW Department of Education undertake a natural hazard risk assessment for public schools.
- Provided expert advice to the Department of Planning, Industry and Environment for the Ingleside Precinct project and other planning proposals.

2020/21 financial summary

Council's Net Operating Result for the 2020/21 financial year was a \$0.1m surplus, which was lower than the previous two financial years primarily due to the impacts of the COVID-19 pandemic. We delivered a capital works expenditure program of \$73.9m and repaid \$5.1m in loans.

We have met all financial and asset performance benchmarks set by the Office of Local Government apart from the Operating Performance ratio (due to the deficit operating result). However, if once-off material items are excluded this ratio would also meet the benchmark.

Our financial results over the past two financial years largely reflect the impact of COVID-19 pandemic restrictions on operations and the support measures in place for the community. The net cost of the COVID-19 pandemic in 2020/21 was \$18m including losses due to service impacts along with small business and community support packages.

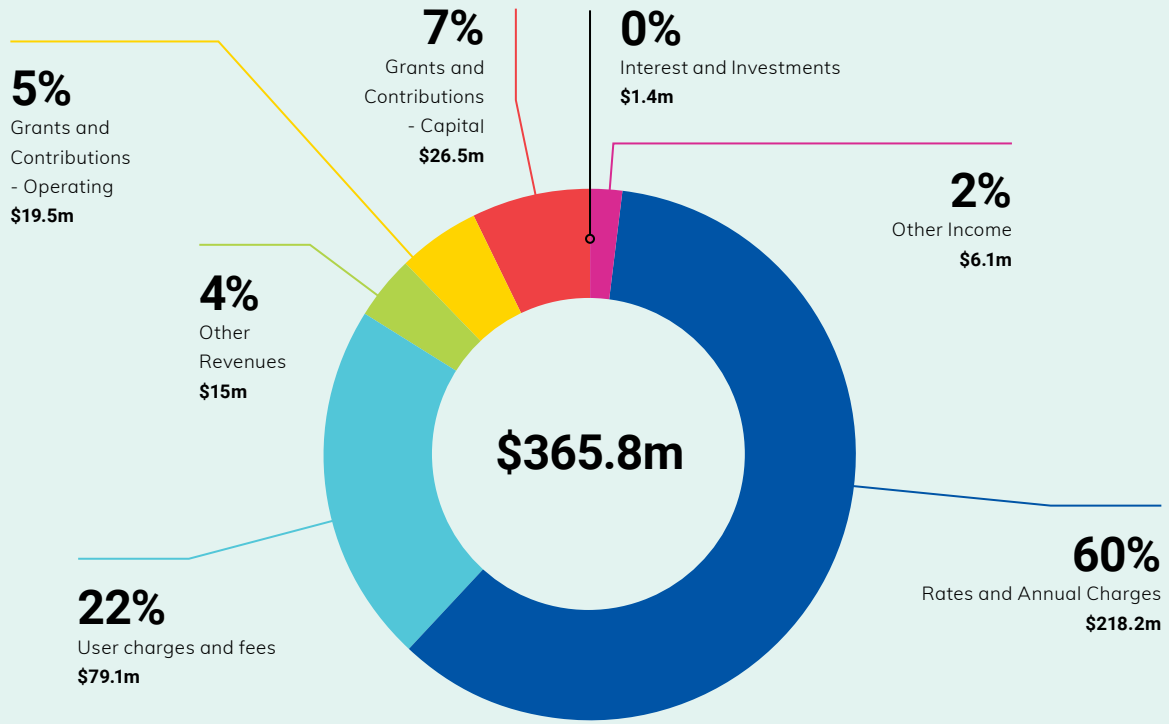
Income was slightly lower than the previous year while operating expenses increased (income -\$0.2m (0%); operating expenses +\$18.4m (5.3%)). Income was impacted by the closure and reduced use of Council facilities due to COVID-19 restrictions, while expenses included community COVID support subsidies and additional costs for the settlement of legal proceedings.

Council provided support to the community including ratepayer subsidies, relief for tenants and waiving of outdoor dining and merchandise fees. Capital expenditure was adjusted to provide capacity to respond to the pandemic and retain our long term strong and sustainable position. The Delivery Program adopted by Council in June 2021 is focused on recovery and rebuilding our working capital into the future to support the resilience of the organisation to, again, sustain unexpected events into the future.

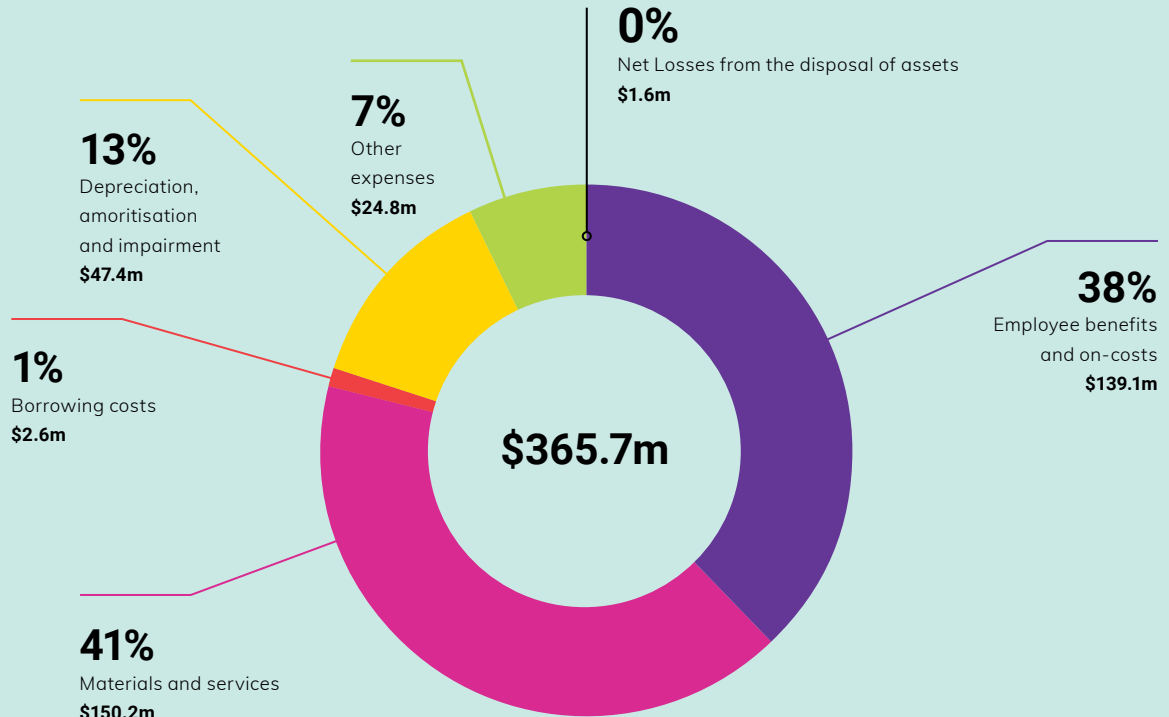
Council's General Purpose Financial Statements 1 July 2020 to 30 June 2021 contain more detail on our financial position and they will be attached to this report following the Council meeting on 26 October 2021.

Figure 3
Financial performance summary

Income



Operating expenses



Delivering on our Priorities

Environment and sustainability

We lead and enable our community to live sustainably and protect biodiversity. We take action locally to tackle complex environmental challenges related to climate change, population growth, consumption and waste.

Key achievements 2020/21

Implementing the Environment and Climate Change Strategy

To support the Strategy we developed our Climate Change Action Plan, Climate Resilience Design Guide, Bushfire Prone Land Map, Local Priority Weed Management Plan as well as policies on bushland and biodiversity, bushfire management and water management for development.

Reducing energy, water and emissions

Since January 2021 all of Council's sites were powered by 100% renewable electricity, slashing our annual emissions by 80%. With over 800kW of solar panels now in place, the new 265kW "power station" solar system at Manly Aquatic Centre is one of the largest systems on the Northern Beaches. We now have five battery electric vehicles and 13 plug-in or hybrid vehicles in Council's fleet. We also reduced our water use by 15% this year.

We partnered with Ausgrid on the very exciting Community Battery Trial. The first of its kind in eastern Australia, the Beacon Hill community battery was installed in February 2021 and is part of a two-year pilot aiming to help local residents get the most out of their solar systems while improving the local electricity grid. We also accelerated the replacement of street lights with LEDs to reduce our energy consumption and transition away from mercury vapour lights. The LEDs reduce the light pollution into the night sky by around 90%, keeping the light within the roadway.

Our Charge Ahead program is enabling our community with energy efficiency education, resources and tailored advice to increase solar uptake. In June nearly 400 residents attended our inaugural Simplifying Solar Expo.

● Environment

Protection of the Environment

Environmental Sustainability

● Social

Places for People

Community and Belonging

● Economic

Vibrant Local Economy

Transport, Infrastructure and Connectivity

● Civic

Good Governance

Partnership and Participation

Caring for habitats

We undertook bush regeneration at 260 sites on the Northern Beaches, planting 6,000 native plants and improving habitat across 1,083ha of bushland. Volunteers worked on another 58 sites and produced over 35,000 native seedlings in our Community Nurseries for planting. We also purchased land at Newport for its valuable habitats and wildlife corridor.

Catchments and waterways

Knowledge of our stormwater network's condition is vital to setting work priorities. So we completed CCTV inspections of 8,000m of pipes, relined and restored 650m of pipes, and fixed Gross Pollutant Traps (GPT). At North Steyne a new GPT will keep over 14 tonnes/year of debris out of the marine environment. Reactive works also helped beaches and creeks recover after large storms in August, March and April. A new equitable Stormwater Management Service Charge was adopted, and from July 2021 will fund stormwater works to address flood risk, waterway health and stormwater reuse for irrigating our fields.

Sustainability

For the first time, our community produced less than 400kg of waste per person over the year. This reflects great efforts of our residents to learn about and put in place waste solutions to avoid, recycle and reuse. Our innovative waste management and education campaigns won nine awards and commendations. Over 12,000 people participated in our education on sustainability, waste solutions and the natural environment, including sessions online, excursions and in schools. World Environment Day was a highlight with environmental events held from Palm Beach to Manly.

● **Environment**

Protection of the Environment

Environmental Sustainability

● **Social**

Places for People

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Good Governance

Partnership and Participation

Delivering on our Priorities

Health and recreation

We support our community in being healthy and active providing inviting places to use to enjoy the outdoors. These projects also increase opportunities for physical activity and active play.

Key achievements 2020/21

Sportsgrounds

The Warriewood Valley Sports Courts are completed. The area features four multiuse courts, a half-court basketball, outdoor gym and learn to ride bike track. Avalon Beach courts are also completed, with two multiuse courts and lighting so they can be used at night.

Recreation

Some of the world's best surfers visited North Narrabeen in April 2021 as competitors in the Rip Curl Narrabeen Classic. This event was enjoyed by many people in the open air and sunshine.

We recorded 7,739,751 beach visits this year, which is a little down on previous years, owing to COVID-19 restrictions. Our lifeguards and respected volunteers were still on hand to keep people safe whilst out and about.

A new half court and fitness station opened at Newport Beach, providing much-needed facilities for youth (aged 12 – 17). The facility gives local young people the opportunity to enjoy healthy and constructive recreation in their local neighbourhood.

Rockpools and tidal pools

Renewal works at Little Manly, Forty Baskets and Taylors Point tidal pools were completed in time for summer, with the Little Manly project receiving an award for excellence and innovation.

Our rockpools were all cleaned and maintained in accordance with our schedules, enabling people to stay active and healthy in the outdoors.

Playgrounds

The new playground at Collaroy Plateau Park was opened celebrating the links with the area and the invention of Wi-Fi, and an upgrade to the playground at Dunbar Park in Avalon. Neighbourhood playgrounds received a makeover included Grasmere Reserve, Wheeler Heights, and Terrigal Reserve, Terrey Hills

Environmental Health

Our Environmental Health Officers stepped up to requests from the State Government to assist with COVID-19 safety inspections at local food premises. This involved a review of COVID Safety Plans and ensuring compliance with safety measures including social distancing and wearing of masks, to reduce the spread of COVID-19. All COVID-19 environmental health concerns raised by the community this year were followed up and resolved.

● Environment

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Partnership and Participation

Dunbar Park Playground



Delivering on our Priorities

Planning for the future

We are planning holistically with the community for a future that is liveable and sustainable, protects our environment and neighbourhoods, and is supported by infrastructure and local jobs.

Key achievements 2020/21

Strategic Planning

We have reached the end of the first year of implementing Towards 2040 – Local Strategic Planning Statement (LSPS), our community's plan for managing future population growth in line with the Sydney North District Plan. Towards 2040 has a 20-year timeframe and 187 actions to be completed in the short, medium and longer term.

At the end of its first year of implementation, 5% of actions are completed and a further 69% are in progress. Through implementing this plan, the community of the Northern Beaches continues as a great place to live, where the environment and our unique way of life is protected.

The full report is located in the Statutory Returns attached to this report.

Local Environmental Plan

We are continuing to plan for the future, currently examining how to improve and standardise local planning rules across the Northern Beaches. Council prepared a discussion paper with options on how to simplify development rules, protect the environment and foster economic growth. The discussion paper exhibition will take place in 2021/22.

A number of important studies are underway to inform a new local environmental plan and development control plan. Studies include environmental information, bush fire risk, urban design and employment, to name a few.

More information can be found in the Strategic land use planning chapter of the service performance section of this report.

Placemaking

A community-Council collaboration saw the release of the Avalon Place Plan for public exhibition and community discussion between February and May 2021. The webpage for community engagement featured videos and history, covering early community engagement and important background studies.

Council has a focus on placemaking as it has been well established that our unique local places are part of what makes the Northern Beaches such a special place to live. More placemaking is planned in coming years.

● Environment

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Development assessment

Our Development Assessment team has been kept busy this year with a recorded 10% increase in applications from the previous year. Despite the increase in applications, process improvements have resulted in an improvement in average and median processing timeframes by 9% and 10% respectively.

Along with improved timeframes, the outcomes of development assessment have been improved with the introduction of the Development and Sustainability Advisory Panel and the Development Advisory Team to provide professional and independent advice on applications.

Delivering on our Priorities

Community and creativity

We enhance our public places and community cohesion through social services, arts, creativity, libraries and inclusion.

Key achievements 2020/21

Focus on community needs

Despite the challenges we faced during 2020/21, the spirit and camaraderie of the Northern Beaches community has pulled us through. Whilst some events and activities were able to take place in a face-to-face setting, others were creatively adapted to get everyone involved and connected online.

Over 130 activations were attended by more than 7,000 young people and their families during the year to educate, connect and build social cohesion.

We completed the first year of our Community Gatekeeper suicide prevention program and 178 people received training to identify warning signs, be equipped to hold safe conversations with others and have the confidence to make referrals to mental health services.

In an impressive demonstration of adaptability, Council worked with local community service partners to establish community needs during the COVID-19 lockdowns and supported them in a variety of ways. A particular highlight being the COVID Response Grants to allocate funds to local services most in need. There were 19 recipient organisations that received a share of almost \$185,000.

Creative initiatives

The Avalon Workshop was formally opened to the public as a creative space on 6 March 2021 in the Avalon Golf Clubhouse. This provides two multi-use workshop spaces for teaching creative mediums including physical artwork creation, small performances and digital creations. There is also now an affordable creative studio space for local artists.

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Library Service

Our Library Service program 'Library2U' won an award for excellence in customer experience, by supporting the community through the initial two month COVID-19 lockdown in 2020. Making over 18,000 COVID safe deliveries in that initial period, the service was able to provide happiness, hope and a form of escape to many who were in isolation.

Progress on Surf Life Saving Club buildings

The proposed new Mona Vale and Long Reef surf life saving club buildings and their associated community facilities have taken further steps towards reality. The construction works have commenced at Long Reef, with the old clubhouse having been demolished and ground works underway. Construction of the Mona Vale building, and associated amenities also commenced. Queenscliff has had significant refurbishments including a new lift installed for prams and wheelchairs to access the expanded upper floor. At South Narrabeen, the old tower was removed, and stairs rebuilt to allow full access to the building, with wheelchair users to access the café and club rooms by lift.

Delivering on our Priorities

Vibrant Centres and Business

We encourage vibrant town and village centres which reflect our character and heritage. These activated places foster a sense of community, thriving small business and local employment.

Key achievements 2020/21

Killarney Heights commercial centre upgrade

Following engagement with the local community and local business owners, we completed upgrades to the at Killarney Heights local shopping centre. Improvements to the space include new play equipment that is suitable for all ages, soft fall and synthetic turf, landscaping, additional seating, a shade net and footpath lighting along the Tramore Place pathway.

The village atmosphere is enhanced and a cheery, eclectic mix of businesses are there to offer a unique 'Killarney Heights' experience.

Clean and safe places

Our dedicated Public Space Officers are continuing to visit our commercial centres, parks, reserves, beaches and local streets to keep them clean and safe for everyone. They also updated COVID-19 signage, and inspected the Council carparks where COVID-19 testing sites are located to ensure that the carparks were clean and safe for that purpose.

Place activation

The Place team contributes to promoting and building vibrancy in our town and village centres and supporting a robust and diverse economy. The team has built strong stakeholder relationships and understands the unique challenges and opportunities within select centres.

The team uses research into trends impacting the region's economy, including the visitor economy and tourism trends, to develop strategies to create vibrant local economies, including place activation strategies.

Highlights this year included Live Art cube activations at several centres, sand sculpture events, a pop-up wine bar in Manly and streetscape decorations for Christmas and Mardi Gras.

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Good Governance

Partnership and Participation

Supporting local businesses

2020/21 has been a difficult one for businesses on the Northern Beaches and to support them Council established the Business Support Service.

As a single point of contact for information and support, the service aims to provide local business with the most accurate and up to date information as the situation with COVID-19 is constantly changing.

A dedicated Council Business Liaison Officer is on hand to find the answer to any questions that may arise.

We have also implemented a business support package, featuring fee waivers valued over \$1m, and flexible arrangements for deliveries and parking. Rates relief is available through our hardship assistance program.

A business support hub has been established to enable local professionals (that are registered and located on the Northern Beaches) to offer assistance to other businesses to help them adapt to COVID-19 and join the road to recovery.

The Northern Beaches is a great place to do business, with so many willing to help others and the community willing to support local business.

● Environment

Protection of the Environment
Environmental Sustainability

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Good Governance
Partnership and Participation

Delivering on our Priorities

Connected Transport

Creating a safe, inclusive and connected community through our transport network, infrastructure and active travel links. We advocate for better road corridors, public transport and planning for a growing community.

Key achievements 2020/21

Action planning

Our 20-year transport strategy, MOVE, sets the priorities for development of auxiliary transport plans. It assists our advocacy role with the NSW Government and transport providers to improve the transport network for our community.

The strategy has a target of 30% reduction in vehicle emissions by 2038. A key component of achieving this target is the provision of infrastructure for the charging of electric vehicles (EV). So this year Council developed an Electric Vehicle (EV) Charging Infrastructure Plan to support the uptake of electric vehicles and help reduce 'range anxiety' for EV drivers with more convenient charging stations across the area.

The draft plan was exhibited during the year and submissions will be used to review the plan and report it to Council in the new financial year.

Extending and improving active travel

We have good plans in place to improve active transport on the Northern Beaches and fill in any gaps in our network on a priority basis in accordance with the Walking Plan. This year we added a further 8.2km of new footpath to the network and 1.5km of shared path, including the shared paths on roads and those through reserves.

As part of our footpath asset management program 1.9km of footpath was renewed.

Roads and related improvements

As part of our road asset management program we resurfaced 19km of roads to improve their surfaces and help them to last longer.

Another highlight of our road asset management program was implementation of the Scotland Island Traffic Management Plan. In what was a challenging technical build, the project involved drainage and retaining wall construction together with the rehabilitation of the road pavement along Richard Road from Cecil Street to house No. 59.

Working with local residents, issues such as materials, access to the Island, stability and constructability of the road, contaminated soils, drainage and scour issues were addressed. The project has resulted in improved all weather access to properties on the Island.

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Good Governance

Partnership and Participation

Improving trip facilities

We installed an additional 36 bicycle parking places across the following locations to meet current and future demand:

- Opposite North Steyne Surf Club, Manly
- Little Manly Beach, Manly
- Chard Road, Brookvale

● **Environment**

Protection of the Environment
Environmental Sustainability

● **Social**

Places for People
Community and Belonging

● **Economic**

Vibrant Local Economy
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● **Civic**

Good Governance
Partnership and Participation

Service Improvements and Innovation

Council staff are encouraged to innovate and make improvements based on our approach to business excellence. In the past twelve months, over 100 improvements and innovations were implemented across the business improving the way services are delivered to our community.

The following are some highlights of innovations that have improved outcomes for the community and the way we do business.

Innovation in special events - Taste of Manly

This festival that has been running for 34 years and underwent a makeover in 2019 that won Council an award for innovation.

Using data from a thorough review of the program, the following innovations were made:

- beach activation – for the first time ever, a beach restaurant/bar was set up on the sand to give customers a ‘money can’t buy’ dining experience on Manly Beach.
- sustainable wine glasses – reusable, dishwasher safe goblets were used to serve wine. Consumers had the choice to keep their goblet as a souvenir, or leave it for Council to wash and use again next time. This innovation has increased the environmental sustainability of the event.
- bike valet – people could ride their bike to the event and have it stored securely until they went home, at no cost.
- interactive digital event map – accessed using a QR code at the event, and available through free public Wi-Fi, the map saved Council having to print programs.

Excellence in leadership

- Local Strategic Planning Statement

Council won an award for leadership in delivery of our Towards 2040 Local Strategic Planning Statement demonstrating innovation in community engagement. Community engagement involved a variety of methods including five videos/ webinars, three surveys, seven focus groups, five drop-in information sessions, five community group meetings and one mega-workshop.

Innovative methods were used including dot-voting, avatars and model building. Technical and complex information was translated into easy-to-understand concepts that were presented using visual communication as an educational tool. The program of engagement featured 30 maps and 80 infographics.

Using a scientific and educational approach to the engagement, the project had a strong online presence, with a dedicated Your Say page which provided on-demand weekly updates. During exhibition, community members could choose between 5, 10 and 15 minute online options, including an interactive PDF with embedded videos.

Excellence in risk management

- Council's disclosure management system

An in-house Council software developer built an app for Council staff and Councillors to use to declare conflicts of interest. The app replaces procedures that were fragmented and involved, making it easier to make a declaration, as well as make the information available to the public in accordance with guidelines from the Privacy Commissioner.

**Communicator awards for excellence -
Business unites campaign**

To inspire the Northern Beaches business community to be resolute in a changing environment, the Economic Development team established an innovative video project to showcase locals who have pivoted their businesses to adapt to face the challenges of COVID-19.

Winning an award, the program resulted in five online videos, one from each ward. Each video shows how businesses can change their focus, stay in business and help others.

**Manly Beach (Marine Parade)
wave overtopping early warning
system and response**

Using wave forecasting and remote monitoring by state of the art technology, the Marine Parade early warning overtopping project warns Council of conditions that could result in large waves and dangerous conditions for pedestrians by the sea in Manly.

This innovative system allows us to better plan for protection of pedestrians and to undertake community education and awareness of the potential for wave overtopping on the pathway. The tool allows for a forecast of dangerous conditions a week in advance. Ongoing improvements will result in the model becoming more accurate over time.

During incidents, this project has improved oversight and reduced pressures on workload and resourcing allowing staff to focus on multiple hazards and incidents from Palm Beach to Manly.

Service reviews

A comprehensive program of service reviews was conducted, backed up by an independent external review of the approach used. The program resulted in 57 services being systematically reviewed, and their service levels being refined to align with community needs. Almost 300 improvement actions have been identified and will be further investigated and implemented by management over the next 12 months. In addition, numerous strategic options have been identified and will be discussed with Council in the near future.

Working with partners to deliver better outcomes

We are proud to work with the NSW and Federal Government to deliver services and improved facilities to our community through one off grant funding secured in 2020/21



\$18.2m

- Footpaths and shared paths
- Recreational facilities and trails
- Playgrounds in our children's centres
- Road safety upgrades near primary and high schools
- Supporting COVID Safe Australia Day 2021 events
- Learning programs at The Roundhouse Children's Centre
- Beautifying Rialto Square, Manly
- World Food Markets events
- Open space at Brick Pit, Akora and Rabbett Reserves, Frenchs Forest



\$20.9m

- Weed management at Governor Phillip Park, Middle Creek Reserve, Griffith Park and Harbord Reserve
- Walking trails at Manly Dam Reserve
- Memorial walls and seating at Manly Cemetery
- Queenscliff Surf Life Saving Club
- Activating spaces at Mona Vale, Forestville and Manly libraries
- Bush regeneration and recreation upgrades in Cromer
- Canopy tree planting in Manly Vale and Brookvale
- Pedestrian sandstone bridge and pathway at Ivanhoe Park
- Youth development events at the libraries
- Manly Dam Boardwalk
- Pedestrian ramp at Queenscliff
- Tidal pool upgrade at Clontarf
- Upgrade four cabins at Currawong and restoration of Platypus cabin
- Shared path network
- Maintenance and repair of regional roads
- Beaches Eat.Stay.Play activities and activation of Manly and Bilgola streets
- Bushfire hazard reduction works
- Cromer 1 synthetic field upgrade
- Female change space at Porters Reserve, Newport
- Frenchs Forest Showground clubhouse
- Little Manly Reserve and Bilarong Reserve boat ramps
- Forty Baskets Beach jetty
- Improving wharves at Paradise Beach, Currawong, Mackerel and Church Point
- Road safety upgrades near primary and high schools

Kayaking at Manly Dam



Awards and Citations 2020/21



Local Government NSW - RH Dougherty Awards

- Innovation in Special Events
- Taste of Manly – winner
- Innovation in Special Events
- Artists Book Award Project
- highly commended
- Excellence in Communication
- Swap for Good - finalist
- Excellence in Communication
- New Waste Service - finalist

Local Government NSW - Planning Awards

- Excellence in Leadership - Local Strategic Planning Statement Towards 2040 - finalist

Local Government NSW - Leo Kelly Arts & Culture Awards

- Arts & Creativity Strategy Connected through Creativity 2029
- highly commended



LG Professionals NSW – 2020 Australasian Management Challenge

- Team Foamy Triple Shots - winner NSW
- Team Foamy Triple Shots – runner-up National (International)
- Team Foamy Triple Shots – Risk and Live Challenge categories - finalist



NSW Resilient Australia Awards

- Northern Beaches Suicide Response – highly commended



NSW Early Childhood Education Network (ECEEN) Sustainability Awards

- Narrabeen Children's Centre
- Initiatives on plastic waste - finalist



Local Government NSW Excellence in Environment Awards

- Behaviour Change in Waste
- Waste Reduction Event & Video Series
- highly commended
- Communication, Education & Empowerment – Swap for Good Business Program – highly commended



NSW Department of Education Early Childhood Educator Awards

- Outstanding Commitment to inclusion within the community
- Belrose Children's Centre
- achieving a rating of Exceeding National Quality Standard in all seven quality areas - excellence



Urban Development Institute of Australia Excellence Awards

- Urban Renewal – Dee Why Town Centre – commended



The Statewide Mutual Risk Management Excellence Awards

- Metropolitan Region – Council's Disclosure Management System - winner



NSW Youth Work Awards

- Outstanding Youth Participation - Youth Services Team - finalist
- Outstanding Partnership - Wellbeing Program joint award with Harris Farm Markets and Community Co-Op - finalist



Greater Sydney Commission Planning Awards

- Community Collaboration - Local Strategic Planning Statement Towards 2040 - winner
- Community Collaboration - Arts & Creativity Strategy Connected through Creativity 2029 - winner



International Association for Public Participation Australasia (IAP2)

- Core Values Awards - Protect.Create.Live - Northern Beaches Environment & Climate Change Strategy 2040 - highly commended



Sustainable Cities Awards – Keep Australia Beautiful

- Overall Sustainable City - practices, ethos and community collaboration - winner
- Response to Climate Change - Protect.Create.Live - Northern Beaches Environment & Climate Change Strategy 2040 - winner
- Recycled Organics - Closed Loop Organic Recycling Program - winner
- Environmental Communications - Swap for Good Campaign - winner
- Coastal & Waterways Protection - Reducing Litter in the Dee Why Lagoon Catchment, Solution for the Future - winner
- Litter Action – Don't be a Tosser / What a load of Rubbish - highly commended
- Coastal & Waterways Protection - Operation Straw - highly commended



Planning Institute of Australia (PIA)

- From Plan to Place - Dee Why Town Centre Urban Renewal - commended



LG Professionals NSW - 2020 National Federation Awards for Local Government

- Progressive Community Leadership - Northern Beaches Suicide Response - highly commended
- Environmental Leadership & Sustainability - Swap for Good Program - finalist



Sustainability Matters - 2020 Smart Cities Awards

- Future of Place - lead by Lake Macquarie City Council and partnered with UTS - winner



Institute of Public Works Engineering Australasia (IPWEA) – 2020 Engineering Excellence Awards

- Projects <\$500,000 (Design/Construction of a local government/public works project) - Little Manly Tidal Pool Renewal - highly commended



Hunter Valley Trading Company (HVTC) Excellence Awards 2020

- Large Host Employer of the Year - Northern Beaches Council - winner



2021 Communicator Awards (international)

- Graphic Design (General Government for Brochure) - Community Arts Strategy - Connect Through Creativity 2029 - excellence award
- Graphic Design (Design Features - Overall Design for Corporate Communication) - Local Strategic Planning Statement (Towards 2040) - excellence award
- Graphic Design (Design Features - Overall Design for Marketing/Promotion) - What a Load of Rubbish - excellence award
- Communications - Digital (Social video - video series) - Business Unites Campaign - excellence award
- Communications - Digital (Social video - video series) - Amenities Upgrades Nolan Reserve, Balgowlah Oval and Lionel Watts - excellence award

- Graphic Design (Collateral - Causes & Awareness for Marketing/Promotion)
 - What a Load of Rubbish
 - distinction award
- Graphic Design (Annual Report
 - General Government for Corporate Communication) - Local Strategic Planning Statement (Towards 2040)
 - distinction award
- Communications (Content & Marketing Crisis Communications) - COVID-19 Local Response - distinction award
- Communications (Social Video - Educational & Instructional) - Be the Best Version of You: Avoid, Reuse and Recycle - distinction award
- History Hub – finalist
- Disaster Recovery/Emergency Response Management - COVID-19 Pandemic Plan & Emergency Response Framework – finalist
- Organisational Change - IGNITE-ing Business Excellence at Northern Beaches Council – finalist
- People, Workplace, Wellbeing
 - The Making a Difference Program
 - finalist
- Special Project Initiative - Engagement from Anywhere - the Library App - finalist



2021 Local Government Excellence Awards

- Community Development - Housing & Homelessness Project – winner
- Customer Experience - Library 2U Project – winner
- Asset & Infrastructure - Narrabeen Lagoon Boardwalk – highly commended
- Disaster Recovery/Emergency Response Management - Manly Beach (Marine Parade) Wave Overtopping Early Warning System & Response – highly commended
- Connected Communities & Regions



LG Professionals NSW - 2021 Australasian Management Challenge

- Team Flamin' Galahs - highly commended



2021 Parks & Leisure Australia Awards

- Park of the Year - Lionel Watts/Frenchs Forest Showground - highly commended

Event highlights

Community

40+

Events

85,000

Participants

Highlights

- Australia Day
 - Open Air Cinema
 - Sun Run
 - World Surfing at North Narrabeen
-

Glen Street Theatre

28

Events

24,927

Participants

Highlights

- The Wharf Revue
(20th year anniversary production)
 - Animal Farm
 - Taste of Ireland
 - Melbourne International
Comedy Festival Roadshow
 - Sydney North Public Schools Dance Festival
-

Community, Arts and Culture

456

Events

75,431

Participants

Highlights

- Annual Youth Week
 - Unplugged Competition
 - Annual Seniors Festival
 - Express Yourself
 - Northern Beaches Art Prize
-

Libraries

592

Events

17,046

Participants

Highlights

- Digital Easter Scavenger Hunt
 - Young Writers' and Young Scriptwriters' Competitions
 - Weekly Story Time and Baby Bounce
 - Library Lovers' Day
-

Waste Education

50

Events

2,030

Participants

Highlights

- Waste reduction workshops and webinar series
 - Seaside Scavenge at Collaroy
 - Bags to Riches second-hand market at Dee Why
 - Charity Clothing Collection Day
-

Road Safety Education

4

Events

752

Participants

Highlights

- Learner driver online workshops
 - Youth car maintenance workshops
 - Seniors' workshops
 - Child restraint checks (done by voucher this year)
-

Environment and Sustainability

173

Events

12,342

Participants

Highlights

- Simplifying Solar Expo
 - World Environment Day activities from Palm Beach to Manly
 - Science Week with 2,000 students online
 - In-house film screenings of 2040 and Sustainable Solutions
 - World Oceans Day
 - New micro plastics field surveys
-



Our Northern Beaches



Our community and its vision

Our community profile

Covering 254 square kilometres north of Sydney Harbour, the Northern Beaches local government area was home to 274,041 people in 2020/21.

It is a treasured and beloved part of greater Sydney. We recorded over 7.7 million visits to our beaches in 2020/21 and 80% of Council employees live locally.

Environment



254 km²

Land



114 km²

National Parks



17 km²

Bushland



1,460

Native Plant Species



4

Coastal Lagoons



540

Native Animal Species



80 km

Coastline



14 km²

Public Open Space



7

Catchments

Economy



105,694

Local Jobs



34,491

Local Businesses



52%

Working Residents
Work Locally



63%

Have a Full Time Job



\$17.0b

(GRP) Size of the
Local Economy



18%

Residents Travel to Work
by Public Transport



60%

Residents Travel to
Work by Vehicle



61%

Have a Tertiary
Qualification

Community



122

Sportsfields



254

Playgrounds



15

Rockpools



2

Aquatic Centres



3

Theatres/Galleries



21

Surf Club Buildings



41

Community Centres



6

Libraries



274,041

Population Now



101,630

Dwellings



15

Council Child Care Sites

Governance



15

Local Councillors



4

State Members



2

Federal Representatives



14,444

On Community
Engagement Register



22%

Residents are
Volunteers



136

Registered
Community Groups



85

People on Strategic
Reference Groups

Our Elected Council

Our Council was proclaimed on 12 May 2016, with the merger of the former Manly, Warringah and Pittwater Councils.

The first elections of the new Council were held on 9 September 2017 and fifteen Councillors were elected to represent the Northern Beaches community for the first term.

The Mayor and Deputy Mayor are elected by Councillors with the Mayor elected for a two-year term and the Deputy Mayor elected for a one-year term.

Mayor Regan was re-elected Mayor at the Council meeting in September 2019. Cr Bingham was re-elected Deputy Mayor at the Council meeting in September 2020.

Curl Curl Ward



Michael Regan (Mayor) | 9942 2422
Michael.Regan@northernbeaches.nsw.gov.au



David Walton | 0427 741 824
David.Walton@northernbeaches.nsw.gov.au



Natalie Warren | 0427 495 229
Natalie.Warren@northernbeaches.nsw.gov.au

Frenchs Forest Ward



Roslyn Harrison | 0427 329 907
Roslyn.Harrison@northernbeaches.nsw.gov.au



Penny Philpott | 0429 220 208
Penny.Philpott@northernbeaches.nsw.gov.au



Stuart Sprott | 0408 678 480
Stuart.Sprott@northernbeaches.nsw.gov.au

Manly Ward



Candy Bingham (Deputy Mayor) | 0418 430 544
Candy.Bingham@northernbeaches.nsw.gov.au



Pat Daley OAM | 0428 203 347
Pat.Daley@northernbeaches.nsw.gov.au



Sarah Grattan | 0427 745 673
Sarah.Grattan@northernbeaches.nsw.gov.au

Pittwater Ward



Kylie Ferguson | 0481 000 170
Kylie.Ferguson@northernbeaches.nsw.gov.au



Alex McTaggart | 0411 779 585
Alex.McTaggart@northernbeaches.nsw.gov.au



Ian White | 0428 949 580
Ian.White@northernbeaches.nsw.gov.au

Narrabeen Ward



Rory Amon | 0418 497 223
Rory.Amon@northernbeaches.nsw.gov.au



Vincent De Luca OAM | 0427 218 553
Vincent.DeLuca@northernbeaches.nsw.gov.au

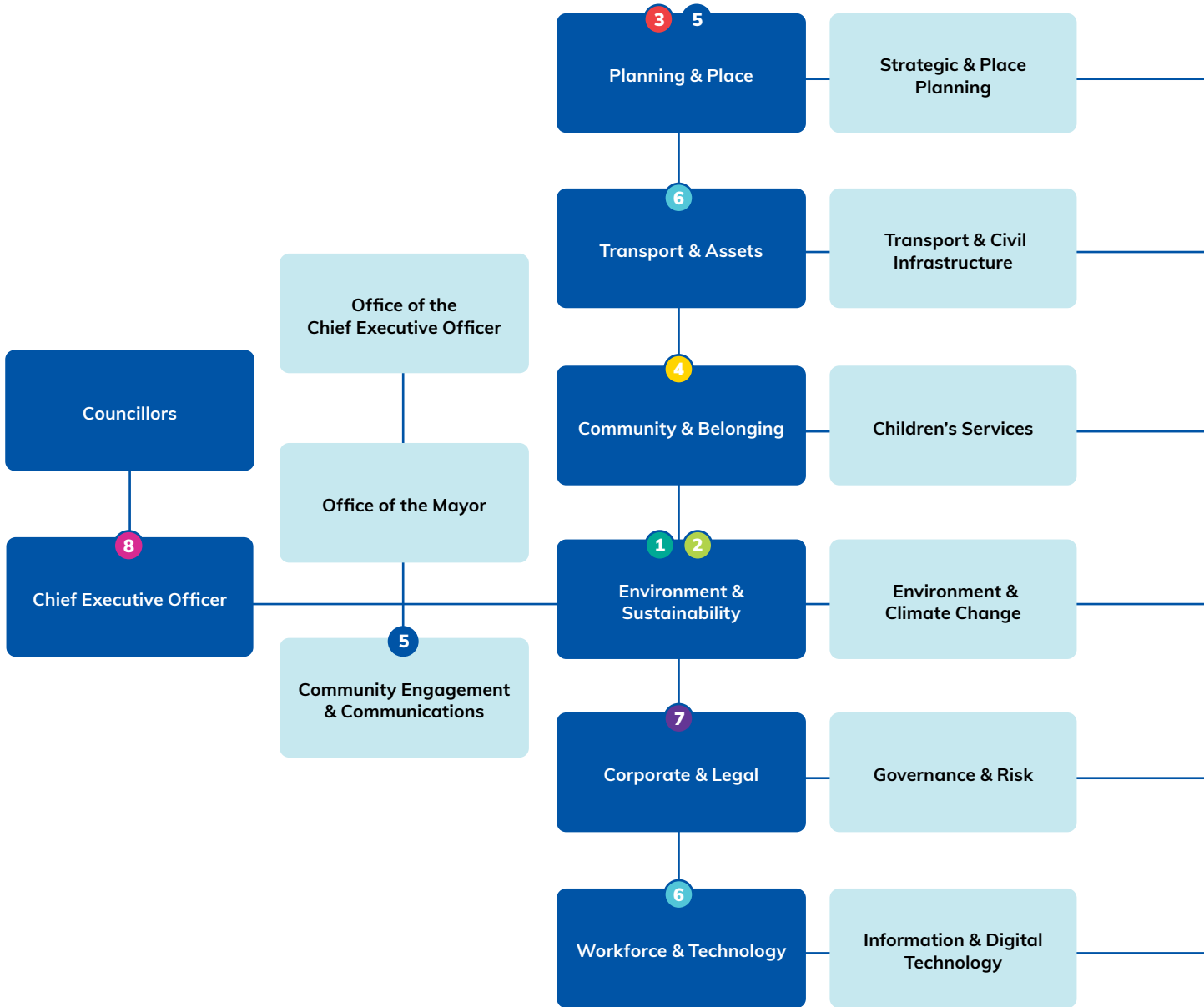


Sue Heins | 0427 226 453
Sue.Heins@northernbeaches.nsw.gov.au

Our organisation

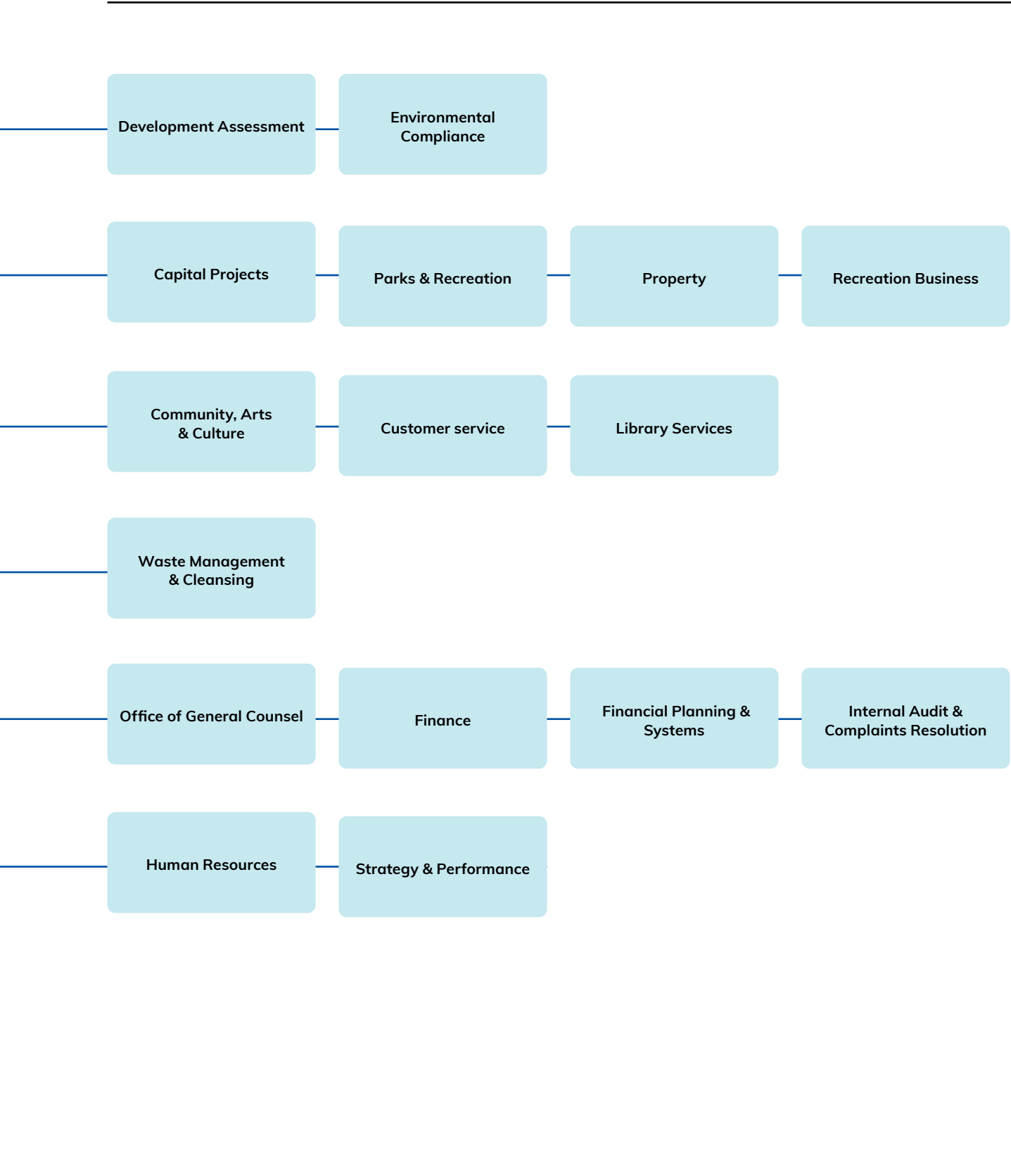
Our organisation's structure is aligned to the community's goals and strategies in the Community Strategic Plan 'Shape 2028'

Council's organisational structure



Community Strategic Plan Outcomes

- 1 Protection of the Environment
- 5 Vibrant Local Community
- 2 Environment and Sustainability
- 6 Transport, Infrastructure and Connectivity
- 3 Places for People
- 7 Good Governance
- 4 Community and Belonging
- 8 Partnerships and Participation



Our Community Strategic Plan

Our Community Strategic Plan (CSP) is our roadmap for the future of the Northern Beaches. It defines the community's vision and sets a direction for everything we do over the next ten years to make the vision a reality.

The CSP identifies a strong shared desire to protect and enhance the natural and built environments, to create more connected and caring communities, to embrace our diverse sports and recreational culture, and to live more sustainably in balance with the environment. The responsibility for making the long-term community vision a reality rests with everyone.



Curl Curl Rock Pool



Community Strategic Plan outcomes and goals

● Environment

Protection of the environment

Goal 1

Our bushland, coast and waterways are protected to ensure safe and sustainable use for present and future generations

Goal 2

Our environment and community are resilient to natural hazards and climate change

Goal 3

Our community is well-supported in protecting the environment

Environmental sustainability

Goal 4

Our Council is recognised as a community leader in environmental sustainability

Goal 5

Our built environment is developed in line with best practice sustainability principles

Goal 6

Our community will continue to work towards sustainable use of resources

● Social

Places for people

Goal 7

Our urban planning reflects the unique character of our villages and natural environment and is responsive to the evolving needs of our community

Goal 8

Our neighbourhoods inspire social interaction, inclusion and support health and wellbeing

Goal 9

Our community is healthy, active and enjoys a broad range of creative, sporting and recreational opportunities

Community and belonging

Goal 10

Our community is stimulated through a diverse range of cultural and creative activities and events

Goal 11

Our community feels safe and supported

Goal 12

Our community is friendly and supportive

- **Economic**

Vibrant local economy

Goal 13

Our businesses are well-connected and thrive in an environment that supports innovation and economic growth

Goal 14

Our economy provides opportunities that match the skills and needs of the population

Goal 15

Our centres attract a diverse range of businesses providing opportunities for work, education, leisure and social life

Transport, infrastructure and connectivity

Goal 16

Our integrated transport network meet the needs of our community

Goal 17

Our community can safely and efficiently travel within and beyond Northern Beaches

Goal 18

Our community can easily connect and communicate through reliable communication technologies

- **Civic**

Good governance

Goal 19

Our council is transparent and trusted to make decisions that reflect the values of the community

Goal 20

Our Council efficiently and effectively responds to, and delivers on the evolving needs of the community

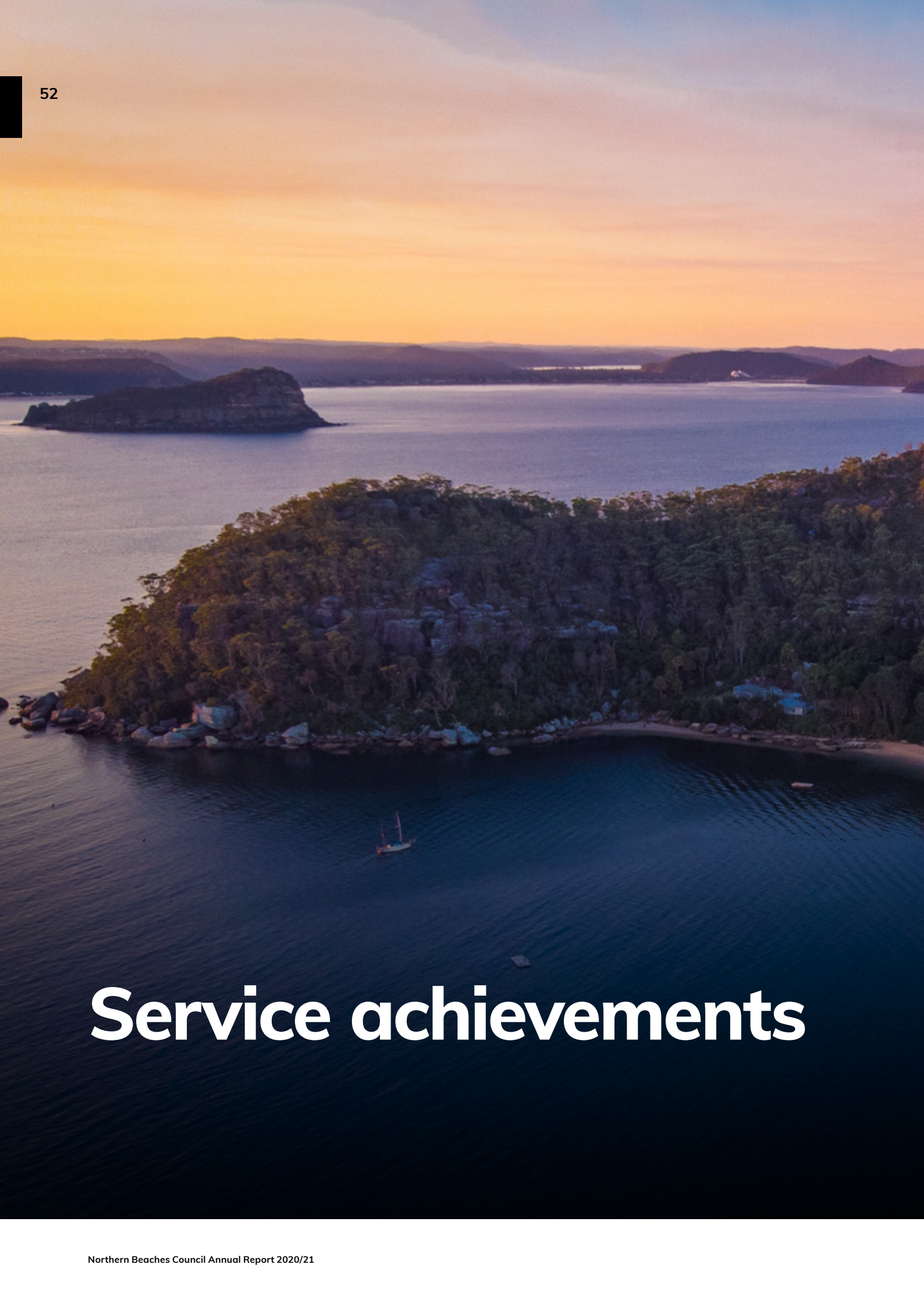
Partnership and participation

Goal 21

Our community is actively engaged in decision making processes

Goal 22

Our Council builds and maintains strong partnerships and advocates effectively on behalf of the community



Service achievements



How to read this section of the report

Highlights from our 16 key services are presented in this section of the report with colour coding to demonstrate the connection between each service and the community strategic plan, as shown below.

Community Strategic Plan - outcomes and goals

Key Service	CSP Goals									
Environment and Sustainability	G1	G2	G3	G4	G5	G6	G7	G22		
Waste and Cleansing	G1	G4	G6	G8	G13					
Kimbriki Resource Recovery Centre	G4	G6								
Strategic Land Use Planning	G1	G2	G5	G7	G8	G13	G14	G21	G22	
Development Assessment	G5	G7	G8	G19						
Environmental Compliance	G1	G8	G11							
Parks and Recreation	G4	G5	G8	G9	G11	G13	G22			
Children's Services	G8	G9	G11	G12						
Community, Arts and Culture	G8	G9	G10	G11	G12					
Library Services	G9	G12	G18	G22						
Transport, Traffic and Active Travel	G6	G8	G16	G17	G22					
Economic Development, Events and Engagement	G8	G10	G11	G13	G15	G21				
Property and Facilities	G8	G9	G13	G15	G19	G20				
Governance and Assurance Services	G19	G20	G21	G22						
Customer Service	G11	G20	G21							
Corporate Support Services	G5	G18	G19	G20	G22					

● Environment

Protection of the Environment
Environmental Sustainability

● Social

Places for People
Community and Belonging

● Economic

Vibrant Local Economy
Transport, Infrastructure and Connectivity

● Civic

Good Governance
Partnership and Participation

For each key service area, we report:

- Service achievements
- Performance measures - indicating the result, targets and whether they were met
- Workload measures - indicating the result
- Projects - a summary of the progress of each operational and capital project

Entry to Dumbar Park





● Environment

Protection of the Environment

Environmental Sustainability

● Social

Places for People

Community and Belonging

● Economic

Vibrant Local Economy

Transport, Infrastructure and Connectivity

● Civic

Good Governance

Partnership and Participation

Supporting CSP goals

G1 G2 G3 G4 G5 G6 G7 G22

This service aims to protect and enhance our natural and built environments which include 17km² bushland, 80kms of coastline, creeks within seven catchments, four coastal lagoons, Pittwater and Middle Harbour, and 640kms of stormwater network. This service also delivers programs to protect and preserve biodiversity, manage natural hazards, and improve sustainability for Council and the community. Thousands of community members take part each year in education and action with our Manly and Coastal Environment Centres.

Service achievements

Adapting to climate change

Council published the *Climate Change Action Plan*, which is now available on the website. It spans the next four years and supports the delivery of the Environment and *Climate Change Strategy* adopted last year (ECC Strategy). In partnership with Dubbo Regional Council and the Institute of Public Works Engineering Australasia (IPWEA), we also developed the Draft *Climate Resilience Design Guide* to help councils extend the useful life of assets, reduce maintenance costs and encourage the switch to low carbon infrastructure. This initiative was supported by a grant under the Increasing Resilience to Climate Change Program for Local Government.

Advancing sustainability

The first community solar battery on the east coast of Australia was installed in Beacon Hill through a partnership between Ausgrid and Council. This two-year trial allows participating households to store excess power generated by the solar panels they have on their homes for later use. This provides savings in their electricity costs and avoids the need for household batteries.

In June we held the Simplifying Solar Expo at the Novotel Manly. Attended by around 380 residents, it included displays, presentations and interactive sessions from independent solar experts and peak bodies plus not-for-profit organisations.

Other assistance under our Charge Ahead program included website information about emission reductions and clean energy use, including a home carbon tracking tool (450 subscriptions in 2020/21). It also included Simplifying Solar information to encourage solar uptake, plus energy efficiency / solar webinars and access to specialist advice which resulted in 136 solar quote requests and 82kW installed.

The Australian PV Institute reports that there were 1,800 residential solar installations on the Northern Beaches during the 2020/21 financial year, with a total of 12,200kW installed, which is approximately 18% increase in installations on the previous financial year.

Our water savings partnership with Sydney Water continues to have great impact with local businesses, Council's depots, childcare centres and other buildings. Water Savings Assessments for local cafes and restaurants were launched, with 46 local businesses participating to date, with resulting ongoing water savings of 112,118kL a year.

We've made great progress on water and energy commitments in the ECC Strategy:

- Reduced Council's electricity usage through energy efficient lighting and air conditioning upgrades, as well as producing our own renewable electricity from more than 900kW of installed solar photovoltaics (PV)
- Secured a contract to ensure 100% renewable electricity was supplied to all our large sites for the next seven years
- Water savings projects reduced water use in our facilities by over 60,000kL

These achievements cut Council's emissions by around 80 percent from January 2021, a reduction of over 5,500 tonnes of carbon this year.

Education and community action

World Environment Day was celebrated with events and experiences from Manly to Palm Beach including Bushcare, Friends of Cabbage Tree Bay, walking tours of Manly Dam, North Narrabeen rock platform and expert-led birding walks. The Eco Awards held at Glen Street Theatre were well attended, with over 70 nominations across eight categories.

The Coastal Environment Centre at North Narrabeen educated over 9,100 students and 300 residents. Community events included night walks at Warriewood Wetlands and Manly Dam, rock platform tours and screenings of the films *Sustainable Solutions* and *2040*. Some 15 pre-schools enjoyed the new *Tank the Turtle* program on protecting marine life from plastic pollution. Three local high schools conducted citizen science field surveys to explore microplastics present along our shorelines. The Manly Environment Centre has been temporarily re-located at Manly Library, and is fully accessible. Its resource collection is being digitised for greater public access.

Our volunteers have been active in what has been a challenging year. When restrictions and weather allowed, our Bushcare volunteers were active, dedicating 5,647 hours to improving habitats across 58 sites. Over 35,000 native seedlings were propagated by volunteers at our two community nurseries at North Curl Curl and Manly Dam. The Friends of Cabbage Tree Bay volunteers educated visitors on protecting and improving the Aquatic Reserve throughout the year, as well as World Oceans Day with another 150 people. Four new *Life Under Water* videos on the Aquatic Reserve have also been launched on Council's website and are fascinating viewing.

Protecting waterways and catchments

Following major storms in August, March and April we jumped into recovery works at affected beaches, such as beach scraping at Newport Beach, and clearing Warriewood culverts and creeks. Coastal protection along Collaroy-Narrabeen Beach progressed with planning for works at Wetherill Street and approvals for private works. We also conducted geotechnical inspections for stability and landslips along our coast, and installed signage at key sites where needed.

Some key local projects improved catchment health, such as creek rehabilitation at Careel Creek, and bush regeneration at coastal and waterway sites. We investigated the potential for water and wastewater services at Scotland Island, for review by Sydney Water. Estuarine health monitoring of our lagoons and Pittwater continued. We also tracked micro and macro litter sources in the Dee Why Lagoon catchment.

To improve the outcomes of future developments, Council adopted a new policy on Water Management for Development and we progressed a range of environmental studies to underpin our Local Environment Plan and Development Control Plans.

Managing stormwater and floodplains

A range of priority works improved the capacity of our system to handle storm flows as well as dynamic flows around our coast and lagoons, and to better capture pollutants. Community safety was also improved, and materials were designed to complement the surrounding natural environment. This included Gross Pollutant Traps (GPT), trash racks and culverts, as well as reconstructing 50 drains and inlets, and 175m of pipes and pits.

Key projects included a GPT at North Steyne, to capture 14 tonnes of pollutants/ year before it reaches the ocean; and a trash rack near the Crown of Newport Reserve to reduce flooding by capturing up to 34 tonnes of debris a year. Around 650m of pipes across our area were relined to restore their structural integrity, and CCTV inspections were completed in 8,000m of pipes to assess structural conditions and help set priorities for future works.

Sound analysis and planning is vital for managing our stormwater network and floodplains. We progressed Floodplain Risk Management Studies on the areas of Manly to Seaforth; McCarr's Creek; Mona Vale and Bayview. The Narrabeen Lagoon Entrance Management Strategy is also in preparation, with community consultation planned for next financial year.

Building biodiversity

Works to restore Endangered Ecological Communities included bush regeneration in 1,083ha across 260 sites. A total of 6,000 native tree seedlings were planted in bushland, increasing the extent and quality of habitats for many threatened species. Priority weeds were controlled in Council-managed bushland and waterways, in line with the new Northern Beaches Local Priority Weed Management Plan, which also guides private landholders on actions to put in place. Biological controls were trialled for three priority weeds, successfully establishing one for *Wandering Tradescantia*.

We responded to around 350 customer requests on weeds and pest animals, completing 355 weed inspections on private property, and culled 46 foxes and 740 rabbits. We also responded to 864 customer requests about hazardous trees and environmental damage in reserves.

The Bushland and Biodiversity Policy was adopted by Council in February 2021. And with the mapping underway of wildlife corridors and threatened species, biodiversity will be better provided for by planning controls in our future Local Environmental Plan (LEP) and Development Control Plans (DCPs).

Preparing for bushfires

Having a sound framework for managing bushfire risk, together with other agencies, is a strong focus. Our foundation is a new Bush Fire Management Policy adopted by Council in February 2021. Working closely with the NSW Rural Fire Service we achieved certification of the new Bush Fire Prone Land Map in August 2020, an important tool for planning and development. We also commenced preparing an integrated Bush Fire Risk Management Plan together with other agencies on the Bush Fire Management Committee.

On the practical side, preparations were conducted well in advance of the Bush Fire Danger Period of October to March. This included inspecting fire trails and planning hazard reduction burns. Over 250 Asset Protection Zones were maintained across the 66km network, part-funded by a grant from the NSW Rural Fire Service (RFS). This year RFS grants totalling \$948,789 have supported the Council to mitigate the bush fire risk and fund fire-fighting.

Joint hazard reduction burns were conducted at 16 Council-managed sites, reaching a total of 47ha. To assist residents' preparations we also distributed over 70,000 'Bush Fire Prevention' brochures to ratepayers, and provided extra green waste collections.

Performance measures	Target	Result 2020/21	
Bush regeneration by contractors (ha)	300	1,083	✓
Scheduled active bushland management completed	80%	99%	✓
Volunteer bush regeneration (hours)	6,900	5,647*	✗
Stormwater network renewed/ upgraded in line with Asset Management Plan (m)	800	825	✓
Annual beaches with good/very good rating (Beachwatch)	90%	94%	✓
Required mitigation activity completed for natural hazards	100%	100%	✓
Council energy sourced from renewables	≥ 1%	26.5%	✓
Total greenhouse gas emissions by Council (t CO ₂ e)	< 25,511	17,696	✓
Annual total water use by Council (kL)	< 515,813	362,466	✓

✓ Achieved target ✗ Target not achieved

* Volunteer bush regeneration hours were reduced as activities ceased during COVID-19 restrictions and persistent wet weather

Operational projects

On target

G1 - G6	Develop and implement action plans and reporting to support the Environment and Climate Change Strategy
G5 G7	Undertake environment studies and investigations to support strategic planning of the Northern Beaches
G1 G2	Implement priority bushland, biodiversity and bushfire hazards works
G1 G2	Implement priority works to protect waterways, coastal environments and associated natural hazards
G2 G17	Investigate and implement viable options to reduce minor flooding on Wakehurst Parkway
G3 G22	Expand volunteer and environment centre programs in response to community priorities
G2 G11	Develop and implement a Narrabeen Lagoon Entrance Management Strategy

Capital projects

Completed

Water and energy saving initiatives

G4 G5 Installation of solar at Manly Andrew
Boy Charlton Aquatic Centre

Biodiversity protection

G1 G19 Hillside Road, Newport - land acquisition -

On target

Stormwater program

G2 Planned stormwater new works

G2 Planned stormwater renewal works

G2 Reactive stormwater renewal works

G2 Gross pollutant trap renewal works

G2 Warriewood Valley creekline works

Coastal protection works

G2 Collaroy-Narrabeen coastal protection works

Water and energy saving initiatives

G4 G5 Energy saving initiatives works
program - special rate variation

G4 G5 Energy saving initiatives works
program - revolving energy fund

G4 G5 Water saving and re-use initiatives
- special rate variation



● Environment

Protection of the Environment

Environmental Sustainability

● Social

Places for People

Community and Belonging

● Economic

Vibrant Local Economy

Transport, Infrastructure and Connectivity

● Civic

Good Governance

Partnership and Participation

Supporting CSP goals

G1 G4 G6 G8 G13 G20

This service manages the collection of waste and recyclables from more than 93,000 households each week, including offshore communities. Bulky goods are also collected twice a year and solutions are provided for hazardous waste and e-waste. Effective education programs and campaigns on waste reduction and substitution are helping our residents, schools and businesses to reduce their waste each year.

Our cleansing teams clean public places daily, including beaches, parks, streets, towns and village centres. They maintain amenity, public health and safeguard water quality by raking the beach, street sweeping, graffiti and litter removal and the collection of illegally dumped rubbish.

Award winning service

Council was recognised for our waste reduction and sustainability at awards at NSW and National levels. Our 'Swap for Good' campaign gained three accolades, and other waste education campaigns won awards or commendations for initiatives on single use plastics, organic recycling and our event and videos series. Two international awards were received at the 2021 Communicators Awards for the waste campaigns 'What a load of rubbish' and 'Be the Best Version of You - avoid, reuse, recycle'.

Collecting waste

The residential waste collection service continues to deliver improved environmental outcomes with over 110,000 tonnes collected from households in total, of which approximately 71,700 tonnes was diverted from landfill (65%).

In public places, our litter bin team worked every day emptying and maintaining public litter bins. We collected over 2,500 tonnes of waste from public bins and removed over 100 tonnes of illegally dumped waste from our streets.

Community and business reducing waste

Our community is doing well in reducing the amount of waste each person generates, which has been steadily declining in recent years, to now under 400 kg/person for the first time.

To support residents to reduce their waste to landfill, 46 free workshops and webinars were held, with topics ranging from growing vegetables, composting, preserving techniques, reducing food waste, reusable nappies, keeping backyard chickens, wicking beds and repairing furniture, electrical appliances and bikes. Waste and recycling calendars for 2021 were delivered to all residents, with plenty of tips on waste reduction and recycling. Videos and 26 news stories on waste reduction were distributed electronically to over 65,000 residents.

The school recycling program trial in collaboration with 'Worn Up' commenced with 12 schools, with old uniforms collected and recycled. The Canteen Support Program has worked with 10 schools who are now free of plastic straws, plastic water bottles and soy fish, and actively reducing other single use plastics.

An inaugural Charity Clothing Drop Off Day at Pittwater Rugby Club was held in collaboration with Australian Red Cross. Around 450 cars dropped off unwanted textiles and small homewares to fill three shipping containers, rather than go to landfill, with proceeds supporting Red Cross programs.

Five second-hand markets, Avalon Car Boot Sale and Bags to Riches at Dee Why were held.

The Swap for Good Business program helped local businesses reduce their use of single use plastics, with solutions for BYO cutlery, 'swap and go' coffee cups and sustainable packaging. Bubblers and water bottle refillers were loaned to four major public events, as an alternative to residents using single use plastic water bottles.

Over 3,500 residents dropped off 126 tonnes of hazardous chemicals at two Chemical CleanOut events. Clean Up Australia Day in March was also successful with 94 local clean up groups registered to remove waste from our bushland, parks and streets.

Offshore waste services

With the fire season, a fire fuel vegetation collection for offshore communities was conducted in February 2021. A review of waste services to the offshore communities of Scotland Island and the western Pittwater foreshores commenced with broad community consultation to address issues of pollution, amenity, safety and improve services which have to be delivered by barge over water. Options are being developed following the consultation, and recommendations will be presented to Council next year. This project has been delayed due to required negotiations with the waste collection contractor.

Clean public spaces

Cleansing Services provided essential and efficient cleansing services throughout the year despite some significant challenges. With the risk of COVID-19 transmission, high use bus shelters were regularly disinfected, as well as public furniture in major town centres. Over 324 tonnes of debris were removed from our beaches and waterways and disposed of following major flooding in March. The clean-up effort was ongoing for several weeks.

This year we also achieved:

- around 1,600 tonnes of waste materials were collected in street sweeping and beach raking, with over 80% of this material being recycled, including into asphalt material for reuse
- town centres and villages received over 50,000 square metres of pavement cleaning and scrubbing
- responded to 6,312 graffiti incidents and removed 20,636 square metres of graffiti.

Performance

Performance measures	Target	Result 2020/21
Clean town centres and villages: compliance with schedules	100%	100%
Domestic waste diverted from landfill (collected by Council)	60%	65%
Domestic waste per capita (kg)	< 420	398

Achieved target Target not achieved

Operational projects

On target

- G6** Implement and manage new contracts for domestic waste collection and processing

- G6** Implement and manage contracts for cleaning of streets, pavements, graffiti and bus shelters

- G4** Deliver waste education and change initiatives for community and business

- G6** Improve service efficiency for customers by automating business processes and services

Behind schedule

- G1 G6** Review waste service and infrastructure for offshore communities
 - Project has been delayed due to required negotiations with waste collection contractor

Capital projects

Behind schedule

Plant and Equipment

- G6** Public Place Bin Enclosures - Quotes have been received to commence bin replacement in July. This project was delayed awaiting the approval of urban design guidelines by Council



● Environment

Protection of the Environment

Environmental Sustainability

● Social

Places for People

Community and Belonging

● Economic

Vibrant Local Economy

Transport, Infrastructure and Connectivity

● Civic

Good Governance

Partnership and Participation

Supporting CSP goals

G4 G6 G22

This facility aims to deliver long-term reliable, responsible and sustainable waste management and recycling services to the local community. It receives over 30,000 tonnes of material onsite each year and around 80% of this is recycled. There are around 4,000 visits each year the Eco House and Garden for education on sustainability, and the shop at the Buy Back Centre which sells salvaged building materials and furniture.

Service achievements

Kimbriki registered a record 395,000 transactions during the year representing almost 1,100 vehicles per day entering the site, an increase of 20% from previous years. While the increase in visitations imposed additional pressure on operations during the COVID-19 pandemic, operations were managed to balance customer needs with the safety of staff and contractors.

Essential waste services have been maintained during this heightened demand, while other services were restricted at times - the Buy Back Centre, Eco House and Garden, as well as staff activity in recovering recyclable material from the Mixed Waste section.

Three hundred tonnes of e-waste and 175 tonnes of paint were collected for recycling. Additional services were introduced for other problem waste materials. Disposable and rechargeable batteries, mobile phones and fluorescent tubes are being accepted from residents at no charge.

Kimbriki enhanced its digital communication with a new website, increased social media presence via Facebook and Instagram, and online workshops from the Eco House and Garden.

Capital works continued to improve the function of the site and environmental protection:

- commenced a new landfill cell on the western shelf
- design, approval and procurement for a clean water diversion system which will help protect creeks and groundwater
- construction of an asphalt road to the Mixed Waste Transfer Station
- expansion of the landfill gas capture system.

Performance measures	Target	Result 2020/21	
Total waste diverted from landfill onsite	82%	80% *	✘
Domestic dry waste diverted onsite from landfill	10%	5.1% **	✘
Compliance with environmental requirements	100%	100%	✔

✔ Achieved target ✘ Target not achieved

* The overall result has been impacted by a persistent downturn in demolition waste for recycling, and more mixed waste from residents working from home (not recyclable), a trend that has been influenced by COVID restrictions. This has resulted in a significant drop in incoming tonnes of recyclable materials.

** This result has improved significantly on last year's 3.5%. Recovery efforts have been restricted by COVID-19 protocols and closure of the Buy Back Centre at various times during the year. Large stockpiles of recyclable metal and other materials are awaiting transportation offsite and will improve this result once removed. It will improve further when Council trials in 2021/22 new processes to divert more bulky goods collected from landfill.

Operational projects

Completed

G4 G6 Review and implement the Business Plan endorsed by shareholder Councils

On target

G4 G6 Research and develop improved resource recovery consistent with the endorsed business plan

Behind schedule

G1 G6 Kimbriki - Expand the sustainability hub and enhance social enterprise opportunities - Expressions of Interest were invited to establish a resale store and associated activities onsite. However, none of the tenders were suitable, due to significant costs and risks. The project is on hold while Kimbriki considers alternative arrangements in consultation with partner councils.

Capital projects

Completed

Kimbriki improvements

G4 Kimbriki landfill cell development Area 4A

G4 Kimbriki vehicles

On target

Kimbriki improvements

G4 Kimbriki landfill cell development Area 3B

G4 Kimbriki gas capture system

G4 Kimbriki clean water diversion system

G4 Kimbriki renewal program

G4 Kimbriki other

Kimbriki





● Environment

Protection of the Environment

Environmental Sustainability

● Social

Places for People

Community and Belonging

● Economic

Vibrant Local Economy

Transport, Infrastructure and Connectivity

● Civic

Good Governance

Partnership and Participation

Supporting CSP goals

G1 G2 G5 G7 G8 G13 G14 G21 G22

The service prepares strategic plans and policies to manage growth and development on the Northern Beaches. The key focus areas are protecting the natural environment, providing opportunities for housing growth, including affordable housing, planning for future employment and economic growth, integrating land use and transport planning, protecting the character of important places, including those of Aboriginal and non-Aboriginal heritage significance.

Public Space Vision and Design Guidelines

The Northern Beaches Public Space Vision and Design Guidelines (PSV&DGs) were endorsed by Council in May 2021. The PSV&DGs present a unified vision for our public spaces whilst recognising the unique features, character and heritage of the diverse villages and places within the Northern Beaches Local Government Area. Guided by quality, durability and sustainability considerations, the PSV&DG's support environmental, social, and health outcomes through the introduction of best practice street design and material selection.

Northern Beaches Local Housing Strategy

Council developed a Local Housing Strategy to plan for a growing population and additional housing demand on the Northern Beaches through to 2036. A draft Local Housing Strategy was on public exhibition from 15 January to 7 March 2021. More than 630 submissions were received. An amended Local Housing Strategy was subsequently adopted by Council at its meeting on 27 April 2021. Council is awaiting endorsement from the Department of Planning, Industry and Environment prior to implementation.

Northern Beaches Local Environmental Plan

Work is progressing on the new Northern Beaches Local Environmental Plan (LEP) and Development Control Plan (DCP) to replace the current four LEPs and DCPs across the Local Government Area. The new LEP and DCP provide the key rules for future planning and development on the Northern Beaches.

Council resolved to exhibit a LEP/DCP Discussion Paper at its meeting on 15 June 2021. The Discussion Paper outlines the range of issues that Council must address in consolidating our current plans. It identifies proposed approaches to simplify development rules, improve protections for the environment, and foster economic growth. The Discussion Paper was on exhibition from 25 June to 5 September.

Work continued on several technical studies which will inform the new LEP and DCP work. These include environmental studies (environmental zones review, biodiversity planning review, riparian provisions, Cowan Creek and North and Middle Harbour estuarine planning levels studies, stormwater quality strategy, geotechnical engineering study), Deferred Lands studies (biodiversity study and strategic bush fire risk assessment), and planning studies (urban design study, character study, social infrastructure study, employment study).

Avalon Beach Place Plan

The draft Avalon Beach Place Plan was placed on public exhibition from 15 February to 16 May 2021. There were 13,120 visits to the 'Your Say' project page during the exhibition period. The project page included electronic copies of the exhibition material, promotional video and consultation history comprising background studies and outcomes of previous consultation activities. Approximately 740 submissions were received which will be reviewed and considered in an update of the plan later this year.


Implementing the Local Strategic Planning Statement



This is the first year for Council to report progress on implementing Towards 2040, our 20-year land use planning statement that was adopted by Council in February 2020.

Towards 2040 has 187 actions for implementation in the short, medium, and long term across nine Directions and 30 Priorities. Ten actions have been completed and 129 are in progress.

The full report is available as an attachment – see page 140.

Performance

Performance measures	Target	Result 2020/21
Planning proposals assessed within 90 days (from lodgement to submitting report to Local Planning Panel)	80%	75%* 

 Achieved target  Target not achieved

* Of the four Planning Proposals received, three were reported to the Local Planning Panel within 90 days. There was a deliberate delay for one applicant to provide additional information.

Operational projects

On target

G8 Develop Place Plans for Avalon, Mona Vale and Manly and other centres on a rolling program

G5 G7 Prepare Northern Beaches Local Environmental Plan and associated studies

G7 G13 G14 Complete Brookvale Structure Planning and Rezoning – to revitalise Brookvale town centre

G1 G2 G5 G7 Ingleside Precinct – work with Department of Planning, Industry and Environment on the potential land release

G7 G8 Prepare a Local Housing Strategy

Behind schedule

G5 Frenchs Forest Precinct Planning for a sustainable town centre and precinct with a Green Star Communities rating - The project is dependent on the State Government finalising the draft Frenchs Forest Structure Plan. The Structure Plan commenced public exhibition on 23 July 2021.

Not proceeding

G7 Develop Aquatic Reserve Masterplan with a state-of-the-art education and recreation precinct - This project is linked to the delivery of the new Frenchs Forest Town Centre and the proposed relocation of the Frenchs Forest High School to this site. The State Government in early 2021 made an announcement that the Frenchs Forest High School would not be relocated to the Aquatic Reserve site.



● Environment

Protection of the Environment

Environmental Sustainability

● Social

Places for People

Community and Belonging

● Economic

Vibrant Local Economy

Transport, Infrastructure and Connectivity

● Civic

Good Governance

Partnership and Participation

Supporting CSP goals

G5 G7 G8 G19

This service assesses development applications, modifications and reviews of determinations in line with local and state planning controls. It also provides a development advisory service through pre-lodgement meetings to assist applicants in the preparation of their applications.

Service achievements

This year saw a 10% increase in applications from 2019/20 with a total of 2,377 applications (1,696 Development Applications (DAs), 666 Modifications of Consent and 15 Review of Determination Applications lodged for assessment). 282 Pre-Lodgement meetings were also held.

Improved application processing timeframes

Council continued to reduce application processing timeframes and improve focus on the customer through new services and existing service improvements.

The average and median processing timeframes for development applications were improved by 9% and 10% respectively when compared to last year.

Leveraging digital technology

On 1 July 2020, 100% of development applications were accepted through the NSW Planning portal. This has removed the need for applicants to lodge paper copies. A single method of lodgement has created internal efficiencies and has contributed to improved assessment timeframes.

During the year a number of digital enhancements were implemented including the removal of the requirement to complete Council's DA form and the introduction of the ability to pay for development applications online. Quarterly Development Activity Reports were introduced on Council's website to improve visibility of Council's performance.

Improving DA efficiency and quality

The Development and Sustainability Advisory Panel (DSAP) was established in September 2020. The panel comprises external design

and sustainability experts who provide high level, independent advice on development applications with the view to improving the design quality and sustainability of developments on the Northern Beaches.

Focusing on the customer

Council introduced several initiatives to improve the up-front customer experience including the establishment of a Development Advisory Service in October 2020. Initiatives included a written advice service for Pre-Lodgement applications, process improvements on the handling of development enquiries and improvements to assist applicants in preparing assessment ready applications.

Council released their first fact sheet to assist members of the community who are considering building or developing within the Northern Beaches. The fact sheet covers how Council assesses views from private property, public spaces and places.

Performance measures	Target	Result 2020/21
Average days to determine 90% of Development Applications, modifications and reviews	75 days	66 days ✔
Outstanding Development Applications, modifications and reviews older than 100 days	<20%	16% ✔

✔ Achieved target

✘ Target not achieved

Construction, Manly Vale



Construction, Manly Vale





● **Environment**

Protection of the Environment

Environmental Sustainability

● **Social**

Places for People

Community and Belonging

● **Economic**

Vibrant Local Economy

Transport, Infrastructure and Connectivity

● **Civic**

Good Governance

Partnership and Participation

Supporting CSP goals

G1 G8 G11

This service safeguards public health, safety and the natural environment through education, regulation and enforcement. Noise, water, food safety, building compliance and public health requests are managed by the Environmental Compliance team. Staff deliver proactive inspection programs of food shops and cooling towers and deliver regular food safety education seminars which helps to reduce the incidence of food-related illness.

Service achievements

Environmental health

The continued implementation of the Noise App has been an effective addition to the triage and investigation of noise complaints. The use of the app has resulted in a significant increase in the likelihood of offensive noise concerns to be successfully resolved.

Our participation in the NSW Health mosquito monitoring surveys concluded in May 2021. The program enabled Council to keep our community informed of any safety concerns resulting from the presence of arboviruses.

Council participated in the NSW Environment Protection Authority and Department of Planning, Industry and Environment 'Get the Site Right' campaign in May 2021. The campaign targeted best practice on building sites to protect our waterways and surrounding environments from erosion and run-off.

Animal management

Council continued efforts to keep our community safe from dangerous dogs. Six dogs were seized from owners who failed to comply with strict control restrictions under Menacing and Dangerous Dog declarations. Community safety is paramount in these instances and the dogs are held at the Council pound until investigations have concluded and final determinations are made.

Manly alcohol-free zones

Council continued to respond to customer concerns between 6am - 8pm seven days a week. We worked closely with local Police around alcohol free zones throughout the Manly CBD, in response to community concerns around the enforcement of alcohol legislation.

Compliance and enforcement

Council receives a large volume of concerns relating to environmental and building matters each year. This year, 2,622 matters were received that required investigation of illegal building works and 2,678 matters were finalised.

548 COVID spot checks of food businesses were performed by the Environmental Health team, providing advice and support to food business operators to ensure an appropriate level of hygiene to reduce the risk of contamination to customers. 90 customer complaints relating to COVID were received and 90 completed.

Council supported NSW Police during COVID lockdowns to increase community safety and reduce the spread of COVID-19. Public spaces and popular places within the Northern Beaches were monitored to ensure social distancing was maintained and to discourage public gatherings.

Building approvals

During the year, 189 Building Information Certificates, 22 Council Complying Development Certificates, 88 Council Construction Certificates and 39 Council Occupation Certificates were approved.

Performance measures	Target	Result 2020/21	
Critical and high-risk retail food premises inspections completed, in line with schedule	100%	84%*	✘
Critical and high-risk public health inspections completed, in line with schedule	100%	18%**	✘
Free environmental health seminars for small businesses	2	1***	✘
Proactive sediment and erosion control blitzes of construction sites	1	1	✔

✔ Achieved target ✘ Target not achieved

* For six months, inspections were required to be diverted to COVID compliance checks, rather than public health requirements. Subsequent resourcing shortages have severely impacted the inspection program.

** All cooling tower audits submitted for review were completed. 191 waste water inspections were completed following the recommencement of the wastewater inspection program in Q3 following delays due to COVID restrictions.

*** COVID-19 restrictions prevented a second seminar from being held.

Operational projects

On target

G8 G11 Review environmental compliance tools and procedures to improve customer experience

Manly Lagoon





● Environment

Protection of the Environment

Environmental Sustainability

● Social

Places for People

Community and Belonging

● Economic

Vibrant Local Economy

Transport, Infrastructure and Connectivity

● Civic

Good Governance

Partnership and Participation

Supporting CSP goals

G4 G5 G8 G9 G11 G20 G22

We are responsible for maintaining and managing 2,722 beautiful hectares of open space. We care for open spaces used for sport, recreation and leisure including playgrounds, sportsfields, rockpools, skate facilities, hard courts, golf courses, dog exercise areas, gardens and parks including Manly Dam and Narrabeen Lagoon State Park. Our team includes lifeguards who look after the safety of people who visit our 21 beaches with patrols and education. The service also manages trees on public land and handles requests to prune or remove trees on private property.

Service achievements

Enhancing and managing our sports facilities

We continued our commitment to providing high quality sporting infrastructure for the Northern Beaches community. In December, the Warriewood Valley Sports Courts opened. In constant use since then, the facility has four multiuse hardcourts, a half-court basketball, outdoor gym and learn to ride bike track.

Another new hardcourt facility was opened in February at Avalon Beach. This facility is able to be lit to Australian Standards for play at night and features two multi use courts (netball/basketball and netball/pickleball), a half-court basketball court and an additional grass court. We also reconstructed nine of the netball courts at North Curl Curl and resurfaced all 25.

To cater for local bike riding, we opened the Bare Creek Bike Park in December in partnership with Property NSW. The bike park has already gained a reputation as one of the best facilities of its kind in Australia. The park provides a series of flow trails, gravity trails, skills areas and a pump track as well as catering for beginners to professional mountain bike riders. In addition, we resurfaced and upgraded the lighting on the BMX track at JJ Melbourne Hills, Terrey Hills, to cater for the significant growth and interest in this sport over the last few years.

Upgrades of the baseball facility at North Narrabeen Reserve were completed. This included the replacement of the existing back nets, and the construction of a new batting cage. New back nets were also installed at Ararat Reserve, Frenchs Forest.

The 2020/21 Sport and Recreation Infrastructure Grants Program was completed. The projects included a new sunshade at Careel Bay Tennis Club's playground, resurfacing of two synthetic grass tennis courts at Narrabeena Tennis Club, restoring the path to the 11th tee at Mona Vale Golf Club and new emergency access gates and an upgrade to access the multiuse building at Long Reef Golf Club.

Upgrading parks, trails, foreshores and playgrounds

The redevelopment of the Frenchs Forest Showground precinct continues with the final building works underway. This project received a highly commended award at the recent Parks and Leisure Awards in the Park of the Year category. The Frenchs Forest Showground includes a new 600m circular multiuse path, a regional all abilities playground, upgraded dog park facilities, and restored remnant Duffy's Forest vegetation communities. An additional 60-space car park was designed and constructed. The carpark design demonstrates best practice water sustainable urban design principles.

The construction of the commemorative shelter and new playground was finalised at Plateau Park, Collaroy Plateau. The shelter symbolises the first time radio waves were detected from space. During World War II a radar station was based at Plateau Park and the discovery of the radio waves led to the beginnings of radioastronomy and developments such as Wi-Fi. Council also upgraded regional playgrounds at Dunbar Park, Avalon and North Steyne, Manly.

Our tracks and trails have never been busier with an estimated 150,000 people visiting Manly Dam and over a million people walking the Spit to Manly walk and the Narrabeen Lagoon Trail. Council continued to invest in making these trails safe with a focus on minimising environmental impacts. Key improvements this year included the upgrade of the Circuit Trail at Manly Dam, with 219m of new or replacement boardwalk installed, the upgrade of the Bridle Trail in Terrey Hills and the continuation of the program to improve the quality of the Manly to Spit Walk with six sets of stairs replaced and the installation of extra drainage.

Further improving our foreshore reserves has continued with works at Manly's Lagoon Park and East Esplanade completed. The improvements included seawalls, widened pathways, new outdoor gym equipment and retaining walls. Work has also commenced on making Shelly Beach more resilient to its many visitors and adverse coastal conditions. The first stage has addressed the erosion on the western foreshore while also providing a more aesthetically pleasing area for people to sit.

The implementation of the Collaroy Access Precinct Masterplan has been finalised with the installation of an accessible ramp from the promenade to Collaroy Beach. The area has had a complete transformation and it is now one of the most inclusive and accessible destinations for people across Sydney. Council's ongoing commitment to providing inclusive and accessible open space facilities further enhanced by the completion of regional parks disability and inclusion audit. The outcomes of the audit will inform planning and capital projects for years to come.

Towns and villages

Work continues on the upgrade of Mona Vale town centre with improvements to Waratah Street now complete. The revitalisation of this area has significantly improved the aesthetic appeal of Mona Vale and is aimed to encourage increased visitation for local businesses.

The upgrade of the Balgowlah town centre has also continued with the revitalisation works of the eastern half of the busy shopping hub now complete.

The Killarney Heights shopping village upgrade has been completed with landscaping works, new pedestrian lighting and a new playground all finished and transformed the area into a welcoming and vibrant location.

Keeping everyone safe at the beach

We had over 7.7 million visits to our beaches this season¹ with 678 rescues and 4,688 first aid cases. There were also 322,879 preventative actions undertaken by the lifeguards and volunteer lifesavers. These actions primarily involved directing swimmers to swim between the flags, away from rips, and directing board riders to steer clear of the flags.

Council's Beach Safety Working Group held its inaugural meeting on 1 October 2020. With representatives from Council, NSW Police, Surf Lifesaving and NSW Health, it works to keep our beaches, reserves, parks and other public spaces open and safe for the enjoyment and wellbeing of the community while adhering to NSW Public Health's COVID-19 orders and recommendations.

¹ Numbers of beach visits were down from previous years owing to COVID-19 restrictions

Tree management

There were 6,206 requests regarding trees on public land received from the community this year. The Tree Services team also received 860 private tree applications. Wherever possible, Council officers will recommend tree replacements when tree removals are granted.

The proactive public tree maintenance program continued this year with the Pittwater Ward completed. This included an audit of the street trees and identifying future works to reduce risk of tree failure.

Tree Services investigated 101 reports from the community of illegal tree removal. This resulted in 15 fines (PINS) for illegal works and five warnings.

Our team planted 2,706 new trees as part of our ongoing public open space tree planting program. Overall 8,706 trees were planted on public land across all Council programs.

Performance measures	Target	Result 2020/21	
Rockpools cleaned weekly during summer season and every two weeks outside of summer	95%	98%	✓
Sportsfields mowed weekly in summer playing season and monthly in winter	95%	96%	✓
Number of trees planted on public land	5,000	8,706	✓
Availability of sportsfields out of school hours as a result of improvement works (playing hours/week)	>4,400	4,405	✓

Workload measure

Number of preventative actions by professional lifeguards on patrolled beaches	322,879
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✓ Achieved target
 ✗ Target not achieved

Operational projects

Completed		Behind schedule	
G11	Smart Beaches	G5	Develop an Iconic Tree Register Criteria has been completed based on the National Trust guidelines. Awaiting the development of an interactive webpage for the public to be able to nominate iconic trees and for Council to publish results.
G5	Develop replacement and compensatory principles for the removal of trees on public open space	G9	Develop an Open Space Strategy The draft Strategy and Action Plan is completed. It is planned to present the draft to Council by the end of 2021 to go on public exhibition. Delays have been caused due to the extent of the community consultation, additional feasibility studies undertaken to support the Strategy and to ensure consistency with related projects.
G8	Undertake accessibility audit of open space and implement priority improvements		

Capital projects

Completed

Reserves and parks improvements

G8 G9	North Curl Curl youth facility
G8 G9	Reserves - new and upgrades
G8 G9	Warriewood Valley - public space and recreation
G8 G9	Glen Street masterplan implementation
G8 G9	Freshwater Beach masterplan implementation
G8 G9	Newport Beach basketball court
G8 G9	Reserve pathway and lighting - new
G8 G9	Reserves renewal program

Playground improvements

G8 G9	Playgrounds new and upgrades
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Sportsgrounds improvements

G8 G9	Sportsgrounds – new and upgrades
G8 G9	Sports Club Capital Assistance Program
G8 G9	Synthetic sportsground conversion
G9	Sportsfield renewal program
G5	Lionel Watts East - sports storage building
G8 G9	Sport buildings works program

Completed*Foreshore and building improvements*

G5	Foreshores new and upgrades
G5 G8	Mona Vale Surf Life Saving Club - new building works
G5 G8	Long Reef Surf Life Saving Club - new building works
G5 G8	Manly Life Saving Club design works
G8 G9	Foreshores renewal program
G8 G9	Surf Life Saving Club minor renewals
G8 G9	Surf lifesaving club major renewals fund (Manly)
G5 G8	South Narrabeen Surf Life Saving Club

Town centre and village upgrades

G5 G9	Public space protection program
G5 G9	West Esplanade activation plan
G8 G9	Public defibrillator installation
G8 G9	Place making infrastructure
G5 G9	Commercial centre renewal program

Recreational trails

G4 G5	Recreational trails - renewal program
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On Target*Reserves and parks improvements*

G8 G9	Wyatt Avenue Park embellishment
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Playground improvements

G8 G9	Connecting all through play - inclusive play
G8 G9	Playground renewal program

Foreshore and building improvements

G8 G9	Collaroy Beach accessible ramp
G8 G9	Tidal pools refurbishment

Town centre and village upgrades

G8 G9	Commercial centre upgrade program
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Behind schedule*Reserves and parks improvements*

G8 G9	Youth facilities - Work will shortly commence on the Grove BMX track in Seaforth. It is expected to be completed by the end of 2021.
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Sportsgrounds improvements

G8 G9	Connecting all Through Play - Active Play - The Development application for sportsfield lighting at Passmore Reserve is under assessment. Construction commencement will be deferred until next financial year pending development application approval.
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Foreshore and building improvements

G8 G9	Rockpool renewal program - Work at Avalon Pool is a specialist contract and the project is delayed by contractor availability. Works are forecast to commence in July. Resurfacing the areas of the pool concourse with exposed aggregate will take place when conditions allow.
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Deep Creek Reserve





● Environment

Protection of the Environment

Environmental Sustainability

● Social

Places for People

Community and Belonging

● Economic

Vibrant Local Economy

Transport, Infrastructure and Connectivity

● Civic

Good Governance

Partnership and Participation

Supporting CSP goals

G8 G9 G11 G12

We offer high quality, professional care for children aged 0-11 years. Over 3,200 children attended our services this year with streamlined childcare registration introduced. We manage seven long day care centres, over 50 family day educators, four vacation care locations, two pre-schools and one occasional care centre. Our quality services are made possible and maintained by strong connections and partnerships within our community and its families.

Service achievements

Strategy

Council has developed a Children's Services Strategy to guide the delivery of education and care services for children and families in our community. Our vision for children's services on the Northern Beaches is:

"Children's Services are valued as an essential part of Council's commitment to a healthy and engaged community. Our integrated learning services and play-based approach sets the benchmark for early childhood learning across the Northern Beaches. Council's Children's Services are accessible, equitable, and flexible. They enable community connections and support community values."

Council is committed to providing quality affordable education and care services that support families and children. We recognise the role of local government in meeting the needs of children with additional needs, as well as playing a key role in supporting low income, disadvantaged or vulnerable families in our community.

Working on best practice

The 'Self-Assessment Tool' for Forestville Vacation Care and Manly Community Pre-school has been submitted to the Department of Education in anticipation of an upcoming assessment and rating visit. To support easy access of information for families, the Centres implemented QR codes for National Regulations, Council policies and Staying Healthy in Child Care. These are visible for families, visitors and staff to ensure easy and accurate access.

Council participated in an interview and pilot program with the Office of Children's Guardian exploring Council's capabilities in implementing the Child Safe Standards. This supports the work of the Child Safeguarding Policy and development of the Action Plan to keep children safe in their interactions with Council services.

Connecting with the community

National Family Day Care Week was celebrated with our educators and children coming together to enjoy a morning tea picnic at Brookvale Park. Mother's Day was also celebrated with inclusive practices and an afternoon tea to invite families into the service.

Narrabeen Children's Centre held a 'Schoolies Come Back Afternoon Tea' which was attended by 28 children and parents who had attended Narrabeen Children's Centre in 2020. The goal was to allow children and families to reconnect with 2020 peers and educators and to share their experiences of Big School which will inform the Centre's ongoing practices for pre-school children.

The Centres participated in National Simultaneous Storytime where a book, written and illustrated by an Australian author and illustrator, is read simultaneously across schools, libraries and childcare centres to promote the value of reading and literacy.

Family Day Care focused on developing community partnerships, offering educators ideas on how they can connect with their local community and support children to be active citizens.


Children committing to the environment

Narrabeen Children's Centre received a large contribution of bread tags from Pittwater House School. The tags will be sent to Aussie Bread Tags who create recycled bowls that are sold, and with the profits, wheelchairs are purchased. This program brings together multiple schools and sees great collaborations to collect and repurpose tags for an environmental and social benefit.

Building on their commitment to the environment, Manly Community Pre-school had an incursion from Plastic Pollution Solution. The children developed an awareness of the world around them and how they can impact it by being a 'plastic ninja' and not littering.



Belrose Children's Centre Pre-school increased the aesthetics and commitment to green spaces with new barrels of trees and plants for children's exploration and enjoyment. Dee Why Children's Centre upgraded the entrance area of the centre creating a community green space. This area has a variety of fruit trees that have been installed promoting health eating and community engagement.

Performance

Performance measures	Target	Result 2020/21
Childcare services that meet/exceed standard for National Quality Framework	100%	100% 

Workload measure

Number of additional needs children enrolled in childcare services	80
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 Achieved target  Target not achieved

Operational projects

On target	
G11	Provide quality education and care that meets or exceeds the National Quality Standard
G12	Support children from diverse socio-disadvantaged backgrounds to participate in quality early education and vacation care programs

Capital projects

Behind schedule	
Childcare buildings	
G8 G11	Children's centres works program - two contracts have been signed for works at Roundhouse Child Care Centre and at Brookvale Childcare Centre, both of which will take place next financial year. Works have been delayed as a result of materials shortages arising from the pandemic.



● Environment

Protection of the Environment

Environmental Sustainability

● Social

Places for People

Community and Belonging

● Economic

Vibrant Local Economy

Transport, Infrastructure and Connectivity

● Civic

Good Governance

Partnership and Participation

Supporting CSP goals

G8 G9 G10 G11 G12 G22

We support and facilitate a wide range of social and community services to build social capital and enhance the health and wellbeing of individuals and families. Our programs and events focus on vulnerable communities, the aged, people with disability and youth. They reduce social isolation and strengthen community connectedness. We provide accessible and affordable facilities at 41 community centres, nurture creativity with a range of arts and cultural events, and provide creative spaces, a regional art gallery and museum and a performing arts theatre.

Service achievements

Community Centres

This year has been challenging for community centre users due to the ongoing COVID-19 pandemic. Customers had to adjust to sudden closures, new COVID Safety Plans, multiple changes to restrictions and resultant impacts on their activities. However, the COVID-19 crisis highlighted how important the centres are to the community who attend the many activities, and the small businesses operating their courses from them.

The Community Centres Strategy and Community Centres Policy were adopted on 23 March 2021. They provide a framework for providing Council managed, multi-use community space over the next 20 years.

Caring for young people and families

Council continued to be part of 136 activations across the Northern Beaches with more than 7,000 young people and family members partaking in programs to connect our community. Programs included capacity building workshops and seminars, live music events and online engagement, all held in a COVID safe environment.

The annual Youth Week celebrations took place in April 2021, highlighting the positive contributions young people make in our community. The Youth Advisory Group were heavily involved in all aspects of Youth Week, a the highlight being a youth led Millennial Market at the Curl Curl Creative Space.

We hosted the *Northern Composure Unplugged Competition* across April and May. Heats were held online with more than 15,000 people viewing the 26 performers and more than 4,000 votes submitted. The final was held at Glen Street Theatre with 'The Rions' taking out first place.

Schools continue to be an important avenue for Council to connect and engage with young people. Students were consulted on Council projects such as the Better Together Social Sustainability Strategy, Resilience Strategy and Community Safety Plan.

Several youth activations have taken place at the PCYC throughout the year, including Lime Cordiale acoustic sessions, Tenzin Tournament and Roller Discos.

Council continued to support the Avalon Youth Hub and Taldamunde's Beach Reach Youth Outreach Service.

The Adolescent and Family Counselling Service provided over 950 free client counselling sessions to young people and their families. The service also hosted:

- three specialised workshops "Connecting as Dads" to increase parenting knowledge and skills for men
- four four-week parenting workshops
- a parenting and youth mental health speaker night.

The "Connecting as Dads" program was expanded to a two-session course providing even greater outcomes for participants.

Community Development

Council continued our leading role in establishing a coordinated response to suicide in our area, together with local Police, health authorities, local service groups and the community. We received several awards for this initiative, including:

- 2020 NSW Local Government Excellence Award in the Community Partnerships and Collaboration - winner
- 2020 Local Government National Awards - highly commended
- NSW Resilience Australia Awards - highly commended.

In collaboration with key housing and community partners, we delivered several initiatives to improve outcomes for people experiencing homelessness. These included establishing the Northern Beaches Homelessness Interagency, creating a regular Case Coordination Group, the annual street count and housing 43 people into social housing, private rental and support accommodation. Council won the 2021 NSW Local Government Excellence Award in the category of Community Development.

We completed the first year of the three-year NSW Ministry of Health funding for Community Gatekeeper training. The program seeks to train 1,000 community members in suicide prevention to identify warning signs, equipping them to have safe conversations and make referrals to mental health services. To date, 178 people have completed the training program, 45 people are currently participating in online training and 51 new registrations have been taken for future online and face to face sessions.

Partnering with Wesley Life Force, we established Northern Beaches CARES (Care And Respond; End Suicide), a community-led Suicide Prevention Network on the Northern Beaches. The group is developing a comprehensive action plan with short-term and long-term goals, activities and projects.

The 2020/21 Community Grants Program awarded \$97,566 to 17 groups to carry out a range of community projects. Five Community, Arts and Culture multi-year funding arrangements have also been approved, totalling an additional \$47,184.

Council rapidly responded to COVID-19 restrictions over the year to understand the needs of our community service partners and support them in service delivery. Council had contact with over 50 local services to understand their plans, needs and any gaps. We established COVID Response Grants, distributing urgent funds to local services assisting those most in need. Additional key activities included the sourcing and distribution of large quantities of donated face masks and sanitiser and assisting in the co-ordination of food collection and distribution, in partnership with local services.

Council received nominations from five businesses for the Disability Inclusion Award as part of the 2020 Northern Beaches Local Business Awards, recognising businesses on the Northern Beaches who serve the whole community and aim to accommodate everyone's needs regardless of their abilities. The Cube Allied Health was recognised as award winners, and Plus Fitness Brookvale was awarded runner-up.

Supporting our seniors

Meals on Wheels delivered over 17,300 meals to older people in the community. The service enables them to live at home for longer, increase social connections and helps prevent social isolation. We delivered more than 510 community lunch meals and 24 social outing meals between October and May.

More than 22 activities were run by service providers and local community groups for the annual Seniors Festival in April 2021. Two small expos at Mona Vale and Dee Why, helped link seniors with service providers and activities.

Valuing our volunteers

Over 900 volunteers actively supported the Northern Beaches community this year, assisting Council teams. Groups include Bushcare, Community Gardens, Cemeteries, Libraries, Meals on Wheels, Manly Art Gallery & Museum, Manly Environment Centre, Manly Visitor Information Centre and the Aboriginal Heritage Office. Recruiting new volunteers supported services and programs. We developed a Volunteer Handbook providing all volunteers with the information and support they need.

Socially Sustainable Northern Beaches

Over 1,000 community members and local service providers contributed to the first Northern Beaches Council Social Sustainability Strategy. The draft Better Together 2040 was placed on public exhibition in May 2021. The document provides the long-term strategic direction and actions for the first five years of implementation to continue to create a safe, inclusive and connected Northern Beaches.

Arts and Culture – Grant Programs

Council's Arts and Creativity Strategy 2029 received three awards as Arts and Culture services and programs continued to grow throughout the year. The strategy focuses on supporting and growing a vibrant creative culture, authentic to the Northern Beaches.

Two grant programs, Arts and Creativity Grants and Creative Community Support Grants provided \$95,150 in funding support to local creatives in 2020, while the Creative Toolkits workshops provided advice and support.

Two new creative spaces were opened, including Avalon Workshop and the Mona Vale Creative Pop Up, providing new studio, workshop and presentation spaces. The Eramboo Artist in Residence program continued, and the Curl Curl Creative Space continued to host a range of exhibitions and pop up retail opportunities.

Council launched the new Environmental Art and Design Prize and Creative Open, with strong interest, and Council assisted to establish the Northside Aboriginal Artists group.

Manly Art Gallery & Museum (MAG&M)

Under the MAG&M building refurbishment program, we completed a pergola and did painting works, placement of external panels for feature exhibitions, air-conditioning system upgrade, new sound and lighting and flooring works.

The gallery presented several major solo exhibitions, including Charlie Sheard, Bill Leak, Greg Weight, Joanna Gambotto, Nick Hollo, Nicholas Harding and Leila Jeffreys. Other major exhibitions include the annual Express Yourself, Manly Dam, Seaweed Arboretum, specially commissioned works for the Gallery's 90th anniversary, and Latitude, an exhibition of historical maps. The Northern Beaches Artist's Books award was moved to the gallery.

The 2020 Northern Beaches Art Prize and Pantu (Salt) were both exhibited to the community online.

We delivered public programs to the community. The gallery's reinvigorated retail space was renamed the 'Design Shop', and we launched the 9 Designers program, having shifted our focus to local designers, makers and artists. Engagement on MAG&M's Instagram account increase by 60% resulting from a new online engagement and social media strategy.

Public Art

We continued to implement the Coast Walk Public Art Strategic Plan with Council approving the funding allocation and amended Cultural Collections Management and Gifts Policy. .

Council began several Coast Walk public art commissions including the Aboriginal Art and Storytelling project and commissions at Robert Dunn Reserve, McKillop Park and the Mona Vale and Long Reef Surf Life Saving Clubs. We also delivered new street art works at Bungan Lane, Mona Vale, Brookvale Community Centre, Whistler Street Carpark and Peninsula Carpark, Manly, and YOYO's in Forestville.

Glen Street Theatre

Council focused on innovative ways to adapt Glen Street Theatre capabilities because of ongoing COVID-19 restrictions. We increased the range of audio visual and web streaming services including multi-camera filming and editing. This allowed the Sydney North Public Schools Dance Festival to continue in a cinematic format under COVID capacity restrictions. The format will be retained as an ongoing technical service available to customers.

The NSW State Government Dine and Discover program positively impacted ticket sales with 3,637 vouchers redeemed representing over \$122,000 in value.

We implemented the Glen Street Membership program, replacing the long-term subscription model. This change in loyalty program enabled greater flexibility and choice for Glen Street Theatre patrons and saw the venue loyalty program increase engagement by 127% from 1,876 subscribers in 2020 to 2,383 members in 2021.

Capital improvements continued including an LED upgrade to building fixtures, providing long-term energy efficiency and cost savings.

Performance

Performance measures	Target	Result 2020/21	
Number of volunteers who actively participate in ongoing Council programs	1,500	1,124*	✘
Number of Meal services	18,000	17,364**	✘
Number of clients for Youth and Family counsellors	250	750	✔
Youth and Family counselling sessions	800	954	✔
Number of people attending community development events/ programs	17,300	11,671***	✘
Number of people attending arts and culture events/ performances	123,400	63,760****	✘
Community centres: user satisfaction (mean score of hirer's survey out of 5)	4.00	4.52	✔
Number of networks and partnerships with community groups/organisations	15	19	✔

Workload measure

Number of information and referral enquiries	511
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✔ Achieved target ✘ Target not achieved

* COVID restrictions limited volunteer opportunities through parts of the year, across programs for Events, Bushcare, Meals on Wheels and Library.

** Community lunches and social outings were limited due to COVID-19 restrictions.

*** Due to COVID-19 many events were moved online and resulted in a broader reach (over 92,000). This includes newsletters, Facebook and unplugged Northern Composure.

**** COVID-19 led to closures during parts of the year of Glen Street Theatre, MAG&M and Creative Spaces.

On target

G10	Implement the Coast Walk Public Art Strategic Plan
G8	Develop a Social Plan and supporting plans for target demographics
G12	Review the Disability Inclusion Action Plan
G9	Plan and deliver creative spaces at Avalon and Mona Vale
G11	Implement Gatekeeper training program for suicide prevention
G11	Develop wellbeing indicators to measure community resilience and connections

Capital projects

Completed

Community centre improvements

G9	Community centres minor works program
G8	Beacon Hill Community Centre and Youth Club

Cultural improvements

G10	Creative Arts Space - Avalon Golf Course
G9	Manly Art Gallery renewal works
G10	Glen Street Theatre renewal works
G10	Creative Arts Space - Mona Vale

Capital projects

On target

Art works

G8	Manly Art Gallery - art works
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Community centre improvements

G9	Community buildings works program
G5 G9	Newport Surf Life Saving Club

Cultural improvements

G10	Coast Walk - art trail
G10	Coast Walk – Aboriginal art and signage

Behind schedule

Art works

G10	Theo Batten Bequest – art works - The Manly Art Gallery & Museum lettering project is being reviewed by the Public Art Working Group. Upon endorsement the submitted Development Application will be progressed.
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Community Centre Improvements

G9	Warriewood Valley community centre – new works - The Development Application for Warriewood Valley Community Centre is currently being assessed. A tender will be released to procure a contractor to construct the new centre once the Development Application is approved.
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Ben Broen Workshop





● Environment

Protection of the Environment

Environmental Sustainability

● Social

Places for People

Community and Belonging

● Economic

Vibrant Local Economy

Transport, Infrastructure and Connectivity

● Civic

Good Governance

Partnership and Participation

Supporting CSP goals

G8 G9 G12 G18 G22

Our library service features six libraries in the suburbs of Dee Why, Forestville, Glen Street in Belrose, Manly, Mona Vale and Warringah Mall in Brookvale. These spaces are well utilised as community meeting places and centres of activity for events such as author talks and children's activities. Five community libraries in Avalon, Terrey Hills, Seaforth, Harbord and the Book Lovers' Club Northern Beaches in Narrabeen are also supported by Council.

Service achievements

Library memberships and loans

At the end of June 2021 there were 197,730 members across the library service of which 57.3% are residents of the Northern Beaches area. Additionally, 530 customers received a regular visit from the home library service ensuring their continued access to information, literature and other library services.

Almost 1.4 million items were borrowed over the course of the year which was an increase of 100,000 loans compared to the previous year.

Of the 3,245 titles suggested by library members, 75% were purchased.

Library Platforms

Digital Library services played a key role for our community during this year. The e-book and e-audiobook collection continued to grow in popularity with close to 360,000 loans during the year reflecting an increase of 26% on the previous year. In recognition of its growth, additional funds were re-directed to further enrich this increasingly popular platform. The e-collection features almost 19,000 eBooks, eAudio and eMagazines as well as Kanopy streaming movies, research databases and tutorials including Studiosity and Lynda.com.

The new Northern Beaches Library app launched to the public on 14 October 2020. The app allows users to manage their account, view loans and reservations or renew items, browse the collection, access Library2U and discover 'What's on' at the closest branch – anywhere, any time. The app has proven to be incredibly popular with 8,097 device downloads and 1,764 associated loans.

Library programs and services

The programs delivered through our libraries continue to educate, entertain and inform our community with close to 17,050 people attending a program during the year. This included over 449 youth and children's programs, 49 adult programs and 94 cross-generational programs.

COVID restrictions during the year meant face to face programs were redesigned to digital offerings for a large part of the year. Programs for children and youth, including story time and HSC Lecture Series, were delivered online and viewed over 9,347 times.

Various events were delivered during the year including the 'Summer Reading Challenge', 'Library Lovers' Day', 'Children's Art Show' and a new program, 'Young Scriptwriters' Competition'. Other popular activities included the successful '1000 Books Before School' early literacy program and the annual 'Young Writers' Competition'.

Special events of note throughout the year included eWeek, which focused on digital literacy skills across the Northern Beaches and the Artist book competition, a partnership with the Manly Art Gallery, which highlighted local and international artists.

The service was recognised for its excellence in customer experience, winning an award for Library2U. During COVID restrictions, the library implemented an expanded home delivery service, Library2U, making the physical collection accessible to all. During the initial two-month lockdown 41,475 physical items were loaned through 18,047 COVID safe home deliveries.

Service improvements

The local history digital platform 'History Hub' successfully launched to the public on 7 September, 2020 with 39,050 items digitised to date. History Hub allows the public to discover past and present stories of the Northern Beaches, its people and local environment. The improvements to the collection continued throughout the year, with additional historical information added to over 39,000 items.

Improvements were made to the library collection with the expansion of makerspace kits to five library branches, following a successful trial at Warringah Mall Library.

Access to popular titles was improved by expanding the 'Read Now' collection to all library branches, providing multiple books of in demand titles, for an express loan period.

The Library Service has partnered with James Bennett to deliver 'The Sustainability Project', a green initiative assisting with the disposal of unwanted library material. Unwanted library items removed from the collection are responsibly recycled or resold by our collection partner. The resale of items generates funds which are partly donated to the Indigenous Literacy Foundation. The other portion of funds is used to purchase new items for the collection. The project also contributes to the environment and sustainability goals adopted by Council.

Library upgrades

Forestville Library was renovated to improve the entrance and service areas, increasing accessibility and open space in line with community feedback.

The Warringah Mall Library refurbishment delivered an improved library layout with a customer centric design that optimises collection discovery.

The custom-built Creative Library space at Manly Library was fitted out. The space allows the community to drop in for a variety of creative endeavours and can also be rented by local artists to run classes and host exhibitions. It's the first space of its kind in a NSW public library.

Mona Vale Library courtyard was upgraded to incorporate a sensory garden, new outdoor chess table, improved heating and new seating.

Glen Street Library received grant funding to deliver an improved outdoor, all-weather amphitheatre and community garden, which has been completed ready for launch post COVID restrictions easing. The improved space can host a wide variety of programs and events and will create new volunteering opportunities to maintain the community garden.

Performance

Performance measures	Target	Result 2020/21
Annual growth in e-loans	10%	26%
Satisfaction with library programs (Net Promoter Score: % promoters)	>50%	81%
Satisfaction with Home Library service (Net Promoter Score: % promoters)	>50%	89%

Achieved target Target not achieved

Operational projects

Completed

G9	Review library opening hours to improve consistency and access
G10	Digitise the Local Studies Collection
G9	Improve and expand library programs in line with customer needs and demands
G9	Review opportunity to provide 24/7 access to the physical library space
G12	Increase the reach of the Home Library service
G9	Optimise volunteering opportunities across the service

Capital projects

Completed

<i>Community space and learning</i>	
G18	New library technology
G9	Library local grant purchases
G12	Library books - replacement
G12	Library book stock
G9	New library furniture
<i>Library upgrades</i>	
G9	Mona Vale library outdoor courtyard
G9	Library buildings works program
G9	Forestville Library renewal works

Behind schedule

<i>Library upgrades</i>	
G9	Mona Vale Library - upgrades and new works - Progress of the project is subject to the strategic direction of the Project Steering Group. It has been delayed while community use of the wider precinct is being planned.



● Environment

Protection of the Environment

Environmental Sustainability

● Social

Places for People

Community and Belonging

● Economic

Vibrant Local Economy

Transport, Infrastructure and Connectivity

● Civic

Good Governance

Partnership and Participation

Supporting CSP goals

G6 G8 G16 G17 G22

We work to ensure sustainable and efficient management of Council's road and transport assets to meet community needs. We utilise our asset management system to maintain 844km of roads, more than 15,000 car spaces, including seven parking stations, and over 50 beach and reserve parking locations. We also manage footpaths, kerbs and gutters, bus shelters, guard rails, bridges, pedestrian bridges, causeways, retaining walls, pedestrian crossings, roundabouts, bike paths and associated infrastructure, wharves, boat ramps and tidal pools. Our transport strategies guide the construction of new facilities to the transport network such as footpaths, shared paths and traffic facilities. We also provide road safety educators and the Hop, Skip and Jump bus service.

Restoring our tidal pools and wharves

Major renewal works on tidal pools at Little Manly, Forty Baskets Beach and Taylors Point were completed and the pools were open to the public in time for the summer. We also made minor structural repairs and replaced the hazardous shark bars with netting at Clontarf Pool and completed replacing the full net at Manly Cove tidal pool.

The Little Manly tidal pool project was honoured for excellence and innovation by the Institute of Public Works Engineering Australasia with a highly commended award in the Design and Construction of a Local Government/Public Works Project category.

Repairs to Mackerel Beach and Currawong Beach public wharves were undertaken this year. We replaced and repaired fender piles at North Elvina wharf and placed new piles around the pontoon at McCarrs Creek Reserve wharf.

Expanding our active travel network

Council received grant funding from the Department of Infrastructure, Transport, Regional Development and Communications under their Local Roads and Community Infrastructure Program which assists a community led recovery from COVID-19. Council, where possible, used local construction businesses to deliver 13 new footpaths and three shared paths, ensuring that stimulus funding flowed into our local community.

Our program of filling in 'missing links' through the active travel network saw completion of shared paths along Rodborough Road and Allambie Road, to connect Frenchs Forest to Allambie Heights, and a shared path between Queenscliff and Freshwater that links Freshwater Village all the way through to Manly. We also completed a missing link shared path along Patanga Street to create more links through Frenchs Forest.

Our Parks and Recreation team completed some shared path projects through reserves that have also expanded the active travel network. A new 400 metre shared path in Wingara Reserve, Belrose, provides a crucial link between Glenrose Shopping Centre, Glen Street Library and Lionel Watts Reserve and northern Belrose. This construction used eco-cement which reduced the carbon footprint related to the production of the concrete.

A new bridge at Lidwina Reserve provides a crucial link across South Creek making it quicker to walk or ride to destinations like Cromer Public School, from that part of Cromer, than it is to drive. Council also completed the missing link along Ocean Road, Palm Beach with path works connecting Governor Phillip Park and South Palm Beach.

Making it easier and safer to get around

We improved roads on the Northern Beaches this year, resurfacing 19km of our road network. Works included a number of regional roads partly funded by Transport for New South Wales, as well as local roads funded by the Federal Government's 'Roads to Recovery' program.

We also enhanced road safety by constructing a roundabout at the Glen Street/Pringle Avenue intersection in Belrose and at the Bareena Drive/Vista Avenue intersection in Balgowlah Heights.

New pedestrian crossings and refuges have made pedestrian access safer at East Esplanade (north of Ashburner Street), Victoria Parade and Cliff Street at Darley Road, in Manly. We installed speed cushions at the intersection of West Esplanade and Commonwealth Parade in Manly.

The Scotland Island roads and drainage program saw the construction of drainage works, road pavement and a retaining wall on Richard Road. We also completed drainage works at Waratah Road, Ingleside.

The Safer Schools Infrastructure program commenced this year, with pedestrian crossing improvements made at Manly West, Manly Village, Collaroy Plateau, and Curl Curl North Public Schools, as well as two crossings at St Luke's Grammar School's Bayview Campus. This grant also funded a new footpath in The Crescent at Avalon.

Our Road Safety team undertook a series of campaigns and free COVID-safe workshops to raise community awareness of the road rules. The workshops promoted positive and safe driver, rider and pedestrian behaviour. When we become more aware of each other, the road network is safer for us all to share.

We engaged with 76 people in the supervisor of learner driver workshops, 41 in the senior road safety workshop, 14 in the senior pedestrian safety presentation, 55 at the youth car maintenance workshop, and 78 people used the free child restraints checking service.

Council's road safety around schools campaign delivered road safety education to schools and kindergartens, engaging with staff and families from 15 schools in the local area.

Streetscape improvements

Council was successful in obtaining grant funding through the Department of Planning, Industry and Environment 'Streets as Shared Spaces' program. This funding is aimed at returning streets to people. The trial project that was established in Manly involved installation of outdoor dining and street furniture in Whistler Street car park, The Corso and on Darley Road. Planter boxes were also installed and the area will be lit with low level lighting each night until 11pm. The trial is due to run until December 2021.

Parking operations

Paying for parking on the Northern Beaches is now even easier with Council supporting the rollout of the NSW Government's Park'nPay App.

In addition to traditional methods of payment including credit card and coins, the free app allows drivers to pay for parking or top up existing parking in the comfort of their car at Pay and Display carparks at our beaches and reserves.

The app also notifies you when your parking is about to expire to avoid a fine, keeps track of all your parking history, and is ticketless so an environmentally friendly way to pay for your parking.

Since the app went live in October, it has been downloaded 55,000 times, with 93% giving it the thumbs up.

110 Performance

Performance measures	Target	Result 2020/21	
New assets completed for the planned active travel program	100%	100%	✓
Condition of local roads - average pavement condition - rated very good to satisfactory	>90%	93.5%	✓
Number of Hop Skip and Jump passenger trips	>330,000	178,200*	✗
Public transport patronage – bus trips locally and to City, Chatswood and Macquarie Park	>37m	22.4m**	✗

✓ Achieved target
 ✗ Target not achieved

* COVID-19 has resulted in restricted passenger numbers, in order to maintain social distancing. Stay at home orders during Northern Beaches lockdowns have also resulted in low passenger numbers.

** Patronage has declined for the last two years due to COVID restrictions, increased work and study from home. The decline is greatest in north-south trips as far as the city, and has not yet recovered to pre-COVID levels.

Operational projects

Completed

G6 G17 Implement the Walking Plan and Pedestrian Access and Mobility Plans

G17 G22 Expand the Active to Schools initiative to encourage walking and cycling to school, in partnership with Transport for NSW

On target

G16 G22 Develop Transport Plans to support the Transport Strategy

G17 G22 Implement Transport Plans which support the Transport Strategy – Parking, Bike, Road Safety, Public Transport

Behind schedule

G8 Develop accessibility maps for all major town and village centres - the accessibility map is live on the website. Some of the additional layers will be completed next financial year.

Completed

Active travel – cycleways and footpaths

G17	Footpath new
G17	Dee Why to Long Reef walkway
G17	Narrabeen Lagoon pedestrian and cycle bridge

Road and related infrastructure upgrades

G16	New traffic facilities
G16	Scotland Island roads and drainage improvements
G16	Warriewood Valley – traffic and transport infrastructure
G16	Church Point – new infrastructure
G16	Church Point masterplan boardwalk extension
G16	Kerb and gutter new
G16	Traffic facility delivery - accelerated
G16	Kerb and gutter renewal works
G16	Retaining wall renewal works
G16	Road re-sheeting program
G16	Bridge renewal works

Car parks and parking stations

G16	Car park renewal works
G16	Whistler Street car park renewal works
G16	Multi storey car parks renewal works

On target	Behind schedule	
Active travel – cycleways and footpaths		
G17 Footpath renewal works		
Wharf upgrades		
G16 Carol's Wharf renewal works		
G16 Bells Wharf renewal works		
Behind schedule		
Active travel – cycleways and footpaths		
G17 Bike Plan implementation - new works - the delivery of a shared pathway on Barrenjoey Road will continue into next financial year.		
G17 Connecting Communities - footpaths program - the second stage of community consultation for Newport to Avalon Pedestrian and Cycleway has closed. A recommendation will be brought to Council in mid-2021. Construction will be delayed as additional consultation is required for the section through The Serpentine. Detailed design is ongoing for Whale Beach Road. Works at Turimetta Headland are complete.		
G17 Connecting Communities cycleways program - the second stage of community consultation for Newport to Avalon Pedestrian and Cycleway has closed. Construction will be delayed as additional consultation is required for the section through The Serpentine.		
G17 Safer Schools Infrastructure - this is a multi-year project and the remaining works will be undertaken in 2021/22.		
	Road and related infrastructure upgrades	
	G16 Bus stop renewal - the delivery of a new bus shelter has been delayed and will occur in July.	
	Wharf upgrades	
	G16 Church Point commuter wharf expansion - investigation - this is a multi-year project. The consultant has been engaged.	
	G16 Wharves works program – this is a multi-year project. The consultant has been engaged.	
	Car parks and parking stations	
	G16 Smart parking infrastructure project - the procurement process had to recommence as the quotations received were above the tender threshold.	
	Plant and fleet	
	G16 Major plant renewal - supply timeframes extended due to COVID-19.	
	G16 Light fleet renewal - supply timeframes extended due to COVID-19.	

Park and Ride





● Environment

Protection of the Environment

Environmental Sustainability

● Social

Places for People

Community and Belonging

● Economic

Vibrant Local Economy

Transport, Infrastructure and Connectivity

● Civic

Good Governance

Partnership and Participation

Supporting CSP goals

- G8
- G10
- G11
- G13
- G15
- G21

The Northern Beaches has 74 village and town centres and over 33,500 businesses. We support our residents and the business community with festivals and events, visitor information, tourism promotion, and partnerships with Chambers of Commerce. We engage with and listen to our community, planning and delivering community engagement online and in person on a wide range of projects. We provide constant and clear communication via our website, electronic newsletters, social media, local publications, documents and at our community and business events.

Business support

A business support plan was developed in consultation with our five Chambers of Commerce which brought significant cost savings to local businesses at the start of the COVID-19 lockdowns in 2020. The support plan includes a package of measures, which include fee waivers for outdoor dining, food health inspection fees and fire safety fees, as well as more flexible and pragmatic arrangements for supplier deliveries to supermarkets and parking for take-away pickups.

Council ran a series of webinars to assist businesses to adapt to changing COVID conditions. These included webinars with Service NSW on accessing grants and 'building economic resilience' with financial commentator Ross Greenwood. Council also ran an eight-week series of webinars with the ATO on cash management and change.

Council partnered with Realise Business to facilitate a six-week digital marketing program which covered a number of digital marketing topics and is now available for businesses to access on Council's website.

The Business Support Service was implemented in January 2021 in response to the Christmas lockdown on the Northern Beaches, providing the community with access to a Business Support Officer. The service provides a one stop point of contact for businesses to approach Council and gather information without having

to navigate Council systems. To date, the business support service has case managed over 300 appointments. Most enquiries have related to available financial support, pivoting business during lockdowns and compliance with regulations as well as other enquiries such as permits for setting up home business and guidance on liquor licencing.

We are now looking at ways to further promote the service and continue to help businesses respond to impacts of COVID-19 lockdowns, but also support businesses to start-up and grow on the Northern Beaches.

Activating local places

Council continued to support the activation of local spaces through a variety of initiatives across the Northern Beaches.

We supported businesses with initiatives including facilitating a workshop with Forestville businesses on how to manage disruption during proposed capital works, and the creation of videos of five businesses that have successfully pivoted during the pandemic as part of the Business Unite program. We also delivered a visual merchandising workshop to 15 Manly retailers. This included a series of Zoom workshops followed by a series of one-on-one in-store consultations.

We trialled a fresh produce market at Newport as well as busking at Narrabeen with eight buskers trialling two different locations. A live art cube painting installation was also activated in Narrabeen to coincide with the Rip Curl Classic at North Narrabeen Beach. These live art cube paintings were also showcased at Manly, Freshwater and Avalon with the artworks now being installed on the hoardings to brighten up the construction site at Mona Vale Surf Life Saving Club. Grant funding has been secured for Make Music Day activations across the LGA.

Black and white heritage images were installed at Freshwater and Manly CBD in the vacant shop windows and art by local Manly school children for NAIDOC week was installed in a vacant shop window in Manly. A mural was painted over a graffiti hotspot in Seaforth Village in partnership with building owners. Planter beds were installed in Manly Vale and Brookvale and six pot plants were installed in Newport. We also beautified Rialto Square by repainting the concrete walls, installing new timber street furniture, seven white modern pots filled with succulents and festoon lighting in partnership with James Griffin MP, Member for Manly.

As part of the Christmas program, coloured lighting was installed in pine trees at Collaroy and Dee Why Beaches as well as Christmas decorations and flags installed across the LGA. A Shop Local campaign was also promoted to allow businesses to showcase their wares and encourage locals to support local businesses.

Events for everyone

Citizenship

Council was able to continue delivering in-person citizenship ceremonies at Glen Street Theatre. 592 people became citizens at citizenship events held throughout the year.

Open Air Cinema

– Frenchs Forest and Brookvale

An Open Air Cinema was held at Lionel Watts Oval over two nights, showing *Wonder Park* and *Jumanji* with 4,160 tickets sold for the event. Brookvale Oval hosted our first ever winter Open Air Cinema showing *Sonic the Hedgehog* and *Charlie and the Chocolate Factory* with 1,360 tickets sold. Both events supported small business with operational suppliers, food trucks, popcorn and entertainment.

ANZAC Day Manly Dam and Light Installation, Manly

The façade of Manly Town Hall was lit with imagery commemorating ANZAC Day including local heroes, a lone soldier and poppies. The Manly Dam Dawn Service was restricted to 300 invitees and was live streamed via Council's social media channels. Building on the ANZAC Day activities of 2020, local residents were asked to show their support through the Light up the Dawn campaign.

Taste of the Beaches

The traditional Taste of Manly event was unable to take place due to COVID restrictions as part of the NSW Health Orders. An alternative option was delivered which allowed the community and visitors to celebrate all things food and drink across the Beaches throughout the month of May. Council delivered three events, Manly Beachfront Restaurant, Food Truck Party and the Palm Beach Wine Garden. Council supported local business to host their own unique events which included two signature events (Manly Beer and Wine Garden and Market Lane Live) and 37 in-venue events. The food and drink experiences were supported through a Council Grants program and included events run from Terrey Hills to Palm Beach and Manly with everywhere in between.

Engaging our community

Community consultation was planned and/or undertaken on a total of 120 projects in the financial year.

Significant projects engaged on included:




- Delivery Program 2021-2025 and Operational Plan and Budget 2021/2022
- Rates Harmonisation
- Northern Beaches Local Housing Strategy
- Better Together: Social Sustainability Strategy 2040
- Wakehurst Parkway Flood Mitigation
- Destination Northern Beaches
- My Place: Avalon



Key metrics:

- 168,625 unique visitors to the Your Say website
- 251,043 Your Say website visits
- 20,440 online contributions from 14,437 contributors
- 3,546 surveys completed (phone or online)

Face to face engagements held (online or in person):

- Eight workshops
- 26 drop in or information sessions
- 12 focus groups
- 10 working group meetings
- 19 briefing sessions
- One public hearing

Performance measures	Target	Result 2020/21
High impact projects - webpages updated at least every three months	85%	90% 
High impact projects - Council decisions communicated to stakeholders within 30 days	85%	100% 
Annual growth in businesses registered on Council's contact database	10%	-7%* 

 Achieved target  Target not achieved

*Total subscriptions dropped this year to 14,444 following data cleansing.
The number of active businesses in the LGA has grown by 1,000 this year to 34,491

Operational projects

On target

G8 G11 Prepare a strategic approach to place making across our town and village centres

G15 Develop and implement an Economic Development Plan

Behind schedule

G8 G21 Revise the Community Engagement Framework
Progress of the Framework is delayed due to high volume workload and resource shortage. Development and exhibition of plan is still scheduled for late 2021.

G15 Deliver a seminar on inclusive employment practices and benefits for local businesses - Staff are in discussion with a local social enterprise about its inclusive employment training hub and programs as part of an educational seminar/ promotion of these services to local businesses.

Capital projects

Completed

Town and village centre activations

G8 G9 Dee Why Town Centre - design

G8 G9 Dee Why Town Centre - construction phase 1

G8 G9 Manly laneways - new works

Frenchs Forest Open Air Cinema





● Environment

Protection of the Environment

Environmental Sustainability

● Social

Places for People

Community and Belonging

● Economic

Vibrant Local Economy

Transport, Infrastructure and Connectivity

● Civic

Good Governance

Partnership and Participation

Supporting CSP goals

G8 G9 G11 G13 G15 G19

We manage and maintain 528 community and civic buildings across the Northern Beaches. This includes our two aquatic centres, two sport and recreation centres, two cemeteries, as well as holiday accommodation facilities at Sydney Lakeside Holiday Park and Currawong. We manage and regulate outdoor dining through a permits/licence system, and provide cleaning and maintenance of 111 public toilet facilities.

Aquatic centres

Despite COVID restrictions at various times throughout the year, the demand continues to grow for fitness and enjoyment at these local facilities. The centres achieved the highest combined attendances since the 2016 opening of the updated Manly Andrew Boy Charlton Aquatic Centre, with 631,324 attendances at the Manly centre and 262,744 at Warringah Aquatic Centre this year. Overall the attendances were 22% higher than last year (due to COVID restrictions) and 6% higher than 2018/19 (pre-COVID).

Supporting our tenants through COVID

Council has a large number of community groups and businesses that use Council buildings and spaces, by lease or licence, most of which have been impacted by COVID-19 restrictions. To support impacted groups and businesses, we provided rent relief and rent deferment for impacted lessees and licensees. Responding to their needs and consulting Chambers of Commerce, we also gave more flexibility for seating areas and outdoor dining to allow for social distancing. For retail stores struggling for patrons, we invited merchandising applications to allow them to display merchandise outside their stores.

A new home for the Sydney Northern Beaches Woodturners

The former Girl Guide Hall at Forestville has been transformed and is now the new home for the Sydney Northern Beaches Woodturners. While seeking a suitable location for the last decade, the Woodturners had operated out of various premises where they were reliant on goodwill for their equipment space, most recently Narrabeen RSL.

The Woodturners worked collaboratively with Council staff and trades to revive the building into a workshop, complete with a state-of-the-art dust extraction system. It also provides an additional meeting room for other community groups.

Rejuvenating Currawong

The landscaping and building works at Currawong were completed. This included renewing the main pathway and retaining walls, as well as restoring the games room and three cottages - Bluetongue, Kookaburra and Goanna Cottage. The Lodge building at the top of the path was also improved. These works have rejuvenated the site and improved the visitor experience.



Public amenities

The new amenities at East Esplanade Park in Manly opened before the Christmas holidays, further adding to the landscaping improvements made to the area. Amenities at Dee Why Beach were reconfigured and refurbished, and those at Clontarf reserve were upgraded. At North Curl Curl Community Centre, amenities now provide greater capacity and accessibility for patrons of the community garden and the new skate park.

Online registers

A new interactive mapping system was launched on the website, for all lands that Council owns or manages. It also provides additional details on the status of the land (for example whether it is leased), its classification and zoning, and whether it is Crown land. Additionally, Council's register on leased and licenced buildings was published on the website for the first time.

Performance measures	Target	Result 2020/21	
Total visitation to swim centres - Manly and Warringah Aquatic Centres	887,000	894,068	✓
Learn to Swim attendance - Manly and Warringah Aquatic Centres	95,200	111,846	✓

 Achieved target
  Target not achieved

Operational projects

Completed

G9 Focused improvement of Surf Life Saving Club facilities

G15 Currawong Cottages and surrounds
- refurbishment and modernisation

G12 Implement priority accessibility improvements to Property assets

On target

G8 Continue to improve the provision and cleanliness of public amenities

G9 Improve leasing and licencing practices for community users

Behind schedule

G8 Deliver the new Warriewood Valley Community Centre - the Development Application (DA) is being assessed. A tender will be released to procure a contractor to construct the new centre once the DA is approved.

Completed	On target
Aquatic Centre improvements	
G9 Warringah Aquatic Centre renewal works	G9 Public amenities works program
G9 Manly 'Andrew Boy Charlton' Aquatic Centre renewal works	G9 Clontarf Reserve amenities renewal
Cemetery Works	
G19 Manly Cemetery Columbarium new works	
Civic building and compliance works	
G5 Operational buildings works program	
G5 Currawong Cottages - new cottages, games room and amenities	
G5 Building Code of Australia compliance works (BCA)	
G15 Sydney Lakeside Holiday Park renewal works	
G5 Investment Properties Works Program	
Emergency buildings program	
G2 Duffys Forest Rural Fire Station new works	
G2 Marine Rescue Broken Bay Building - new works	
Public amenities improvements	
G9 North Curl Curl youth public amenities	
G9 Balgowlah Oval Amenities	
G9 Nolan Reserve sports amenities works	
Property management	
G9 Acquisition of minor land parcels	
G19 Dedication of road assets	



● Environment

Protection of the Environment

Environmental Sustainability

● Social

Places for People

Community and Belonging

● Economic

Vibrant Local Economy

Transport, Infrastructure and Connectivity

● Civic

Good Governance

Partnership and Participation

Supporting CSP goals

G19 G20 G21

Our Governance and Assurance teams provide an integrated approach to organisational integrity, ethics and accountability and support local democracy and transparency through business assurance measures. We provide secretariat functions for Council meetings and meetings of strategic reference groups and committees.

Service achievements

Governance

Council held 12 meetings in 2020/21. All agendas and minutes were placed online in accordance with timeframes established in Council's Delivery Program.

Despite the challenges posed by COVID-19 and restrictions, 115 people were able to address the Council on a range of issues.

Twenty-seven meetings of the Strategic Reference Groups were held in 2020/21. The SRGs provide an avenue for the local community and key stakeholders to play an active and meaningful role in contributing to Council's Community Strategic Plan outcomes. They help shape future Council plans, policies and strategic outcomes with informed consideration of community needs across the Northern Beaches area.

Internal audit and complaints



The Northern Beaches Council Audit, Risk and Improvement Committee (ARIC) has been established to promote good corporate governance at Northern Beaches Council.

The objective of the ARIC is to provide independent assurance and assistance to the Council on risk management, controls, governance, organisational performance and improvement and external accountability responsibilities.

Five meetings of the Audit Risk and Improvement Committee (ARIC) were held in 2020/21. Particular issues of public importance that were discussed include maintaining services and operations during the difficulties of COVID-19.

Performance measures	Target	Result 2020/21	
Enterprise risk registers reviewed and current	100%	100%	✓
Internal audits undertaken in line with the strategic Internal Audit Plan	80%	80%	✓

Workload measures	
Number of complaints	342
Number of compliments	295

 Achieved target
  Target not achieved

Operational projects

On target

G20 Deliver an effective complaints management and resolution framework

Behind schedule

G19 Deliver the Internal Audit program in line with the Internal Audit Strategic Plan - Some audits on the 2020/21 Annual Audit Plan were not completed during the financial year and have been incorporated into the 2021/22 Plan.

Council chambers, Civic Centre





● Environment

Protection of the Environment

Environmental Sustainability

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Partnership and Participation

Supporting CSP goals



Our team delivers high-quality front-of-house services to the community and internal customers across four customer service centres in Avalon, Dee Why, Manly, and Mona Vale. We manage customer calls and visits to service counters and ensure information for customers is robust and easy to use.

Service achievements

Council responded to COVID-19 restrictions and lockdowns, to support customers and deliver a good experience by introducing:

- A concierge at each branch to greet customers, triage issues, and comply with Health Orders – 96% of customers prefer this concierge service
- Online appointment bookings to speak to Customer Service staff
- Equipping the team to work remotely

The ability to work remotely for Customer Service has been crucial for the continuity of service during lockdowns. We can also now utilise Customer Service staff during incidents such as the March 2021 storms providing a higher level of service than the standard after-hours service.

A focus on increasing the level of ownership at the front-line has seen improved call triage and a reduction in the number of transfers and call-backs to other departments. This has resulted in First Call Resolution targets being achieved for the first time in more than three years.

Our Voice of the Customer Survey for customer requests has also seen the highest monthly scores in nearly three years in October, December, and February. Council has specifically worked to improve closing the loop with dissatisfied customers and the relevant departments as well as delivering a monthly analysis of satisfaction drivers.

Council's Knowledgebase within Customer Service has grown by 46% this year, replacing email as the primary source of information for the team. This has resulted in improvements in efficiency and consistency.

Council implemented a dedicated Quality Assurance and Training resource – the design is a first including a comprehensive new starter program which has reduced onboarding time from 6-8 weeks to 4-6 weeks for new Customer Service Officers.

The Counter Activity Tracker (CAT) was launched to track counter activity in terms of footfall, frequency, and reason to visit. This not only provides rich operational data for trend analysis but enables higher efficiency through visibility of counter behaviour to be cross-functional across other channels.

130 Performance

Performance measures	Target	Result 2020/21	
Customer satisfaction with service calls	85%	97%	✓
Customer satisfaction with online requests	80%	89%	✓
Telephone enquiries resolved on first call	75%	78%	✓

✓ Achieved target ✗ Target not achieved

Operational projects

On target

- G11 G20** Enhance the customer experience across the organisation
- G20** Improve and review the customer portal to enhance customer experience and accessibility
- G20** Develop and implement a consistent feedback approach across all customer contact channels

Manly Town Hall





● Environment

Protection of the Environment

Environmental Sustainability

● Social

Places for People

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Good Governance

Partnership and Participation

Supporting CSP goals

- G5
- G18
- G19
- G20
- G22

This service provides back-of-house functions including finance, human resource and workplace health and safety management, and information management systems. This helps to enable the efficient delivery of services to the community.

Funding community projects

Council is a capable partner with Government to deliver services and regional infrastructure for our community. This year, over \$39.1m of funding has been provided or secured through competitive grants, from the State and Federal Governments for priority community projects.

An Australian Government grant of \$9.6m is part-funding projects on local roads, shared paths, community infrastructure, such as recreational facilities and trails, as well as playgrounds. A further \$8.57m has been granted jointly by the State and Federal Governments over two years for road safety infrastructure around many of our primary and high schools.

The NSW Government is also funding projects in parks and reserves, walking trails, bushland, sportsfield upgrades, boating infrastructure, libraries, Currawong cottages and managing bushfire risk and incidents. Details of the full range of grants received is included in the 'year in review' section of this report and the Annual Financial Statements (note B2-4).

Digital solutions for service improvement

Our digital operations have improved, with more online services for customers:

- Park'nPay to check live for availability in car parks, and to pay remotely – now available for use in beach and reserve carparks
- an interactive accessibility map covering inclusive playgrounds, mobility parking, toilets and much more
- pay fees for development applications, modification and reviews online after lodgement through the Planning Portal
- rates Harmonisation calculator to support community engagement on the change
- online booking system for the Manly Aquatic Centre for fitness classes
- Your Voice library customer feedback form, making feedback easier
- online applications for Manly Residential Parking Permits, Heritage Exception applications, Hoarding Permits, and Tree Removal and Pruning requests

On the ground service delivery has improved, with more mobile devices and applications deployed for staff to use in the field. This has improved services such as planning and development assessment, waste, finance, managing bushland, public trees and biodiversity, incident response, work health and safety and audit and compliance. We also now have a more efficient way to capture and process customer requests from emails, online and customer service counters.

A fairer rating system

Following extensive community engagement, Council adopted a harmonised rates system to commence in July 2021. This provides an equitable approach to rates collection across the Northern Beaches, ensuring those with the same land value within the same category or sub-category, pay the same charges for the same level of Council service. The State Government required this harmonisation to be established for all new councils created by amalgamation in 2016, to remove imbalances between former council areas.

This change does not collect any additional rates income for Council, rather it redistributes how it is collected in a fairer way across the former three council areas. Other changes included harmonising pensioner concession policies and stormwater charges and refining the hardship policy to include harmonisation as a consideration for hardship provisions.

Working remotely

During the initial COVID lockdowns in 2019/20 we were able to rapidly transition around 70% of our workforce to work from home, with a rollout of digital work platforms that enable teamwork. This secure and collaborative remote working has projected efficiency gains of \$9.7m over three years.

This year we launched a Working Remotely Toolkit for staff. The toolkit provides Council with a framework to enable staff to work safely and efficiently in remote environments. By the end of the year, we had over 440 employees working remotely across the Council under these arrangements.

IGNITE program

The IGNITE program is equipping the organisation for ongoing improvement using the Australian Business Excellence Framework (ABEF) adopted by Council. This proactive approach to improvement has placed Council at the forefront of innovation and high-performance in NSW local government.

This year presented many challenges, requiring organisational agility to adapt to the evolving global pandemic. With most of our workforce rapidly transitioning to remote working and the need to overcome financial pressures resulting from service closures and loss of revenue, the IGNITE tools and staff training helped equip our workforce. We were able to continue to deliver outstanding services, improve processes and develop new solutions. The training has a broad reach and provides a mix of online and face-to-face learning for staff at all levels.

We also undertook a business excellence self-assessment, which identified the key strengths and improvement opportunities for the organisation. Many improvements have since been implemented and are building a culture of continuous improvement. An online self-assessment tool for managers was also developed, enabling them to assess their individual teams and services, and to compare their results against other teams.

The new IGNITE Improvements system is a bespoke register which documents improvement ideas, and monitors and demonstrates the benefits that arose from implementing them. This year 113 improvements were implemented, bringing the total number of registered improvements to over 190.

Catalyst towards 2023 - leadership development program

This online leadership program develops and supports our people leaders to improve community outcomes, and to lead their teams during a time of significant disruption. Over a 3-month period, participants develop their leadership skills in establishing connections, exploring and adapting to emerging insights, and influencing change. The participants then apply their learning and help advance the organisation towards solving complex problems and strategic challenges identified by Council's executive team.

Seventy people leaders have completed the entire program, with another 38 partway through. The program has already provided insights and recommendations adopted in the new Working Remotely Guidelines. Ideas and recommendations from other challenges are currently being reviewed by service areas, for example, Customer Service, Digital and Environmental Sustainability.

Making a Difference program

Our recognition and reward program, Making a Difference went online this year and has continued to be well-received and utilised by our employees. This program was also a finalist in the 2021 NSW Local Government Excellence Awards. Across the year the program has captured over 3,350 forms of individual recognition:

- 2,554 *Thank You* messages sent
- 664 supported *Above and Beyond* nominations
- 128 individuals recognised as quarterly *Leading the Way* winners
- 5 individuals recognised for our annual *Shaping our Future* awards.

Grants secured

We have worked closely with the NSW and Federal Government to secure one-off grant funding in 2020/21 to deliver services and improved facilities to our community.

The following is proudly funded by the Australian Government:

- \$9.6m on new and upgraded footpaths and shared paths, upgrades to recreational facilities and trails, and playgrounds within our children's centres (Local Roads and Community Infrastructure Programme) *
- \$8.57m on road safety upgrades near primary and high schools (jointly funded by the NSW Government) (Road Safety Program – School Zone Infrastructure) *
- \$20,000 towards making our Australia Day 2021 events COVID Safe

The following is proudly funded by the NSW Government:



- \$6.16m to improve open space in the new Frenchs Forest Precinct at Brick Pit, Akora and Rabbett Reserves (Precinct Support Scheme)
- \$4.75m for the Manly Dam Boardwalk, a pedestrian ramp at Queenscliff, sections of the Pipeline Active Travel shared path and upgrades to the tidal pool at Clontarf (Open Space Legacy Program)*
- \$1.5m to upgrade four cabins at Currawong (Crown Lands stimulus fund)* and \$148,815 restoration of Platypus cabin at Currawong (Caring for State Heritage)
- \$1.21m to increase the shared path network in five locations (Walking and Cycling Program)

- \$975,000 for the Beaches Eat.Stay.Play activities and to activate Manly and Bilgola (Streets as Shared Spaces Program)
 - \$948,789 for hazard reduction works (Bush Fire Risk Mitigation & Resilience Program and the Rural Fire Fighting Fund) *
 - \$859,952 to construct a boardwalk within the Manly Dam Reserve (Metropolitan Greenspace Program) *
 - \$814,442 to upgrade the Cromer 1 synthetic Field Greater Cities Sport Facility Fund)
 - \$400,000 for a new female change space at Porters Reserve, Newport (Greater Cities Sport Facility Fund)
 - \$725,639 to expand and upgrade the clubhouse at Frenchs Forest (Showground Stimulus Fund)
 - \$580,303 for boat ramps at Little Manly Reserve and Bilarong Reserve, Forty Baskets Beach jetty, Paradise Beach wharf, detailed design of wharves at Currawong and Mackerel Beach, and feasibility and design of extension to Church Point commuter wharf (NSW Boating Now)
 - \$593,679 for weed management projects (Governor Phillip Park, Middle Creek Reserve, Griffith Park and Harbord Reserve), upgrade of minor walking trails at Manly Dam Reserve, new memorial walls and seating at Manly Cemetery, and the upgrade at Queenscliff Surf Life Saving Club (Crown Reserves Improvement Fund)
 - \$500,000 for activating spaces at Mona Vale, Forestville and Manly libraries by installing shelving on wheels (Public Library Infrastructure Grant)
 - \$368,181 for bush regeneration and recreation upgrades in Cromer (Greater Sydney Open Space Activation Funding). *
 - \$255,937 for canopy tree planting in Manly Vale and Brookvale (Greening our City)
 - \$50,000 towards the pedestrian sandstone bridge and pathway at Ivanhoe Park (Community Building Partnership Program)
 - \$44,600 for youth development events with the libraries (Youth Opportunities Program) *
 - \$14,996 for The Roundhouse Children's Centre to deliver new learning programs (Quality Learning Environment Program) *
 - \$12,500 to beautify Rialto Square, Manly (Premier's Grant 2020)
 - \$10,000 to support World Food Markets events (Festival of Place – Summer Fund)
 - \$2,000 to undertake activities to support small businesses (Small Business Month Grant)
- * Projects 100% funded by the grant without Council co-contribution

Performance measures	Target	Result 2020/21	
Correspondence replied to within 10 working days	90%	92%	✓
Operational projects completed or on schedule	80%	84%	✓
Capital projects completed or on schedule	80%	86%	✓
Quarterly, annual and statutory reports submitted to Council on time	100%	100%	✓
Voluntary staff turnover rate	≤13%	11%	✓
Number of available Council Wi-Fi access points	115	117	✓

Financial performance measures

Operating performance	>0	-7.32 *	✗
Unrestricted current ratio	>1.5	1.69	✓
Own source operating revenue	>60%	87.42%	✓
Debt service cover ratio	>2 x	2.81 x	✓
Rates and annual charges outstanding	<5%	3.92%	✓
Cash expenses cover ratio (months)	>3	5.20	✓
Building and infrastructure renewal ratio	>100%	117.2%	✓

 Achieved target
  Target not achieved

* The 2020/21 year was impacted by the COVID-19 pandemic, which reduced Council income and increased some costs, as well as additional costs for settlement of legal proceedings.

Operational projects

Completed

G19 G20 Present Council's quarterly budget review statement, annual report and financial statements

G19 G20 Deliver a program of service reviews

G20 Develop strategic directions and plans based on Integrated Planning and Reporting framework

G20 Develop the Delivery Program, annual operational plan and long-term financial plan

G19 Develop a harmonised rates structure

On target

G18 Revise and implement the Digital Transformation Strategy

G20 Review the Community Strategic Plan and its resourcing strategy

Capital projects

Completed

IT improvements

G20 Computers, laptops and mobile devices – replacement

On target

IT improvements


G20 IT software new works

G20 IT Infrastructure replacements

Behind schedule

IT improvements

G20 IT infrastructure - new works - an audit of infrastructure switches across Council's network to prioritise replacement delayed the program. The procurement process is underway to replace unreliable infrastructure switches at Boondah Depot and Offices at Vuko Place and will be completed in 2021/22



Local Strategic Planning Statement (Towards 2040) – Progress Report 2020/21

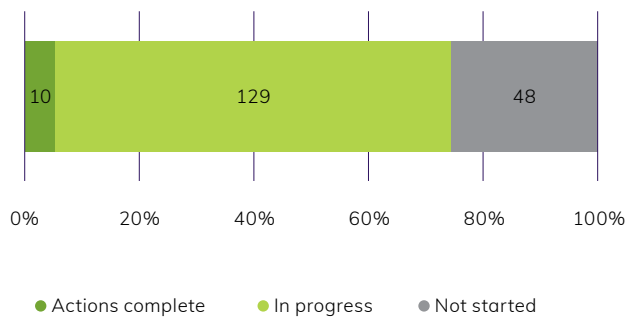


Local Strategic Planning Statement (Towards 2040) – Progress Report 2020/21

Towards 2040 was adopted by Northern Beaches Council in February 2020. It guides our land use planning for a 20-year period and is aligned to the Sydney North District Plan.

Towards 2040 has 187 actions for implementation in the short, medium, and long term across nine Directions and 30 Priorities. Progress to 30 June is at Figure 1, with 10 actions completed (5%)

Figure 1
LSPS actions progress in 2020/21



Many actions relate to the preparation of the new Northern Beaches Local Environmental Plan (LEP) and Development Control Plan (DCP). This will replace the current four LEPs and DCPs across the Northern Beaches, and provide the key rules for future planning and development.

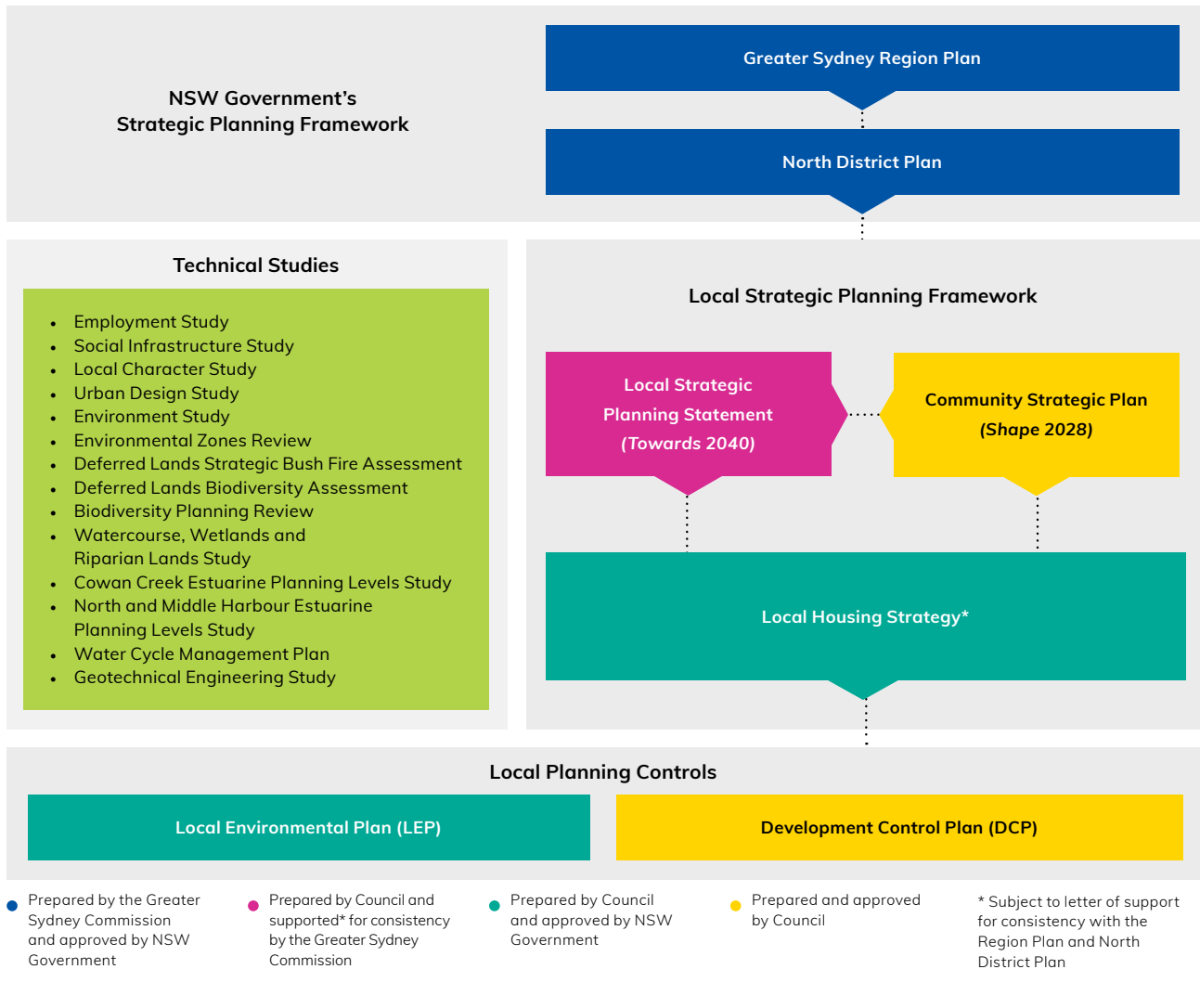
A LEP/DCP Discussion Paper commenced public exhibition 25 June 2021. This is the next step in engaging with the community on the new LEP and DCP, which aligns to many of the LSPS actions.

Several technical studies are being finalised to inform this work (see Figure 2) including environmental and planning studies (urban design, character, social infrastructure and employment studies). The majority of these will be released in 2022. Following completion of these technical studies, and consideration of Discussion Paper submissions, a draft LEP and DCP will be prepared for public exhibition in 2022.

Many actions will also be addressed in Council's Place Planning Program. Progress on the program this financial year includes:

- Avalon Place Plan – exhibition period completed and review of submissions underway
- Manly Place Plan - consultants engaged and expressions of interest sought for community reference groups
- Mona Vale Place Plan - \$250,000 in grant funding obtained from the Department of Planning, Infrastructure and Environment
- Centre Investigation Areas identified in the Local Housing Strategy, including Mona Vale, Dee Why, Manly Vale and Narrabeen along the existing B-Line, and Forestville and Beacon Hill subject to the future potential B-Line.

Figure 2
Local and State planning frameworks





Progress across the nine Directions of the LSPS:

Landscape

Priorities

1-6

39

Actions

1

Completed

30

In progress

8

Not started

A range of studies have been progressed to identify measures to better protect the landscape in the new LEP and DCP. These include an overarching Environment Planning Study supported by technical studies including the Biodiversity Planning Review, Watercourse, Wetlands and Riparian Lands Study, Estuary Planning Levels studies for Cowan Creek and North and Middle Harbour, the Water Cycle Management Plan and Geotechnical Engineering Study. These studies will inform environmental planning controls including environmentally sensitive areas as well as the future direction of environmental, rural, waterway and recreational zones.

The above studies will also inform future planning for the Metropolitan Rural Area (MRA) and future MRA investigation area, as part of the Greater Sydney Region Plan review (Priority 4). Council's preferred approach to limit seniors housing, boarding houses and medium density housing to urban areas is reflected in Council's Local Housing Strategy. Council is consulting with the Metropolitan Local Aboriginal Land Council (MLALC) and the Department of Planning, Industry and Environment on MLALC's proposed future development of the Lizard Rock site under the Aboriginal Land SEPP via a development delivery plan, a process governed by the Department requiring final approval by the Minister for Planning and Public Spaces.

The LEP/DCP Discussion Paper outlines the proposed approach for tree canopy protection and urban heat in the new framework including DCP provisions to align with the Vegetation SEPP.

To address open space for recreation (Priority 6), the LEP/DCP Discussion Paper outlines an approach for recreational facilities, recreational zones, and infrastructure. Further planning control recommendations will result from the social infrastructure study, urban design study and Environmental Zones Review. These will be considered alongside feedback from community and stakeholder groups on the Open Space strategy that will be the subject of broader community engagement in 2021/22. As part of implementing our Sportsground Strategy we have upgraded selected sports grounds, either through reconfiguration, drainage, and lighting improvements and/or new synthetic fields. Discussions have been held with the Department of Education for sportsground sharing so that the community can utilise school fields on weekends when free, to assist with managing the demand for playing fields.

Open space provision at Frenchs Forest will include approximately 1.5ha of new open space in the future town centre site as well as upgrades to open space at Brickpit, Akora and Rabbett reserves.

Management plans and programs are also being developed for our coast and catchments, priority ocean beaches, and collaborative management with Councils for the Hawkesbury-Nepean Estuary and Sydney Harbour.

With a strong focus on protecting biodiversity (Priority 2), Council adopted its Bushland and Biodiversity Policy and Local Priority Weed Management Plan, as well as undertaking a five year Weed Action Plan grant project. We also conduct integrated pest animal management in line with the Regional Pest Management Plan. Threatened species and wildlife corridors are being mapped, and an action plan for Bushland and Biodiversity is progressing. Council is also advancing biodiversity investment opportunities at Ingleside Chase Reserve (Biobank Agreement), Manly Warringah War Memorial Park (Biodiversity Stewardship), and some Crown lands.



Progress across the nine Directions of the LSPS:

Efficiency

Priority

7

5

Actions

0

Completed

5

In progress

0

Not started

Several sustainability measures are proposed as part of the new Frenchs Forest Precinct (see Jobs and Skills – Priority 23).

The Local Housing Strategy notes many parts of the LGA will be subject to minimal change. Consequently, Council's Place Planning program presents the greatest opportunities for precinct-scale efficiencies, renewable energy projects, circular economy outcomes, compact settlements, smart technology and infrastructure.

The LEP/DCP Discussion Paper outlines Council's approach of adopting performance standards for net zero energy buildings prepared in conjunction with the City of Sydney, industry, and government, subject to approval from the Department and outcomes of the Design and Place State Environmental Planning Policy (SEPP). For smaller scale

development, Council will consider controls that will enforce standards over and above State provisions and/or include requirements for independent sustainability certification.

As part of the new LEP/DCP Council is reviewing permissible land uses to promote a circular economy and prepare new standard controls to ensure waste from developments is appropriately managed, including for non-residential development. Water efficiency controls are being reviewed as part of the Water Cycle Management Plan. An action plan is currently being developed on Sustainable Behaviours and Environmental Education, to support our community to live more sustainably in relation to energy, waste, water, backyard habitats and liveable neighbourhoods.



Progress across the nine Directions of the LSPS: Resilience

Priority
8

11
Actions

0
Completed

10
In progress

1
Not started

The Northern Beaches Bush Fire Prone Land Map was certified by the Commissioner of the NSW Rural Fire Service in August 2020.

A Strategic Bush Fire Risk Assessment has been prepared for the deferred lands to assist in the development of LEP provisions for the area. This will be complemented by new studies including the:

- Estuarine Planning Levels Study: addressing coastal inundation at Cowan Creek and North and Middle Harbour
- Geotechnical Engineering Study: addressing geotechnical hazards including landslips, excessive settlement and groundwater issues.

Council will align with the Department's flood prone land package and model LEP clauses.

The LEP/DCP Discussion Paper outlines a proposed approach to planning

controls for urban hazards including land contamination, onsite stormwater management and fireplaces.

Council adopted a four year Climate Change Action Plan, which supports the delivery of the Environment and Climate Change Strategy. We also commenced preparing the Northern Beaches Resilience Strategy, including extensive community surveys, focus groups and workshops with subject matter experts. Further engagement and exhibition is planned for next year.

Vector-borne virus monitoring has commenced and is ongoing as an annual program. Monitoring recreational waterways for pollution is done on a reactive basis. Noise and air pollution monitoring is usually carried out for specific source-based investigations, or as part of regional studies carried out by the NSW Environment Protection Authority.

We're also exploring the potential for an Urban Night Sky Place in Palm Beach together with local businesses and other stakeholders. If feasible, this will be the first in Australia. Planning controls are also being reviewed to mitigate lighting impacts from future developments.



Progress across the nine Directions of the LSPS: Infrastructure and Collaboration

Priority

9**8**

Actions

0

Completed

6

In progress

2

Not started

Council continues to fund infrastructure improvements through a range of sources including development contributions, as outlined in the Delivery Program and annual budget.

The LEP/DCP Discussion Paper outlines Council's proposed approach to support infrastructure provision noting local controls generally only facilitate smaller scale infrastructure usually associated with non-government owned land or operators.

It is proposed to retain areas zoned for infrastructure, either SP1 Special Activities or SP2 Infrastructure, and consider other compatible uses to promote co-location and social infrastructure. It's also proposed to zone existing public and private schools and educational establishments as SP2 to ensure these facilities are identified in the zoning framework.

Council has contributed to whole-of-government precinct planning with the State-led planning projects at Ingleside (see Housing) and Frenchs Forest (see Jobs and Skills). A local contributions plan has been drafted for Frenchs Forest and is pending finalisation of traffic reports.

For the Council led Brookvale Structure Plan, State Agency and key stakeholder engagement has been undertaken in accordance with the Project Engagement Strategy. Opportunities for Special Infrastructure Contributions will be explored once a draft is finalised.

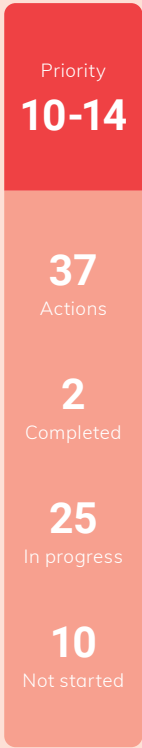
Council continues to operate the 7.11 plans for Dee Why and Warriewood and a 7.12 plan for the remaining LGA. We have prepared a submission to the NSW Government's Infrastructure Contributions Reforms seeking to increase the range of essential infrastructure applicable under 7.11 (e.g. green and sustainable infrastructure), and to increase the maximum permitted development contributions under 7.12 where required.

The land use and infrastructure implementation plan is scheduled to commence in 2021/22 and will look to incorporate infrastructure findings from the Social Infrastructure Study, Employment Study and Brookvale Traffic Studies.

Opportunities for new funding mechanisms will be explored in the land use and infrastructure implementation plan, Place Planning Program and through implementation of a Property Strategy and governance framework.



People



The LEP/DCP Discussion Paper addresses a range of needs around educational facilities, social infrastructure, social impacts, crime prevention, universal access, adaptable housing and accessible car parking.

Council has also progressed several related strategies, with the Children’s Services Strategy and Community Centres Strategy already adopted, and a draft Social Sustainability Strategy publicly exhibited. Investigations into the Social Infrastructure Study and Library Strategy have commenced with these documents to be made available in 2021/22. These studies will be used to inform new planning provisions and Council’s Place Planning Program.

The new Frenchs Forest precinct will include a new, relocated high school and over 9,000m² within the town centre for community facilities, indoor sport, childcare and a library. It will also meet a range of Green Star liveability criteria.

To support opportunities and partnerships to bring a university and/or more tertiary education options to a strategic centre, over 8,000m² has been allocated to universities, training and research in the new Frenchs Forest Precinct. Further opportunities could be explored as part of the Brookvale Structure Plan.

Council is also engaging with State agencies on community projects including high schools at Freshwater and Cromer. A Memorandum of Understanding for shared use was signed in 2021 with Schools Infrastructure NSW.

Council exhibited a draft Destination Management Plan (Destination Northern Beaches), and adopted the Public Space Vision and Design Guidelines. Our Place Planning Program will investigate opportunities to enhance the night-time economy and arts and creative opportunities to grow place vibrancy.

Council continued to implement the Arts and Creativity Strategy, and is investigating new planning controls for public art in private developments as currently applies in Dee Why. New creative spaces were provided at the new Avalon Workshop and Mona Vale Creative Pop Up - these are now operating with the studio occupied, and well-attended workshops, receiving positive community feedback. To help address other social infrastructure needs for the long term, a Property Strategy is in preparation and will undergo community engagement next year.

Since hosting the Northern Beaches Homelessness Roundtable and collating a subsequent Directions paper in 2019, Council has collaborated with the NSW Government, Community Northern Beaches, Mission Australia, and Bridge Housing to establish the Northern Beaches Homelessness Interagency Group and the Northern Beaches Case Coordination Group (CCG). Two Homelessness Street Counts have been undertaken and the results showed a 20% reduction in rough sleeping from 2020 to 2021. The program has assisted in housing 43 people into social housing, private rental and support accommodation since the CCG started. The Council’s Homeless Persons Protocol is currently under review to keep up to date with the NSW Homeless Persons Protocol.



Progress across the nine Directions of the LSPS: Housing

Priority

15-16

12

Actions

0

Completed

12

In progress

0

Not started

Council's Local Housing Strategy (LHS) was adopted in April 2021 and has been forwarded to Department of Planning, Industry & Environment for approval. It identifies a need for 12,000 new homes to 2036. However, the majority of the new homes will be provided via capacity that already exists under current planning controls supported by the new development planned at Frenchs Forest and Ingleside precincts.

Council's new LEP will address housing diversity in Housing Diversity Areas, where dual occupancies, seniors housing and boarding houses will be permitted in limited locations. Centre Investigation Areas will also be established through precinct planning for future LEPs to ensure infrastructure is aligned with growth.

The urban design study is also progressing built form controls for a range of matters including street activation in centres, communal spaces, adaptable housing and universal design.

Affordable Housing

The LHS identifies a target to meet demand for an additional 1,884 social and affordable dwellings over the next 20 years. An Affordable Housing Action Plan will be developed to set out a plan to achieve this.

The LEP/DCP Discussion Paper outlines a varied approach to affordable housing types in the comprehensive LEP including: boarding houses, secondary dwellings, group homes, hostels, seniors housing and affordable housing.

Other essential efforts undertaken by Council to address Affordable Housing included:

- an amendment to the Voluntary Planning Agreement Policy in December 2019 to include "affordable housing" as a voluntary contribution type
- working with the NSW Government to identify measures to improve social housing in the LGA
- documents drafted for public exhibition in 2021/22, to initially apply to the Frenchs Forest Planned Precinct and extend to other areas that propose increased residential density:
 - o Affordable Housing Contribution Scheme prepared in accordance with State Environmental Planning Policy No.70 (SEPP70)
 - o Draft Affordable Housing Tenancy Guidelines for the allocation and management of tenancies in Council's Affordable Housing Portfolio.



Great places

Priority

17-18

8

Actions

2

Completed

6

In progress

0

Not started

Local Character and Place

Council implemented a Design and Sustainability Advisory Panel to review large scale developments and ensure design excellence. This panel will also be used to review the draft urban design study that will inform the new LEP and DCP and key provisions including design excellence.

The urban design study is investigating built form and landscape controls to ensure good design in private developments and the public domain. It will be made available with the draft LEP/DCP controls. The Local Character Study will include local character statements for key areas and be placed on public exhibition early 2022.

Heritage

The Moveable Heritage strategy adopted by Council in 2019 seeks to identify, record and protect items of moveable heritage held and owned by Council, including memorials and monuments. Work has commenced on preparing a comprehensive Northern Beaches Council Moveable Heritage Register.

We continue to educate and support the community on heritage matters. The Aboriginal Heritage Office in Freshwater operates an Aboriginal Heritage Museum and Keeping Place which is open to the community. Our existing heritage advisory service supports the community and owners of heritage listed properties through access to Council's heritage planners and a heritage advisor. Financial support is also offered annually to heritage owners via small grants to undertake essential maintenance works.

The LEP/DCP Discussion Paper outlines the proposed approach to consolidate and improve DCP controls for heritage items and archaeological sites including controls for ancillary development such as fencing or signage. It also highlights Council's intent to review existing heritage controls for heritage conservation areas including Manly Town Centre and Manly Pittwater Road and consider mapping items that contribute to heritage significance (e.g., buildings, fences or gardens).

Council also continues to manage publicly owned heritage items. This has recently included preparation of a conservation management plan for the State listed Ivanhoe Park, securing grants for upgrades to Ivanhoe Park and Currawong and the preparation of heritage reports for tidal pools.



Progress across the nine Directions of the LSPS: Connectivity

Priority

19-21

19

Actions

0

Completed

7

In progress

12

Not started

The coordination of land use with transport is essential and will be further investigated in the preparation of the land use and infrastructure implementation plan.

Traffic studies will be undertaken on a precinct basis as part of Council's Place Planning Program, with the Brookvale-Dee Why transport study now complete and under review by Transport NSW.

The LEP/DCP Discussion Paper outlines the proposed approach to reduce car parking requirements and set maximum parking rates for development in strategic centres to encourage public and active transport options, and options for car share, electric vehicle charging, bicycle parking, green travel plans and end of trip facilities.

Council continues to implement its Transport Strategy, MOVE which sets the strategic long-term goals for Council and supported by several transport action plans. So far, Council has adopted and commenced implementing the Walking, Bike and Road Safety plans. Other transport plans to come include Parking, Freight and Public Transport plans.

Our active travel program is progressing well, with shared paths in Queenscliff and Allambie Heights completed, along with line marking on the shared path along Manly beachfront.

Council's Road Safety Officers are working with Traffic Engineers to install signs and lines around schools that were identified during road safety audits. This is to support the Active to School initiative and encourage walking and cycling to school. Council secured Federal stimulus funding to improve pedestrian access to schools across the Northern Beaches. Consultation with schools is occurring as part of that project.

Smart parking trials have resulted in smart infrastructure being available at key locations, enabling customers to find available parking spaces on an App, to optimise the use of parking for recreational and shopping needs.



Progress across the nine Directions of the LSPS: Jobs and skills

Priority

22-30

48

Actions

5

Completed

28

In progress

15

Not started

With a view to activating places in our villages, Council has established working groups to prepare and implement activation plans. These will be prepared in partnership with businesses and the community, initially within the commercial centres of Mona Vale, Forestville, and Newport.

The employment study has been drafted for engagement in the next financial year. The LEP/DCP Discussion Paper includes recommendations from this work including the proposed approach to business and industrial zones and to support different industry sectors. Community feedback will inform an Economic Development Strategy commencing in 2021/22.

The urban design study is investigating measures to improve amenity, built form and design of centres and non-residential and mixed-use buildings.

For mixed-use developments in town centres, the LEP/DCP Discussion Paper is seeking feedback on provisions to protect and incentivise commercial floor space.

Frenchs Forest Strategic Centre

Council finalised planning documentation to support potential rezoning, including the DCP. The DCP was released with the NSW Government's draft Frenchs Forest Place Strategy, which aims to deliver Stage 1 of Council's Structure Plan. The Stage 1 work proposes:

- new public open space and a tree canopy cover of up to 30%
- up to 15% affordable housing in the town centre and 10% in surrounding areas
- design excellence through requirements for a range of building heights and variety of architectural articulation outlined with maximum heights and floor space ratios in the LEP. The DCP specifies that concept development applications be lodged with a Design Excellence strategy, in accordance with Council's Design Excellence Guidelines
- a low-carbon precinct with high efficiency in energy, water, and waste. This will be demonstrated through the Green Star Communities rating and development requirements.

Aquatic Reserve is no longer being planned as an education and recreation precinct as the school is now being relocated to 187 Allambie Road, Allambie Heights.

Brookvale Strategic Centre

Brookvale plays a critical role for the Northern Beaches and beyond. Its industrial areas maintain our urban services and drive our economy. The LEP/DCP Discussion Paper outlines proposed amendments to permitted land uses within Industrial and Business zones that will impact Brookvale, and an LEP building height for Warringah Mall as currently applies in the DCP.

Council will review the Brookvale Structure Plan for further opportunities to optimise its growth as an employment centre and commercial focus for the LGA. It has also been identified as a Centre Investigation Area for low-rise medium density housing within 800m of the centre.

Dee Why Strategic Centre

The Dee Why Master Plan 2013 is being implemented through new planning controls that came into force in February 2020. For public works, progress this year included streetscape upgrades on Pittwater Road between St David's Avenue and The Kingsway. The new St David Avenue Park is nearing completion and community consultation is continuing on the design for Triangle Park North. The possible redevelopment of the Howard and Oaks Avenue car park, and a new civic hub, have been examined and found to be unfeasible in the short to medium term.

The LEP/DCP Discussion Paper outlines some proposed changes to permitted land uses within the B4 Mixed Use zone that comprises Dee Why Town Centre, in line with early findings of the employment study.

Dee Why has also been identified as a Centre Investigation Area for low-rise medium density within 800m of the centre.

Manly Strategic Centre

The LEP/DCP Discussion Paper outlines proposed changes to the B2 Local Centre zone that comprises Manly Town Centre, in line with early findings of the employment study.

Preparation of the Manly Place Plan has commenced and will respond to LEP studies, Thematic History Study, West Esplanade Heritage Activation Plan, Destination Management Plan and night-time economy needs.

For the nearby Manly Hospital site, progress has been made with a Planning Proposal lodged for the entire site, as well as construction commencing on the Adolescent and Young Adult Hospice. This hospice will provide 15 to 24-year-old patients with life-limiting illness a contemporary facility that offers respite care, symptom management or end of life care.

Mona Vale Strategic Centre

Council has received a \$250,000 grant to prepare the Mona Vale Place Plan. The LEP/DCP Discussion Paper outlines proposed changes to the B4 Mixed Use and IN zones that comprises the town centre in line with early findings of the employment study.

Employment Zones

The employment study has undertaken a strategic review of industrial and urban services land with preliminary findings outlined in the LEP/DCP Discussion Paper. The Paper describes proposed changes to permitted land uses within various Business Employment zones and Industrial zones.

Tourism

A draft Destination Management Plan was exhibited, and findings will be presented to Council next year. Tourism opportunities will also be reviewed in Council's Place Planning Program, particularly for Manly.

The LEP/DCP Discussion Paper outlines a proposed approach to supporting tourism based on preliminary findings from the employment study and Destination Management Plan. This includes retention of the existing SP3 tourism zone at Manly and the Narrabeen caravan park and zones that support tourist and visitor accommodation.

The 36km Manly to Palm Beach Coast walk will be a spectacular tourism drawcard and is expected to be completed in 2022. This year a section through Whale Beach was completed. Public Art and Indigenous contributions along the walk are in the planning stage.

Night-time economy

Opportunities to enhance the night-time economy will be considered on a precinct basis as part of Council's Place Planning Program.

The NSW Government's draft Frenchs Forest Place Strategy aims to address the needs of shift workers at the hospital and provide a mix of shops, restaurants, cafes and places for people to gather or relax, day and night.

Council is preparing a night-time economy plan for the Manly Place Plan to broaden the range of night-time activities. It will include a review of late-night venue controls in Manly DCP and new location-specific LEP and DCP controls. Mechanisms to manage and monitor the night-time economy will also be considered, such as reviewable conditions of consent and events approval processes.

Statutory Returns



Section 428 (3) Preparation of report

This Annual Report has been developed in accordance with the guidelines referred to in the Local Government Act 1993, Integrated Planning and Reporting Guidelines (s406), the Local Government (General) Regulation 2005 (s217), and the most up to date Office of Local Government Annual Report checklist (published on 30 June 2021).

s428 (4) (a) Financial statements

Audited financial statements for the year 2020/21 are at page 194 of this Annual Report.

s428 (4) (b) Other information

This report includes other information in line with the Integrated Planning and Reporting Guidelines, the Local Government Act 1993 and other legal requirements.

s428 (5) Send to the Minister

A copy of this annual report is on Council's website and a link provided to the Minister.

s54P (1) Particulars of any environmental upgrade agreement entered into by the Council

Council did not enter into any environmental upgrade agreements in the 2020/21 financial year.

Special Rate Variation Guidelines 7.1 - Implementation of special rates and levies

The Northern Beaches Council has sustained the approved rates paths of its former councils until the end of 2020/21 in accordance with the Local Government (Council Amalgamations) Proclamation 2016 and the Local Government Amendment Act 2019.

All the former Councils (Pittwater, Warringah and Manly) had variations applying to their rates. Where appropriate, movements in the receipt and expenditure of these funds are included in the Annual Financial Statements. Note that 2017/18 was the last year of the former Warringah Council Special Rate Variation.

Manly Environment Levy

As part of reporting, the former Manly Council set aside part of an ordinary rate increase in 1997, to fund priority environmental projects that enhance Manly's environment. In 2020/21 an amount of \$901,249 was spent in the former Manly Local Government Area on priority environmental projects, including bush regeneration works, coast and waterways management and environmental sustainability.

Manly Business Special Rate

- Manly Business Centre Improvement

This special rate applies to properties in the Manly Central Business District (CBD) area, to provide for ongoing and proposed capital and maintenance works in the Manly business centre, The Corso and beachfront.

During 2020/21 the income raised was \$1,219,216. An amount of \$1,216,923 was spent on capital and maintenance works, as well as tourism, events and business support. Capital works included hostile vehicle mitigation, tree maintenance, cleansing and litterbin services. Tourism and business support included the Manly Mainstreet Place coordinator, activations and workshops, the Manly Visitor Information Centre and events such as Manly Jazz and Taste of Manly. The balance of the money will be kept in reserve for projects in the next financial year.

Manly Business Special Rate

- Balgowlah Business Centre Improvement

This special rate applies to properties in the Balgowlah commercial area, to provide for ongoing and proposed capital and maintenance works, including the off-street carparks in Condamine Street.

During 2020/21 the income raised was \$87,901. An amount of \$22,920 was spent on staged paving renewal in the Balgowlah shops and the balance was reserved for future projects in the business centre.

Former Pittwater Council

Special Rate Variation

In June 2011, IPART approved the former Pittwater Council's application for a Special Rate Variation. This resulted in an increase in rates over three years (2011-2014) to generate approximately \$38.4 million in funds. These funds are for infrastructure works and environmental programs to be delivered over a 10-year period.

In 2020/21 an amount of \$6,990,274 was spent in the former Pittwater Local Government Area on the following capital projects:

Table 1

Pittwater Improvement Program 2020/21

Capital	\$	Operational	\$
Road resheeting	1,300,000	Bushland and waterways	450,000
Car park renewal	150,000	Biodiversity protection	65,000
New footpaths	951,745	Community bushcare	25,000
Bike Plan implementation	50,000	Managing natural hazards	295,000
Energy savings initiatives	181,253	Keeping villages and surrounding areas beautiful	132,543
Water saving and re-use initiatives	38,228	Facilities and services at beaches (extension of Lifeguard services)	130,000
Foreshores renewal	140,000		
Stormwater and flood mitigation	380,000	Operational Total	1,097,543
Mona Vale Library refurbishment	10,326	Grand Total	6,990,274
Mona Vale Town Centre place making infrastructure	494,410		
Sportsfield renewal	55,000		
Newport Beach Basketball court	99,413		
Rockpool renewals	69,374		
Scotland Island roads and drainage improvements	237,213		
Wharves works	621,087		
Mona Vale Surf Life Saving Club	12,392		
Playground renewal	40,000		
Environmentally Sensitive Land	1,062,290		
Capital Total	5,892,731		

Clause 132 Rates and charges written off for the period of 2020/21

	\$
Rates abandoned (postponed)	23,237.38
Interest abandoned (postponed)	6,912.41
Interest abandoned (other)	9,950.08
Mandatory pension rebate	2,490,971.38
Voluntary pension rebate (rates)	149,319.96
Voluntary pension rebate (waste)	334,998.65
Total	3,015,389.86

(c) 32 seminars, circulars and other activities were delivered as part of the ongoing professional development program of the Councillors.

Clause 217(1) (a) Overseas visits

During 2020/21, no overseas visits were made by Councillors, Council staff or other people representing Council.

Clause 186 Councillor induction training and professional development

- (a) There were no induction training programs or refreshers in 2020/21.
- (b) The following Councillors participated in ongoing professional development by engaging in these activities:

	Participants	Name of program
Professional development	Cr Amon Cr Grattan Cr Sprott Cr Walton	Membership - Australian Institute of Company Directors (AICD)
	Cr Bingham Cr Ferguson	LGNSW Webcast - Prevent Sexual Domestic & Family Violence - 14, 17 and 21 September 2020
	Cr Heins Cr Bingham Cr Sprott Cr White	LGNSW Annual Conference - Online - 23 November 2020
	Cr Sprott Cr Walton	LGNSW Destination and Visitor Economy Conference - Port Macquarie - 26-28 May 2021

Clause 217 (1) (a1) Payment of expenses of, and the provision of facilities to, Councillors in relation to their civic functions

An amount of \$50,162 was incurred for provision of fees, facilities and expenses for the Mayor and Councillors. Details are below.

Facilities and expenses	\$
Provision of dedicated office equipment allocated to Councillors	5,423
Telephone calls made by Councillors	13,325
Attendance of Councillors at conferences and seminars	6,281
The provision of induction training and professional development for Mayor and other Councillors	880
Training of councillors and provision of skill development	0
Interstate visits by councillors, including transport, accommodation and other out-of-pocket travelling expenses	0
Overseas visits by councillors, including transport, accommodation and other out-of-pocket travelling expenses	0
Expenses of any spouse, partner or other person who accompanied a councillor in the performance of his or her civic functions, being expenses payable in accordance with the Guidelines for the payment of expenses and the provision of facilities for the Mayor and Councillors	553
Expenses involved in the provision of care for a child of, or an immediate family member of a Councillor	0
Other expenses	23,700
Total	50,162
Fee	\$
Mayoral	88,600
Councillors	456,150
Total	544,750

Clause 217 (1) (a2) Major contracts

The following table shows details of each contract awarded for amounts greater than \$150,000 including:

- name of contractor (except employment contracts – contracts of service)
- nature of goods or services supplied
- total amount payable

Contractor's name	Description	Total value ex GST
All Waterfront Constructions Pty Ltd	Reconstruction and maintenance - Taylors Point tidal pool	\$157,610
Ally Civil Engineering	Avalon Netball Courts civil works	\$192,035
Ally Property Services Pty Ltd	Collaroy Beach all ability access ramp works	\$398,475
Ally Property Services Pty Ltd	Pathway Construction at Wingara Reserve, Belrose and Catalpa Reserve, Avalon Beach	\$183,191
Ally Property Services Pty Ltd	Phillip Road, Mona Vale – road and drainage improvements (2020/21)	\$214,356
Apunga	Burnt Bridge Creek Reserve	\$151,950
ARCADIS AUSTRALIA PACIFIC PTY LIMITED	Review of existing information and biodiversity survey	\$169,645
Australian Bushland Restoration Pty Ltd	Upper Middle Creek contract	\$195,000
Bayteck Pty Limited	North Curl Curl Community Centre public amenities	\$255,590
Bedrule Pty Ltd 1140336	Installation stormwater inclined trash trap Howell Close, Newport	\$352,355
Bedrule Pty Ltd 1140336	Fern Creek high voltage undergrounding	\$516,620
Carfax Commercial Constructions Pty Ltd	Bushfire upgrade works at the conference centre building, Currawong State Park	\$194,742
Downer EDi Works	Services for the recycling of street sweepings and residual	\$233,000
Enter Building Group Pty Ltd	Clontarf Reserve playground upgrade	\$528,977
Esri Australia Pty Ltd	ESRI – enterprise license	\$765,000
Ethos Urban Pty Ltd	Brookvale Structure Plan	\$220,958

Contractor's name	Description	Total value ex GST
Favro Constructions	Apex Park amenities	\$212,091
Favro Constructions	Sewer upgrade – Mona Vale Beach	\$357,727
GPM Constructions Pty Ltd	Bell and Carols Wharf upgrades (construction)	\$2,200,608
GPM Marine Constructions Pty Ltd	Fairy Bower stormwater outlet renewal works	\$275,662
Grindley Interiors Pty Ltd	Queenscliff Surf Club lift & internal alterations	\$1,028,004
Grindley Interiors Pty Ltd	Redevelopment of Long Reef Surf Life Saving Club & associated community facilities	\$7,494,000
Haskoning Australia Pty Ltd	Narrabeen Lagoon entrance management strategy	\$207,100
Hill PDA	Property consultancy services	\$240,000
Infigen Energy Markets Pty Limited	Northern Beaches Council renewable electricity power purchase	\$2,900,000
Inter-Chillers Pty Ltd	Air conditioning system upgrade at Glen Street Theatre	\$348,500
iQ3 Pty Ltd	Anti-virus software upgrade to cloud (SaaS)	\$292,725
James Bennett Pty Limited	Northern Beaches library books and resource materials	\$4,500,000
Kronos Australia Pty Ltd	People Central project - Kronos clock hardware	\$163,401
Larsen & Toubro Infotech Ltd	People Central program test analysts and integration lead services	\$440,640
Murphys Facilities Services P/L	Stairs and balcony upgrade works at South Narrabeen Surf Life Saving Club	\$201,880
Optimal Stormwater Pty Ltd	North Steyne gross pollutant trap	\$530,950
OZPAVE (AUST) PTY LTD	Curl Curl netball courts renewal	\$241,305
Planet Footprint Pty Ltd T/A Azility	Utility account management, monitoring and reporting service	\$168,600
Pure Security Pty Ltd	Pure Security 2021 services and software renewal	\$186,472
Quality Management and Constructions Pty Ltd	Manly CBD public space protection	\$902,031
REES Electrical Pty Ltd	JJ Melbourne Hills BMX lighting renewal	\$202,100
Rogers Construction Group Pty Ltd	2020 Lakeside Caravan Park amenities refurbishment	\$225,177

Contractor's name	Description	Total value ex GST
SCP Consulting Pty Ltd	Boondah Road upgrades (design)	\$202,620
Service Management Specialists Pty Ltd	IT service management review services	\$397,198
SMC Marine Pty Ltd	Tidal pool renewal project - Forty Baskets tidal pool	\$462,745
Soil Conservation Service	Collaroy Beach seawall temporary stabilisation works	\$183,000
Specialised Pavement Services Pty Ltd	Services for street sweeping (Pittwater)	\$169,248
Surf Life Saving Services Pty Ltd	Provision of lifeguard services	\$3,769,070
Telstra Corporation Ltd	MS Teams unified communications as a services (UCaaS) telecommunications agreement	\$207,979
The Glascott Group P/L	St David Avenue park, Dee Why	\$1,377,355
Total Earth Care Co	Prosperity wetland design and construct wetland works	\$570,530
Twenty Four Seven	Avalon Golf Club Creative Art Studio and Workshop conversion	\$444,182
Westbury Constructions Pty Ltd	Lionel Watts eastern amenities and clubhouse upgrades	\$1,042,076
WhatFix Pty Ltd	Digital adoption solution	\$158,720
Total		\$37,033,200

Clause 217 (1) (a3) Legal proceedings

During period 2020/21 the following expenses were incurred in relation to legal proceedings:

	\$
Total Expenditure	\$9,648,800*
Costs Recovered	(\$140,726)
Net	\$9,508,074

* This figure reflects expenditure on legal proceedings and includes the \$6.75 million settlement of the Whistler Street Carpark matter.

The following matters were finalised:

Address/Matter	Court	Result
31 Bellara Road & 66 Powderworks Road, Narrabeen	Class 1 Land & Environment Court	Appeal upheld with amended plans
11 Adelaide Street, Balgowlah	Class 1 Land & Environment Court	Dismissed
11 Ocean Road, Palm Beach	Class 1 Land & Environment Court	S34 Agreement
21 Whistler Street, Manly	Class 1 Land & Environment Court	S34 Agreement
1955 Pittwater Road, Bayview	Class 1 Land & Environment Court	S34 Agreement
41 Warriewood Road, Warriewood	Class 1 Land & Environment Court	Dismissed
5 Dalley Street, Queenscliff	Class 1 Land & Environment Court	S34 Agreement
67 Seaforth Crescent, Seaforth	Class 1 Land & Environment Court	Appeal Upheld and Order Modified
87 Narrabeen Park Parade, Narrabeen	Class 1 Land & Environment Court	S34 Agreement
Lot 2506 Bundaleer Street, Belrose	Class 1 Land & Environment Court	S34 Agreement
118 Bower Street, Manly	Class 1 Land & Environment Court	S34 Agreement
68A Queenscliff Road, Queenscliff	Class 1 Land & Environment Court	Discontinued
82-84 Bower Street, Manly	Class 1 Land & Environment Court	Discontinued
82-84 Bower Street, Manly	Class 1 Land & Environment Court	Discontinued
61 Cutler Road, Clontarf	Class 1 Land & Environment Court	Appeal upheld with amended plans
205 Riverview Avenue, Avalon Beach	Class 1 Land & Environment Court	Discontinued
181 Forest Way, Belrose	Class 1 Land & Environment Court	S34 Agreement

Address/Matter	Court	Result
55 Wheeler Parade, Dee Why	Class 1 Land & Environment Court	S34 Agreement
22 Ramsay Street, Collaroy	Class 1 Land & Environment Court	Appeal upheld with amended plans
1106 Pittwater Road, Collaroy	Class 1 Land & Environment Court	Dismissed
13 Bungendore Road, Ingleside	Class 1 Land & Environment Court	Discontinued
5 Birdwood Road, Collaroy	Class 1 Land & Environment Court	S34 Agreement
6 Gladys Avenue, Frenchs Forest	Class 1 Land & Environment Court	Appeal upheld with amended plans
691 Pittwater Road, Dee Why	Class 1 Land & Environment Court	Discontinued
16 Upper Gilbert Street, Manly	Class 1 Land & Environment Court	S34 Agreement
8 Lady Penrhyn Drive, Beacon Hill	Class 1 Land & Environment Court	Dismissed
22 Redman Road, Dee Why	Class 1 Land & Environment Court	Dismissed
1 Namba Road, Duffys Forest	Class 1 Land & Environment Court	Discontinued
14 Wyatt Avenue, Belrose	Class 1 Land & Environment Court	Appeal upheld with amended plans
72 Carrington Avenue, Curl Curl	Class 1 Land & Environment Court	Dismissed
16 Gladys Avenue, Frenchs Forest	Class 1 Land & Environment Court	Appeal upheld with amended plans
15 Monash Crescent, Clontarf	Class 1 Land & Environment Court	S34 Agreement
20 Westminster Avenue, Dee Why	Class 1 Land & Environment Court	Appeal upheld with amended plans
12 Killawarra Road, Duffys Forest	Class 1 Land & Environment Court	Discontinued
95 Wimbledon Avenue, North Narrabeen	Class 1 Land & Environment Court	S34 Agreement
24 Aitken Avenue, Queenscliff	Class 1 Land & Environment Court	Appeal upheld with amended plans
515 Pittwater Road, Brookvale	Class 1 Land & Environment Court	S34 Agreement
27 Kevin Avenue, Avalon	Class 1 Land & Environment Court	Dismissed
15 Addison Avenue, Manly	Class 1 Land & Environment Court	S34 Agreement
22 Stuart Street, Manly	Class 1 Land & Environment Court	Appeal upheld with amended plans
Lot 100 Meatworks Avenue, Oxford Falls	Class 1 Land & Environment Court	Appeal upheld with amended plans

Address/Matter	Court	Result
18 Alexander Street, Collaroy	Class 1 Land & Environment Court	Appeal upheld with amended plans
18 Alexander Street, Collaroy	Class 1 Land & Environment Court	Appeal upheld with amended plans
173-175 Riverview Avenue, Avalon Beach	Class 1 Land & Environment Court	Dismissed
173-175 Riverview Avenue, Avalon Beach	Class 1 Land & Environment Court	Dismissed
2191 Pittwater Road, Church Point	Class 1 Land & Environment Court	Discontinued
626 Pittwater Road, Brookvale	Class 1 Land & Environment Court	S34 Agreement
626 Pittwater Road, Brookvale	Class 1 Land & Environment Court	Order revoked in light of S34 Agreement
15 Winsome Avenue, North Balgowlah	Class 1 Land & Environment Court	Dismissed
54 Bardo Road, Newport	Class 1 Land & Environment Court	S34 Agreement
28 Carrington Parade, Freshwater	Class 4 Land & Environment Court	Discontinued
134 Headland Road, North Curl Curl	Class 4 Land & Environment Court	Dismissed against Council
Station Beach, Palm Beach	Class 4 Land & Environment Court	Declarations that Council's decisions were invalid
14 Patey Street, Dee Why	Class 4 Land & Environment Court	Discontinued
22 Curl Curl Parade, Curl Curl	Class 4 Land & Environment Court	Summons withdrawn & CDC revoked
Compensation Claim	Civil & Administrative Tribunal	Dismissed
Application against GIPA decision No. 3	Civil & Administrative Tribunal	Decision affirmed
9-15 Central Avenue, Manly	Civil & Administrative Tribunal	Dismissed
Application against GIPA decision No. 4	Civil & Administrative Tribunal	Dismissed
Jacksons Road, Warriewood	Local Court	Conviction and fine
Careel Head Road, Avalon Beach	Local Court	Conviction and fine
Tipperary Road, Killarney Heights	Local Court	Conditional release order with no conviction
Griffin Road, North Curl Curl	Local Court	Conviction and fine
Dog Attack	Local Court	Good behaviour bond
Forest Way, Mona Vale Road	Local Court	Conviction and fine

Address/Matter	Court	Result
Orchard Street, Warriewood	Local Court	Conviction and fine
Personal Injury Claim	Personal Injury Commission	Council rehabilitation provider to remain
Unlawful Termination Claim	Fair Work Commission	Dismissed
10 Dakara Drive Frenchs Forest - Public Liability Claim	Supreme Court	Judgment for the Plaintiff
Personal Injury Claim	District Court	Judgment for the Plaintiff
Application against Council regarding Dangerous Dog	Supreme Court	Dismissed
Whistler Street Carpark	Supreme Court	See statement below*

* Following mediation before the Hon Keith Mason AC QC, the dispute between Built Athas and Northern Beaches Council relating to the development of Manly Council's Whistler Street Car Park has been resolved by the parties, without admission of liability by any party, on terms that Council pay to Built Athas \$6,750,000 in full and final settlement of all matters in dispute. The terms of the settlement are otherwise confidential.

The following matters have not been finalised and are ongoing

Address/Matter	Court
89 Wyadra Avenue, Freshwater	Class 1 Land & Environment Court
6 Brighton Street, Freshwater	Class 1 Land & Environment Court
255 Condamine Street, Manly Vale	Class 1 Land & Environment Court
27 Bellevue Avenue, Avalon Beach	Class 1 Land & Environment Court
11 May Road & 613-615 Pittwater Road, Dee Why	Class 1 Land & Environment Court
14 Kangaroo Street, Collaroy Plateau	Class 1 Land & Environment Court
1 Bilambee Lane, Bilgola Plateau	Class 1 Land & Environment Court
4 Harvey Road, Ingleside	Class 1 Land & Environment Court
27 Alan Avenue, Seaforth	Class 1 Land & Environment Court
11 Lewis Street, Balgowlah Heights	Class 1 Land & Environment Court
14 Kangaroo Street, Collaroy Plateau	Class 1 Land & Environment Court
1 Bilambee Lane, Bilgola Plateau	Class 1 Land & Environment Court
4 Harvey Road, Ingleside	Class 1 Land & Environment Court
27 Alan Avenue, Seaforth	Class 1 Land & Environment Court

Address/Matter	Court
11 Lewis Street, Balgowlah Heights	Class 1 Land & Environment Court
4 Collaroy Street & 1 Alexander Street, Collaroy	Class 1 Land & Environment Court
67 Why Parade, Dee Why	Class 1 Land & Environment Court
163 Pacific Road, Palm Beach	Class 1 Land & Environment Court
46 Boyle Street & 81 Griffiths Street, Balgowlah	Class 1 Land & Environment Court
34-36 Bardo Road, Newport	Class 1 Land & Environment Court
2B Francis Street, Dee Why	Class 1 Land & Environment Court
1129 Pittwater Road, Collaroy	Class 1 Land & Environment Court
2 Macpherson Street, Warriewood	Class 1 Land & Environment Court
29 Peacock Parade, Frenchs Forest	Class 1 Land & Environment Court
181 Allambie Road, Allambie Heights	Class 1 Land & Environment Court
633 Warringah Road, Forestville	Class 1 Land & Environment Court
633 Warringah Road, Forestville	Class 1 Land & Environment Court
26 Roger Street, Brookvale	Class 1 Land & Environment Court
28 Lockwood Avenue, Belrose	Class 1 Land & Environment Court
307 Sydney Road & 12 Boyle Street, Balgowlah	Class 1 Land & Environment Court
27-29 North Avalon Road, Avalon Beach	Class 1 Land & Environment Court
107 Clontarf Street, Clontarf	Class 1 Land & Environment Court
107 Clontarf Street, Clontarf	Class 4 Land & Environment Court
Church Point Carpark	District Court
Dangerous Dog Order	Local Court
Dog Attack	Local Court
Dog Off Leash	Local Court
Dangerous Dog Order	Local Court
Appeal against GIPA Decision No. 1	Civil & Administrative Tribunal
Appeal against GIPA Decision No. 2	Civil & Administrative Tribunal
Workers Compensation Claim	Personal Injury Commission

**Clause 217 (1) (a4) and Act s67,
67(2)(b) Work on private land**

Council resolution number	Summary of resolution	Summary of work carried out	Approved amount charge and amount subsidised by Council
161/21	Council resolved to undertake works in a creek in Mona Vale and to remove sediment and weeds to improve water drainage through the area.	Carrying out of periodic maintenance works within the natural watercourse at 2, 4, 6, 10 and 12 Polo Avenue, Mona Vale to facilitate effective stormwater flow in that area	\$3,700 (ex GST) wholly subsidised by Council
162/21	Council resolved to carry out works adjacent to Fern Creek to facilitate access to the area for Rural Fire Service vehicles in the event of a future bushfire emergency.	Carrying out of work on private land owned by the Catholic Diocese of Broken Bay at Mater Maria College, 5 Forest Road, Warriewood, to connect the Fern Creek crossing	\$12,000 (ex GST) wholly subsidised by Council

Clause 217 (1) (a5) Grants

The total amount contributed or otherwise granted by the Council in 2020/21 under section s356 of the Act was \$8,151,065. A summary of the recipients of the grant by program is below.

Fund name	\$
Barrenjoey High School Performance Space (Stronger Communities Fund - round 2)	50,000
Community and cultural development grants	919,200
COVID-19 – Community response grants	76,938
COVID-19 - Community centre rent subsidies	20,536
COVID-19 - Property rental subsidies	1,854,555
COVID- 19 Sporting fee subsidies	513,872
COVID-19 Rates and domestic waste subsidy	4,375,010
Heritage grants	12,688
Eco School grants	39,564
Community Event grants & sponsorship	188,702
Sport and recreation infrastructure grants	100,000
Total	8,151,065

Clause 217 (1) (a6) External bodies that exercised functions delegated by Council

The Northern Beaches Local Planning Panel (NBLPP) operates independently to determine development applications.

The panel consists of the chair, two planning professionals and one community representative. During the year 38 NBLPP meetings were held, where 126 matters were determined.

Clause 217(1) (a7) Council controlled corporations, partnerships, trusts, joint ventures, syndicates or other bodies

Council holds a controlling interest in Kimbriki Environmental Enterprises Pty Ltd (KEE) as the major shareholder (96.16% of shares), with the remaining shares held by Mosman Council.

KEE operates a recycling and waste disposal centre at Kimbriki Road, Terrey Hills - the Kimbriki Resource Recovery Centre. KEE commenced operation on 1 July 2009 following the necessary authorisations pursuant to sections 358 and 625 of the Local Government Act.

Clause 217(1) (a8) Corporations, partnerships, trusts, joint ventures, syndicates or other bodies in which the Council participated during the year

Northern Beaches Indoor Sports Centre

Council is represented on the Board of Management of the Northern Beaches Indoor Sports Centre responsible for overseeing the operation of a regional multipurpose indoor sports centre at Narrabeen Sports High School. The Board is a limited guarantee non-profit company consisting of representatives from the Council, the Department of Education, the Department of Sport and Recreation and local sporting groups.

Aboriginal Heritage Office

Council supports this Office and its work in conserving over 1,000 indigenous cultural sites across Northern Sydney. It plays an important role in education and awareness of the area's significant Aboriginal cultural heritage. The Partnership along with the Memorandum of Understanding is with North Sydney, Willoughby, Lane Cove, Strathfield, Kur-ring-gai and Northern Beaches Councils.

Environmental management

Council participates in partnerships to manage the environment and related incidents with:

- Sydney Coastal Councils Group (member)
- Grant projects funded by Local Land Services
- Grant projects funded by Department of Planning, Industry and Environment
- Grant projects funded by the Environmental Trust
- Northern Beaches Local Emergency Management Committee (member)
- Northern Beaches Bush Fire Management Committee (member)
- Narrabeen Lagoon State Park Advisory Committee (member)
- Currawong State Park Advisory Committee (member)
- Manly Warringah War Memorial State Park Advisory Committee (member) - Manly Dam
- Partnership with UNSW Water Research Laboratory, School of Civil and Environmental Engineering, recent projects include SMART beaches, Fairy Bower wave overtopping modelling, drone surveys of coast and beach monitoring

- Partnership with Australian Research Council (Australian storm wave damage and beach erosion Early Warning System Project)
- Floodplain Management Australia – (member and financial contributor)
- Regional Emergency Management Committee (member)
- Floodplain Risk Management Committee
- Sustainability Advantage (member) – Department of Planning, Industry and Environment
- Resilient Sydney (member)
- Cities Power Partnership – Local Government network – part of the Climate Council

Council also supports two charitable environmental trusts that provide opportunities for funding important environmental projects. These are:

- Pittwater Environmental Trust: established in 2006, this is managed and operated by a separate organisation, being the Pittwater Environment Foundation, to support important environmental projects in the former Pittwater Local Government Area
- Warringah Trust for the Acquisition of Environmentally Sensitive Lands: established in 2011 the Trust collect funds from the public to promote the protection and enhancement of the natural environment including the conservation of indigenous flora and fauna and key pieces of sensitive land to achieve this objective.

Premsure

Council was a member of Premsure along with Waverley and Woollahra Councils. Premsure was a Local Government Mutual Self Insurance Pooling Group for Public Liability/Professional Indemnity Insurance. The scheme was in wind down mode for some years, managing existing claims up to 31 October 1999 for the insured Councils (which included the former Manly Council). All claims have now been finalised and the remaining funds are due to be distributed to those remaining in the Pool based on actuarial advice. Northern Beaches Council's distribution is \$74,112.

Clause 217(1) (a9) Equal Employment Opportunity Activities

Council fully embraces the principles of Equal Employment Opportunity (EEO) and is committed to building a diverse and inclusive workplace where the skill, perspectives and experiences of our people are valued and respected. Key achievements in this reporting year include:

- Launched an online Privacy module (LGNSW online module)
- Developed and customised the Northern Beaches Privacy module

Other initiatives are continuing and contribute to our ongoing commitment to EEO:

- Embedding EEO into our recruitment and on-boarding modules provided online
- Running the following online training modules for staff
 - o Disability Awareness
 - o Family and Domestic Violence Awareness
 - o A Respectful Workplace
 - o Code of Conduct Training
- LGBTIQ+ training in partnership with an external provider

Clause 217 (1) (b) General Manager (Chief Executive Officer) Remuneration Package

The total remuneration package of the Chief Executive Officer is as follows:

	\$
Salary	464,130
Bonus, performance or other payments	0
Employer's superannuation contribution or salary sacrifice	24,442
Value of non-cash benefits	9,410
Fringe benefits tax paid	15,277
Total	513,259

Clause 217 (1) (c) Senior Staff Remuneration Package

The total remuneration of all senior staff members (other than the Chief Executive Officer) is as follows:

	\$
Value of salary	1,899,810
Amount of bonus, performance or other payments	0
Amount for employer's contribution to superannuation or salary sacrifice	138,059
Value of non-cash benefits	22,962
Fringe benefits tax paid	61,176
Total	2,122,007

Clause 217 (1) (e) Annual Charge for Stormwater Management Services

A Stormwater Management Service Charge funds additional investigations and activities towards improving stormwater quality, managing stormwater flows and flooding, and harvesting and reusing stormwater.

This was levied on applicable lands in the former Pittwater and Manly Council local government area (LGA) during 2020/21. This included rateable urban land categorised as residential or business (excluding vacant land).

The income and expenditure of the Stormwater Management Service Charge for 2020/21 is below.

Former Manly LGA	\$
Income	346,902
Expenditure	346,902

Former Pittwater LGA	\$
Income	534,526
Expenditure	1,028,377

The funds were used for:

- CCTV investigations into the piped stormwater system and associated repairs
- Installation of the North Steyne gross pollutant trap (GPT)
- Stormwater drainage improvement, including pipe replacements and pit upgrades
- Design and development of stormwater quality improvement devices
- Stormwater pit repair, replacement and upgrades to help reduce flooding issues

Clause 217 (1) (e1) Annual Charge for Coastal Protection Services

No charges were levied for the provision of coastal protection services under Section 496B (1) of the Local Government Act 1993.

Clause 217 (1) (f) Companion Animals Act 1998 and Companion Animals Regulation 2018

The following is a report of the Council's activities during the year in relation to enforcing, and ensuring compliance with, the provisions of the Companion Animals Act 1988 (CA Act) and the Companion Animal Regulation 2018.

Chapter 16 of the Guidelines contains information about what is to be included:

Council seizures of cats and dogs

During this reporting period, Council seized zero (0) cats and eight (8) dogs.

Dog attack reporting

Council is required to report attacks to the Office of Local Government, via the Companion Animals register, within 72 hours of notification of an attack. A total of 329 incidents were reported within the Council area in 2020/21.

Funding spent on companion animal management and activities

A sum of \$280,903 was spent on pound service fees during the reporting period. Note: this sum excludes salary costs.

Community education programs and strategies to promote and assist the de-sexing of dogs and cats

Council promotes the de-sexing of dogs and cats through its educational activities including the promotion of de-sexing in publications, such as 'Canine Connect', and face to face at activities such as 'Dog Day' events. Also follow up with owners who have not registered their pets. Due to weather and COVID-19 restrictions some of these events were cancelled.

Strategies to seek alternatives to euthanasia for unclaimed animals

Council has a commercial arrangement with two local veterinary practices to act as our pound. The contracts provide that any animals impounded are to be reunited with their owners and where this is impossible, suitable animals are rehomed.

We also have ongoing arrangements with the Animal Welfare League, Cat Protection Society and RSPCA to take unclaimed dogs and cats that are suitable for rehoming (i.e. not dangerous). This information is reviewed and updated on our internet pages and promoted by Council teams to assist customers with their enquiries.

Off-Leash areas provided in the Council area

Northern Beaches Council has 28 unleashed dog exercise areas.

Our aim is to provide high quality places for residents and visitors 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.

Expenditure of the fund for managing and controlling companion animals

During the reporting year, Council used the fund for the following:

	\$
Pound fees and professional services	280,903
Promotional costs	0
Materials/consumables	0
Other	0
Total	280,903

Section 12

There are no projects that satisfy the reporting criteria in 2020/21.

Section 8 (2) Report on Compliance

Educational services:

Council produces a monthly Disability Newsletter with a circulation of over 1,300.

Consultation and liaison with carers:

Council provides programs and projects for disability awareness, including the monthly Disability Newsletter and annual Inclusion Award as part of the Northern Beaches Local Business Awards.

In response to COVID-19, Council was unable to coordinate a face-to-face Carers Week program in October 2020 and instead collaborated with other Northern Sydney Councils and the Northern Sydney Local Health District to present five 'Conversations with Carers' webinars.

Council also coordinated two 'Meet Your Local Seniors Groups Expos' for Seniors Festival in April 2021, which included local services and activities of interest to carers of people who are frail and/or aged.

Council developed a Dementia Friendly Communities Organisation Action Plan, approved by Dementia Australia and the local Northern Beaches Dementia Alliance and Advisory Group including people with lived experience and their carers. This Action Plan includes over 20 targeted actions, many of which seek ongoing input and involvement from the local Alliance.

Council community development staff were available to provide information and referral to carers, taking over 250 calls annually in relation to services for seniors and people with disability.

Council's Meals on Wheels service supports carers in their role by providing nutritional and affordable meal options as well as coordinating community restaurants each week when not affected by NSW Public Health Orders.

Staff who are carers

Council is continuing its program of harmonisation of its human resources policies.

Council's Culture, Values and Behaviours Program, as well as our Diversity and Inclusion Policy ensure that our employees are valued and respected for their diverse backgrounds, experiences and perspectives. A Disability Awareness online learning module has been developed to educate all staff on general awareness of disabilities and the disadvantages People with Disability may face.

A Working from Home policy provides flexibility for employees to balance their work and personal responsibilities. There are also a number of other flexible working options available to employees, including employees with carer responsibilities. These include part-time work, job sharing, working from home and flexible working hours.

S13 (1) Report on Implementation

This section reports on Council's fourth year of implementing its Disability Inclusion Action Plan, and will be provided to the Minister for Disability Services and the NSW Disability Council. The Plan and our disability information hub can be found at northernbeaches.nsw.gov.au/services/disability

We continued implementing the plan to help create a more inclusive and accessible community. Amongst many ongoing actions, 11 actions were completed this year, with good progress in all focus areas. In total, 46% of the actions have now been completed (i.e. 36 of 78). Of the remaining 42 actions, 28 are considered to be ongoing programs.

Focus Area 1: Develop positive community attitudes and behaviours

Mandatory training on inclusion and disability awareness is included in induction for new staff, and is being rolled out for existing staff. This training was developed with the Human Rights Commission and experts in job access, inclusive culture and behaviours. We encourage businesses to be inclusive of people with assistance animals, by providing direct advice to food businesses and providing guidance in our newsletters and website. Our first Access and Inclusion Award also recognised inclusive businesses in the 2020 Northern Beaches Local Business Awards, and there were even more applicants for the 2021 award, to be judged later this year. We are also developing Event Accessibility and Inclusion Guidelines.

Council uses positive images of people with disability in its media and publications. By using fonts that are bold or are a larger size on signage and in publications, the messages are more visually accessible.

More infographics and video footage are being used on website and social media to enhance the viewer experience.

Our inclusive programs include those run by the events team, community development, children's centres, libraries, Coastal Environment Centre, bushcare, plant nursery, and aquatic centres. Free native plants were delivered to residents homes during COVID, in the Backyard Habitat program. This expanded program also catered to many residents with mobility issues that are unable to participate in bush regeneration, but can provide habitat in their own yards.

Key Council events and community engagement are planned with accessibility in mind e.g. amenities, ramps, parking and viewing areas. Physical and online access are provided for all formal Council meetings, to enable full participation by the public and Councillors. Other accessible events this year included:

- Big community events such as Open Air Cinema, Christmas Choral Concert, Sun Run, ANZAC Day Ceremony, Citizenship Ceremony, Australia Day, Solar Expo and National Tree Day
- Promotion of International Day of People with Disability (IDPWD) in December 2020, including links to national website of events near you or online
- An exhibition at the Manly Art Gallery and Museum in May 2021 included braille text
- The library service children's program has Inclusive Story Times. During COVID shut down periods Children's programs were adapted to online inclusive programs. The service also held promotional activities for Mental Health Awareness Week and International Day of People with Disability.

Focus Area 2: Create liveable communities

Accessibility audits were conducted in various parks, reserves, parking stations, buildings and facilities to help prioritise sites for improvements works. Pedestrian Access and Mobility Plans (PAMPs) are detailed audits of the pedestrian network and provide recommended improvements to provide connectivity and accessible for all users. PAMPs have been prepared for Avalon and Manly, with works commencing as funding becomes available.

The Northern Beaches Accessibility Map shows accessible facilities and buildings, amenities, playgrounds, rock pools and more. Now available on our website, it will continue to be developed as other infrastructure is audited and works are completed.

This year accessibility works were completed on various paths, kerbs, bus stops, carparks, amenities, playgrounds, surf clubs, rock pool ramps, libraries and other buildings. New buildings underway which will be fully accessible are Long Reef and Mona Vale Surf Clubs, as well as Warriewood Community Centre currently in the planning stage. Disability inclusion is now embedded in our planning and project management frameworks for future Council plans and works, including broader plans to encourage affordable and adaptable housing in the community.

Community Development staff attend regular networks with local services including other levels of government and ongoing implementation of the NDIS. Our disability liaison staff direct key community programs, advocacy and host our online disability information hub. We provide a regular disability newsletter to 1,300 readers on our programs, information and events, as well as promoting advocacy and partnerships.

The Library Service provides inclusive programs and activities. During COVID lockdowns we expanded online Children's programs and the Home Library Service (delivering over 41,000 items during lockdown) which provide even greater inclusion ongoing for those with mobility issues. Regular children's programs now include sign language resources and online broadcasts. More e-Audio resources are on offer.

All our Children's Services are inclusive and accessible, with Council's commitment to this in our new Children's Services Strategy and Inclusion Policy. This includes children with additional needs, socio-economic and other challenges – this year 18 children with high support needs received quality education and care through Council services

The Coastal Environment Centre provides a range of adaptable school programs and activities to cater for accessibility needs, as well as specialised programs for children living with disability. Our community and school videos have both captions and text to provide visual information. All online and web education resources and events meet accessibility standards.

Focus Area 3: Support access to meaningful employment

Our new Integrated Volunteer Management Framework ensures that each volunteer role has clearly defined duties, assisted by the Volunteer Coordinator to determine roles that are tuned to their capabilities. A wide range of flexible opportunities and meaningful roles are on offer, including ongoing training and support, for all people including those living with disability. The environmental volunteer program for bush regeneration works very closely with Bushlink, a non-government organisation employing young people with intellectual disabilities.

The volunteer programs through Bushcare, community nurseries and the Coastal Environment Centre are all-inclusive, providing sustainable and social outcomes to all participants.

We are also developing more inclusive and flexible employment practices for the Council workforce. Our 'Working Remotely Toolkit' launched in 2020 assists in overcoming some of the access barriers to our facilities. It provides for tailored, flexible working arrangements. Council is committed to building a diverse and inclusive workforce that is representative of the community in which we live. We ensure that every stage of our recruitment and selection process is fair, transparent and based on merit.

For wider employment across the region, our Local Strategic Planning Statement adopted in 2020 is guiding the development of commercial centres, and includes specific actions for access and inclusion to help increase local employment opportunities.

Focus Area 4: Improve access to Council services through better systems and processes

Ongoing reviews and accessibility training have improved our online information, forms and booking systems for consistency, readability and ease of use. All new Council documents placed online meet online accessibility standards for visual content and readability, including the use of a range of formats. Media such as video is developed with audio descriptors, transcripts and closed captions. Easy-read versions are provided for selected topics and audiences.

Our website is compliant with industry guidelines for web accessibility. We continued to make more information and services available online for all residents, providing greater inclusion for accessing services and keeping informed during major incidents:

- Accessibility map of villages and town centres
- Emergency preparedness map
- Rate payer emergency SMS communication tool e.g. fire, storm or flooding incidents
- Nine more services online to apply and/or pay for
- Online calculators for rates harmonisation and some fees
- More online bookings available
- Library service App and online feedback
- Noise App to record and report noise

Our Library website was improved to enhance user experience and accessibility. A monthly library E-newsletter is sent to all customers, as well as printed copies delivered to Home Library Service customers. Customer Service Centres continue to provide computers for customers' use at the centres, as an alternative to paper forms. Customer Service is also fully accessible 24/7 for assistance by phone call or online requests.

Our Disability Newsletter continues to provide a platform to promote the availability of accessible systems, processes and formats.

Section 7.5 (5) Voluntary Planning Agreement

Table 1

Planning agreements in force during 2020/21:

Application No.	Description of works	Other party to VPA	Primary street address	Date executed	Status
DA 2007/1249	Provision of Town Square Works; pedestrian connection and works; dedication of land in stratum for road widening on Pittwater Road (bus setback area).	Karimbla Properties (No. 41) Pty Ltd (Developer) and Meriton Properties Pty Ltd (Guarantor)	884-896 Pittwater Road, Dee Why	12/12/2008 and amended 06/09/2018	Executed
VPA2018/0001	Payment of a cash contribution and obligations relating to undergrounding 33kV powerlines and construction of roads and stormwater infrastructure.	Frasers Property AHL Limited	9, 11, 12 and 13 Fern Creek Road	29/07/2019	Executed
VPA2020/0001	Construction of road surface and retaining wall to function as a turning bay; dedication of land 101sqm containing the turning bay	Keenwill Property Limited Robert Corless	31 Belara Avenue North Narrabeen	12/11/2020	Executed
VPA2020/0002	Dedication of land containing works required by Roads Maritime Services conditions to DA	Warringah Road Developments Pty Ltd	723 Warringah Road Forestville	1 July 2021	Executed

**Section 220Zt (2) Reporting on Recovery
and threat abatement plans**

Council is not identified in any plans
under this section of the Act.

Swimming Pools Act 1992 & Swimming Pools Regulation 2018

Act section 22F (2) Swimming Pool Inspections and Regulation clause 23

The following report details inspections of private swimming pools during the reporting period:

- 0 inspections of tourist and visitor accommodation
- 4 inspections required of premises with more than two dwellings
- 30 inspections rental premises inspections
- 207 inspections that resulted in issuance of a certificate of compliance
- 17 inspections that resulted in issuance of a certificate of non-compliance

Act Section 125 (1) and Regulation, Clause 8, Schedule 2

This report includes qualitative information on the Council's proactive disclosure program, and statistical information on formal access applications.

Clause 8(a): Details of the review carried out during the reporting year and the details of any information made publicly available by the agency as a result of the review

The Council continually reviews its proactive release program to identify the kinds of information that we make publicly available. This primarily occurs through extensive publication on Council's website. During the reporting period, this program resulted in the release of information relating to Council services, events, community issues, planning and development services and environmental matters.

Clause 8(b): The total number of access applications received (including withdrawn applications but not including invalid applications)

Council received a total of 74 applications.

Clause 8(c): The total number of access applications received that were refused either wholly or partly, because the application was for the disclosure of information for which there is conclusive presumption of overriding public interest against disclosure in accordance with Schedule 1 to the Act (information)

Schedule 1

Number of applications refused – wholly or partly

	Wholly	Partly	Total
Number of applications refused	0	0	0

Clause 8 (d) Statistical information about access applications

Table A

Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn	Total
Media	1	0	0	0	0	0	0	0	1
Members of Parliament	0	0	0	0	0	0	0	0	0
Private sector business	5	1	0	0	0	0	0	0	6
Not for profit organisations or community groups	0	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	5	14	0	0	0	0	0	0	19
Members of the public (other)	20	28	0	0	0	0	0	0	48
Total	31	43	0	0	0	0	0	0	74

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

Table B

Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn	Total
Personal information applications*	2	0	0	0	0	0	0	0	2
Access applications (other than personal information applications)	29	32	0	0	0	0	0	0	61
Access applications that are partly personal information applications and partly other	0	11	0	0	0	0	0	0	11
Total	31	43	0	0	0	0	0	0	74

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

Table C

Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D

Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of Act

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	2
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Total	2

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

Table E

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

	Number of times consideration used*
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0
Total	0

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

Table F
Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	69
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	5
Total	74

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

	Decision varied	Decision upheld	Total
Internal review	0	1	1
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	1	1
Total	0	2	2

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

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

	Number of applications for review
Applications by access applicants	1
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0
Total	1

Table I
Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0
Total	0

Privacy And Personal Information Protection Act 1998

The Privacy and Personal Information Protection Act 1998 provides for the protection of personal information and for the protection of the privacy of individuals generally. It establishes twelve information protection principles which cover the collection, storage, use and disclosure of (and access to) personal information.

There were two Privacy review applications received by Council during the period 2020/21.

Act Section 31 and Regulation 2011
Clause 4 - Reports by Public Authorities

Report for NSW Ombudsman for the
 period 2020/21, from Council's Internal
 Audit and Complaints Resolution Team:

No. of public officials who made public interest disclosures to your public authority	1
No. of public interest disclosure received by your public authority	2
No. disclosures on corrupt conduct	1
No. disclosures on maladministration	1
No. disclosures on serious and substantial waste	0
No. disclosures on government information contravention	0
No. disclosures on pecuniary interest contravention	0
No of public interest disclosures that have been finalised in this reporting period	2
Have you established an internal reporting policy?	Yes
Has the head of your public authority taken action to meet their staff awareness obligations?	Yes
Staff undertaking that they have read and understood your organisation's internal reporting policy. Training provided by your organisation	This process is part of an ongoing education and awareness program

Financial reports

1 July 2020 to 30 June 2021



northern
beaches
council

Annual Financial Statements will be added following the Council meeting of 26 October 2021.