

# Annual Report 2017/18



northern  
beaches  
council





Oceanides, Manly

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## Mayor's Message



**This year it has been a privilege to be a part of the first representative Council for the Northern Beaches. My fellow Councillors and I all share an affinity and commitment to our local community. It's this that has brought us together, irrespective of the ward we represent, to build a common vision for our extraordinary area.**

I am proud to present to you the outstanding service achievements that we have overseen across the entire Northern Beaches during 2017/18. Importantly, the Annual Report shows that we have addressed the community's top priorities - by providing quality services and assets, as well as, strategic solutions for transport, housing, local jobs and our environment.

An extensive capital program of \$78.7 million was delivered, directly benefiting the community and making it easier for people to get around the Northern Beaches, enhancing local communities, providing for more sport, disability inclusion and protecting our environment.

We have delivered 32kms of new cycleways and 3kms of new footpaths as part of our Connected Communities program, including parts of the walkway along the iconic Northern Beaches Coastal Walk which will span 36kms from Palm Beach to Manly. Co-funded through the NSW Government's Stronger Communities Fund, we have further secured another \$21 million from this fund for a range of high priority works which will be completed over coming years. Plus another \$20 million was sourced from State and Federal grants for other services and infrastructure.

Our enhanced strategic capacity has delivered great gains too. Government commitments on health and transport have become a reality with the Northern Beaches Hospital, a new community health centre, the B-line bus transport network and associated parking and road improvements. There's more to come for our area. We're investigating ways to reduce Wakehurst Parkway flooding. New commitments to the harbour link tunnel, Mona Vale Road and other improved bus services will bring massive improvements to transport and help reduce traffic congestion.

We have a stronger voice with the Government and it's paying off with sensitive plans for housing, sustainability, transport, education, employment and health - this is in tune with what the community is telling us through ongoing extensive engagement. We've been strategic in getting your crucial needs built into the State Government's District Plan, as well as our own long-term plans and strategies. And we're making progress on affordable housing.

Both the former Administrator Dick Persson and our outgoing Chief Executive Officer Mark Ferguson are to be acknowledged for their work in the formation of the new Council and transition to the elected Council.

I am delighted now to be working with Council's new Chief Executive Officer, Ray Brownlee. I have full confidence that he will lead the organisation forward to deliver the highest quality services and infrastructure for all in our community.

My fellow Councillors and I are passionate about representing the community, and maintain our commitment to listen well, plan soundly and deliver great outcomes across the entire Northern Beaches.

A handwritten signature in black ink that reads "Michael Regan". The signature is fluid and cursive, with a long horizontal line extending to the right.

**Michael Regan**

Mayor

MacPherson St Bridge, Warriewood



Narrabeen Tramshed



## Chief Executive Officer's Message



**As I take up the reins as the Northern Beaches Council's new CEO, I'm impressed by what the organisation has achieved so far. It's risen well to the challenge of delivering high-quality services and new works, whilst building a strong new organisation and reducing debt.**

The new elected Council was on board for much of the year, working well together on the myriad of local needs, as well as, developing a strategic focus for the wider community. Key initiatives over the year have been delivered across the whole area, resulting in new and improved facilities, technology and outdoor spaces.

The achievements behind the scenes also reflect the continued staff dedication and innovation during the new Council's second year. It shows on both solid leadership to date and the unique workforce we have with 80 percent of our dedicated staff living locally. This makes us an employer of choice, as our levels of commitment across all functions - from the front line through to strategic and support functions - are extremely high.

**Transforming services:** There was significant progress in integrating systems and services, making it easier to interact with Council across a broad range of services. Some 700 staff were moved to co-locate teams. This was a vital step to improving how they function, holistically plan and deliver services. One example is the reduction of flood risks through better information, forecasting tools and unified development controls.

**High performance:** The results speak for themselves. Resident satisfaction has remained high with the organisation and staff, as well as for elected Councillors in their first year. Excellence was acknowledged with 13 industry awards being presented to Council. Our expertise was sought to develop a national industry guide on managing infrastructure in the midst of climate change.

**Strong engagement on the future:** Residents, businesses and Councillors were extensively engaged through the year. Notably, thousands of people helped shape the long-term goals and aspirations of the community and set our priorities for the next three years. Council adopted two key plans during the year: the Community Strategic Plan and the Delivery Program - ensuring that our ongoing work aligns with the community's priorities.

I'd like to thank the former Chief Executive Officer Mark Ferguson and our General Managers Ben Taylor, Helen Lever and David Kerr for their professionalism and leadership to date. And my thanks go to our Councillors for their vision. I look forward to working collaboratively with them and all staff to build on our services early achievements. Looking at the challenges ahead, I'm confident we'll continue to improve our results and deliver strong financial benefits for the community.

A handwritten signature in black ink, appearing to read 'Ray Brownlee'. The signature is stylized and written over a horizontal line.

**Ray Brownlee PSM**

Chief Executive Officer

## Purpose of this Report

The purpose of this Annual Report is to highlight to the community the Council's achievements in the delivery of services, infrastructure and projects across the Northern Beaches area.

This is the second annual report of the Northern Beaches Council, covering the financial year from 1 July 2017 to 30 June 2018. Prepared in accordance with the Local Government Act 1993 and Regulation, it reports on what Council planned to achieve in the Operational Plan 2017/18. This was the first integrated Operational Plan of the new Council.

The Council was created from the merger of the former Manly, Warringah and Pittwater Councils, as proclaimed by the NSW Government on 12 May 2016. The appointed Administrator Dick Persson continued until the September 2017 local government elections which resulted in the first elected Council.

The organisation was led during the year by the former Chief Executive Officer Mark Ferguson (until March 2018) and then as Acting Chief Executive Officer on a rotational basis by the General Managers David Kerr, Helen Lever and Ben Taylor.

The report gives an overview of the top achievements across our community, environment, economy and civic leadership. Service achievements are detailed for each of the eight community outcome areas of our Community Strategic Plan. Each also includes details on:

- Performance measures: Indicating the result, any targets and whether they were met.
- Satisfaction measures: Indicating the satisfaction results from community research on Council and its services, and whether there has been a statistically significant change from the previous year. This is a representative telephone survey of 757 residents conducted in June 2018, matched to our community's demographic, and is compared to the May 2017 survey results.
- Projects: a summary of the progress of each operational and capital project.

This is followed by details on Council's statutory compliance with a range of legislation, and the audited financial statements.



Taste of Manly Festival



## Our Council

On 12 May 2016, the Governor of NSW proclaimed the merger of the former Manly, Warringah and Pittwater Councils and the creation of the Northern Beaches Council.

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 term 2017-2020. The Mayor and Deputy Mayor are elected by Councillors. On the 26 September 2017, The Mayor, Michael Regan was elected for a two year term and Deputy Mayor, Candy Bingham was elected for a one year term by their peers.



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**Narrabeen Ward**



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**Pittwater Ward**



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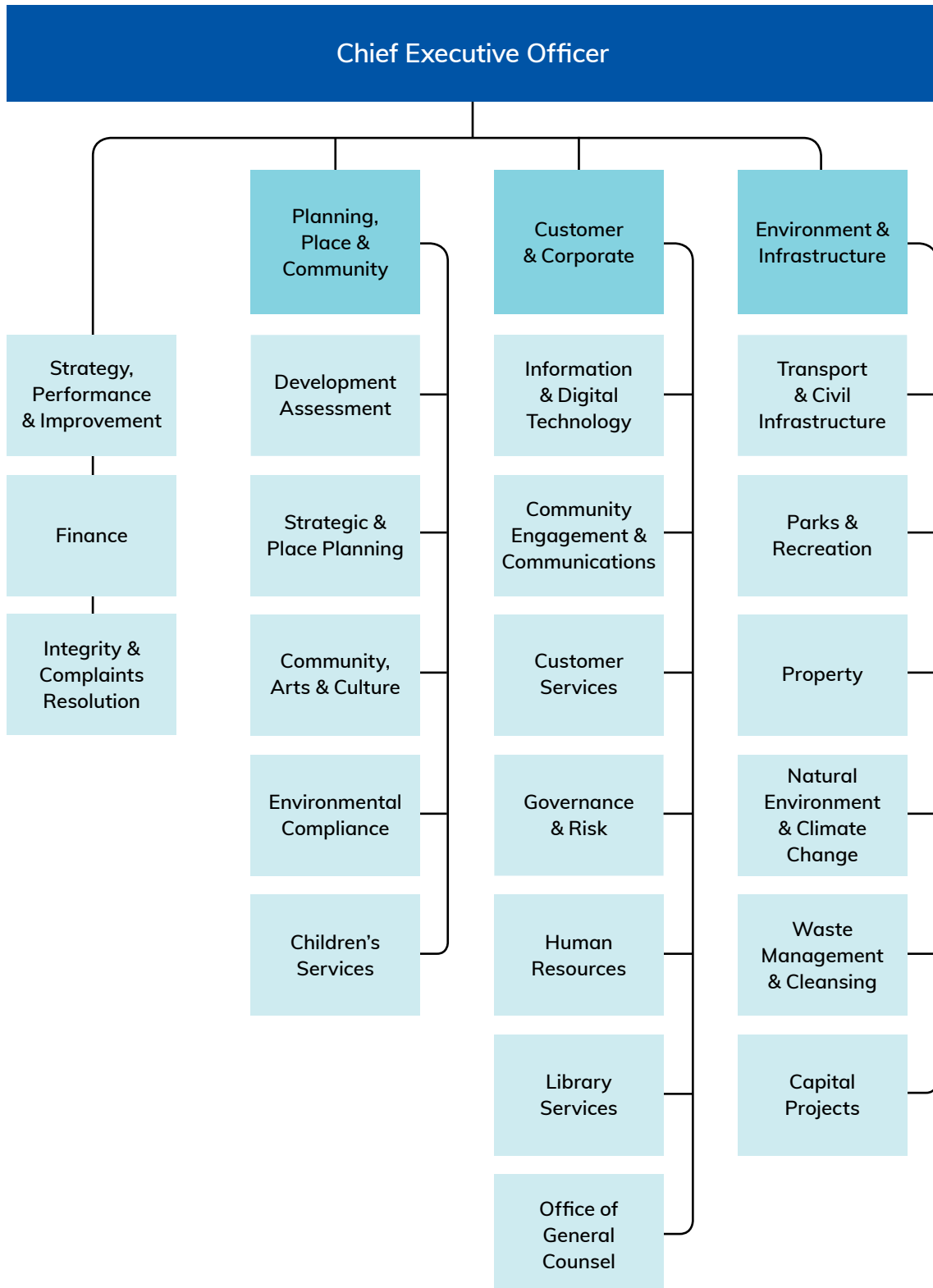


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## Our Organisation



## Our Values

### Corporate Values

#### Trust

being open  
brings out  
our best

- Be transparent and honest through open two way communication
- Be sincere by actively listening to others and encouraging a shared understanding
- Be courageous by taking and sharing accountability
- Be adaptable and receptive to change

#### Teamwork

working together  
delivers

- Be caring by thinking of the needs of others
- Be flexible to focus on a common goal by considering the diverse views of others
- Be loyal, supportive and helpful towards other people to develop harmonious relationships
- Be open to share knowledge and to recognise the contributions of others

#### Respect

valuing everyone  
is how we make  
a difference

- Be inclusive and culturally aware of others
- Be polite and have a genuine concern for the wellbeing of others
- Be prepared to give and receive feedback
- Be aware of your personal impact on others

#### Integrity

we are proud  
of doing what  
we say

- Be reliable by honouring promises and meeting goals and deadlines
- Be honest by taking responsibility for your decisions and actions
- Be confident towards challenge in the pursuit for excellence
- Be familiar with policies and procedures and act lawfully at all times

#### Service

we care as  
custodians for  
the community

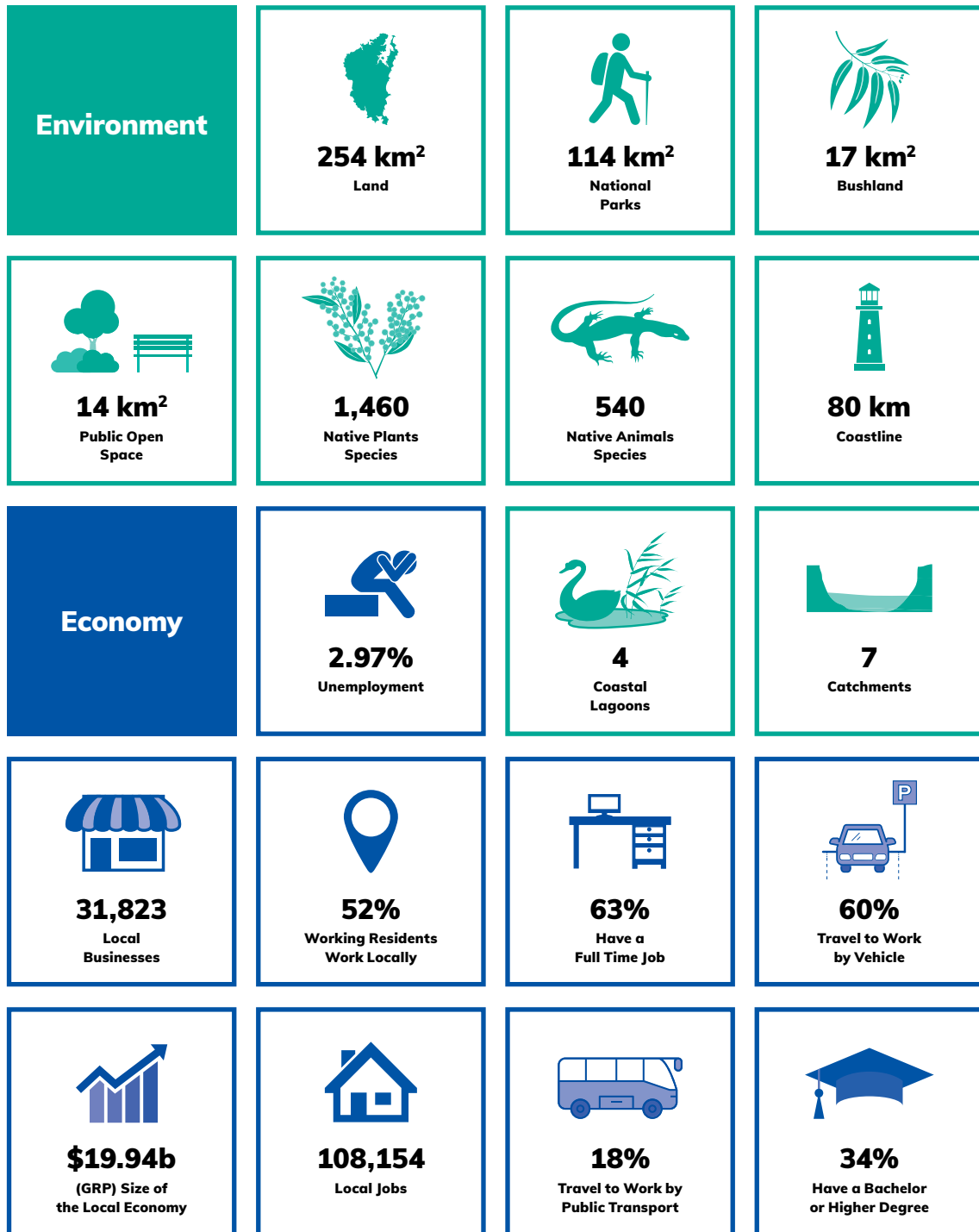
- Be focused on delivering the highest quality service in everything we do
- Be proactive and take ownership of the service provided internally and externally
- Be dedicated to making a difference to our community, protecting our environment and encouraging innovation
- Be proud to promote our vision and values

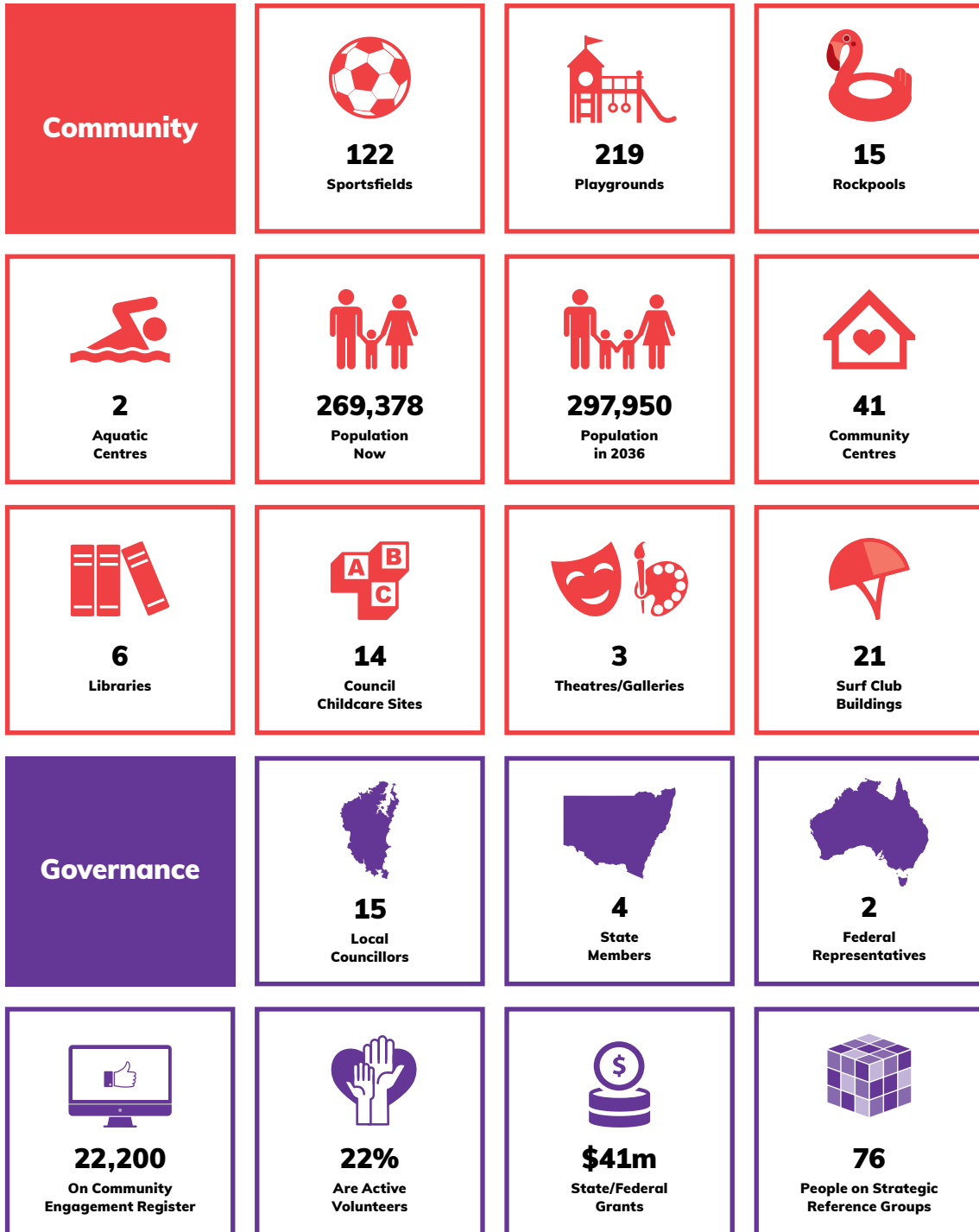
#### Leadership

everyone has  
a leading role

- Be encouraging of others to enable problem solving and innovative ideas
- Be inspiring by fostering a workplace that supports continuous learning and efficiency
- Be work safe
- Be a role model of the values and behaviours

## Our Community Profile

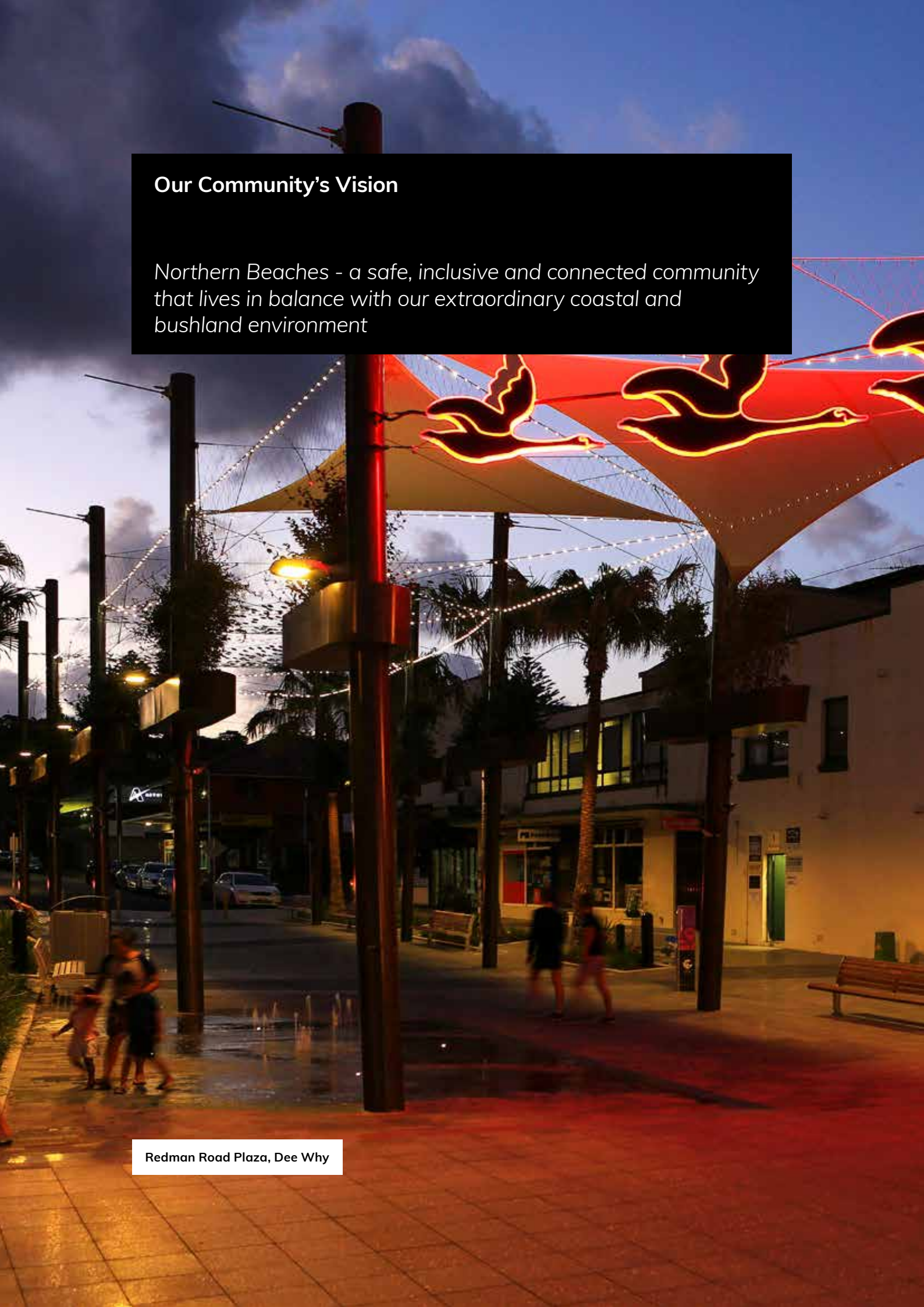




## Our Community's Vision

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

Redman Road Plaza, Dee Why





## Our Achievements

### Overview

Our community has benefitted from \$78.7 million in delivered capital works projects. Some of these were long-awaited such as a flood-proof bridge at Warriewood; carpark and roadworks at Church Point; a new synthetic sports field at Cromer; new sporting facilities in Forestville, Terrey Hills, Belrose and land set aside for more netball courts at Warriewood.

We've provided for more active travel, with over 51km of footpaths and cycleways completed to connect our communities. The environment is healthier with improvements at Kimbriki and to our stormwater network, extensive bush regeneration and more solar panels on Council buildings.

Town centres were improved in Avalon, Narrabeen, Dee Why, Manly and beyond with better plazas, amenities, community and childcare centres. Five new accessible playgrounds have formed a part of our ambitious efforts to enhance disability inclusion. With Government support, we also continued to host major professional surfing competitions in Manly.

Council secured an additional \$21 million in Stronger Communities funding, bringing forward high priority community projects which are planned for the coming years plus another \$20 million of State and Federal grants for services and infrastructure. We also awarded over \$960,000 in local grants to support much-needed projects in arts, community special needs, sports and the environment. Key partnerships brought the Avalon Youth Hub to life, as well as the PCYC in Dee Why.

Integration of our systems and staff teams has improved a range of services. The community will find it easier to make enquiries, payments, library loans, access childcare and lodge development applications. Our coordinated lifeguard teams performed over 429,000 preventative actions and trialled innovative new surveillance, keeping 10 million beach users safe this year.

Extensive community engagement underpinned the Council's first new plans that capture the long-term community goals (in the 10-year Community Strategic Plan) and what Council will be doing to address them (in the three-year Delivery Program). These were adopted during the year.

And a raft of awards highlight how well we are working with our community - in collaboration, communications and customer service.

The following highlights our social, economic, environmental and civic leadership achievements of the year, to reflect our holistic approach to service delivery.

## Our Environment

### Better Habitats

- Over 1,200 ha bushland regenerated with 12,000 native plants
- 800 street trees planted
- Cleanups at lagoons, Pittwater, Frog Hollow
- All beaches good/very good water quality

### Reduced Risks

- 20 hazard reduction burns
- Better flood controls, information, funding
- 1.2 km stormwater system improvements
- Gross pollutant traps improved and 900 tonnes of pollutants removed from our waterways
- 2 new seawalls and 1 renewed

### More Sustainable

- 31,000 residents and students educated
- 35 water refill stations for parks and events = 6,600 less bottles at just 1 event
- 4% reduction in domestic waste/capita
- Reduced emissions by Council
- Solar panels provide 318,380 kWh/ year
- Efficient lights in carparks, sportsfields
- More funding to cut energy use

## Our Community

### Supporting Our Community

- 39 actions for disability inclusion completed
- Single library card and catalogue
- \$1.1m new library stock and technology
- Streamlined childcare registration
- 333 arts and cultural events
- 152 community activities
- Over 429,000 preventative actions at beaches

### More Playing Places and Hours

- 5 all-abilities playgrounds
- \$1.7m synthetic sportsfield at Cromer
- 6 New netball courts at Forestville and \$2.5m land for more at Warriewood
- BMX track and skate park at Terrey Hills
- Fairy Bower rockpool improved

### Better Community Facilities

- New Youth Hub at Avalon
- Over 1,900 youth attend PCYC Council events
- 2 childcare centres improved
- New vacation care site at Manly Vale
- New community centre at Seaforth, and upgrades at Avalon and Narrabeen
- New Narrabeen Beach viewing tower
- 3 trails improved in Manly, Manly Dam and Narrabeen Lagoon

## Our Economy

### Getting Around Easier

- B-line network with parking and road improvements
- Over 379,000 Hop Skip Jump bus passengers
- \$10m floodproof bridge at Warriewood
- \$5m towards new carpark at Church Point

### More Active Travel Opportunities

- 7 km new footpaths
- 44 km new cycleways and shared paths
- Linking networks together and with transport hubs

### Better for Business at Villages/Town Centres

- 70 events attended by over 500,000 people
- improved plazas at Balgowlah and Dee Why
- Improved laneways at Manly with paving and landscaping
- 85 businesses assisted with Easy to Do Business start-ups
- New public amenities at Manly and Narrabeen
- Improved public amenities at Collaroy and sportsgrounds

## Our Governance

### New Council, New Plans

- First elected Council
- Community goals set for next 10 years (Community Strategic Plan)
- Council priorities established for next 3 years (Delivery Program)
- New community reference groups
- 85% satisfaction with Mayor and Councillors

### Grants Gained and Given

- \$21m Stronger Communities Fund
- \$20m other Government grants
- \$100k in Council grants to sports clubs
- \$860k in Council grants to community projects

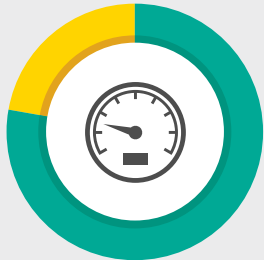
### Easier to Interact with Council

- One customer service phone number
- Online customer portal
- DA system streamlined and unified
- Harmonised fees and charges
- Better volunteer engagement

### Top Performance

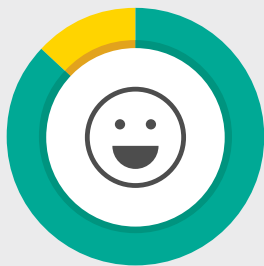
- 13 awards as winner or finalist
- 84% satisfaction with staff performance
- 86% satisfaction with overall performance of Council

## Performance Results



**18 Performance Measures**

78% Met Target



**45 Satisfaction Measures**

87% Met Target



**83 Operational Projects**

88% completed or progressing on schedule

Target 80%



**142 Capital Projects**

71% completed or progressing on schedule

Target 80%



Lifeguard



northern  
beaches  
council

Lifeguard on Duty



National Local Government Customer Service Network awards

## Our Awards



### Community Collaboration award

Special commendation for Northern Beaches Hospital Precinct Structure Plan, Frenchs Forest - Greater Sydney Commission Planning Awards



### Community Partnerships and Collaboration award

Winner for PCYC Project, Dee Why - NSW Local Government Excellence Awards, LG Professionals



### Excellence in Heritage and Restoration over \$20,000

Winner for Tram Restoration, Narrabeen - Master Painters Australia



### National Local Government Customer Service Network awards:

- Customer Service Strategy Award - winner
- Customer Experience Excellence Award - highly commended
- Customer Service Team of the Year Award - finalist



### Winner of 2 international W3 Awards from the Academy of Interactive and Visual Arts for Council's website:

- 2017 Silver award of distinction - Government category
- 2017 Silver award of distinction - Community category



### REBRAND 100 award

Winner for Council's new identity developed with the community - REBRAND 100 Global awards



### Winner of 4 international Communicator Awards from the Academy of Interactive and Visual Arts:

- 2017 Gold award of excellence - Government category
- 2017 Silver award of distinction - Community category
- 2018 Gold award of excellence - Social Media video category
- 2018 Silver award of distinction - Branded content category

Cromer Park Synthetic Field No.2

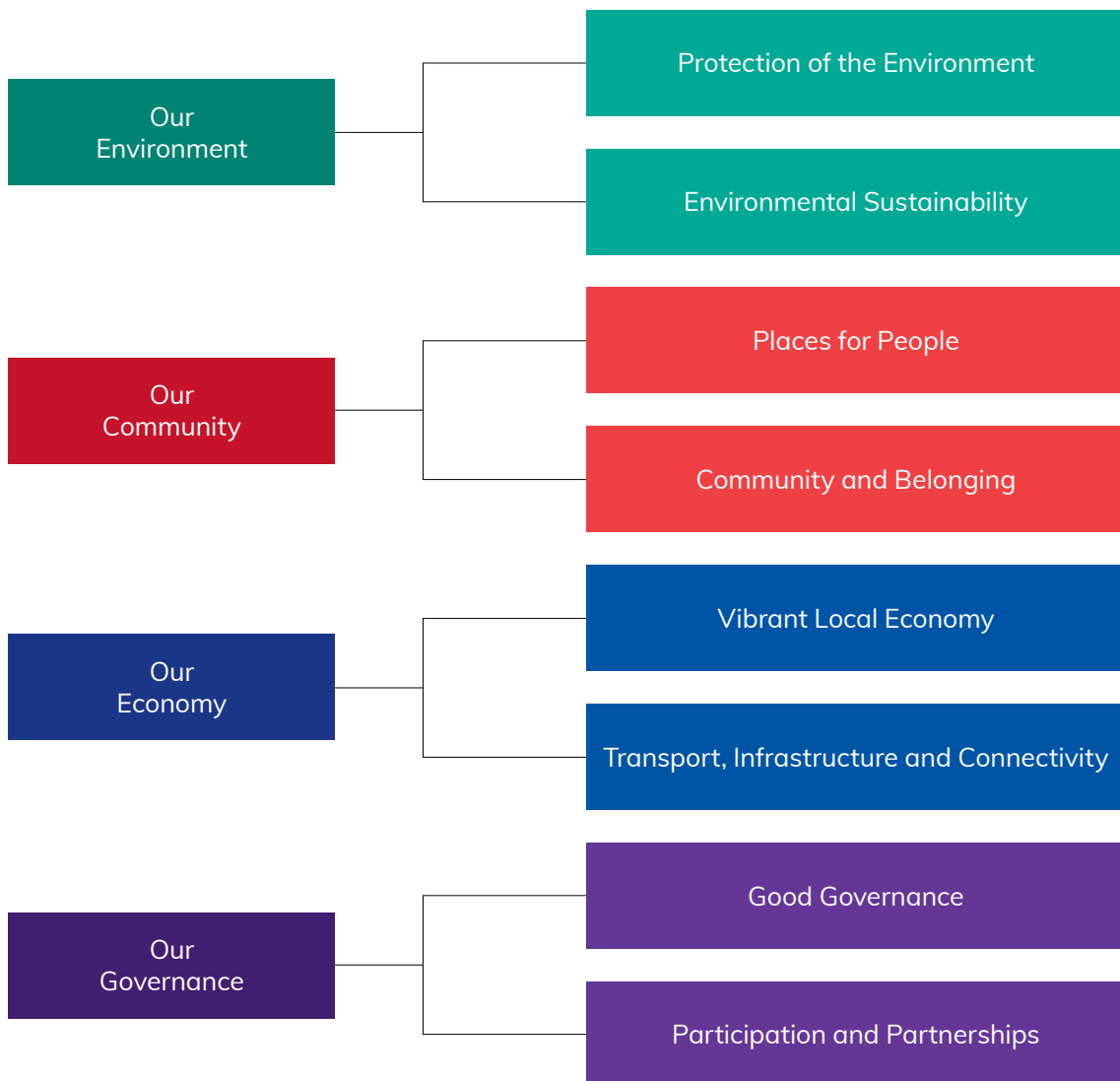




## Service Achievements

The Operational Plan 2017/18 was structured on the eight interrelated community outcomes of our long-term Community Strategic Plan, addressing the community’s holistic vision of sustainability for the Northern Beaches.

The following sections highlight our major achievements and performance across the community outcomes. Results are detailed for our measures of performance and satisfaction as well as the progress of each project.





Dee Why Lagoon

# Protection of the Environment

**We are working together as a community to protect and enhance our natural and built environments for the future.**

## **Bushland and Biodiversity**

Extensive bush regeneration across the area included planting 10,000 native plants and 2,500 native trees. In addition, 250 volunteers provided 7,000 hours of bush regeneration work across another 83 sites. In total, these improved over 1,200 hectares of bushland.

Over 15,000 plants were propagated by volunteers at the Community Nursery in Manly Vale using locally native seeds. On National Tree Day, 120 volunteers planted 1,500 plants, and on World Environment Day 150 corporate volunteers planted trees across eight sites.

Our community also participated in 'Citizen Science' wildlife surveys. The Curl Curl Lagoon Bird Survey was repeated for the second year by volunteers at seven sites around the Lagoon. The annual 'Aussie Backyard Bird Count' was also repeated, with over 800 surveys completed. This was followed by live bird shows at the Brookvale Show watched by over 600 people, to enhance appreciation of our wildlife.

## **Community Education and Action**

1,300 community members attended our walks and tours:

- Rock platforms at Long Reef and North Narrabeen
- Escarpment and wetland at Warriewood
- Night frog spotting
- Whale census at Long Reef headland
- Manly Dam nature walks.

Marine research at Curl Curl Lagoon included 125 students and teachers from Curl Curl Public School together with the Sydney Institute of Marine Science. And 300 student volunteers participated in the Schools National Tree Day, establishing native plants at 12 local schools for wildlife habitat.

Over 70 volunteers assisted in cleaning up Little Manly Beach, along with Fisheries NSW and Local Land Services. The Friends of Cabbage Tree Bay have 50 regular volunteers that assist with community events and education.

## **Stormwater Network**

A consolidated database of all stormwater assets was built to capture asset data and mapping, and included the use of special cameras to assess their condition. This is invaluable information for engineers managing the stormwater network, as well as supporting flood studies and analysis.

Major improvements in stormwater assets extended over 1.2km of the network and included:

- Renewal of culverts under Jackson Road, Warriewood
- Replacement and upgrades at Ilford Road, Frenchs Forest to improve flood protection

- Renewal of several Gross Pollutant Traps (GPTs) in Manly and Balgowlah
- 900 tonnes of sediment and gross pollutants removed from GPTs across the area, to improve water quality

### **Other Natural Hazards**

Bushfire risk was reduced by 20 hazard reduction burns, as well as extensive fuel reduction and vegetation thinning at key sites.

Following a significant rock fall from the North Avalon cliff in August 2017, Council is following engineering advice to manage its geotechnical stability. There is also ongoing monitoring of cliff top stability at Long Reef, Dee Why, Curl Curl, Freshwater and Queenscliff headlands.

To protect foreshores from erosion, new seawalls were completed at Avalon Beach Reserve and Paradise Beach on Pittwater foreshores. Design is in progress for the Fairy Bower seawall in Manly.

Council is active in progressing the Collaroy-Narrabeen coastal protection works, by coordinating work on both public and private land. Working closely with the Department of Industry and residents, representations were made to the Minister to progress funding, and to ensure integrated works.

### **Building Resilience to Climate Change**

Council's expertise was used to develop national infrastructure guidelines for the Institute of Public Works Engineering Australasia (IPWEA). This addresses the effect of climate change on infrastructure, including usage, and physical and chemical condition.

IPWEA Practice Note 12.1 - Climate Change Impacts on the Useful Life of Infrastructure - is now available free to NSW Councils. This work has been recognised as ground-breaking at several conferences and forms part of the Building Resilience to Climate Change program of Local Government NSW.

### **Reducing flood risks**

The area now has a consistent approach to managing flood prone land through a single, simplified clause in Council's development control plans. This assists planning development on floodplains, and reduces requirements where the risk is not significant.

Other achievements include:

- Better information available to the public for floodplain decision making
- Progress in flood studies and plans (e.g. Manly to Seaforth; Manly Lagoon Floodplain; North Narrabeen; Narrabeen Lagoon and Newport)
- Additional funding from the NSW Office of Environment and Heritage for flood studies and plans in Greendale Creek, Narrabeen Lagoon, Mona Vale, Bayview, Manly to Seaforth and Avalon Beach areas
- A new tool to forecast flooding conditions in Manly and Narrabeen Lagoons, to improve flood emergency response.

Narrabeen Lagoon



Manly Lagoon



### Coast and Catchments

An extensive program to protect, preserve and manage our coast and waterways included:

- Bank stabilisation at South Creek, Cromer
- Sediment removal works in Burnt Bridge Creek, Balgowlah
- Weed removal and riparian revegetation at Manly Lagoon and Frog Hollow reserve in Avalon.
- Bush regeneration on various beach dunes
- Expanded the Estuary Monitoring Program for our four coastal lagoons to include Middle Harbour and Pittwater.
- Manly Lagoon's groundwater inputs and nutrient fluxes were studied to better understand how to improve its condition. This is part of a new partnership with the NSW Government and leading universities.
- The foreshores of Pittwater and Narrabeen Lagoon were cleaned-up for future restoration works. Dumped watercraft and litter was removed from in and around coastal lagoons.

These efforts improve habitat condition as well as water quality. All ocean and harbour beaches were rated with 'good' or 'very good' water quality for swimming over the year.

### Improving Environmental Compliance





We responded to a water pollution incident at Endeavour Drive, Beacon Hill, which killed aquatic life and vegetation. We investigated the pollution source and conducted a major clean-up.

Other targeted programs for improving environmental compliance and regulation during the year included:










- Waste management in Market Lane, Manly
- New laws on advertising trailers, reduced the number of trailers parked on roads
- 'Cover Your Load' blitz campaign, targeted littering along major arterial roads managed by Roads and Maritime Services (RMS)




The Cover Your Load campaign, in partnership with Kimbriki and RMS, highlighted the legal and environmental results of transporting poorly-covered loads. Night clean-ups also removed litter along Mona Vale Road and Wakehurst Parkway, with over two tonnes collected.

## Performance Results

Performance Measures	Target	Result 2018	
No net loss of bushland under Council's care control and management	0% hectares	0	
No decline in waterway health	0% decline	0	
All areas of the LGA affected by Flooding, Coastal Erosion, and Bushfire are identified	90%	94%	
Council reduces its resource consumption each year (reduction in Greenhouse Gas Emissions as related to energy use)	>0% reduction	1.1%	

 Target Met     Target Not Met

Satisfaction Measures *	Target	Result 2018	
Protecting native plants and animals	3.57	3.62	
Restoring natural bushland (removing weeds, bush regeneration programs)	3.42	3.47	
Controlling feral animals	3.32	3.27	
Environmental protection and regulation	3.34	3.44	
Management of trees	3.30	3.28	
Trails and tracks	3.69	3.62	
Maintenance of beaches, headlands and rockpools	3.96	3.91	
Managing and protecting creeks, lagoons and waterways	3.33	3.41	
Management of local flooding	3.23	3.41	

 Statistically on par with target     Statistically higher than target     Statistically lower than target

\* Mean score out of 5.

750 resident random sample size.

A statistically higher or lower result is where the 2018 score is greater than the sampling error i.e. +/- 3.6%.



## Operational Projects

### Completed

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Deliver programs to protect, preserve and manage bushland and biodiversity

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Deliver programs to protect, preserve and manage our coasts, estuaries and waterways

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Deliver targeted environmental sustainability engagement and education

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Natural hazard management planning, mitigation works, warning systems and awareness campaigns

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## Capital Projects

Works addressed stormwater, coastal protection, bushland and the Rural Fire Service:

### Completed

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Collaroy-Narrabeen Coastal Protection Works

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Reactive stormwater renewals

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Warriewood Valley creek-line works

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Gross Pollutant Trap renewals

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Rural Fire Service building works program

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Davidson RFS building extension

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### Behind Schedule

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Planned stormwater new works - Works in Quarter Sessions Road, Church Point delayed due to the discovery of a potential aboriginal heritage item

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Planned stormwater renewals - Delay in developing the stormwater relining program. This will be delivered in 2018/19

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Fairy Bower Sea Wall project - Greater consultation required with State Agencies. The works are phased in 2019/20

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New community nursery - North Curl Curl Community Centre - Design finalised. Construction to commence in 2018/19

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Manly Oval stormwater upgrade - The business case is under review as the work was intended to compliment the underground car park which is not proceeding.

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Beach Clean-up

# Environmental Sustainability

**We are taking action locally to tackle complex and global environmental challenges related to climate change, population growth, consumption and waste.**

## Corporate Sustainability

Data collected on our water and energy use has been consolidated and standardised to better manage our resource use and carbon emissions. These insights are being used to set goals for improvement including:

- More energy efficient lighting in streets and public car parks supported by \$9,700 funding from the NSW Energy Savings Scheme.
- More solar panels, now on 32 Council buildings.
- Efficient LED floodlighting installed at sports fields such as Reub Hudson Oval, with less light pollution.

Renewable sources provided 318,982 kW hours of energy for our facilities. We also reduced greenhouse gas emissions by 293 tonnes.

The energy footprint of our light vehicle fleet was reviewed. Improvements included smaller capacity engines, low emission vehicles (Euro 5 and 6 standards), and idle stop technology.

## Cities Power Partnership

We have joined with 70 other Australian councils in the Cities Power Partnership to investigate and undertake more clean energy solutions. The pledges are being implemented through Council plans, strategies and education.

Renewable energy and efficiency initiatives included:

- Partnering with Our Energy Future service to provide free energy advice.
- Launched the online SunSPoT tool which calculates the potential electricity savings from solar panels for individual residents at their own site.
- Energy Savings Challenge with 70 participants reducing their energy use.
- Cool and Comfy Homes workshop during Seniors Week.
- Earth Hour campaign with events at Stony Range and Manly Dam, encouraging 'turning off' lights and appliances.

## Reducing Community Waste

We are committed to helping our community reduce waste through proactive education, policies and supporting programs.

Over the year, we saw a four percent reduction in the amount of household waste generated dropping from an average of 447 kg to 428 kg per person. This significant reduction included garbage, green waste and recyclables.

### Single Use Plastics

Council's Single Use Plastics Policy was adopted in August 2017, enabling Council to eliminate single use plastics and influence legislative change.

A 'Swap This for That' campaign supported the policy through various media and events such as World Environment Day, targeting the 'Big 4' of plastic bags, bottles, straws and coffee cups.

Volunteers and local community groups assisted at major events and markets. These events stretched from Avalon to Manly and were supported by Take 3, Boomerang Bags, Ausmap, and Surf Rider Foundation.

### Sustainability in Project Design

Sustainability is vital to how we design our key projects, for example, the sporting hub at Forestville War Memorial Playing Fields (Melwood Oval).

This included a synthetic multi-sportsfield, netball courts and shared path, with the measured sustainability outcomes listed below.

#### Energy efficiency

- High efficiency LED lighting of pathways
- Lower embodied energy in materials used

#### Waste reduction

- 2,600 tonnes topsoil reused
- Maximum recycled content in sportsfield including 7,000 tonnes local aggregate

#### Water savings

- 74% reduction in water use
- Innovative stormwater detention to reduce flood risks

#### Biodiversity improvement

- 2,000 native seedlings grown by volunteers
- Improved habitat and wildlife corridor

#### Community benefits

- 200% more playing hours and fewer injuries
- 6 new netball courts
- People with disability employed for bush regeneration
- Courts double as an overflow carpark

#### Economic benefits

- \$20,000/year savings in operations and maintenance

Forestville War Memorial Playing Fields (Melwood Oval)



Coastal Environment Centre



### **Waste Minimisation at Events**

The Waste Minimisation for Functions and Events Policy was adopted in August 2017, requiring event organisers to minimise waste at all public events held on Council property. As well as Council events, it also covers some 200 other major events booked annually. Organisers are to provide a waste management plan, and stallholders are assisted with advice on minimising waste.

We installed 21 permanent water refill stations to provide free drinking water at major event sites and sporting fields. Another 14 portable stations are also available for events. During the 2018 Vissla Surf Pro in Manly, the stations dispensed almost 4,000 litres of water, reducing the use of single-use plastics by 6,600 bottles at this event.

### **Green Tick for Sustainable Food**

The Green Tick initiative was launched at the Taste of Manly, to recognise stallholders with menus of organic and sustainably-sourced ingredients. Well-received, this generated interest in sustainable food at subsequent events.

### **Sustainability Education**


Various activities held across the year inspired sustainable living. At major events, Council hosted its Sustainability Hub, engaging with people on our local biodiversity and more sustainable living - from reducing our water consumption, energy use and waste, to home gardens and keeping chickens.

Plastic Free July included workshops on bees-wax wraps, street art and sea turtle stories for kids, plus movie screenings to highlight the dangers of plastics to marine life. Local schools were provided 44 educational sessions, and the 'citizen science' activities aimed at reducing plastics in our lagoons.

Other highlights from our education programs and Environment Centres included:

- Over 21,000 students educated in sustainability and the natural environment
- Another 10,000 people reached at Ocean Care Day in Manly. Using the theme of 'Keep our Sea Plastic Free', there were 45 eco-exhibitors, indigenous ceremonies, live entertainment and kids' activities.
- 592 children attended sustainability workshops through the 'Kids on the Coast' school holiday program, plus another 100 students for vacation care.
- Sustainable gardens program for 10 local schools, partnering with Health NSW
- A video conferencing program with local and rural schools provided an interactive platform to learn about sustainability, the environment and Indigenous Studies.
- Other education highlights are under 'Protection of the Environment'.

## Performance Results




Performance Measures	Target	Result 2018
Diversion rates from domestic waste service	>50%	48% 
Incidents of illegal dumping	-	2,951 incidents
Generation of energy from Council's built assets (kW hours)	-	318,381

 Target Met       Target Not Met

### Note

Waste diversion rates: Green garden waste is collected for mulching or composting, and is a portion of diverted waste. However with extended dry weather during the year, there was less green waste produced by the community, thus lowering the diversion rate.

Satisfaction Measures *	Target	Result 2018
Management of litter control and rubbish dumping	3.47	3.50 
Cleaning of villages and town centres	3.63	3.70 
Environmental education programs and facilities (e.g. Coastal Environment Centre and Manly Environment Centre)	3.32	3.33 
Domestic waste collection service (e.g. garbage removal, recycling, vegetation, electronic waste)	4.15	3.92 
Household bulky items collections	3.67	3.67 

 Statistically on par with target       Statistically higher than target       Statistically lower than target

\* Mean score out of 5.

750 resident random sample size.

A statistically higher or lower result is where the 2018 score is greater than the sampling error i.e. +/- 3.6%.



## Operational Projects

### Completed

Align domestic waste and recycling services across the new Council area consistent with selected resource recovery infrastructure

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### Behind Schedule

Develop a Northern Beaches Waste Strategy - Initial work was undertaken with the Waste Strategic Reference Group. The development of the Strategy will continue in 2018/19

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## Capital Projects

Works addressed energy savings in Council facilities, and improvements at Kimbriki Resource Recovery Centre:

### Completed

Kimbriki high level drain

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Kimbriki western bund wall on area 3B

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Kimbriki gas capture system

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Kimbriki vehicles

---

Kimbriki renewal program

---

Kimbriki other

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### Behind Schedule

Energy Saving Initiatives works program - Sportsfield lighting upgrades delayed due to land contamination.

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Energy Saving Initiatives works program - Revolving Energy Fund - Design work for lighting and solar pv systems completed with delivery in 2018/19

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Kimbriki landfill cell development area 4A - Delays experienced in re-designing the work. A development application to be lodged in 2018/19

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Kimbriki leachate treatment plant - Design work complete and works underway for completion in 2018/19

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Kimbriki new excavator - Acquisition of plant deferred

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Kimbriki Road, Terrey Hills - new access road - Project deferred until Roads and Maritime Services complete upgrades of Mona Vale Road west

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Walter Gors Park, Dee Why



# Places for People

**We are planning and creating places that stimulate individual and social wellbeing in built environments and open spaces, catering for a variety of uses and needs.**

## Hospital Precinct at Frenchs Forest

Frenchs Forest is identified by the State Government in the Greater Sydney Region Plan and North District Plan as a vital Health and Education Precinct. The Hospital Precinct Structure Plan was endorsed by Council on 1 August 2017 guiding all future land use planning decisions around the new Northern Beaches Hospital.

It provides the planning framework for the next 20 years, with the phased delivery of approximately 5,360 dwellings and 2,300 jobs, and improved transport infrastructure. Council in partnership with various NSW agencies is implementing phase one of the plan, including technical studies and Green Star accreditation for a sustainable and liveable community

A special commendation award was received from the Greater Sydney Commission for our collaboration with the community on this plan.

## Ingleside Precinct

Together with NSW agencies, Council is preparing a Landuse and Infrastructure Implementation Plan (Precinct Plan) for the sustainable development of 700 ha and 3,400 new dwellings, town centre, school, sporting and community facilities.

A Sustainability Forum was held with key stakeholders to develop ideas on building design, affordability, infrastructure, transport and a low-carbon lifestyle. Green Star accreditation is also proposed for this Precinct Plan, which will be exhibited later in 2018.

## Affordable Housing

Following the adoption of the Affordable Housing Policy in June 2017, Council implemented a number of related actions in this area:

- Inclusion in the State Environmental Planning Policy No 70, Affordable Housing (SEPP 70) to initiate an affordable housing contribution scheme
- Prepared affordable housing contribution schemes for Ingleside and Frenchs Forest Hospital Precincts and Brookvale Structure Plan.
- Seeking Expressions of Interest from community housing providers.
- Working with NSW agencies on the North District Plan actions to prepare a local housing strategy and cater for affordable rental housing targets.

## Development Contributions

Development contribution plans were prepared for new growth in Ingleside, Frenchs Forest Hospital Precinct and Dee Why Town Centre. These will be exhibited with other planning documents prior to rezoning.

The Manly and Warriewood Section 94 Plans and the Northern Beaches Contributions Plan were amended to better address local needs for infrastructure as development progresses.

### **Pittwater Waterway Strategy**

The waterway's future management and control are being reviewed to address the needs of recreational and commercial boating, tourism, foreshore access, ecological health and employment.

In response to extensive community feedback on a discussion paper, a Pittwater Waterway Strategy is being prepared for public exhibition in late 2018.

### **Heritage Inventory**

In order to better protect and conserve environmental heritage items in the Manly area, the Manly Heritage Inventory Database was updated. This includes detailed heritage assessment information for LEP heritage items, editorial review, consultations and engagement considerations, and investigation.

### **Beaches and Rockpools**

Over 10 million visitors to our ocean beaches this year enjoyed safe swimming environments. There were over 429,000 preventative actions in the last year by Council's highly trained lifeguards. These are daily actions that manage the beach and beachgoers to minimise risk, as well as 1,415 rescues and 5,962 first aid actions. To ensure a nice day at the beach there were also 21,862 regulatory actions for anti-social behaviour, litter and dogs on beaches.

New measures were implemented to improve lifeguard response times at Shelley Beach, such as an electric bike with first aid and oxy-viva equipment on board. Additional safety signage and emergency alarm installation is planned, and a new Narrabeen Beach viewing tower installed.

Innovative ways to ensure beach safety were also investigated. In December 2017, a six-week trial using drones for patrols was conducted, in co-operation with Little Ripper Lifesaver, Surf Life Saving New South Wales and the Australian Lifeguard Service.

Various rockpools received repairs and improvements, plus major works at the Fairy Bower rockpool in Manly.

### **Manly Andrew 'Boy' Charlton Aquatic Centre**

With over 502,000 visitations during the year, the Centre has more than doubled its patronage since the redeveloped facility opened in June 2016. The swim school and squad swimming programs continue to grow with over 1,500 children participating. The Fitness Centre membership base is 1,100 people and conducts an average of 40 group-fitness classes per week.

### **Warringah Aquatic Centre**

Over 285,000 people visited the centre this year. In September, a new "Hit" Cafe commenced, and an open day in November drew over 1,100 families to the updated outdoor area and splash pad. It hosted more than 40 school swimming carnivals during February and March.



Manly Andrew 'Boy' Charlton Aquatic Centre



BMX Pump Track, Melbourne Hills Reserve, Terrey Hills

## Outdoor Recreation

A new BMX track and a skate park were opened at separate locations in Terrey Hills.

Lagoon trails were improved at Manly and Manly Dam, and community engagement undertaken on a boardwalk for part of Narrabeen Lagoon.

A review of unleashed dog exercise areas was completed, and a four-year plan commenced for future upgrades. Actions completed include:

- Trial of an unleashed exercise area at Avalon
- Enhanced off-leash area at Careel Bay
- Levelling and turfing of off-leash dog areas at Rowland Reserve and Careel Bay

A canine education event was also held at Rowland Reserve in April was well attended.

Fences were upgraded in various reserves: Tania Park, David Thomas Reserve, Millers Reserve, Lake Park, Turrimetta Headland Reserve and Furlough Park.

Boating facilities were upgraded at Rowland Reserve, Bayview.

## Activation for All Abilities

Through our Connecting All Through Play program, more playgrounds were upgraded to cater for disability. Now, 28 percent of Council's playgrounds are fully accessible, up from 19% last year.

In partnership with 'Play For All Australia', a pilot project on five local playgrounds in Belrose resulted in sensory play features being installed, improving inclusion for all families and children.

Dee Why Headland walkway is now fully accessible. Manly Aquatic Centre has a new mobile disability change table. Collaroy rockpool has a new FreeWheeler aquatic wheelchair and accessible amenities, with work progressing on an accessible pathway to Beach Road and the Sargood Centre.

Accessible amenities were also added to:

- North Harbour Reserve
- Marine Parade coastal walk in Manly
- Manly Soldiers Building
- Cromer Park sports building
- Warriewood Rugby Park
- Tramshed Community Centre and Berry Reserve.

### **Sportsgrounds and Facilities**

The Northern Beaches Sportsgrounds Strategy and Strategic Implementation Plan were adopted in July 2017. Actions completed so far include:

- adjusted seasonal sportsground allocation.
- improved irrigation and drainage in multiple fields, to enhance resilience and wet weather recovery.

Netball was enhanced by six new netball courts at Melwood Oval in Forestville and land purchased for more in Warriewood. Melwood Oval works are profiled in the Environmental Sustainability on page 36.

A range of works were completed to improve the user experience of our sportsgrounds:

- returfing and weed management
- improving turf with topdressing, over-sowing and aeration
- irrigation systems were audited and adjusted
- new irrigation systems were installed at Allambie and Seaforth Ovals,
- drainage upgraded at Pittwater Park Field 2 and Careel Bay Mini Fields
- Cromer Park Field No.2 was converted to a synthetic field, opening in April 2018 to increase the capacity for training and competition during wet weather.

Fences were upgraded at Boondah Oval, North Narrabeen Reserve baseball fields, Careel Bay playing fields and LM Graham Reserve.

At Nolan's Reserve a new multi-user sports amenities building was completed. And Warriewood Rugby Park Clubhouse was improved.

The NSW Waratah's Rugby Union used Brookvale Park for a trial Super Rugby match in February 2018 and hosted the Super Rugby fixture match in May 2018.

### **Managing Trees**

A Private Trees Development Control Plan was approved in June 2018 to simplify controls and streamline tree permit applications.

A new pro-active tree inspection, audit and maintenance cycle also commenced for Council's trees in car parks, playgrounds, sportsfields and commercial centres.

Other highlights were:



- 800 street trees planted.
- 10 mature Norfolk Island Pines and Fig Trees planted at Manly (three locations), Freshwater (Kooloora Avenue), Winnererremy Bay, Rowland Reserve and Palm Beach (Ocean Street).
- Three dead Cabbage Tree Palms in The Corso in Manly removed and replaced.
- 4,000 trees pruned in local streets and gardens to clear access for footways and roads.
- Nutrient and foliage testing to improve the health of Norfolk Island Pines at Manly and Dee Why beach fronts.



New Courts, Melwood Oval, Forestville






## Performance Results

Performance Measures	Target	Result 2018	
Increase in availability of active open space (playing hours/week)	> 0 increase	19	
% of Playgrounds that are inclusive and accessible	> 20%	28%	
% of buildings available for community usage	-	95%	

 Target Met     Target Not Met

Satisfaction Measures *	Target	Result 2018	
Food safety standards of retail food outlets	3.81	3.84	
Companion animal management, including dogs	3.30	3.46	
Condition of public toilets	2.90	2.96	
Parks and recreation areas (including playgrounds)	3.87	3.78	
Sporting fields and amenities	3.58	3.70	
Managing development (land use planning)	2.83	2.82	
Development approvals process	2.82	2.74	
Warringah and Manly aquatic centres	3.62	3.70	

 Statistically on par with target     Statistically higher than target     Statistically lower than target

\* Mean score out of 5.

750 resident random sample size.

A statistically higher or lower result is where the 2018 score is greater than the sampling error i.e. +/- 3.6%.

## Operational Projects

### Completed

Review the Manly Section 94 Plan

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### On Schedule

Implement the Northern Beaches Hospital Precinct Structure Plan

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Implement the Affordable Housing Policy

---

Commence a review of Land Use Strategy for the Northern Beaches

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Implement the actions of the adopted District Plan

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### Behind Schedule

Implement the Ingleside Land Release project - *Department of Planning has delayed the project until the end of 2018*

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Complete the Pittwater Waterway Strategy - *Draft Strategy finalised. To be adopted in 2018/19*

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Review the Manly Wharf Master Plan - *Awaiting the establishment of a project control group by Roads and Maritime Service to look at future works on the Wharf, Manly Aquarium and West Esplanade precinct*

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Complete the Brookvale Structure Plan - *Project on hold pending additional traffic and transport studies and a strategic review of employment lands*

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Review and update the Warringah Section 94A Plan - *Awaiting finalisation of various studies before completion in 2018/19*

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## Capital Projects

Works were undertaken aquatic centres, playgrounds, sportsfields and their facilities, public amenities, reserves, parks, foreshores and cemeteries:

### Completed




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Aquatic Centre accessibility

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Warringah Aquatic Centre renewals

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Manly Aquatic Centre renewals

---

Manly aquatic centre works

---

Connecting Communities - Pilot Project Local Parks

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Allambie Oval Upgrades - new playground, multi-use court, pathway

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Parkes Road, Collaroy playground and pathway lighting

---

Playgrounds - new and upgrades

---

Playground renewal program

---

Cromer Park Field 2 - synthetic sportsfield

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Lionel Watts Frenchs Forest - synthetic sportsfield design and preparation

---

Sportsgrounds - new and upgrades

---

Sport buildings works program

---

Reserves - new and upgrades

---

Reserves renewal program

---

Recreational trails renewal program

---

Warriewood Valley - public space and recreation

---

Warriewood Valley - Land purchase 3 Boondah Road for netball

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Walter Gors Reserve and shared walkway Dee Why Parade

---

Foreshores new works

---

Foreshores renewal works

---

Foreshores - new and upgrades

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Rockpool renewal program

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Tidal Pools refurbishment

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Swim club buildings works program

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Beach equipment renewals

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Beach accessibility renewals

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Beach buildings works program

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Narrabeen Beach viewing tower

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Manly Beach Controls Office and Viewing Platform

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Cromer Park sports public amenities west works

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Marine Parade, Manly public amenity works

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Marine Parade, Manly upgrade

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### On Schedule

Sportsfield renewal program

Dinghy storage new

Dinghy storage replacement of racks

Collaroy Beach - new accessible public amenities and ramp upgrades

Long Reef Surf Lifesaving Club renewal

Mona Vale Surf Lifesaving Club - design works

Newport Surf Lifesaving Club

Berry Reserve, Narrabeen inclusive playground upgrade

### Behind Schedule

Connecting all Through Play - Inclusive Play Program - Design for Lionel Watts and Manly Dam playgrounds being finalised. Construction in 2018/19

Connecting all Through Play - Active Play (Sports Facilities and Surf Clubs) - Consultation on concept designs for Surf Club upgrades underway

Sports Club capital assistance program - The calling of grants was delayed. The grants were award in May 2018

Forestville War Memorial Playing Fields - netball court upgrade - The engagement of a contractor was delayed. The project was rescope due to high than expected costs of the original works. Works will be completed in 2018/19

Warriewood Rugby Park clubhouse - The engagement of a contractor was delayed. The project was rescope due to higher than expected costs of the original works. Works will be completed in 2018/19

Public amenities works program - Work on the North Harbour public amenities have been delayed and will be completed in 2018/19

Manly Dam public amenities works - Concept plans are under development and the works will be completed in 2018/19

Nolans Reserve, North Manly sports public amenities works - The engagement of a contractor was delayed to enable a single contract for upgrades of multiple buidings. Works will be completed in 2018/19

North Narrabeen Rock Pool public amenities works - The engagement of a contractor was delayed to enable a single contract for upgrades of multiple buidings. Works will be completed in 2018/19

Cemetery works program - Initial concept plans finalised for Mona Vale Cemetary. Works to be completed in 2018/19

Church Point public amenities works - Awaiting the outcome of the acquisition of Pasadena site



Creative Made Market, Creative Space

# Community and Belonging

**We are building a welcoming community, celebrating our similarities and diversity, to include everyone in community life, through our community programs, events and facilities.**

## Events

Over 70 community and civic events were held to bring together people, places and celebrations. Highlights were:

- The 40th annual Manly Jazz Festival, October, attended by over 120,000 people
- The annual Brookie Show in October attended by hundreds of families and children.
- Christmas Choral Concert and Christmas by the Beach events (over 1,000 attending).
- Six Australia Day events (over 1,000 attending)
- World Food Markets in Manly held on Friday nights from January to March (over 1,000 attending).
- Taste of Manly, in May with 130,000 people attending
- Anzac Day Dawn Services at Manly Dam, Dee Why Beach, Manly Corso and other locations, attended by over 1,000 residents.
- Ten citizenship ceremonies welcoming 1,200 new Australians

Other events were Vietnam Veterans Day and Remembrance Day services.

## Quality Child Care

Our centres continue to be improved to ensure high-quality service delivery to children and their families. Harbour View centre at Seaforth was renovated to increase capacity. Brookvale centre redeveloped its playground to enhance play, education, and exploration. The newest vacation care centre was opened in Manly Vale close to public transport and caters for local families.

Over 4,100 children attend the seven long-day care centres, five vacation care services, two pre-schools, family day care and occasional care services with streamlined childcare registration introduced this year.

Vulnerable and at-risk families are supported by child care services. There were 67 children and families supported with additional needs in early childhood services. There were also 51 children with families facing difficult circumstances or risks.

Our service was selected for the Australian Early Development Census, due to the geographical breadth of our area. The research data looked at support for children with developmental delay.

Belrose Children's Centre was also selected as one of 100 pre-schools to pilot a new STEM (Science, Technology, Engineering and Maths) program on scientific curiosity and numeracy skills. This is also being shared across all our early learning services and joint STEM programs with some neighbouring schools.

## **Libraries**

Our six libraries have 177,746 members, which encompasses 66 percent of the population. This is above the State Library standard of excellence for memberships. Of these, 238 access home library services, as they would otherwise be unable to access a library.

Of the 1.5 million loans this year, over 125,000 were e-loans. E-loans grew by 33 percent over the year due to increased promotion of more loanable items, the single library card and new management system.

Over 46,000 people enjoyed programmed library activities, including:

- Children's Summer Reading Club
- Young Writers Competition
- Bookmark Design Competition
- Escape Room Programs
- Where's Wally Scavenger Hunt Series
- Family History Fridays
- Local Studies Heritage Walks
- A series of 12 adult author talks
- Manly Artists Book Award Exhibition
- Boomerang Bags against waste
- HSC Lock-in program to support students in their exams.

## **Manly Art Gallery & Museum (MAG&M)**

There were 15 major exhibitions held during the year at the MAG&M with over 100,000 visitors. Highlights were:

- 'North Head Project' with 10 artists responding to the area's historical, ecological and social elements
- Frank Hurley's previously unseen Sydney photographs
- 'A Thousand Journeys' exhibition of Aboriginal art from the Kimberley and Central and Western Deserts
- Complementary public programs and workshops held for all exhibitions

The 2017 Manly Arts Festival marked the 24th year this vibrant cultural event was celebrated with over 12,000 people taking part in more than 70 exciting events.



Glen Street Library, Belrose



Manly Andrew 'Boy' Charlton Aquatic Centre



### **Disability Inclusion in Library Service**

The Library Service ensures all its programs are inclusive and that selected items catering for diverse needs are advertised.

The service works in partnership with community stakeholder groups (such as Northside Enterprises Inc.) and organisations including 'Ability Links' and 'One Door' to build awareness and develop programs for people of all abilities. This includes welcoming volunteers with additional needs.

Working with Unisson Disability, Arranoubai School, The Beach School and Artability, the service also supports the artworks created by its artists.

### **Better Provision for Disability**

The Disability Inclusion Action Plan commenced this year with 39 actions undertaken. This provides our community with better access for the disabled to locations, facilities, events, communications, a range of services and support and online information.

A progress report on all actions is included from page 137.

### **Glen Street Theatre**

The venue provided a range of shows and events attracting over 59,000 people. Highlights were the popular 'Music At The Glen' program for seniors, 'KidsPlay' for children and families, and annual theatre program.

Alongside professional performing arts events, there is a range of community hirers such as the Northern Beaches Eisteddfod and Sydney North Public Schools Dance Festival. The theatre enabled over 25,000 children to perform on stage before audiences this year.

### **Arts Development Support**

The Creative Space in Curl Curl housed 25 exhibitions with 9,700 people attending. Exhibition series showcased the work of 85 artists over four exhibitions on 'Earth, Water, Air and Fire' themes.

Two Creative Made Makers Markets showcased 80 stalls of local maker's products at the Creative Space and Glen Street Theatre, attended by over 4,000 people.

Professional development for market stall applicants assisted them in business development, online sales and brand development. This course 'Creative Toolkit - Professional Development for Artists and Makers' was attended by over 150 people.

### **Community Development Services**

This service builds social cohesion for all in our community. Several events were coordinated including a 'Seniors Festival Wellbeing Expo', workshops on the National Disability Insurance Scheme (NDIS), 'Carers Week' activities and four 'Preventing Dementia' forums.

Several publications were produced, including a 'Northern Beaches Seniors Directory' for 2018-2020. Council's Disability Newsletter was distributed to over 1,400 recipients, covering information and programs for people, carers and their families.

Some target initiatives support our local networks addressing drugs, alcohol, homelessness, domestic violence, mental health, community safety and social isolation.

### **Youth and Families**

A variety of programs and 96 events were held to engage young people with over 15,000 participating. Highlights were:

- Several sold-out all-age events held at the PCYC featuring headline artists.
- The Future Youth Summit attended by 120 secondary and university students on future education and careers.
- National Youth Week celebrations in April: 25 events attended by 2,545 participants, including the Northern Composure Band Competition.
- Skate events: 'Friday Night Lights', the international 'DAMN AM Skate Series' and the new Terry Hills Skate Park opening.

A new 'Youth Hub' was opened at Avalon in partnership with the Burdekin Centre. This is building a community network for youth and also provides support services.

Across the whole area, Council also provides free and confidential support to young people (aged 12 to 18) and their families. This year 410 clients were provided with a total of 527 counselling and support sessions.

Parent programs and seminars included: 'Developing Healthy Connections with Teens' and 'Navigating Adolescence' with 110 attendees. A 'Managing Difficult Students' workshop was held for 26 teachers.

Terrey Hills Skate Park



Seaforth Village Community Centre



### **Community Centres**

Over 500 groups and individuals use 41 Community Centres for various recreational, educational and social activities. This year over one million people attended an activity across these centres.

The new Seaforth Village Community Centre (on the redeveloped Seaforth TAFE site) opened for community hiring, with a café commencing business there.

The Tramshed Community Centre at Narrabeen is undergoing progressive upgrades. Close to the historic tram stop on Pittwater Road, the centre was refurbished this year and includes the permanent display of a restored 1930s-era tram, opening along with the new Tramshed Cafe on 30 April 2018.

This earned an award for the high-quality restoration of the heritage tram, completed with the Men's Shed group of volunteers. The centre is also now complemented with new amenities in Berry Reserve designed to match the heritage colour scheme.

Improvements were also completed at the Avalon community centre.

### **Manly Meals on Wheels**

Manly Meals on Wheels delivered 18,420 meals to 256 clients in their homes. The service achieved Third Party Verification against the Disability Service Standards.


Community lunches aimed at reducing social isolation were held in Seaforth, St Matthews Church, Manly and Manly Senior Citizens Centre with a total of 1,920 lunches served. There were 24 social outings held with 168 people attending.

85 people attended the Meals on Wheels Volunteers Christmas Lunch providing an opportunity to thank our dedicated volunteers and recognise their length of service.

### **Meet Your Street Program**










There were 20 Meet Your Street events held this year, mostly during February 2018, to help residents get to know their neighbours and build a friendly, connected community.




## Performance Results

Performance Measures	Target	Result 2018
% increase in library visits	5%	-10% 
No. of children attending child care programs (Family day care, Long day care, Vacation care, PreSchool)	-	4,041

 Target Met       Target Not Met

Note - Library visits: The drop in counted visits to libraries is partly due to Belrose Library having no door counters installed for six months due to the relocation and fit-out of the library into the cultural hub building. This affected the total count for the service. This is also offset by substantial growth in online e-Loans, rising another 33 percent this year to almost 125,000 loans.

Satisfaction Measures *	Target	Result 2018
Provision of child care services	3.32	3.23 
Facilities and services for youth	3.21	3.22 
Facilities and services for older people	3.36	3.33 
Facilities and services for people with disabilities	3.36	3.22 
Community centres	3.49	3.50 
Community events and festivals	3.79	3.63 
Arts and cultural facilities (e.g. Glen Street Theatre and Manly Art Centre and Museum)	3.34	3.37 
Library services	4.06	3.95 
Provision of lifeguards on beaches	4.43	4.46 

 Statistically on par with target       Statistically higher than target       Statistically lower than target

\* Mean score out of 5.

750 resident random sample size.

A statistically higher or lower result is where the 2018 score is greater than the sampling error i.e. +/- 3.6%.



## Operational Projects

### Completed

Cater for children from diverse and socio-disadvantaged backgrounds in Childcare Services

Meet National Quality Framework standards in providing service to children

Amalgamate pre-schools to Kangaroo Street centre from Ivanhoe Park

Investigate options to relocate the Youth and Family Counselling Service to enhance access

Review and harmonise fees for Council's 41 community centres

Deliver an entrepreneur conference for young people on the Northern Beaches

Review opportunities to expand the Manly Meals on Wheels service

Support for Northern Beaches Club Grants Committee, to assist licenced clubs to provide grants

Establishment of an expert access panel

Promote all library services at all the public library branches

Review library opening hours across all the public libraries

Continue to support and promote the provision of community library services

Implement a single on-line booking system for all library events and programs

Review customer services processes and practices in all the public library branches

Operate Glen Street Library as part of the Glen Street Cultural Hub

Implement an on-line customer suggestion process across all the public libraries

Implement a single library card to access all library services

Development of a Community Safety issues paper in consultation with key stakeholders

Trial place making activations in identified village and town centres

Undertake a strategic review of the annual program of events

Establishment of inclusion conditions in funding agreements

Develop and implement a process to book use of the beach FreeWheeler

### On Schedule

Implement a single Community Centre booking system for the Northern Beaches

Undertake Ingleside Land Release community development planning

Develop an online disability inclusion and access information hub

Establish a single library management system for customers to access all library loanable items

Development of a Creative Strategy

### Behind Schedule

Develop accessibility and inclusion guidelines and toolkit for Council events - *Research commenced and work to be finalised in 2018/19*

## Capital Projects

Works addressed libraries, community and childcare centres, as well as cultural improvements:

### Completed

Mona Vale Library - new works

Warriewood Valley Community Centre

Avalon Community Centre

Community centres minor works program

Community buildings works program

Dee Why community facility and parking (PCYC)

Allambie Public Hall renewal

Manly Art Gallery & Museum - art works

Public art purchases

Glen Street Theatre renewal works

Glen Street Theatre Revitalisation Stage 2

### On Schedule

New library technology

New library books

Replacement of library books

Harbour View Children's Centre

Children's centres works program

Manly Art Gallery - accessibility investigations

New public art installations

### Behind Schedule

Mona Vale Library - upgrades - A masterplan is under development and works expected to be completed in 2018/19

Library buildings works program - Development application lodged for the Dee Why Outdoor space

Beacon Hill Community Centre and Youth Club - The engagement of a contractor was delayed to enable a single contract for upgrades of multiple buildings. Works will be completed in 2018/19

New creative art space - north - Community engagement on the location of the new centre underway. Works expected to be completed in 2018/19

Artdecko Youth Event



ArtDecko

Avalon Village



# Vibrant Local Economy

**We are facilitating a thriving, diverse and well-connected local economy that supports traditional as well as innovative businesses. We have supported local businesses, jobs and active town centres.**

## **My Place: Avalon**

Development of the Avalon Place Plan known as 'My Place: Avalon' commenced in March 2018 with a comprehensive community engagement program. This included an online survey, two community workshops and a range of pop-up stalls.

These activities captured community values and ratings for local places, experiences and enjoyment of the area. The community feedback is assisting the development of the 10-year Plan for Avalon.

## **Balgowlah Plaza Revitalisation**

Sydney Road, Balgowlah was revitalised with new pavers, garden beds, lighting, landscaping and a fountain providing a safe, friendly public space within the shopping precinct. This benefits the local community, business and the economic resilience of the centre.

## **Dee Why Town Centre**

The new Redman Road Plaza provides a fresh community space that activates the western side of Pittwater Road. The upgrade included paving, seating and a water feature, along with hanging gardens and public art. The area links nearby shops and carpark with elevated lighting to provide a safe, attractive space, with paving extended to Sturdee Parade.

## **Other Town Centre Improvements**

Paving was repaired at various centres to improve pedestrian safety, including Seaforth and Brook Street shops.

Gardens were renewed and improved at Forestville, Narrabeen and Collaroy.

New public amenities are available at Marine Parade, Manly and Narrabeen town centre. In addition, the amenities at Collaroy were improved.

## **Brookvale Structure Plan**

The draft Brookvale Structure Plan released in September 2017 provides the strategic and land-use framework for the centre. It aims to deliver an additional 670 homes and 1,700 jobs for the area. There were over 110 submissions supporting the plan, strengthening the centre, increasing development opportunities, employment and public domain improvements.

Key concerns regarding traffic, transport, parking and industrial lands management will be addressed through additional technical studies in the next year and responses to NSW planning priorities.

### **Manly CBD Laneways**

Manly Laneways were revitalised with paving, new street furniture and trees. The works improved pedestrian areas to make the precinct more functional and attractive, and alleviate pinch points on pathways. The works focused on The Corso, Raglan Street, Sydney Road, Henrietta Lane and Manly Plaza, extending into Belgrave, Whistler Street and Short Street and Central Avenue. Work also commenced on the Whistler Street carpark refurbishment with painting and electrical work, line marking and refurbishment of toilets with final works planned to be completed by August 2018.

### **Destination Management Plan**

Working with the Manly Business Chamber, Council finalised the Manly Destination Management Plan. This supports the sustainable growth of the visitor economy for Manly town centre and surrounds and will inform future plans.

### **Business Events**

There were more than 70 community events held throughout the year, attended by over 500,000 people. Stallholders, suppliers and local businesses are supported by this activation of our town centres and villages, providing a year-round stimulation of the local economy.

Other tailored events helped build the capacity of local businesses:

- Business Networking and Engagement at the Curl Curl Creative Space in October. This facilitated discussion on business priorities for Council's first Delivery Program.
- A 'Strategies to Remain Relevant' seminar was held in April with the NSW Government Business Advisory Service.
- A Brookvale networking lunch held at Brookvale Oval in May, attended by over 130 businesses focused on the economic future of Brookvale, together with a Mayoral update and discussions.
- Future YOUth Summit for local high school students delivered in partnership with Council's youth service in June involving local industry leaders, start-ups and innovative thinkers for the area.

Market Place, Manly





Easy to do Business



**Easy to do Business**

Together with Service NSW, a pilot 'Easy to do Business' program was undertaken in May 2017 to streamline the application process for new or expanding restaurants, cafes and small bars. By June 2018, there were 85 enquiries from local businesses regarding the program.

As a result of the program, four restaurants or small bars opened across the Northern Beaches, and several more businesses are progressing through the program.

Following the pilot, the Office of the NSW Small Business Commissioner delivered a Small Business Friendly workshop on 17 May 2018. This was attended by the Mayor and NSW Small Business Commissioner.



**Compliance and Certification**




All critical, high and moderate-risk food inspections were undertaken during the year, together with seven food safety education seminars. Of the 1,393 fixed food premises inspected, 30 percent received an excellent Five Star Rating. Scores for all food premises are available on the 'Scores on the Doors Australia' website.

Investigations continue into illegal building works, illegal land use, fire safety and swimming pools barriers. Certification services are also provided.

New regulations resulted in a reduction in the number of trailers parked on roads with less visual pollution and increased parking availability.

## Performance Results

Satisfaction Measures *	Target	Result 2018
Encouraging local industry and business	3.27	3.30 
Keeping town centres and villages vibrant (e.g. activities, mixed-uses, landscaping)	3.43	3.35 

 Statistically on par with target  
  Statistically higher than target  
  Statistically lower than target

\* Mean score out of 5.

750 resident random sample size.

A statistically higher or lower result is where the 2018 score is greater than the sampling error i.e. +/- 3.6%.

## Operational Projects

### Completed

Finalise the Manly Destination Management Plan and commence a similar plan for region

Coordination of Meet Your Street program

### On Schedule

Host and/or support business events and networks across the region

Work with local communities and businesses to identify ways to improve town centres

Develop policies and issue papers with appropriate actions to promote the region's economy

## Capital Projects

Capital works upgraded a range of town centres and villages:

### Completed

Dee Why Town Centre - Redman Road Plaza East - Stage 1

Dee Why Town Centre - design

Balgowlah Plaza

Manly Laneways

### On Schedule

Place making infrastructure (Enliven)

Sydney Lakeside Holiday Park renewal work

Public amenity renewal - Tramshed, Narrabeen

### Behind Schedule

Dee Why Town Centre - construction - Phase 1 - Oaks and Howard Avenue Streetscape Upgrades contract awarded and works to commence in July 2018

B-Line Bus Stop, Mona Vale



# Transport, Infrastructure and Connectivity

**Making it easier for residents, businesses and visitors to communicate and connect across and beyond the Northern Beaches. Our ongoing services and programs have improved roads and related infrastructure, community and transport planning, and advocacy with NSW agencies.**

## **B-Line Buses**

Council worked hard to advocate with the NSW Government and Transport agencies for the delivery of a new rapid bus service for the Northern Beaches. The B-line bus service commenced in November 2017 with a fleet of yellow double deck buses that now provide frequent and reliable services between Mona Vale and Wynyard. The service is also supplemented by trial on-demand services to connect people to the B-Line stops. The new services have increased patronage of public transport across the Northern Beaches.

Highlights of the B-Line bus service include: seven stops and six new commuter 'park n ride' parking with 900 spaces. Council's PCYC at Dee Why has a dedicated lower parking level to support public transport usage.

Council undertook cooperative construction work with various state agencies over road changes and building bus stops and footpath upgrades to connect the B-line stops. Council is also committed to ongoing and improved bus services north of Mona Vale.

## **Frenchs Forest (Hospital Precinct)**

Collaboration with State Government agencies on Frenchs Forest Hospital Precinct and associated road works has improved access, management and timing of road construction works for residents.

Complementary road works by Council were also undertaken on feeder streets to relieve congestion around Frenchs Forest area including: Allambie Road upgrade and sealing of Oxford Falls Road west. Investigation is also proceeding on the feasibility of reducing flooding risk along Wakehurst Parkway.

Council is also collaborating with the NSW Government on the Beaches Link tunnel to support additional public transport and enable precinct developments at Frenchs Forest and Ingleside.

## **Move Northern Beaches Transport Strategy**

Traffic and transport are the top concerns for residents on the Northern Beaches.

A discussion paper released in April 2018 kick-started a conversation on transport with more than 2,000 people engaging on the paper. Their views all contributed to the development of draft strategy for release in August 2018.

A strategic approach was undertaken to tackle transport challenges on the Northern Beaches over the next 10 years and better coordinate Council's work with the NSW Government, transport providers and the community.

### **Northern Beaches Walking Plan**

A range of plans will be developed to prioritise Council's response to the transport strategy and allocation of resources, with the Walking Plan being the first plan under development.

This year an audit was conducted to identify missing linkages in the network. The community was invited to identify potential locations for new footpaths which will inform and finalise the Northern Beaches Walking Plan in the next financial year.

### **Active Travel Infrastructure**

Over 50 km was added to our active travel network. New and repaired footpaths, shared paths and cycleways were built from Avalon to Manly and Frenchs Forest.

Much of this work was delivered through the Connected Communities Program, creating the Northern Beaches Coast Walk and connections north-south and east-west, with links to B-Line transport hubs. The Connected Communities footpaths are now 33% complete, and the cycleways and shared paths are 86% complete.

Over 32 kms of new and upgraded sections of on-road cycleways and shared paths have been completed. These works improve safety and connections for people walking or cycling between:

- Belrose to Northern Beaches Hospital
- Dee Why to Northern Beaches Hospital
- Manly Beach to Warringah Mall
- Curl Curl to Warringah Mall
- Cromer to Pittwater Road
- Dee Why Lagoon to Collaroy
- Narrabeen to Mona Vale
- Mona Vale to Newport
- Newport Oval to Newport SLSC
- Avalon to Palm Beach
- Warriewood Road to Pittwater Road Warriewood

Other infrastructure was also provided to support cyclists including a way-finder plan at Northern Beaches Hospital precinct, a bike repair station Middle Creek Reserve, bike parking facilities at Manly and Dee Why and a trial of dockless bike sharing at Manly.

NSW Bike Week was also supported in September. Events were held at Avalon, Manly, Bilarong Reserve and Middle Creek raising the profile of cycling as a healthy, easy, lowcost and environmentally friendly transport option for short trips.

Shared Path, Mona Vale



Coastal Walk, Palm Beach





### **Northern Beaches Coast Walk**

Work continued on delivering the 36 km continuous Coast Walk from Manly to Palm Beach, with over 3km of pathway completed at:

- Watkins Road, North Avalon
- The Boulevarde and Ross Street, Newport
- Surf Road, Curl Curl
- Mona Vale SLSC to Robert Dunn Reserve, Mona Vale
- Works commenced for shared path at Beach Road, Collaroy, and a pathway from Palm Beach Wharf to Governor Phillip Park, Palm Beach

### **New Carparking Station at Church Point**

A new two-level 133 space car park was opened at Church Point in May 2018 to support the parking needs of residents and visitors, especially for our offshore communities. These works also included a new section of road, boardwalk and commuter pontoon improvements. The top level accommodates 68 spaces for residents in the Church Point Car Park Reserved Parking Space Scheme. The car park's lower level operates on a 'pay-and-display' basis.

### **Parking**

Upgrades were completed at Council's four car parks in Manly, improving parking access, amenity and safety.

The PCYC car park at Dee Why, opened mid-August 2017 with over 62,500 customers to date. This also doubles as the B-line carpark for Dee Why.

Car park renewals occurred at:

- Manly Dam, Manly Vale
- Surf Road and Abbott Road, North Curl Curl
- Clontarf Reserve
- Truman Reserve and Cromer Community Centre, Cromer

### **Macpherson Street, Warriewood**

Major works completed at MacPherson Street Warriewood have improved the access to Warriewood Valley. A road bridge was constructed over Narrabeen Creek and box culverts between Boondah Road and Warriewood Road, ensuring access during floods. Works also included a roundabout at Warriewood Road and Macpherson Street intersection, kerbs, gutters, footpaths and drainage works.

### **Hop, Skip and Jump Bus Service**


The popular Hop, Skip and Jump Bus Service (HSJ) provided free travel to over 379,000 passengers with over 19,000 trips during the year. This free service encourages sustainable travel, and reduces traffic congestion and parking. It also aims to reduce social isolation particularly for seniors and other vulnerable community members.

Four bus routes operated in and around Manly, Balgowlah, Seaforth, Balgowlah Heights, and Clontarf seven days per week. The routes are designed around 26 points of interest including beaches, sporting and social clubs, attractions, shopping centres and transport interchanges. Additional runs operate for the Christmas Carols, summer holiday period, public holidays and for major events.

Hop, Skip and Jump Bus






## Performance Results

Performance Measures	Target	Result 2018
% of road pavement in good or better condition	-	93%
% of capital works delivered	80%	71% 
Growth in active travel network (footpath / shared / cycleway)	-	51km

 Target Met     Target Not Met

Satisfaction Measures *	Target	Result 2018
Condition of local roads	3.04	2.92 
Footpaths	3.16	3.00 
Bike paths	3.03	2.88 
Bus shelters	3.45	3.55 
Parking	2.77	2.90 
Traffic management	2.87	2.75 
Wharves and boat ramps	3.38	3.37 

 Statistically on par with target     Statistically higher than target     Statistically lower than target

\* Mean score out of 5.

750 resident random sample size.

A statistically higher or lower result is where the 2018 score is greater than the sampling error i.e. +/- 3.6%.

## Operational Projects

### Completed



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Undertake a review of bus stop locations for the Hop Skip and Jump Bus Service

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Commence the development of a Northern Beaches Pedestrian Access and Mobility Plan (PAMP)

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Develop and deliver active travel projects in accordance with the Active Travel Strategy

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Continue to work with State Government on the role out of the B-line service

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Commence a review of accessible parking provision

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Commence the development of a Northern Beaches Bike Plan

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## Capital Projects

Capital works extended the network of footpaths and cycleways, and upgraded wharves, roads and related infrastructure:

### Completed

Connecting Communities footpaths program

Connecting Communities cycleways program

Footpath renewal

Warriewood Valley - pedestrian and cycleway network

Little Manly Boardwalk

Warriewood Valley - traffic and transport infrastructure

Scotland Island roads and drainage improvements

New traffic facilities

Kerb and gutter renewal

Commercial car parks upgrade

Car park renewal

### On Schedule

Rowland Reserve, Bayview - boating facilities renewal

### Behind Schedule

Footpaths new - *Work on the Footpath at Crescent Road and Beaconsfield Street Newport delayed to July (school holidays) to minimise impact on the community*

Warriewood Valley - new bridge MacPherson Street - *The Bridge is open. Final works on hold pending completion of Sydney Water works*

Bike plan implementation - new works - *Construction of Blackbutts Road, Frenchs Forest shared user path expected to be completed in July 2018.*

Parking station and meters infrastructure - *Works to replace parking meters will be completed in 2018/19*

Church Point - new seawall, road realignment and carpark - *Detailed design and approvals for roadworks including construction to occur in 2018/19*

Church Point Wharf boardwalk extension - *Design complete. Works to be complete in 2018/19*

Retaining wall renewal - *Works commenced on retaining wall at The Esplanade, Manly and will be completed in 2018/19*

Road resheeting program - *Delay in appointing contractor. Remainder of Program to be delivered in 2018/19*

**Behind Schedule**

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Bus stop renewal - The re-newal of the heritage bus shelter at Palm Beach has been delayed until September 2018

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Bridge renewal - Ocean Street, Narrabeen bridge concept designs prepared. Works expected to be completed in 2018/19

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Wharves works program - Works have been approved to the cargo wharf at Church Point. Works expected to be completed in 2018/19

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Narrabeen Lagoon Trail - aquatic boardwalk - Community engagement finalised and construction to commence in 2018/19

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Currawong Wharf - Works were contingent on matching funding from Roads and Maritime Services. Matching funding was not available

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Mackerel Beach Wharf - Works were contingent on matching funding from Roads and Maritime Services. Matching funding was not available

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Delivery Program Workshop



# Good Governance

**We are building an integrated and ethical organisation, with a strong culture of transparency and accountability. We also established the first elected body of representatives.**

## **Local Democracy**

The Local Government Elections were held on 9 September 2017, resulting in the first elected representatives for Council. The Councillors' term is three years through to August 2020.

On 26 September Michael Regan was elected Mayor for two years and Candy Bingham as Deputy Mayor for one year. A comprehensive Councillor Induction program commenced in September, followed by further training provided during the year.

## **Community Strategic Plan 2028**

In April 2018, Council adopted its first Community Strategic Plan (CSP). This 10-year plan captures the community's vision and aspirations and helps set the direction for Council's planning and priorities. Over 2,000 people contributed to this plan through extensive engagement.

The CSP addresses community aspirations for our environment, economy, society and civic leadership. It also supports Council to collaborate and advocate with Government agencies and community groups, to address the long-term challenges and opportunities of the area.

The related Resourcing Strategy was also adopted, which outlines how Council will resource the implementation of the CSP. This includes a Long Term Financial Plan, Asset Management Plan and Workforce Plan.

## **Delivery Program 2018-2021**

The Delivery Program was adopted in June 2018, and outlines how Council will deliver on the CSP goals and strategies in this term. The related Operational Plan, Budget and Fees and Charges for 2018-2019 were also adopted. Over 2,200 people were engaged to develop the program, through workshops, focus groups and submissions. Our progress will be reported quarterly and annually.

## **Office of Integrity and Complaints Resolution (OICR)**

The OICR was established to equip Council with a strong focus on the public interest, accountability and responsiveness. A Code of Conduct and associated training is being rolled out to staff along with the Public Interest Disclosure Policy to prevent and detect possible corruption or misconduct.

In addition to dealing with complaints directly from the community, the OICR also assists staff to resolve complaints and identify any service improvements needed. It reports directly to the Chief Executive Officer.

### **Community Satisfaction**

We conducted our second annual community satisfaction survey in June 2018. A total of 757 resident surveys were completed across the five wards in a randomly-recruited telephone survey.

Overall, 86 percent of residents were at least 'somewhat satisfied' with the performance of Council over the past 12 months, which is on par with other Sydney metropolitan councils. Satisfaction with Mayor and Councillors was also high at 85 percent, and 84 percent were satisfied with staff who dealt with their enquiries.

The survey also showed a moderate to high level of satisfaction with 37 of Council's 44 services. Residents rated their quality of life as 'good' to 'excellent', and hold a strong sense of pride and community connection in our area.

### **Integration Improves Services**

Many initiatives have advanced the integration of our services. Specialist staff have helped prioritise, design and manage a program of change, whilst ensuring that quality services continue to be delivered.

A program to review, rationalise and harmonise policies has seen 23 new policies adopted by Council. The program replaced 43 and revoked 52 former policies. Current policies are available on our website.

Sound governance arrangements were put in place to ensure appropriate delegations for the organisation, its finances and statutory responsibilities. A wide range of fees and charges were also harmonised across the area to provide more equity.

Financial systems and processes were integrated on 1 July 2017, as was the Property and Rating system in December 2017. Council also endorsed its Procurement Strategy and Policy to achieve value for money and address ethics, equity and sustainability.

Registration for child care has also been unified and streamlined, improving access to all centres and vacation care across the area.

### **Customer Service**

In September 2017, an online customer portal was launched. Customers can now easily lodge and track their requests. Accessible '24/7' from any device, online requests have increased from seven percent to 15 percent.

Other initiatives included:

- A single call centre telephone number
- Aligned call centre and Customer Service Centre hours of operation
- Improved processes for email customer requests, applications and payments
- Improved our customer database, eliminating over 33,000 duplicates
- Improved customer privacy
- Substantial postage savings by the use of address barcodes

The high performance of our Customer Service was recognised through high community satisfaction, and three awards at the 2017 National Local Government Customer Service Network Awards.



Northern Beaches Council Customer Service

### **Assessment of Developments and Works**

The development assessment process has been streamlined:

- A single service and database
- Consistent, equitable and efficient service policy
- Encouraging pre-lodgement consultation for early advice
- Consistent community engagement requirements
- Establishing the Northern Beaches Local Planning Panel in March 2018.

During the year we received 1,710 DAs, 649 modifications of consent and held 250 pre-lodgement meetings. We also assessed 2,550 works requiring certification such as driveways, hoardings and subdivisions.

More contentious applications are reviewed by the Northern Beaches Local Planning Panel which replaced the former Independent Assessment Panel in March 2018. Established by the State Government, it provides for independent determination of these applications. Its meetings can be viewed on Council's website.

### **Human Resources**

Plans and policies of the former councils were reviewed to build a unified set of new plans for our workforce:

- People Plan 2017 - 2020 outlines how we will continue to build staff culture and capability.
- Workforce Plan 2018 - 2022 outlines how issues and challenges will be addressed, to ensure the workforce is capable of delivering on Council's objectives and long-term goals.
- Work Health and Safety Policy outlines our commitment to a safety-first culture for staff, volunteers, contractors, students and visitors.

These help ensure we continue to build a high-performing and safe workforce.




## Performance Results

Performance Measures	Target	Result 2018	
% customer requests transacted on line	>10%	15%	✓
<b>Financial key performance indicators:</b>			
Operating performance	>0%	8.0%	✓
Unrestricted current ratio	>1.5	3.1	✓
Own source operating revenue	>60%	82.2%	✓
Debt service cover ratio	>2x	4.6	✓
Rates and annual charges outstanding	<5%	3.9%	✓
Buildings and infrastructure renewal ratio	>100%	99.8%	✗
Infrastructure backlog	<2%	0.5%	✓
Asset maintenance ratio	>100%	117.0%	✓

 Target Met
  Target Not Met

Note - The Building and Infrastructure Renewal Ratio assesses the rate at which these assets are being renewed against the rate at which they are depreciating. Council's ratio of 99.79% is slightly below the benchmark of 100% and reflects the timing of the completion of projects.

Satisfaction Measures *	Target	Result 2018	
Overall performance of Council as an organisation over the past 12 months	3.56	3.38	↓
Performance of staff dealing with your inquiry	3.88	3.91	—
Information on council services	3.43	3.41	—

 Statistically on par with target
  Statistically higher than target
  Statistically lower than target

\* Mean score out of 5.

750 resident random sample size.

A statistically higher or lower result is where the 2018 score is greater than the sampling error i.e. +/- 3.6%.

## Operational Projects

### Completed

- Ensure elections are conducted as required in conjunction with the NSW Electoral Commission
- Implement an induction program for elected representatives and committee members with ongoing training and development
- Review the accessibility and inclusiveness of Council meetings
- Develop an effective Internal Audit Plan, conduct audits, and ensure an effective Audit, Risk and Improvement Committee
- Implement an Enterprise Risk Management Framework
- Ensure effective business continuity processes are in place
- Relevant Codes and Policies developed and reviewed to meet all requirements
- Preparation of the Northern Beaches Community Strategic Plan (SHAPE2028)
- Preparation of the Delivery Program 2018-2021
- Preparation of the Operational Plan 2018/19
- Preparation of the Long Term Financial Plan 2018-2028
- Preparation of the Workforce Management Plan 2018-2028
- Preparation of the Asset Management Strategy
- Review Councils light fleet policy - reduction in vehicles, fuel and emissions
- Review and implementation of templates for procurement
- Review and update tendering documentation guidelines for robust procurement processes
- Develop guidelines for inclusive recruitment and workplace practices

### On Schedule

- Develop disability awareness education and training for staff
- Develop and implement a complaint management framework including training and awareness
- Research the user experience of systems and processes

### Behind Schedule

- Preparation of Asset Management Plans for all asset classes - Asset management plans are expected to be completed by December 2018

## Capital Projects

### Completed



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IT infrastructure - new works

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IT infrastructure - replacements

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IT software - new works

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New IT systems

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Disability Access (DDA) compliance works

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Building Code of Australia (BCA) compliance works

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Operational buildings works program

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Council Chambers renewal program

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Manly Soldiers building - purchase

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Light Fleet replacement program

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### On Schedule



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Major Plant replacement program

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PCYC, Dee Why





# Participation and Partnerships

**We are drawing on a wealth of local knowledge and diverse professional perspectives, working together for more holistic outcomes for the community. Our efforts focussed on engagement, communications, collaboration and partnerships.**

## Grants secured by Council

Over \$41 million in grants were secured from the NSW and Federal Governments.

This included securing a second year of Stronger Communities funding as a merged council, with \$21.1 million provided by the NSW Government. This will fund various high priority projects to be completed in coming years, such as upgrading or replacing surf clubs at Long Reef and Mona Vale, new performance spaces and netball courts, among others.

\$1 million was obtained from the Boating Now Program (Round 2) from Transport for NSW, to improve boating infrastructure at Bells Wharf and Carols Wharf (Scotland Island) and watercraft storage at Narrabeen Lagoon. The current 'Round 1' funding of \$1 million will progress an upgrade at Rowland Reserve and improvements at Church Point.

Roads and Maritime Services provided a range of funding:

- Active Transport Grant for shared paths and cycle training
- \$759,000 in Traffic Route Lighting Subsidy towards the \$3.88 million cost of lighting State Roads
- \$1.88 million to maintain and manage our road and transport network

Information on the range of grants received is included in the Annual Financial Statements (note 3e)

## Grants Awarded to our Community

Almost \$1 million in grants was awarded by Council to a range of community projects:

- \$377,000 from the Stronger Communities Fund
- \$540,000 in community development grants
- \$47,000 for sporting groups assistance

These were awarded to various charities and non-government organisations, as well as surf clubs, community and sporting groups.

Twenty-six community projects were completed during the year focused on supporting the vulnerable and people with additional needs in our community. The larger projects included:

- The Shepherd Centre: professional development for teachers of deaf children
- Sunnyfield: Skills for Life program
- Fisher Road Public School: Sensory room
- The Link Community Care: vehicle for the Mobile Foodcare Project
- Manly Women's Shelter: vehicle to support victim recovery programs

- Be Centre: two new therapy rooms
- Fighting Chance Australia: facilities and computers for the disabled
- Disabled Surfers: beach matting and trailer

Details of all grants received and awarded are published in the Statutory Returns section from page 119.

### **Strategic Reference Groups**

In July 2017, the Interim Strategic Reference Groups (SRGs) finalised strategic papers addressing the key issues of affordable housing, waste, the natural environment, transport, community, recreation, economic development and place-making across the area.

New SRGs were set up in 2018 and are aligned with the new Community Strategic Plan. Comprised of residents and Councillors, there are 76 members across the six SRGs advising Council on:

- Environment
- Places for People
- Community and Belonging
- Economic and Smart Communities
- Transport and Travel
- Participation and Partnerships

The SRGs first met in March 2018 and have a four-year term. Outcomes of each meeting are available on our website.

### **Northern Beaches Youth Advisory Group**

The first Youth Advisory Group for the Northern Beaches was established and has provided invaluable advice to Council. The members, aged between 12 and 21, have taken an active role in identifying the needs and wants of young people in the community. The group has had a particular focus on addressing mental health for youth and also driving performing arts for young people in the area.

Northern Beaches Youth Advisory Group



Community Engagement, Manly Corso

Have Your Say



northern  
beaches  
council



northern  
beaches  
council

## Community Engagement

Extensive consultation this year actively engaged the community in projects which affect them. Some 860 people attended 48 meetings or workshops throughout the year. Over 3,200 people also attended 101 community drop-in sessions.

We strive to keep the community informed throughout our engagement process. Over 22,000 contacts are now registered in our Community Engagement Database to receive regular updates on projects open for comment. Following each engagement, the project report to Council also outlines how the community's priorities and issues were addressed.

Major project engagement for the year included:

- Delivery Program
- Connecting Northern Beaches Program
- Move Northern Beaches (Transport)
- Alcohol Free Zones
- Event Management Strategy
- Public Art Trail
- Arts and Culture Strategy
- Cultural Art Space - North
- Mona Vale Performance Space
- Mona Vale Cemetery Conservation Management Plan
- Ingleside Sustainability Forum
- Brookvale Structure Plan
- Sportsground Lighting

Consultation on our open space and foreshore projects included:

- Masterplans for Palm Beach South, Glen Street Open Space (Belrose), Freshwater Coastal Open Space
- Surf Clubs at Newport, South Narrabeen, Mona Vale and Long Reef
- Careel Bay Dog Off Leash Park
- Rowland Reserve Boating facilities
- Amenities at North Narrabeen Reserve and Rockpool
- Narrabeen Lagoon Aquatic Boardwalk
- Manly Lagoon Landscape Plan and Floodplain Risk Management Study and Plan
- Manly to Seaforth Flood Study

### **Awards for Collaboration**

Two awards recognised our extensive collaboration with the community on the Northern Beaches Hospital Structure Plan; as well as the Police Citizen's Youth Club facility (Dee Why) in collaboration with NSW Police.

### **Award-winning Design and Communications**

Council won an international award REBRAND 100 for its new identity developed together with our community. Based on the symbol of a wave, it is comprised of collective symbols of local nature and culture, including our iconic plants, animals, heritage and lifestyle.

The identity is being rolled out extensively in Council's fleet, buildings, signage and other communications as well as staff uniforms.

Six other international awards were won for our creative website, communications initiatives and a social media video. The video uses humour and creativity to encourage considerate use of shared paths. The video was viewed 39,000 times on Facebook.

### **Partnerships in Service Delivery**

Good stakeholder engagement and partnerships are vital to delivering a wide range of our services.

To implement Council's Disability Inclusion Action Plan, we worked together with the Northern Sydney Disability Network, National Disability Insurance Agency, Family and Community Services, Transport for NSW and Local Government NSW. Key outcomes included:

- Expo events on the National Disability Insurance Scheme
- Accessible infrastructure at all B-Line bus stops.
- Library Service increased disabled participation through its work with 'Ability Links' and 'One Door'.
- Children's Services addressed barriers to inclusion of high-needs children and advocated with 11 organisations for child and family support.

Children's Services partnerships include:

- National KidsMatter program: for child mental health and wellbeing at all our long daycare, family day care and pre-schools.
- Dalwood Spilstead Early Years Intervention and Support Service: to support children with high needs and their families.
- Family and Community Services: supporting children in the care of grandparents.
- Women's Resource Centre: for children and women recovering from domestic violence.

We have also been working with White Ribbon Australia with a view to enhancing our workplace to be one that is safe, values everyone equally and stands up against violence to women. Council is committed to achieving White Ribbon Accreditation as a workplace.

Greater Sydney Commission Planning Awards





Brookie Show



**Community Volunteers**

Volunteers play an invaluable role in building community connections and meeting local needs, beyond what Council can provide. This year, over 1,000 volunteers contributed to a range of Council events and programs, including 250 people committed to the Bushcare program.

Manly Meals on Wheels attracted over 90 dedicated volunteers, some with a significant length of service of 20 to 35 years.



Our Library Service has over 120 volunteers, supporting programs such as the Home Library, stock management and Justice of the Peace service. With each library venue being accessible, there are also currently three regular volunteers with disabilities, which we aim to grow through our relationship with Northside Enterprises Inc.




Over 100 people also volunteer their time on Council's Committees and Reference Groups.

**Policy for Appointing Community and Stakeholder Representatives to Committees**

This new policy outlines how community and stakeholder representatives are appointed to committees. Following community feedback, the final policy was adopted by Council in April 2018. It ensures appointment based on merit, relating to the charter of each committee. Current listings of committees and panels are available on the website.

## Performance Results

Satisfaction Measures *	Target	Result 2018
Lobbying on behalf of the community	2.98	3.09 
Consultation with the community by council	3.04	3.12 

 Statistically on par with target  
  Statistically higher than target  
  Statistically lower than target

\* Mean score out of 5.

750 resident random sample size.

A statistically higher or lower result is where the 2018 score is greater than the sampling error i.e. +/- 3.6%.

## Operational Projects

### Completed

---

Launch a new Northern Beaches Council website and content management system

---

Conduct a document and media accessibility audit

---

### On Schedule

---

Continue to implement the Northern Beaches Council identity

---

Continue to develop the signage style guide and rollout across Council assets

---

Integrate accessibility and inclusion considerations into early stage project planning

---

### Behind Schedule

---

Develop and integrate inclusion participation guidelines into the community engagement framework - *Draft guideline developed. This will be completed in 2018/19*

---

Build networks with key contacts regarding the best way to engage people with disability - *Initial research completed. Broader consultation with disability support groups to be undertaken in 2018/19*

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Manly Beach



# Statutory Returns



## Local Government Act 1993

### **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),

### **s428 (4) (a) Financial statements**

Audited financial statements for the year 2017/18 are in the following section 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 has been placed on [northernbeaches.nsw.gov.au](http://northernbeaches.nsw.gov.au) and a link provided to the Minister.

### **s508(2) and 508A - Implementation of special rates and levies**

The Northern Beaches Council is sustaining the approved rates path of its former councils for four years from its establishment until the end of 2019/20.

All the former Councils (Pittwater, Warringah and Manly) had variations applying to their rates. The overall outcomes of this funding are covered by this Annual Report in the 'Our Achievements' section. Where appropriate, movements in the receipt and expenditure of these funds are included in the Annual Financial Statements.

### **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 2017/18 an amount of \$803,009 was spent in the former Manly LGA on priority environmental projects.

### **Manly Business Special Rate - Manly Business Centre Improvement**

This special rate applies to properties in the Manly CBD area, to provide for ongoing and proposed capital and maintenance works in the Manly Business Centre, Corso and Ocean Beachfront.

During 2017/18 the income raised was \$1,193,054. This amount, and funds carried over from previous years, were fully expended on capital and maintenance works in the Manly Business Centre, Corso and Ocean Beachfront. This included works such as landscaping and streetscaping in the CBD; remedial works in Whistler Street carpark; and a new amenities block and landscaping in Marine Parade following storm damage in 2016.

### **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 2017/18 a total of \$543,688 was spent in 2017/18 to upgrade the Balgowlah Plaza with new paving, landscaping and lighting.

#### Former Warringah Council Special Rate Variation (SRV)

In June 2014 IPART approved the former Warringah Council's SRV of 6.4% above the anticipated rate peg of 3.0% for the year 2017/18. The funding has been fully allocated by Council to maintain financial sustainability, assets and service levels, in line with its approved purpose.

#### Former Pittwater Council Special Rate Variation

In June 2011 IPART approved the former Pittwater Council's application for a SRV. This resulted in an increase in rates over three years (2011-2014) to generate approximately \$39 million in funds. These funds were to be expended over a 10-year period on infrastructure works and environmental programs.

In 2017/18 an amount of \$2.935 million was spent in the former Pittwater LGA on the following capital projects:

	\$
Foreshores renewal	\$230,000
Rockpool renewals	\$45,000
Stormwater and flood mitigation	\$338,300
Scotland Island roads and drainage improvements	\$207,351
Road resheeting	\$1,000,000
Car park renewal	\$480,171
New footpaths	\$345,000
Bike Plan implementation	\$50,000
Sportsfield renewal	\$230,000
Energy savings initiatives	\$9,000

In addition, an amount of \$0.636 million supported the following environmental programs:

	\$
Bushland and waterways	\$332,718
Biodiversity protection	\$115,095
Community bushcare	\$50,781
Managing natural hazards	\$137,444

**Local Government (General) Regulation 2005**

<b>Part 5</b>	<b>\$</b>
<b>Clause 132 Rates and charges written off for the period of 2017/18</b>	
Rates abandoned (postponed)	34,666
Interest abandoned (postponed)	10,966
Interest abandoned (other)	25,540
Mandatory pension rebate	2,450,843
Voluntary pension rebate (rates)	275,011
Voluntary pension rebate (waste)	307,734
<b>Total</b>	<b>3,104,761</b>

**Part 9****Clause 217(1) (a) Overseas Visits**

Details of overseas visits undertaken during the year by the Administrator, council staff and other persons representing the Council (including visits sponsored by other organisations) are below:

- 1 Staff member - Executive Assistant and Protocol Officer accompanied students to Odawara, Japan on a cultural exchange visit in September - October 2017.

**Clause 217 (1) (a1) Administrator Fees, Facilities and Expenses**

Details of the payment of the expenses of, and the provision of facilities to the Administrator in relation to their civic functions is below.

	<b>\$</b>
Administrator Fee	74,789
Provision of Facilities and Expenses to the Administrator	11,999
<b>Total overall</b>	<b>86,788</b>
Mayoral Fee	63,248
Councillors Fee	325,688
<b>Total overall</b>	<b>388,936</b>



<b>Facilities and Expenses Breakdown</b>	<b>\$</b>
Dedicated office equipment to Councillor (including computers)	18,585
Communication charges (including phone calls, facsimile and internet)	22,310
Seminars and conferences attended by Councillor (incl interstate travel)	15,272
Councillor training and skills development	47,647
Interstate travel by Councillor while representing Council	1,070
Overseas visits by Councillor while representing Council	Nil
Expenses of spouse, partner, or person accompanying an Councillor	1,459
Provision of care for a child or family member of an Councillor	Nil
Other expenses	31,368
<b>Total</b>	<b>137,812</b>

#### **Clause 217 (1) (a2) Major contracts**

The following are the contracts awarded by the Council during the period 2017/18 (whether as a result of tender or otherwise), other than:

- (i) employment contracts (that is, contracts of service but not contracts for services)
- (ii) contracts for less than \$150,000 (including the name of the contractor and the nature of the goods or services supplied by the contractor and the total amount payable to the contractor under the contract).

<b>Contractor's Name</b>	<b>Description</b>	<b>Total Value Ex GST(\$)</b>
Advanced Catering Services	Lease for Long Reef Beach Kiosk	\$275,000
Proludic Pty Ltd	Passmore Reserve Playground Renewal Works	\$150,000
Advanced Fire Technology NSW Pty Ltd	Services of Fire Protection Systems and Equipment	\$193,815
TGB & SON PTY LTD	Scotland Island Stormwater Remediation Works	\$186,363
Green Options	Northern Beaches Council Turf Cricket Wicket and Outfield Main	\$1,500,000
Watermatic Irrigation	Northern beaches Council Irrigation Maintenance Services	\$500,000
Urban Maintenance Systems Pty Limited	Northern beaches Council Mowing Services	\$5,000,000
Watermatic Irrigation	Irrigation Upgrade for Seaforth Oval	\$170,822

Contractor's Name	Description	Total Value Ex GST(\$)
Phillips Marler	Connecting All Through Play - Design Services for Manly Dam	\$350,642
Lloyd Drilling Constructions Pty Ltd	Palm Beach Walkway	\$1,976,000
SUNSHINE LINEN SERVICES	Provision of Laundry Services to Narrabeen Holiday Park	\$600,000
Semco Equipment Sales	Purchase of Excavators	\$200,000
Warren & Mahoney Architects Australia	Design Consultancy for Mona Vale Surf Life Saving Club Redev	\$375,025
Sudiro Constructions	Narrabeen Beach - Lifeguard Hut	\$205,922
Lloyd Drilling Constructions Pty Ltd	Collaroy Beach Seawall and Promenade Repair	\$219,705
Adriano Pupilli Architects	Design Consultancy Services for Long Reef SLSC Redevelopment	\$464,845
The Parklife Partnership Pty Ltd	Licence for Operation of North Narrabeen Reserve Markets	\$429,000
Polyton Asia Pacific Pty Ltd	Design and Construction of Synthetic Sportsfield at Cromer 2	\$1,252,783
Manly Chamber of Commerce	Licence for Operation of Manly Arts and Craft Market	\$405,000
ELB Pty Ltd	Design, Supply and Installation of an Audio and Visual Syste	\$210,000
Fighting Chance Australia	Digitisation of Development Application Files - Phase 2	\$175,500
TCM Construction Group Pty Ltd	Collaroy Beach Amenities and Footpath	\$787,251
OZPAVE (AUST) PTY LTD	Road Resheeting Program 2017/2018	\$3,790,885
REES Electrical Pty Ltd	Sports Ground Lighting Upgrades	\$868,080
Civica Pty Limited	Supply and Implementation of Library Management System	\$424,750
Retaining Specialists Pty Ltd	Retaining Wall Construction Stage 2, 6-8 The Esplanade, Nar	\$891,656
Mansour Paving (Aust) Pty Ltd	Streetscape Upgrade Pittwater Road Dee Why Stage 1	\$1,200,000
GHD Pty Ltd	51 Winbourne Road Brookvale stormwater remediation	\$150,000

<b>Contractor's Name</b>	<b>Description</b>	<b>Total Value Ex GST(\$)</b>
Ice-Tech Air Pty Ltd	Manly Town Hall Air Conditioning 2017	\$199,500
Revolution Action Sport Concepts Pty Ltd	Terrey Hills Skate Park	\$180,000
Dezign Interiors	Major Works for Harbour View Children's Centre, Seaforth	\$967,000
Kelbon Project Services Pty Ltd	Footpath, Bus Stop Improvements and Associated Works	\$250,000
SAP Australia Pty Ltd	HR Systems - SAP SuccessFactors - Licencing, Hosting and Sup	\$740,555
MEGT ( Australia) Ltd	Traineeship Program	\$750,000
Stabilised Pavement of Australia Pty Ltd	Pavement Rehabilitation Oxford Fall Road Oxford Falls	\$173,037
Calibre Professional Services Pty Ltd	Warriewood Valley Signal Design	\$260,750
Athassel Excavations Pty Ltd	Jacksons Road Warriewood Stormwater Culvert Replacement	\$819,335
Camporeale Holdings Pty Ltd	North Harbour Reserve Amenities Nolan Reserve Amenities Bea	\$3,237,887
Sam the Paving Man Pty Ltd	Marine Parade Upgrade	\$491,930
TGB & SON PTY LTD	Scotland Island Road & Drainage 2017-18	\$250,000
MacDonald Johnston Eng Co Pty Ltd	Purchase of a Compact Sweeper	\$182,560
Skidata Australasia Pty Ltd	Manly Car park Upgrade - Skidata	\$704,482
Kelbon Project Services Pty Ltd	Ilford Road Drainage Works	\$1,200,000
TCM Construction Group Pty Ltd	North Narrabeen Reserve Sports Amenities Building	\$827,530
TCM Construction Group Pty Ltd	Major Works for Collaroy Rock Pool Repair Works	\$568,785
Performance Civil & Landscapes	Drainage Improvement Works Kuyora Place North Narrabeen	\$153,300
GML Heritage Pty Ltd	Strategic Plan and Implementation Framework for the Coastal Art Trail	\$157,770
JG Anson Consulting	Performance Conservation Training	\$314,550

Contractor's Name	Description	Total Value Ex GST(\$)
Vivid Installations Pty Ltd	Berry Reserve Inclusive Playground Construction Works	\$268,780
MacDonald Johnston Eng Co Pty Ltd	Purchase of Dozer	\$250,000
Statewide Civil Pty Ltd	Melwood Oval Netball Courts Resurfacing / Construction	\$414,323
Stateline Asphalt Civil Pty Ltd	Abbott Road Car Park Renewal, North Curl Curl	\$250,000
Green Options Pty	Reub Hudson and Denzel Joyce Field Rectification Works	\$286,222
OZPAVE (AUST) PTY LTD	Cromer Community Centre Car Park Renewal, Cromer	\$150,000
Stateline Asphalt Civil Pty Ltd	Road Base Preparation Works	\$150,000
All Grass Sports Surfaces P/L	Cricket Net Upgrades for Kilarney Heights and Weldon Ovals	\$419,945

#### Clause 217 (1) (a3) Legal proceedings

During period 2017/18 the following expenses were incurred in relation to legal proceedings:

	\$
Proceedings favourably finalised	944,261
Proceedings not favourably finalised	48,181
Proceedings discontinued	47,014
Proceedings not finalised	1,325,313
<b>Total</b>	<b>2,364,769</b>

#### Proceedings Discontinued

Northern Beaches Council ats Nutek  
 Northern Beaches Council ats Stanwell  
 Northern Beaches Council ats Redman NSW PL  
 Northern Beaches Council ats Stefan  
 Northern Beaches Council ats Fairless  
 Northern Beaches Council ats Princi  
 Northern Beaches Council ats Tolucy Pty Limited  
 Northern Beaches Council ats Drylie  
 Northern Beaches Council ats Stepa

**Proceedings Favourably Finalised**

Northern Beaches Council ats DL Newport  
Northern Beaches Council ats Gartner Trovato  
Northern Beaches Council ats Opera Properties  
Northern Beaches Council ats Evolution Planning  
Northern Beaches Council ats Avalon Beach Property Trust  
Northern Beaches Council ats Woolwich  
Northern Beaches Council ats Deane  
Northern Beaches Council ats Benneyworth  
Northern Beaches Council ats Catalina Island  
Northern Beaches Council ats Wallace  
Northern Beaches Council ats Tsivis  
Northern Beaches Council ats YCW Family Trust  
Northern Beaches Council ats MNT Investments  
Northern Beaches Council ats Hatch & Larcombe  
Northern Beaches Council ats Modog  
Northern Beaches Council ats Vigor Master - Willandra Road  
Northern Beaches Council ats Lotus Project Management  
Northern Beaches Council ats Whittaker & Wilton  
Northern Beaches Council ats Trend Living Pty Ltd  
Northern Beaches Council ats BP Australia  
Northern Beaches Council ats ALH Group  
Northern Beaches Council ats Vigor Master 8 Lady Penrhyn  
Northern Beaches Council ats Dargaville  
Northern Beaches Council ats Olivera  
Northern Beaches Council ats Maggs  
Northern Beaches Council ats Dukor 24 Pty Ltd  
Northern Beaches Council ats Made Property Group  
Northern Beaches Council ats Tompkins MDA  
Northern Beaches Council ats Hatch & Larcombe  
Northern Beaches Council ats Boston Blythe Fleming  
Northern Beaches Council ats Lockley  
Northern Beaches Council ats Benson McCormack

**Proceedings Favourably Finalised cont.**

Northern Beaches Council ats Burmeister  
Northern Beaches Council ats Oberman  
Northern Beaches Council ats Salama & Hopkins  
Northern Beaches Council ats Selllar  
Northern Beaches Council ats Vassella  
Northern Beaches Council ats Rostamians  
Northern Beaches Council ats Built by Meric  
Northern Beaches Council ats Bramley  
Northern Beaches Council ats Gleeson  
Northern Beaches Council ats McGurgan

**Proceedings Not Favourably Finalised**

Northern Beaches Council ats Lenton  
Northern Beaches Council ats S D Company  
Northern Beaches Council ats Opera Properties

**Proceedings Not Finalised**

Northern Beaches Council ats The Owners of Strata Plan 92976  
Northern Beaches Council ats Feros Hotel Group  
Northern Beaches Council ats Henroth Investments  
Northern Beaches Council v Minister for Education  
Northern Beaches Council ats Hussar Pty Ltd  
Northern Beaches Council ats Japara Health Care Limited  
Northern Beaches Council ats Built  
Northern Beaches Council ats Brewster Murray Pty Limited  
Northern Beaches Council ats Prinicpal Healthcare Finance Pty Ltd  
Northern Beaches Council ats ACN 603 361 940 Pty Limited  
Northern Beaches Council ats Taouk  
Northern Beaches Council ats Evans  
Northern Beaches Council ats Metropolitan Aboriginal Land Council  
Northern Beaches Council ats Stepping Stone Pty Limited  
Northern Beaches Council ats New South Wales Local Government, Clerical,  
Administrative, Energy, Airlines and Utilities Union

**Proceedings Not Finalised cont.**

Northern Beaches Council ats Opera Properties  
 Northern Beaches Council ats Nizeti-Panebianco  
 Northern Beaches Council Backhouse ats Stefan  
 Northern Beaches Council ats Vigor Master Lot 2506 Bundaleer  
 Northern Beaches Council ats Ikus Pty Limited  
 Northern Beaches Council ats Vujjic  
 Northern Beaches Council ats ACN 603 347 824 Pty Ltd  
 Northern Beaches Council v Ganellan  
 Northern Beaches Council v Vigor Master  
 Northern Beaches Council ats 2DPD Pty Limited  
 Northern Beaches Council ats Whittaker  
 Northern Beaches Council ats Sekulic  
 Northern Beaches Council ats Mark Midlane

**Clause 217 (1) (a4) Work on private land**

No resolutions were made during the period 2017/18 under section 67 of the Act concerning work carried out by the Council on private land.

**Clause 217 (1) (a5) Grants**

The total amount contributed or otherwise granted by the Council in the period 2017/18 under section 356 of the Act is as follows:

<b>Stronger Communities Fund - Round 2</b>	<b>Approved Grant Amount \$</b>
Autism Spectrum Australia ASPECT	5,107
Avalon Beach Historical Society Incorporated	5,150
Change Creators Inc	10,000
Curl Curl Community Garden	11,000
Disabled Surfers Association of Australia (Sydney Branch)	17,997
Fighting Chance Australia	50,000
Lifeline Northern Beaches	20,531
Manly Warringah Women's Resource Centre	5,000
Manly Women's Shelter	10,360
Mona Vale Golf Club Limited	25,107

<b>Stronger Communities Fund - Round 2</b>	<b>Approved Grant Amount \$</b>
Northern Beaches Indoor Sports Centre	6,800
NSW Justices Association Incorporated	4,782
NSW State Emergency Service -Warringah Pittwater Unit	27,677
Peninsula Community Gardens Inc.	10,527
Permaculture Northern Beaches	12,400
Pioneer Clubhouse	14,568
Rainbow Club	5,000
Rotary club of Dee Why Warringah Inc.	5,000
Special Olympics Australia (Sydney Northern Beaches Region)	7,273
Sydney Metropolitan Wildlife Services Inc.	5,630
The Burdekin Association	48,050
The Cottage Counselling Centre	5,000
The Link Church Incorporated	8,700
Tibetan Friendship Group Australia Incorporated	5,285
Wheelchair Rugby league Australia Inc.	50,000
<b>Total</b>	<b>376,943</b>

<b>Community Development Grants</b>	<b>\$</b>
Avalon Beach Surf Life Saving Club	8,135
Avalon Beach Surf Life Saving Club	2,000
Avalon Community Library	65,000
Balgowlah Seaforth Community Library	22,000
Bayview Tennis Club	1,540
Bilgola Surf Life Saving Club	8,135
Bungan Beach Surf Life Saving Club	8,135
Collaroy Surf Life Saving Club	6,595
Community Northern Beaches Inc.	90,349
Dee Why Surf Life Saving Club	6,595
Elanora Park Tennis Club	423
Freshwater Surf Life Saving Club	6,595
Laura Davies	1,540



<b>Community Development Grants</b>	<b>\$</b>
Long Reef Surf Life Saving Club	6,595
Manly Community Centre	5,000
Manly District Band	2,000
Manly Surf Life Saving Club	28,486
Mona Vale Surf Life Saving Club	8,135
Narrabeen Beach Surf Life Saving Club	6,595
Newport Surf Life Saving Club	8,135
North Curl Curl Surf Life Saving Club	6,595
North Narrabeen Surf Life Saving Club	6,595
North Palm Beach Surf Life Saving Club	8,135
North Steyne Surf Life Saving Club	28,486
Northern Beaches Business Education Network	5,000
Northern Beaches Creative Leisure and Learning	3,000
Northern Beaches Women's Shelter Inc	61,102
Palm Beach Surf Life Saving Club	8,135
Parkrun Inc	1,000
Queenscliff Surf Life Saving Club	28,486
Rob Berry & Associates on behalf of Pittwater Surf Lifesaving Clubs	5,000
South Curl Curl Surf Life Saving Club	6,595
South Narrabeen Surf Life Saving Club	6,595
Surf Life Saving Sydney Northern Beaches Branch	24,656
Terrey Hills Community Library	23,000
The Booklovers' Club Northern Beaches Inc	1,300
The Federation of Music Clubs of Australia	1,000
The Kilns Strata Committee	3,000
The Trustee for Raise Foundation	5,000
Warriewood Beach Surf Life Saving Club	8,135
Whale Beach Surf Life Saving Club	8,135
<b>Total</b>	<b>540,938</b>

<b>Sporting Groups Capital Assistance Grants</b>	<b>\$</b>
Wakehurst Golf Club	40,000
Manly Warringah Football Association	7,500
<b>Total</b>	<b>47,500</b>
<b>Total Community Development and Capital Grants</b>	<b>965,381</b>

#### **Clause 217 (1) (a6) External bodies**

Northern Beaches Independent Assessment Panel (NBIAP) was established by Council on 27 June 2017. The NBIAP reviews Development Applications where the estimated cost is greater than \$2 million and where there are three or more unresolved objections.

#### **Clause 217(1) (a7) Council Controlled Companies**

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) Partnerships, Cooperatives and Joint Ventures**

Council participated in the following corporations, partnerships, trusts, joint ventures, syndicates or other bodies:

##### **Shore Regional Organisation of Councils (SHOROC)**

Council is a member of SHOROC along with Mosman Council. The SHOROC group develops and delivers regional strategies and initiatives of benefit to the member councils. Council resolved to withdraw membership of the Shore Regional Organisation of Councils in November 2017.

##### **Shorelink Co-operative Library Network**

Council remained a member of the Shorelink Co-operative Library Network until 30 June 2018. The network comprises the Councils of Lane Cove, Mosman, North Sydney and Willoughby. Shorelink provides library computer services and community information services to the Libraries.

##### **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 works towards the conservation of 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.

### 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
- Northern Beaches Local Emergency Management Committee (member)
- Northern Beaches Bush Fire Management Committee (member)
- Narrabeen Lagoon State Park Advisory Committee (member)
- Manly Warringah War Memorial State Park Advisory Committee (member) - Manly Dam

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 the 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: the Trust was created in 2011 to 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.

### 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. In developing our EEO Plan 2017 to 2019 we incorporated a number of existing initiatives and also developed a People Plan 2017-2020 which aims to enable our business through our people. Our main goals aim to build a culture of high performance and engagement and increase our leadership and workforce capability.

Through our Policy Harmonisation Project we have introduced new policies on Diversity and Inclusion, Grievance Resolution, Prevention of Discrimination, Bullying and Harassment and Working from Home. Our other key achievements in this reporting year include the delivery of

- Culture, Values and Behaviours Program
- Design of a Remuneration Framework
- Design of a Performance Management System and Approach
- Development of a Workforce Plan.
- Training Program

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

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

	\$
Salary	457,554.91
Termination payments	613,005.62
Council's contribution to superannuation	34,723.89
Other payments	-
Non cash benefits	27,156.25
Fringe benefits tax paid	14,080.90
<b>Total package</b>	<b>1,146,521.57</b>

**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:

	\$
Salary	1,077,494.90
Termination payments	-
Council's contribution to superannuation	84,816.13
Other payments	3,000.00
Non cash benefits	75,901.25
Fringe benefits tax paid	20,687.16
<b>Total package</b>	<b>1,261,899.45</b>

**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.

During the period 2017/18 this charge was levied on applicable lands in the former Pittwater and Manly Council LGAs. These lands include rateable urban land that is categorised as residential or business (excluding vacant land).

Detailed below is the income and expenditure of the Stormwater Management Service Charge for the period 2017/18, which was spent in the respective former LGAs:

## Former Manly LGA

	\$
Income	346,862
Expenditure	347,154

## Former Pittwater LGA

	\$
Income	530,178
Expenditure	645,593

The funds were used of the following activities:

- CCTV investigations into the piped stormwater system and undertake repairs
- Lining of poor condition stormwater pipes
- Stormwater drainage improvement, including pipe replacements and pit upgrades
- Designs for stormwater quality improvement devices
- Design and development of flood mitigation works for severely affected areas
- 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.

## Companion Animals Act 1998

### Companion Animal Guidelines - chapter 16

The Council has a role in enforcing, and ensuring compliance with, the provisions of the Companion Animals Act 1998 and Regulation. Council investigates complaints in relation to noise nuisance by a dog or cat within a residential property, dogs roaming outside of property, and dogs un-leashed whilst in public open space or reserve. The walking of dogs and roaming cats are prohibited in designated areas especially beaches, playgrounds and Wildlife Protection Areas. Council also investigates complaints regarding the aggressive behaviour of companion animals towards a person or another animal.

An audit during the year found that over 2,000 dogs were not registered in the area. Correspondence with the first 500 owners has shown that many people are not aware they are required to:

- Register their pet
- Notify Council if their pets die, are sold or given away
- Notify council when they move

Most have shown a positive response to registering their pet.

#### 16.2 (a) Impounded animals

Council's responsibility with impounded animals is to reunite the animal with the owner. If this is not possible, the animal will be rehomed. Council has commercial arrangements with local veterinary practices to act as our pound, and reports on the numbers of impounded animals are provided to the Office of Local Government annually. This year Council seized 33 cats and 64 dogs, with most being returned to their owners and some re-homed.

#### 16.2 (b) Reporting dog attacks to the Department

Council is required to report attacks to the Office of Local Government, via the Companion Animals register, within 72 hours of being notified of an attack. Last financial year 81 incidents were reported within the Council area.

#### 16.2 (c) Expenditure on companion animal management and activities

Some \$242,142 was spent on the management of companion animals and related activities last year.

The funds were expended as follows:

	\$
Pound Fees	241,846
Events	296
<b>Total</b>	<b>242,142</b>

Note: Excluding salary costs

**16.2 (d) Community education programs**

Council held a Canine Connect day in April 2018 which was well attended by the public. This event delivered educational information and awareness across a wide range of issues, including tick awareness, de-sexing, and animal behaviour and welfare. Council staff assisted with advice on responsible pet ownership issues including registration and change of address. Council Reserves staff answered questions and received community feedback on off leash areas and provisions for improved services. Rangers attended to provide compliance information and a number of free leashes were provided to dog owners to improve awareness of responsible pet ownership.

Council is planning further educational events in the period 2018/19.

**16.2 (d) Strategies to promote and assist in de-sexing**

Council promotes the de-sexing of dogs and cats through its educational activities including the promotion of de-sexing in publications. A number of animals that have been rehomed have been de-sexed at Council's cost.

**16.2 (e) Strategies to seek alternatives to euthanasia for unclaimed animals**

Council has 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). Euthanasia is limited to where a veterinarian recommends such action on medical grounds or legislation prevents rehoming (e.g. dangerous dogs).

**16.2 (f) Off-Leash areas provided in the Council Area**

Council has 28 off-leash dog exercise areas including areas with water access. Council's aim is to provide accessible options for people to take their dogs for a walk and let them off the leash safely, while also protecting the natural environment and considering the needs of the wider community. Council will continue to review these areas as required.

## Environmental Planning and Assessment Act 1979

### Section 7.5 (5) Voluntary Planning Agreement

Council has entered into several planning agreements. Details are provided on the effect of, and compliance with, the following planning agreements that were in force during 2017/18:

Status 'executed' refers to planning agreements that remained in force at some time during 2017/18. Status 'finalised' is for agreements where the obligation(s) ended at some time during the year.

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	Executed.  Monetary contribution for civic improvements is consistent with Council's Capital Works Program and the construction of Church Lane bordering St Kevin's Church
Various	Provision of public walkways through the estate, bush regeneration works and work and support for protection of the endangered species - being the Long Nosed Bandicoot.	Lend Lease	St Patrick's Estate at Darley Road, North Head	December 2006	Executed
Various	The planning agreement contained development controls and site plans, to give Council a high degree of certainty about the location and scale of key building elements on the site.	Peninsular 1 Pty Ltd	184 Wyndora Avenue, Freshwater	9/5/2016	Finalised

Status 'executed' refers to planning agreements that remained in force at some time during 2017/18. Status 'finalised' is for agreements where the obligation(s) ended at some time during the year.



## Government Information (Public Access) Act 2009

### Act Part 7 Section 125 (1) and Regulation 2018 Clause 8

This report is the Council's Government Information (Public Access) Act (GIPA) Annual Report for the period 2017/18. It includes qualitative information on the Council's proactive disclosure program, and statistical information on formal access applications.

#### Review of proactive release program

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; environmental matters and the amalgamation process.

#### Number of access applications received

During the reporting period, Council received a total of 56 formal access applications (including withdrawn applications but not invalid applications).

#### Number of refused applications for Schedule 1 information

During the reporting period, Council refused to deal with two formal access applications in whole or in part because the information requested was information referred to in Schedule 1 to the GIPA.

Statistical information about GIPA access applications is outlined in the tables below:

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

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	7	3	0	3	0	0	0	0
Members of the public (other)	14	21	6	4	0	1	0	1

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

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

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	19	24	5	6	0	0	0	1
Access applications that are partly personal information applications and partly other	2	0	1	1	0	1	0	0

\*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 the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	5
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

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

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

	Number of occasions when application not successful
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

Table F: Timeliness

	Number applications
Decided within the statutory timeframe (20 days plus any extensions)	56
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>56</b>

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	2	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>2</b>	<b>0</b>

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

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

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

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

## 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 no Privacy review applications received by Council during the period 2017/18.

## Public Interest Disclosures Act 1994

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

Report for NSW Ombudsman for the period 2017/18, from Council's Office of Integrity and Complaints Resolution (OICR):

No. of public officials who made public interest disclosures to your public authority.	0
No. of public interest disclosure received by your public authority.	0
No. disclosures on Corrupt Conduct	0
No. disclosures on Maladministration	0
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	0
Have you established an internal reporting policy?	Yes
Has the head of your public authority taken action to meet their staff awareness obligations	Yes
Staff undertaking that they have read and understood your organisation's internal reporting policy. Training provided by your organisation	This process is ongoing as part of the internal OICR business strategy.

## Capital Expenditure Guidelines 2010

- Division of Local Government Department of Premier and Cabinet

### Section 12

The following major projects underwent a formal comprehensive capital expenditure review prior to their commencement, as required by the guidelines:

- McPherson St Bridge, Warriewood
- Infrastructure at Church Point

Best practice was used in the planning and management of all capital projects, each of which is listed in the Achievements section of this Annual Report.

## Fisheries Management Act 1994

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

No recovery and threat abatement plans have been developed by Council in the reporting period.

## Swimming Pools Act 1992

### Section 22F (2) Swimming Pool Inspections

A total number of 689 inspections were undertaken of swimming pool barrier fences for the reporting period. Of this, there were:

- No inspections required of tourist and visitor accommodation, due every 3 years
- No inspections required of premises with more than 2 dwellings, due every 3 years
- 162 inspections resulted in issuance of a certificate of compliance
- 56 inspections resulted in issuance of a certificate of non-compliance
- Other inspections resulted in a Penalty Notice, Exemption, or Notice of Proposed Direction. Some are awaiting issue of a building certificate or occupation certificate.

## Carer (Recognition) Act 2010

### Section 8 (3) Report on Compliance

#### Educational Services:

Council held a series of Expos to inform the community, businesses and local services about the National Disability Inclusion Service.

#### Consultation and liaison with Carers:

During 2016/17 Council developed a Disability Inclusion Action Plan (DIAP) in line with the requirements of the NSW Disability Inclusion Act 2014. The actions in the DIAP have been designed following extensive consultation with internal and external stakeholders.

Council operates a range of programs and projects supporting disability awareness, including a regular Disability Newsletter, International Day of People with Disability and Mental Health Awareness Week. Council coordinates a calendars of events for National Carers Week, funding a premier event and working with other key local services for the program. Council also ran several successful Expos including two expos on the NDIS and a Wellbeing Expo for Seniors Festival in March 2018 with activities and stalls for carers of frail and dementing seniors. Council also coordinated four sessions on the My Aged Care Gateway process.

Council also produced a comprehensive directory for seniors and carers on the Northern Beaches, identifying local services, activities and facilities, which is also available on the website.

#### Staff who are carers

Council has recently embarked on a program of harmonisation of its human resources policies.

Council has developed a Culture, Values and Behaviours Program, as well as a Diversity and Inclusion Policy to ensure that our employees are valued and respected for their diverse backgrounds, experiences and perspectives.

Council introduced a Working from Home policy to enable employees flexibility to balance their work and personal responsibilities. There are also a number of 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.

Liberty Swing, Collaroy Beach





## Disability Inclusion Act 2014

### S13 (1) Report on Implementation

#### Disability Inclusion Action Plan - Progress Report 2017/18

This section reports on Council's first year of implementing its Disability Inclusion Action Plan, and will be provided to the Minister for Disability Services and the NSW Disability Council. The Action Plan is reviewed and updated every four years. During 2017/18 Council undertook 39 actions.

The Plan can be found at [northernbeaches.nsw.gov.au](http://northernbeaches.nsw.gov.au)

#### Focus Area 1: Support and develop positive community attitudes and behaviours

Action	Highlighted Progress
FA1-01 Council will develop and support disability education and awareness initiatives	<p>A range of community programs and projects support disability awareness, including a regular newsletter, International Day of People with Disability, Mental Health Awareness Week, and National Carers Week events. Several Expos were also run, focussing on the new National Disability Insurance Scheme (NDIS).</p> <p>The Library service also continues to work in partnership with organisations such as 'Ability Links' and 'One Door' to build awareness and programs for participation by people of all abilities. Council events and initiatives for people with disability are promoted across print and digital media</p>
FA1-03 External education and training programs	<p>Council designed and facilitated inclusion education and training programs, including:</p> <ul style="list-style-type: none"> <li>• A series of Expos for the community, businesses and local services about the NDIS.</li> <li>• Library Service employed two part-time staff from 'One Door', to re-train and coach them into meaningful future work opportunities. We also supported and promoted the work of artists from Unisson Disability, Arranoubai School, The Beach School and Artability.</li> <li>• Toolkit and education program being developed to ensure all events are accessible and inclusive.</li> </ul>
FA1-04 Inclusive events and activities	<p>Selecting accessible venues is a priority in planning our events and community engagement. Disability access and online access is also provided for all formal Council meetings, to enable full participation in meetings by the public and Councillors.</p> <p>Our major events and activities have accessible venues and bathrooms. Council also promotes alternative transport options, with locations on or near public transport for those without a car. Highlighted events this year at fully accessible venues included:</p> <ul style="list-style-type: none"> <li>• DiscoBility (for under 18's) and Club All In (over 18's) held four times each year</li> <li>• Community engagement to develop the Community Strategic Plan and Delivery Program.</li> <li>• Library Service programs and events.</li> <li>• Sustainability events: film screenings at the Dee Why PCYC; the Whale talk at Manly Spirits Brookvale; Science and Summerama talks at Manly Library; storytime sessions at 3 libraries; and the Cool and Comfy Homes workshop at a community centre.</li> </ul>
FA1-08 Report on Council initiatives	<p>This progress report is included in Council's annual report and will be available on the website</p>

### Focus Area 1: Support and develop positive community attitudes and behaviours

Action	Highlighted Progress
FA1-09 Diverse imagery and representation	Council uses positive images of people with disability in its media and publications, to ensure diversity and inclusivity are represented. By using fonts that are bold or are a larger size on signage and in publications, Council's messages are more visually accessible.

### Focus Area 2: Support the creation of liveable communities

Action	Highlighted Progress
FA2-04 Inclusive, accessible and universal design of Council projects	Inclusive, accessible and universal design principles are included in all new and renewal infrastructure projects. Compliance with AS 1428 is at the core of their design. The planning processes for our projects refer to sound stakeholder analysis and particular provision for DIAP actions in our capital projects. Other aspects include signage with braille to be more visually accessible.
FA2-05 Accessible coastal walkway	Council commenced consultation and construction on sections of this coastal walkway under our Connected Communities Program. The works are linking up with existing walkways to create a continuous 36km walkway from Palm Beach to Manly. For progress see the map and updates at <a href="http://yoursay.northernbeaches.nsw.gov.au/ConnectingNorthernBeaches">yoursay.northernbeaches.nsw.gov.au/ConnectingNorthernBeaches</a>
FA2-06 Implementation of the recreational trails renewal program	Recreational trail renewals are aimed at improving pathway connections and improve accessibility. Works completed at the Dee Why Headland walkway have made it accessible for users of all abilities. Design work has also commence for walkways at Harbord Headland and Narrabeen Lagoon.
FA2-09 Narrabeen Lagoon Trail Aquatic Boardwalk	Design work and community engagement were completed for this section of walkway which will improve access to the northern shore of the lagoon. The existing 8.4km trail is accessible and circumnavigates the lagoon, one of Sydney's premier multi-use trails.
FA2-10 Program of upgrades to footpaths, kerb ramps and bus stops	Works on our footpaths and kerb ramps are made accessible where possible. Kerb ramps are also installed at all crossing areas on renewed footpaths. The design of all town centre upgrades, pathways and shared paths consider providing accessible routes where the topography allows. The accessibility highlights this year are new works and upgrades at: <ul style="list-style-type: none"> <li>• Constructed the 500m Blackbutts Road shared path, Frenchs Forest</li> <li>• Constructed the 600m Fitzpatrick Avenue East shared path, Frenchs Forest</li> <li>• Renewed 7 priority bus stops to meet Disability Standards for Accessible Public Transport (DSAPT)</li> <li>• Tactile indicators installed at all bus stop upgrades</li> <li>• Visual cues provided at all accessible ramps on footpaths</li> <li>• Currently constructing pathway on Beach Road between Collaroy Surf Club and the Sargood Centre to link with accessible change rooms / bathrooms and rock pool</li> </ul>

## Focus Area 2: Support the creation of liveable communities

Action	Highlighted Progress
FA2-11 Develop and implement Pedestrian Access and Mobility Plans (PAMP)	The review of PAMPs has commenced with an assessment for accessible parking. This information will assist in the preparation of a Parking Plan to be developed during 2018/19.
FA2-14 Develop and implement an Affordable Housing Policy and action plan	Council's policy and action plan were approved in June 2017. Actions implemented during the year enhance our town planning instruments to cater for affordable housing: <ul style="list-style-type: none"> <li>• Addition of the Northern Beaches to the related State Environmental Planning Policy (no. 70);</li> <li>• Preparation of affordable housing contribution schemes in our Structure Plans for Frenchs Forest and Brookvale</li> <li>• Working with the Government on a local housing strategy and affordable rental housing targets.</li> </ul> Council also sought expressions of interest from Community Housing Providers to operate in the Northern Beaches area.
FA2-16 & FA2-17 Maintain improve access to Council's aquatic centres, rock pools and beaches	A Rockpool Wheelchair was purchased to provide accessibility to Collaroy Rockpool. A beach FreeWheeler was replaced at Manly Beach. Others are available at Collaroy, Newport and Bilgola beaches. A new mobile disability change table was installed at Manly Andrew Boy Charlton Aquatic Centre.
FA2-18 Implementation of the Rock Pool Renewal Program	The program focuses on improving the safety, access and useability of Council's rock pools, for people of all abilities. Upgrades to Collaroy rock pool progressed. Opportunities to improve access to the Freshwater rock pool are continuing though the Freshwater Masterplan.
FA2-19 Process to book use of the beach FreeWheeler	A process for booking the FreeWheelers at four beaches was implemented and available on the website, including an application form plus email and telephone contacts. This is available for beaches at Manly, Collaroy, Newport and Bilgola.
FA2-23 Implementation of the playground renewal program	Through our Connecting All Through Play program, more playgrounds were upgraded for accessibility. Now 28% of Council's playgrounds are accessible, an increase of 9% from last year. A pilot project was also completed on accessibility for five local playgrounds in Belrose, focusing on sensory play.
FA2-29 Integrated accessible amenities & FA2-38 Public amenities works program	Accessible amenities are being integrated into all new and improved Council buildings and facilities. Works this year included amenities at Marine Parade coast walk in Manly; Harbourview Childcare Centre; Collaroy Rock Pool; Manly Soldiers Building and Cromer Park sports building. At Narrabeen they included Warriewood Rugby Park, Tramshed Community Centre and Berry Reserve amenities. The new PCYC building in Dee Why is also fully accessible with lifts, ramps, tactile indicators and braille signage.

## Focus Area 2: Support the creation of liveable communities

Action	Highlighted Progress
FA2-41 Council's library programs, resources and services are inclusive and accessible	Our libraries provide a range of accessible and inclusive programs such as home library services and children's programs, as well as appropriate resources and catalogue formats.  This year over 400 items were added to our inclusive collection, such as large print, dyslexic-friendly font, audio and braille books and low vocabulary materials. Non-fiction items purchased cover subjects such as hearing impairment, developmental issues, Autism, Asperger's, ADHD, anxiety/ depression and sexual health.
FA2-42 Council's child care services are inclusive and accessible	Council's Children's Services are inclusive and accessible for children with high needs. This includes long day care, pre-school, vacation and family day care services and centres. Additional funding enabled 67 high needs children to receive education and care, with the additional staffing required. Brookvale Children's Centre updated its playground with an inclusive space providing for sensory, physical and exploration experiences.
FA2-43 Maintain and review as necessary the Children's Services policies relating to access and inclusion	Our Children's Services have an Inclusion Policy which is being reviewed in 2018.
FA2-44 Council's community focused programs are inclusive and accessible	Council's community-focused programs for youth, seniors and family are inclusive and accessible. Details are provided under Action FA1-04.
FA2-45 Provide disability liaison staff	Council continues to employ a Disability Information Officer to liaise with the community and provide up-to-date information. Council libraries also provide a Disability Liaison service.
FA2-46 Produce and distribute a disability newsletter	Council continues to produce and distribute a disability newsletter on a regular basis, every 3 weeks to 1,400 recipients. Work is progressing on a Disability Information Hub to complement the newsletter.
FA2-48 Accessible and inclusive Council meetings	Disability access and online access is also provided for all formal Council meetings, to enable full participation in meetings by the public and Councillors. Meetings are held in the Dee Why Council Chambers, with disability access for parking, the gallery, speaker's microphone and amenities. The meetings are webcast live and can also be viewed later. Minutes of the meetings are available online within several business days.
FA2-49 Establishment of an expert Access Panel	Council is developing terms of reference for an expert Access Panel to support future planning and decision making.
FA2-50 Ongoing community engagement throughout the implementation of the DIAP	A project page on Council's website under Disability Information and Publications provides the community with updates on DIAP implementation, opportunity for further engagement and regular emails.  A draft Inclusive Participation guideline has been drafted and will undergo community engagement.

## Focus Area 2: Support the creation of liveable communities

Action	Highlighted Progress
FA2-51 Inclusion participation guidelines in Community Engagement Framework	A draft guideline was prepared, which will undergo community engagement next year.
FA2-52 Online disability inclusion and access information hub	As an interim measure, Council's webpage was updated: <a href="http://northernbeaches.nsw.gov.au/services/disability-services">northernbeaches.nsw.gov.au/services/disability-services</a> For the information hub, the software needs have been identified for its development next year.
FA2-53 Advocacy and partnership	<p>Council continues to liaise with all levels of government to build good outcomes for our community. Key liaison includes the Northern Sydney Disability Network, National Disability Insurance Agency (NDIA), Family and Community Services (FaCS) and Local Government NSW. Highlights of the year include:</p> <ul style="list-style-type: none"> <li>• Coordinated several NDIS Expo events in partnership with key services in the region.</li> <li>• Worked with Transport for NSW for accessible infrastructure at all B-Line bus stops.</li> <li>• Library Service partnership with 'Ability Links' and 'One Door' to build awareness and develop programs to enable participation by people of all abilities.</li> <li>• Our Children's Services work in partnership with and Inclusion Development Fund Manager (KU), to address any barriers to inclusion of high needs children. Our Family Day Care has a Service Inclusion Plan developed through the Federal Inclusion Support Program</li> </ul> <p>Our Children's Services advocate for high needs children, to support the family unit and consult with various organisations:</p> <ul style="list-style-type: none"> <li>• Cerebral Palsy Alliance</li> <li>• Catholic Care</li> <li>• Ability Links</li> <li>• Northern Beaches Interchange</li> <li>• Sony School Holiday Program</li> <li>• Australian Unity</li> <li>• Hire Up</li> <li>• Home Care Heroes</li> <li>• Community Health</li> <li>• Care About</li> <li>• St Lucy's Wahroonga</li> </ul>

### Focus Area 3: Support access to meaningful employment

Action	Highlighted Progress
FA3-01 Advertise Council job opportunities within relevant networks	Our Equal Opportunity Employment Policy ensures the equitable employment of staff with disability. Our Library Service welcomes volunteers of all abilities, and provides suitable measures and supervision to ensure their health and safety. There are currently three regular volunteers with disabilities, and Council provides for more through our relationship with Northside Enterprises Inc. and Cromer High School.
FA3-02 Continue to offer equitable employment and volunteering opportunities across Council	
FA3-03 Establish best practice inclusion and access practices in Council workplaces	Council focusses on building a high performance, diverse and inclusive workforce through its Culture, Values and Behaviours Program. Flexible working options are available to staff e.g. part-time work, job sharing, working from home and flexible working hours. Specific policies developed during the year will aid staff that are disabled or are carers: the Diversity and Inclusion Operational Policy and the Working from Home Policy.
FA3-06 Manage growth and change in strategic and district centres and, as relevant, local centres	Access and inclusion is considered when managing growth and change in employment and urban services land. This includes transport access to and between centres, and affordable housing through Council's LEPs, development plans and related policies. Council also considers this in developing Place Plans - work has commenced in the Avalon Place Plan which will encompass inclusive and accessible objectives.

#### Focus Area 4: Improving access to council services through better systems and processes

Action	Highlighted Progress
FA4-01 Research the user experience of systems and processes	Preliminary research was undertaken for the development of our Customer Experience Strategy, which was adopted in July 2017. This includes actions on responsiveness, to provide a range of inclusive and accessible communication channels including face to face, telephone, digital and print.
FA4-05 Digital Transformation Strategy	The Digital Transformation Strategy was adopted in July 2017. Various other supporting implementation plans are being developed, which will also provide for inclusion actions on our core systems, culture and collaboration, customer experience and partnerships.
FA4-06 Ensure Council's website complies with Web Content Accessibility Guidelines	An audit was completed in October 2017 and found that the website's Accessibility Compliance score increased from 78% to 88%. These results indicate that the website is accessible or near-accessible, and highlighted some minor issues which are being addressed.
FA4-08 Accessibility and inclusion in project planning	Using sound stakeholder analysis, Council considers accessibility and inclusion in early stage project planning. For our capital projects the templates for business cases and project briefs also refer to the DIAP.



Flora and Ritchie Roberts Reserve, Curl Curl





northern  
beaches  
council