

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

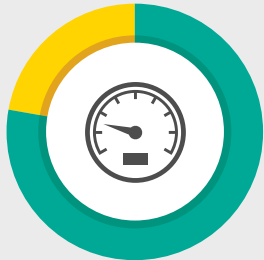
Easier to Interact with Council

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

Top Performance

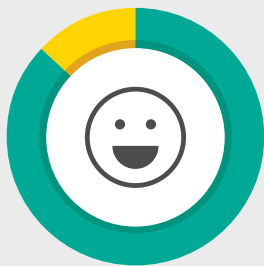
- 13 awards as winner or finalist
- 84% satisfaction with staff performance
- 86% satisfaction with overall performance of Council

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

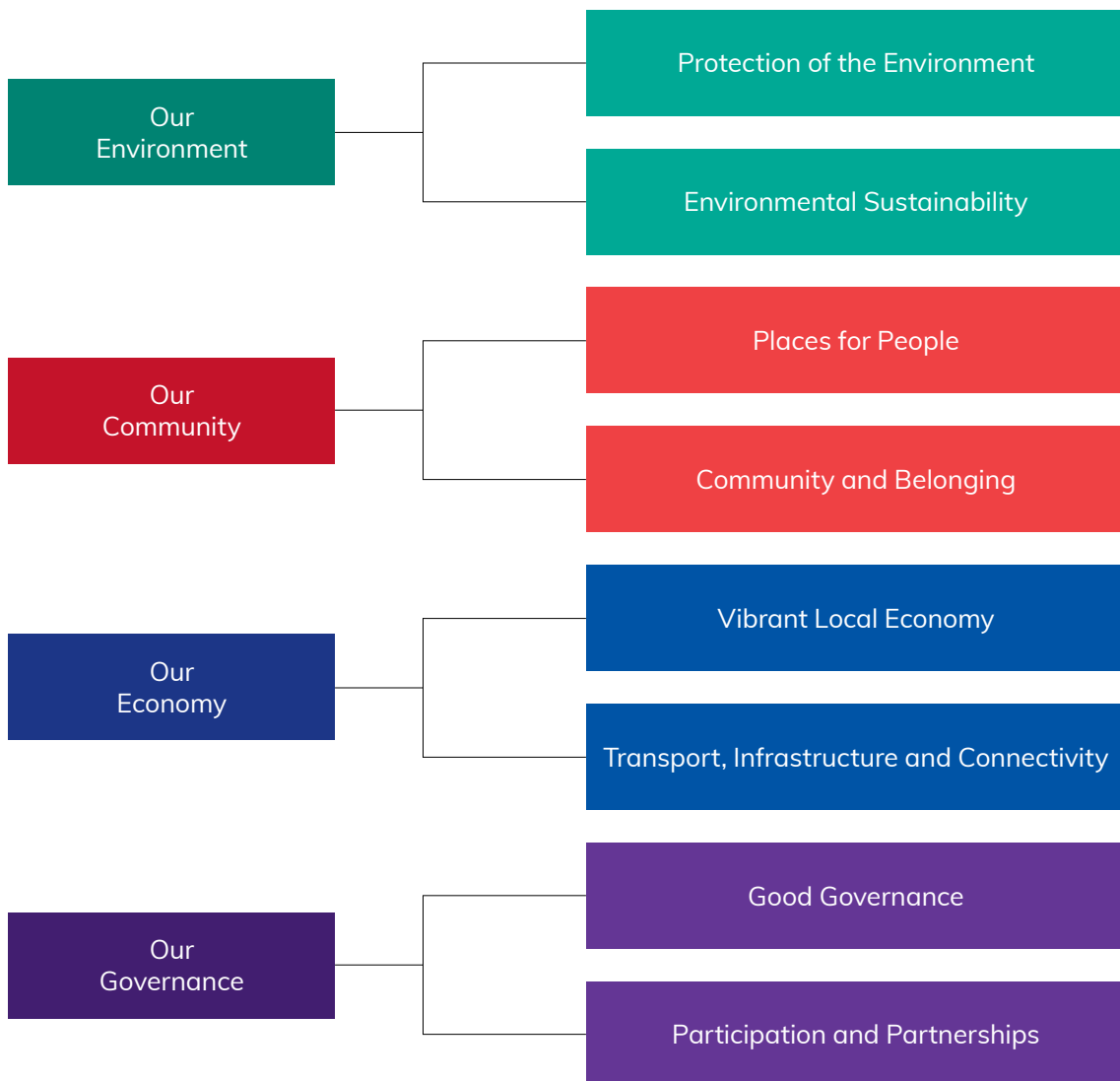
Cromer Park Synthetic Field No.2



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

Deliver programs to protect, preserve and manage bushland and biodiversity

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

Deliver targeted environmental sustainability engagement and education

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

Capital Projects

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

Completed

Collaroy-Narrabeen Coastal Protection Works

Reactive stormwater renewals

Warriewood Valley creek-line works

Gross Pollutant Trap renewals

Rural Fire Service building works program

Davidson RFS building extension

Behind Schedule

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

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

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

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

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.



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

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

Capital Projects

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

Completed

Kimbriki high level drain

Kimbriki western bund wall on area 3B

Kimbriki gas capture system

Kimbriki vehicles

Kimbriki renewal program

Kimbriki other

Behind Schedule

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

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

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

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

Kimbriki new excavator - Acquisition of plant deferred

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

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

On Schedule

Implement the Northern Beaches Hospital Precinct Structure Plan

Implement the Affordable Housing Policy

Commence a review of Land Use Strategy for the Northern Beaches

Implement the actions of the adopted District Plan

Behind Schedule

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

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

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*

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

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

Capital Projects

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

Completed

Aquatic Centre accessibility

Warringah Aquatic Centre renewals

Manly Aquatic Centre renewals

Manly aquatic centre works

Connecting Communities - Pilot Project Local Parks

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

Parkes Road, Collaroy playground and pathway lighting

Playgrounds - new and upgrades

Playground renewal program

Cromer Park Field 2 - synthetic sportsfield

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

Walter Gors Reserve and shared walkway Dee Why Parade

Foreshores new works

Foreshores renewal works

Foreshores - new and upgrades

Rockpool renewal program

Tidal Pools refurbishment

Swim club buildings works program

Beach equipment renewals

Beach accessibility renewals

Beach buildings works program

Narrabeen Beach viewing tower

Manly Beach Controls Office and Viewing Platform

Cromer Park sports public amenities west works

Marine Parade, Manly public amenity works

Marine Parade, Manly upgrade

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 rescoped 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 rescoped 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



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

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

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

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

Commence a review of accessible parking provision

Commence the development of a Northern Beaches Bike Plan

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

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

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

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

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

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

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



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%	✓
Financial key performance indicators:			
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

IT infrastructure - new works

IT infrastructure - replacements

IT software - new works

New IT systems

Disability Access (DDA) compliance works

Building Code of Australia (BCA) compliance works

Operational buildings works program

Council Chambers renewal program

Manly Soldiers building - purchase

Light Fleet replacement program

On Schedule

Major Plant replacement program

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



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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*

Manly Beach

