

Willoughby City Council

ANNUAL REPORT
SECTION TWO
STATUTORY INFORMATION AND STATE OF THE ENVIRONMENT
for the year ended 30 June 2011



ACKNOWLEDGMENT OF COUNTRY

On behalf of the Aboriginal and Torres Strait Islander people of Australia, Council recognises the traditional owners of the land occupied by Willoughby City Council, the Cammeraygal People.

The Cammeraygal people are one of the 29 clans of the Eora Nation.

The Eora Nation is bounded by the Hawkesbury, Nepean and Georges Rivers.

“And the land is Cammeraygal”

OUR VISION

Willoughby: the vital hub of the region, where residential, cultural, economic and environmental interests are respected and balanced, and our communities enjoy a diversity of lifestyles.

COUNCIL’S MISSION STATEMENT

Willoughby City Council will use its regional profile to forge partnerships and actively lead the region to strengthen and further develop sustainable local communities

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Section Three Financial Statements

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1. Details of overseas visits by councillors and staff

Details (including the purpose) of overseas visits undertaken during the year by councillors, council staff or other persons while representing the council (including visits sponsored by other organisations)

Purpose	Date	Destination	Officers	Cost to Council
11th Western China International Fair	20 – 23 October 2010	Chengdu China	Mayor/General Manager/Head of Venue Development	\$1911.00 (Head of Venue) Mayor & GM travelled at own expense
Live! Singapore International Hearts Conference	1 – 3 June 2011	Singapore	Head of Venue Development	Air Fares & Accommodation Paid by Conference
Chengdu International Sister Cities Week	26 – 31 May 2011	Chengdu China	Clr Barry Thompson/Clr Giles Gidney/Bernard Lau/Events Team Officer	\$1479.72 (Events Officer) Clrs Thompson & Giles Gidney travelled at own expense
Infor PS User Forum (Presentations made to the forum by 2 Council officers)	10 September 2010	Queenstown New Zealand	Financial Accountant/manager IT Group/Communications & Information Manager Asset Management Controller/Corporate Application Support Officer	\$8276.00* (* \$1000.00 Met by Conference organisers)
State Government Delegation	30 October to 4 November 2010	Beijing China	General Manager	\$1723.00
Total				\$12,389.72

2. Details of Mayoral and Councillor fees, expenses and facilities

Total amount of money expended during the year on mayoral fees and councillor fees, the council's policy on the provision of facilities for use by councillors and the payment of councillors' expenses, together with a statement of the total amount of money expended during that year on the provision of such facilities and the payment of such expenses;

The Local Government Remuneration has assessed Willoughby as a Category 1 – Metropolitan Centre Council for 2010/11

Fees paid according to the Tribunal's schedule were

Mayor	\$53,980
Councillor	\$20,320

On this basis, the total fees expended for the 2010/11 year were

Mayor	53,980
Councillors	264,160
Total	\$318,140

A copy of Council's Policy for the Payment of Expenses and the Provision of Facilities to Councillors is found as Appendix A. The policy is also available for viewing on Council's Website under Policies.

Category	Amount
Provision of dedicated office equipment to councillors	Nil
Telephone call costs made by councillors	\$6,237
Telephone fees & charges	\$5,927
Attendance of councillors at conferences and seminars	\$26,208
Training of councillors and provision of skill development	Nil
Interstate visits by councillors including transport, accommodation and other out of pocket expenses	Nil
Expenses of spouse, partner or other person who accompanies a councillor	Nil
Expenses for the provision of care for child or other family members	Nil
Legal costs incurred by councillors	Nil
Insurance costs incurred by councillors	Nil
Other costs including travel costs e.g. cab charge	\$10,314

3. Contracts awarded by council

Details of each contract awarded by the council during the year (whether as a result of tender or otherwise) other than:

- i) employment contracts (that is, contracts of service but not contracts for services); and*
- ii) contracts for less than \$150,000 or such other amount as may be prescribed by the regulations,*

including the name of the contractor, the nature of the goods or services supplied by the contractor and the total amount payable to the contractor under the contract

Council awarded the following contracts during 2010/11

Contractor	Description of Contract	Term	Amount
On-Track Landscapes	Construction of Children's playground in accordance with approved plans and specifications at OH Reid Reserve Chatswood	Completed	\$195,640

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Turf One	Installation of synthetic grass surface on Northbridge Oval and floodlighting	Completed	\$1,300,000
Celtic Civil P/L	This work was a variation to Stage 4C and 4D Trunk Drainage Trunk Drainage Works - Stage 6	Completed	\$1,135,772*
Celtic Civil P/L	Trunk Drainage Works - Stage 4C and 4D Anderson St, Ferguson Lane, Archer St, Victoria Avenue and associated payments	Completed	(*above total inclusive of these works)
Century Venues	Venue management services for The Concourse	5 Years + 5 Year Option	\$2,172,466
Jenssen Design Associates P/L	Supply of The Concourse Sustainable Design and Interpretation Service	Completed	\$184,196
Theme & Variations Piano Services	Supply of grand piano for The Concourse	Completed	\$207,400
DRM Audio Visual P/L	Supply and installation of an LED screen to The Concourse	Completed	\$580,036
ABAX Systems	The Concourse Library compactus units	Completed	\$169,185
TMA Australia	Supply, installation, commissioning and maintenance of The Concourse parking equipment	Completed	\$770,000
Celtic Civil P/L	Stage 3 trunk drainage works Anderson St, Ferguson Lane, Archer St, Victoria Avenue	Completed	\$1,224,041
Slogen Energy P/L	Solar Farm for Albert Ave Car Park	Due for Completion Sept 2011	\$390,838
Project Resources Group P/L	Theatrical Lighting for The Concourse	Completed	\$209,637.50
Raeco P/L	The Concourse Library shelving	Completed	\$348,477
I Love Oz	Provision of a shuttle bus service for Willoughby	3 years + 2 Years option	\$387,500
Integre Water Treatment Solutions P/L	Supply of water treatment plant at The Concourse	Supply and install	\$1,163,612
AR MAT Constructions NSW (Pty Ltd)	Extension to Bales Park	22 weeks	\$507,213
Diona Pty Ltd	Ferguson Lane Rd Footpath and Pavement and Street Lighting	Completed	\$907,274

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The following contracts were awarded under joint contracting arrangements co-ordinated through the Northern Sydney Regional Organisation of Councils:

Contractor	Description	Amount
Boral Asphalt & Downer EDI Works	Asphalt supply, deliver and lay by machine	Schedule of rates
Boral Asphalt & Downer EDI Works	Profiling	Schedule of rates
Boral Asphalt & Downer EDI Works	Supply & delivery of asphalt	Schedule of rates
Auspave	Heavy Patching	Schedule of rates
Downer EDI	Asphalt supply, milling & resheeting	Schedule of rates
National Road Sealing (NRS)	Crack ceiling	Schedule of rates
Boral Asphalt & Downer EDI	Stone Mastic Overlay	Schedule of rates
RMS	Supply of Regulatory Signs and Street Name Blades	Schedule of rates

4. Amounts incurred in relation to legal proceedings

Summary of the amounts incurred by the council during the year in relation to legal proceedings taken by or against the council (including amounts, costs and expenses paid or received by way of out of court settlements, other than those the terms of which are not to be disclosed) and a summary of the state of progress of each legal proceedings and (if it has been finalised) the result;

Summary of Legal Costs involving Court matters

(1)	Total legal costs incurred	\$671,149
(2)	Total legal costs incurred defending appeals	\$440,574
(3)	Total legal costs for matters initiated by Council	\$230,575

Council was involved in the following legal proceedings for the period 1st July 2010 to 30th June 2011:

Property	Proposal Land & Environment Court	Status	Staff Recommendation	Costs Paid*
39 Alexander Pde, Roseville	Class 1 Order re unauthorised works on property. Matter determined at a Ward Councillors meeting	Discontinued	NA	\$5,158
24 Anderson Street, Chatswood	Court action to recover costs. Company in liquidation and receiver advised of Council's claims	Ongoing	NA	\$0 this year \$63,052 (Total costs)
52 Cammaray Road, Castle Cove	Class 1 appeal against house approval. Applicant discontinued	Discontinued	Refusal	\$4,251

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	proceedings. Council pursuing cost order			
15 Carr Street, Chatswood	Class 1 appeal against deferred commencement conditions of approval	Appeal dismissed	Deferred commencement	\$28,423
31 Devonshire Street, Chatswood	Class 1 Appeal against deferred commencement conditions for residential flat building	Upheld based on amended plans	Deferred commencement	\$41,630
40 Findlay Avenue, Chatswood	Appeal against conditions of consent	Dismissed	Refusal	\$41,359
88 Hampden Road, Artarmon	Class 4 action against unauthorised use of premises as a brothel	Brothel closure order issued	NA	\$8,683
5 Minimbah Road, Northbridge	Class 1 appeal against refusal of DA for new home	Pending	Refusal	\$19,217
401A – 403 Mowbray Road, Chatswood	Class 1 appeal against refusal of application including subdivision and drainage.	Dismissed	Refusal	\$43,240
77 Neerim Road, Castle Cove	Class 4 against unauthorised work	Pending	NA	\$16,434
15/78 Reserve Road, Artarmon	Appeal against an order issued on property	Upheld	Refusal	\$27,724
12 Second Ave, Willoughby	Class 5 action re unauthorised demolition work	Dismissed	Refusal	\$131,193 (Fine & Council costs to be paid \$85,000)
1103/1 Sergeants Lane, St Leonards	Unauthorised brothel. Closure order sought.	Occupant vacated premises	NA	\$8,163
70 Sugarloaf Cres, Castlecrag	Class 1 appeal re 2 new dwellings	Dismissed	Refusal	\$1,776
33 Sunnyside Crescent, Castlecrag	Class 1 appeal against engineering conditions in consent	Settled prior to hearing	Conditional approval	\$12,296
95 The Bulwark, Castlecrag	Class 1 appeal against refusal of Development Application	Dismissed	Refusal	\$105,870
102 The Bulwark, Castlecrag	Class 1 appeal re new dwelling	Dismissed	Refusal	\$109,630
40 The Rampart, Castlecrag	Class 1 appeal against unauthorised wooden deck encroaching into public reserve	Withdrawn (Applicant to lodge plans to remove deck)	NA	\$30,273
64 Victoria Avenue, Willoughby	Unauthorised building works	Withdrawn (Applicant to lodge amended plans)	Refusal	\$20,144

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Total				\$655,464
Local Court				
<i>Various matters including contested parking fines, unauthorised use and illegal building work matters, pollution matters, companion animal matters</i>				\$15,685
Total				\$15,685

* Note: Legal expenditure for 2010/11 financial year only

5. Private works and financial assistance

Details or a summary (as required by Section 67(3)) of resolutions made during that year under Section 67 concerning work carried out on private land and details or a summary of such work if the cost of the work has been fully or partly subsidised by the council, together with a statement of the total amount by which the council has subsidised any such work during the year;

Council did not undertake any works on private land in 2010/2011 in accordance with Section 67 of the Local Government Act.

6. Grants Awarded (Section 356)

CHILDREN'S SERVICES

No	Organisation	Amount \$
1	The Kids Castle (Before & After School Care)	1,500
2	Chatswood Public School	2,000
3	Chatswood Occasional Child Care Centre	3,500
4	Life Education NSW Ltd	1,400
5	Willoughby Kids House	2,000
6	Koori Kids	450
	TOTAL	10,850

OLDER PEOPLE

No	Organisation	Amount \$
1	Older Women's Network	3,000
2	Uniting Care Keenagers	4,000
	TOTAL	7,000

PEOPLE WITH DISABILITIES

No	Organisation	Amount
		\$
1	Riverlink Interchange Inc	4,000
2	Chatswood Social Club (Recreation Rendezvous)	3,600
3	Willoughby Arts Centre	2,000
4	Action Foundation for Mental Health	2,500
5	Lifestart Co-operative Ltd	2,332
	TOTAL	14,432

CULTURALLY & LINGUISTICALLY DIVERSE

No	Organisation	Amount
		\$
1	ACLI Italian Christian Workers Association	800
2	Co.As.It (Italian Seniors)	500
3	North Sydney Council - Aboriginal Plan	10,557
4	Willoughby Arts Centre -Aboriginal Artists	2,000
5	Australian Chinese Community Association	3,000
6	Australian Korean Welfare Association	1,300
	TOTAL	18,157

ARTS ASSISTANCE

No.	Organisations	Amount
1	Willoughby City Band Inc	18,000
2	Kaya Photography	1,500
	TOTAL	19,500

SPRING FESTIVAL & STREET FAIR

No	Organisation	Amount
		\$
1	Arts Centre - Donations	600
2	The Haven Amphitheatre	1,500
3	Northbridge School of Visual Arts	1,000
4	Sydney U3A Choir	550
5	Chatswood Croquet Club Incorporated	750
6	Sydney Video Markets Club Incorporated	2,000
7	Workshop Arts Centre	2,000
8	Mosaic Taiwanese Dancing	50
9	Mosaic Korean Dancing	50
10	Taiwanese Dance Group	200

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11	Japanese Dance Group	200
	TOTAL	8,900

OTHER COMMUNITY GROUPS

No.	Organisations	Amount
1	Phoenix House Youth Services	2,500
2	Taldumande Youth Services Inc	2,000
3	Northern Sydney General Practice Network Inc	2,000
4	Streetwork Inc	2,500
5	Relationships Australia NSW (LNS Domestic Violence Committee)	2,000
6	Sports Acrobatics Australia	350
7	St Vincent de Paul Society	2,000
8	St Vincent de Paul Society - NILS Program	2,000
9	Centacare Catholic Family Services	2,000
10	The Housing Connection	3,000
11	Brothers Oztag	1,000
12	The Lorna Hodgkinson Sunshine Home	2,000
13	Australian Dance Council - Ausdance NSW	2,499
14	Crows Nest Centre	3,510
15	Willoughby Retirement Community Association	2,000
16	Queensland Flood Relief	10,000
17	Northbridge Golf Club	200
18	Pakistan Flood - Donations	2,000
19	Willoughby Friends of Ossu	3,000
20	Rotary Club of Chatswood Sunrise Inc	3,000
21	Combined Probus Club of Northbridge	1,098
22	The Trustee for the Swallow Foundation	1,000
23	Willoughby Public School P&C	1,000
24	Australian University Sport	350
25	Northbridge Knockouts	1,500
26	Hamazkaine Armenian Education & Cultural Society	1,488
27	Permaculture North Inc	2,000
28	Scout Assoc of Aust NSW Branch	700
29	Castlecrag Community Library	5,000
	TOTAL	63,695

OTHER NON-CASH ITEMS

No.	Organisations	Amount
1	Zenith Theatre -Epicentre Theatre Co	69,586
2	Zenith Theatre -Phoenix Theatre Productions	10,600
3	Zenith Theatre - Willoughby Theatre Company	44,333
4	Zenith Theatre - Willoughby City Band	6,530
5	Zenith Theatre - Willoughby Symphony Orchestra	5,466
6	Willoughby City Band	19,800
7	Willoughby City Band - Rehearsals	7,200
8	Willoughby Symphony - Rehearsals	3,800
9	Australian Red Cross	314
10	Biggest Morning Tea	120
11	Biomed Parent Group	336
12	Chatswood Eastside Progress Association	263
13	Chatswood Scrabble Club	2,617
14	Chatswood West Ward Progress Association	426
15	CD Team Meeting	196
16	DCC Knitting Group	1,877
17	DCC Tax Help	1,800
18	Family Drug Support	807
19	Federation of Willoughby Progress Association	634
20	Friday at the Movies	524
21	Friday Night Group	2,858
22	HACC LNS Sub Regional	163
23	Haven Amphitheatre	621
24	How to Access Better Health Through Your GP	44
25	Line Dancing - Seniors	29
26	LNS HACC and Interagency	284
27	NASSA Metro North Network Meeting	279
28	Northside Community Forum	324
29	Parkinson's NSW Lower North Shore Support Group	1,057
30	Safe Aquatic and Fitness	601
31	Saturday Afternoon Music Group	1,484
32	Saturday Card Ladies	3,609
33	Saturday Morning Music	375
34	Saturday Music Group	1,278
35	Senior lunch	275
36	Senior Concert	349
37	Social Circle	1,384
38	ST Thomas Over 50's	546
39	Taste of Summer Cooking School	787
40	Taste the Flavour Cooking Workshops	280
41	Volunteer Appreciation Day	102
42	Volunteer Forum	89
43	WCA Planning Day	178
44	Willoughby Public School	143
45	Willoughby Community Aid	87

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46	Willoughby District Historical Society	195
47	Willoughby Historical Society	386
48	Willoughby Legal Infor Service	841
49	Willoughby Senior Citizens Club	10,642
50	Philatelic Society Expo	510
51	Japan Club of Sydney	205
52	Sydney Robot Club	614
53	Food Services Planning Day	56
54	The Concourse	89
	Total	207,991
	COMBINED TOTAL	350,525

7. Statement of corporations, partnerships, trusts, joint ventures, syndicates or other bodies (whether or not incorporated) in which council held a controlling interest during that year.

Council has no controlling interests in any companies.

8. Statement of all external bodies that during the year exercised functions delegated by the council

The following external bodies carried out functions delegated by Council during 2010/11:

BODY	FUNCTION
Castlecrag Community Centre Committee	Management of the Castlecrag Community Centre
Willoughby Symphony Orchestra and Choir Committee	Management of Willoughby Symphony Orchestra and Choir
Dougherty Apartments Board of Management	Management of the Dougherty Apartments in conjunction with the Uniting Church and Department of Housing
Haven Amphitheatre Castlecrag Committee	Management of the Amphitheatre Castlecrag
Music Rehearsal Room Management Committee	Management of the Music Rehearsal Room
Willoughby Community Aid Service Committee	Provides assistance and advice to residents in need
Global Friendship Committee	Promoting Council's Friendly City Agreements and relationships with overseas councils.

9. Statement of all corporations, partnerships, trusts, joint ventures, syndicates or other bodies (whether or not incorporated) in which the council participated during that year

Council is involved in the following partnerships, co-operatives or other joint ventures:

- **Dougherty Apartments Retirement Housing Project** - is a joint venture between Council, the Uniting Church of Australia and the NSW Department of Housing. The Apartments, which are situated at No 1 Victor Street, Chatswood, provide varying types of accommodation, e.g.:
 - (i) rental housing for clients of the Department of Housing
 - (ii) self-funding retirement housing, and
 - (iii) a 40 bed hostel where rooms are serviced for the occupants.
- **Shorelink** - is a joint venture between five councils, viz: North Sydney, Mosman, Lane Cove, Manly and Willoughby which links the library resources of the member councils giving borrowers access to a huge range of books, audio cassettes and other library materials.

Each Council is represented on the Shorelink Committee by a Councillor and its Librarian. The Committee considers policy matters, future planning of the service, and ongoing management issues.

The Shorelink Network is funded by each Council as part of its Libraries' operating budget.

- **Statewide Mutual Insurance Pool** – a co-operative of a number of councils with the objective of minimising the insurance premiums payable by member councils and sharing risk strategies.
- **NSROC Supply Management Group** - a joint venture comprising active councils in the Northern Sydney Regional Organisation of Councils, which is committed to reducing expenditure by utilising bulk purchasing power for common products.
- **Willoughby / Lane Cove Family Day Care Scheme** – a joint scheme to assist home based child care operators. This service provides additional home care for children outside the child care services supplied by Council.
- **Willoughby / Lane Cove State Emergency Services Committee** – a joint service to respond to damage from storms, flooding or similar emergencies in the Willoughby and Lane Cove Council areas.
- **Willoughby / Lane Cove Local Emergency Management Committee** – a joint committee responsible for formulating procedures and contingency plans should the Willoughby/ Lane Cove Council areas be affected by a large scale disaster which requires a co-ordinated local response. As Council's representative on this Committee is the Chairperson, he is automatically a member of the *North West Sydney District Emergency Management Committee*.
- **Joint venture with other councils (North Sydney, Warringah, Lane Cove and Manly) and the Department of Education & Training** - to manage and preserve Aboriginal heritage sites throughout the participating Local Government areas.

10. Statement of activities undertaken to implement Council's EEO management plan

Equal Employment Opportunity Management Plan

Equal Employment Opportunity continues to be the centrepiece of Council's employee activities and is an area monitored by Human Resources and Training and Development staff.

Equal Employment Opportunity – Activities

Continuous review of relevant policies and procedures to ensure compliance with, and application of, Equal Employment Opportunity principles

Equal Employment Opportunity – Training

The principles of Equal Employment Opportunity are incorporated throughout the organisation via internal training programs.

Council incorporates EEO into its internal courses as follows:

Induction training for all new staff which includes:

- Anti-discrimination
- EEO & Grievance Handling Procedure
- Bullying, Harassment and Workplace Violence Prevention
- Code of Conduct (revised 2009)
- Induction Policy and Procedures for Supervisors
- Performance Planning and Review System
- Recruitment and Selection Procedures
- Managing Unsatisfactory Performance/Conduct

Training staff continually review training methods and materials to ensure respect for individual differences, cultural and gender.

In addition Council's Workforce Plan addresses this important issue. The Plan includes key actions relating to equity and diversity which will assist Council in ensuring the employment of a diverse workforce representative of the community in which it operates.

11. Statement of other human resource activities

Policy and Procedures

Council continued to review and refine its Human Resources Policy and Procedures Manual.

The following policies were reviewed and amended:

- Annual Leave
- Bereavement Leave
- Carer's Leave
- Child Protection
- Grievance Procedure
- Managing Unsatisfactory Performance/Conduct
- Occupational Health and Safety
- Volunteer Placement
- Workers' Compensation

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Workplace

The following Committees continue to operate effectively and with appropriate representation:

- Joint Consultative Committee
- Motor Vehicle Safety Committee
- Occupational Health and Safety Committee

Council's formal induction process includes Code of Conduct, EEO, OH&S and Risk Management, Harassment Bullying and Workplace Violence Prevention, Driver Safety and Sustainability training and is mandatory for all new staff.

Staff Training and Development continues to be an important function and is informed by data relating to training needs identified in the Performance Planning and Review System.

The Human Resources Branch continues to co-ordinate all staff recruitments (82 for the year) and provides an advisory service to employees, supervisors and managers to assist them in meeting their responsibilities and to ensure compliance with all relevant legislation.

The Draft Workforce Plan was finalised for submission to Council and the Human Resources Branch has commenced implementation of some key actions.

The electronic Performance Planning and Review and e.Recruitment systems continue to operate effectively thereby continuing to reduce paper and printer usage.

Staff Welfare

Occupational Health and Safety continues to have high priority and importance within Council's activities and this is supported by an Occupational Health and Safety Coordinator and a Risk Management Specialist. Programs for immunisation, audio metrics, influenza vaccinations and skin cancer identification are continuing. The Occupational Health and Safety Co-ordinator has also advanced the development of the OHSMS and co-ordinated the roll out of ChemWatch across Council.

Staff sport and healthy lifestyle initiatives continue to be supported and there is an increased focus on wellness initiatives. Council's Employee Assistance Program remains in place for the support of staff and family members. A Travel Assistance Policy is also available to staff.

Training and Development

Council's staff training and development program is co-ordinated by a dedicated Training and Development Specialist and is supported financially and by appropriate Human Resources policies and procedures.

Staff training is provided on both an internal and external basis and, in addition, Council also participates in regional training initiatives.

Council's staff training program acts in conjunction with, and draws data from, the annual Performance Planning and Review System.

Council also has introduced actions to assist with cost effective development of skills. For example, Council has created partnerships with Registered Training Organisations in order to access Federal Government funding for the provision of training programs. The result being the development of skills that are aligned with the future requirements of the organisation in the most cost effective manner.

12. General Manager and Senior Staff

The General Manager together with three directors - *Environmental Services Director*, *Infrastructure Services Director* and *Community Services Director* – comprise of the contracted *senior staff* of the Council. (The position of Community Services Director was vacant for 3 months during the 2010/2011 reporting period while the role was under review.)

In addition, three non-contract directors, have been appointed to oversee the operations of the Corporate Services Division. These include the Financial Services Director, The Corporate Support and Performance Director and the Economic and Property Development Director.

The General Manager is generally responsible for the efficient and effective operation of the Council's organisation and for ensuring the implementation, without undue delay, of decisions of the Council in accordance with Section 335 of the Local Government Act 1993.

Council currently employs seventeen senior staff. A summary of the packages for 2010/2011 is as follows:

Officer	Period	Salary	Salary Sacrifice Super	Motor Vehicle	FBT 1/4/09-31/3/10	Total Package
General Manager	2010/2011	248,854	22,368	11,493	4,425	287,140
Senior Staff	2010/2011	2,345,593	370,520	172,395	68,335	2,956,843
		2,594,447	392,888	183,888	72,760	3,243,983

Willoughby Council does not pay bonus payments, performance or other payments that do not form part of the total salary.

13. Stormwater Management Services

Council levied its first charge for the provision of stormwater management in the 2007/8 financial year. The levy was:

- \$25.00 per rateable residential property
- \$12.50 per rateable strata titled property
- \$25.00 per 350 sq m for business related properties

The funds obtained from the stormwater management levy for the 2010/11 financial year have been used for:

1. A major stormwater project in the Chatswood CBD to harvest stormwater in Ferguson Lane and to prevent the flooding of downstream properties in the vicinity of Archer St and Victoria Avenue which have a history of flooding in heavy rainfall. The project will be carried out in four major stages. Stages 1 and 2 were completed in 07/08 at a cost of \$1,065,752. Stage 4 was completed in 2009/10 at a cost of \$1,273,579 and the construction of Stages 3 is currently underway.
2. Capital repair and renewal projects, viz:

Archer Street, Chatswood	Re-route of pipeline around tree to alleviate local flooding	\$22,000
Maple and Laurel Street, Willoughby	Extension of existing pipeline and installation of inlet pits to reduce overland flow	\$80,000
Charles Street, Castlecrag	Extend existing pipeline to alleviate local flooding	\$16,000
Corner Zinnia Lane & Archer Street, Chatswood	Reline existing pipeline under private property	\$58,000

The selection of the above projects was based on data collected using CCTV as part of Council's stormwater drainage condition auditing program. Identified repair works are prioritised and rated depending on the potential of local flooding and the extent of Council's liability should property damage occurs. The prioritising of drainage improvement works reflects Council's Management Plan Principal Activity 6: Infrastructure, Transport and Access Management.

3. An amount of \$40,000 was allocated to install flow meters to measure flow rate of stormwater runoff and base flow, water sampling of base flow and feasibility studies of stormwater harvesting projects.

The expenditure was in accordance with that envisaged in the Operational Plan.

14. Information on companion animal's management

Companion Animal Management Plan - Council has adopted a Companion Animal Management Plan which takes into account the contemporary issues in companion animal management.

Animal Registration – Companion Animal Registration Returns are sent to the Department on a monthly basis and Council follows up the owners of unregistered animals to make them aware of the need to register their pets. Council carries out education programmes to make current and prospective owners aware of the need to identify and register their pets.

Stray dogs – Stray dogs are captured by the Rangers and where possible returned to their owners using the Companion Animals Register to obtain identification and contact details. Dogs which cannot be identified or, where the owners cannot be contacted, are impounded. These dogs are left at a local vet for 48 hours whilst the owner is contacted. Dogs which are not claimed after 48 hours are transferred to the Sydney Dog and Cat Home at Carlton.

Barking dogs – Council's Rangers investigate complaints about the noise nuisance created by barking dogs. The question about what constitutes a noise nuisance can be subjective and so the Rangers have adopted a procedure that includes surveillance, questionnaires to neighbours and negotiations with owners to deal with these complaints.

Unleashed Dog Exercise Areas – Thirteen unleashed exercise areas have been set aside in the City for owners to exercise their dogs. Some of these areas have access and time restrictions so other park users can also enjoy the facilities. Council provides dog litter disposal bags from dispensers located in eight of the most popular of these exercise areas to assist owners to clean up after their pets. These dispensers are replenished on a weekly basis.

Wildlife Protection Areas – Council has designated a number of reserves in the City as Wildlife Protection Areas. This action prevents or places limits on the use of the reserves by

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companion animals and gives Council the power to impose fines on people who allow their pets to enter these reserves.

Un-owned cats in bushland – To limit the threat to native wildlife in our reserves, Council's Bushland Staff periodically conduct trapping programmes in bushland where there is evidence that unowned cats are active. These trapping programmes together with the annual fox baiting programme have led to a tangible increase in the native wildlife population in our reserves.

Initiatives to Educate People re Companion Animals – Council's Rangers visit schools to give talks on being a responsible pet owner and other issues relating to companion animals such as identification and registration and their pets' impact on the environment.

Council has produced a number of brochures on Responsible Dog and Cat Ownership, Barking Dogs, Unleashed Dog Exercise Areas and Wildlife Protection Areas. These can be downloaded from our website.

Companion Animals Registration Fees – During the 2010/11 year Council remitted a total of \$28,235 in registration fees to the Division of Local Government. An amount of \$21,208 was received back from the Division.

These funds were used to:

- provide dog litter bag dispensers together with the disposal bags in selected unleashed dog exercise areas;
- signage to inform residents about the Wildlife Protection Areas;
- production and printing of Ranger activities in education and the enforcement of the Companion Animals Act;
- Payment of animal pound fees and fees to the vet facility which receives impounded animals in the first instance

Lodgement of Companion Animal Returns – Council has complied with the requirements of the Department of Local Government in submitting returns for pound collection data and dog attacks.

Dog attacks and Dangerous Dog Declarations – Dog attacks and dangerous dog declarations are notified to the Department in accordance with statutory requirements. 15 dog attack incidents were reported to the Division of Local Government during the year.

According to the Companion Animals Register, as at 30 June 2011:

- there are 8 current dangerous dog orders in force in Willoughby. 1 order was issued during the 2010/11 year;
- there are 2 restricted breed animals registered in Willoughby.

15. National Competition Policy

National Competition Policy requires Council to identify its "Business Activities" and to apply the principle of competitive neutrality to these businesses.

The principle of competitive neutrality is based on the concept of a "level playing field" between persons competing in a market place, particularly between private and public sector competitors.

Essentially, the principle is that Council should operate without net competitive advantages over other businesses as a result of its public ownership which means that when Council

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competes in the market place it should do so on a basis that does not utilise its public sector position to gain unfair advantage over a private sector competitor.

In adopting the above principle, Council is required to determine the full costs of carrying out a business activity including tax equivalent regime payments such as sales tax, land tax, etc. Any subsidy provided by Council must be made explicit in the calculations. In terms of national Competition policy, there are 2 categories of Business Activities and they have differing reporting requirements as follows:

Category 1 Business

Category 1 Businesses have a gross operating turnover of \$2 million or greater.

Councils are required to apply Taxation Equivalent Payments in accordance with the requirements of "Pricing and Costing for Council Businesses - A Guide to Competitive Neutrality"

All Category 1 businesses are expected to generate a return on capital invested. In a competitive market the return on invested capital should be equal or better than the return on a Commonwealth 10 year bond.

When determining the level of any subsidy, Council is required to include a return on capital invested in the calculations and make the subsidy explicit.

Category 2 Business

Category 2 Businesses have a gross operating turn-over of less than \$2 million.

Councils are required to apply if practical, Taxation Equivalent Payments in accordance with the requirements of "Pricing and Costing for Council Businesses - A Guide to Competitive Neutrality"

Category 2 businesses are encouraged to generate a return on capital invested.

When determining the level of any subsidy, Council is encouraged to factor into its calculations a return on capital invested in the calculations. The subsidy is to be made explicit in the calculations.

Council Business Activities

The Council as part of its Operational Plan and ongoing Budget Review process reviews its operations to ensure that any changes in the classification of business activities are carried out in a timely manner.

The following services are Council's "Business Activities" in terms of National Competition Policy:

Artarmon Child Care Centre

This Centre provides long day child care services for up to 30 places at its premises situated at 3 Abbott Road Artarmon, from 7.30am to 6.00 pm.

As the total annual operating revenues is less than \$2,000,000, it is defined as a "Category 2 Business".

Devonshire Street Child Care

This Centre provides long day child care services for up to 52 places at its premises situated at 38 Devonshire Street Chatswood from 7.30am to 6.00 pm.

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As the total annual operating revenues is less than \$2,000,000, it is defined as a “Category 2 Business”.

Family Day Care

The Willoughby / Lane Cove Family Day Care service arranges day care services for children in need of care from ages 0-12 years at a registered carer’s home.

As the total annual operating revenues is less than \$2,000,000, it is defined as a “Category 2 Business”.

Before / After School Care / Vacation Care

Council operates Before & After School Care services for children at the following centres:

- Artarmon (BSC & ASC)
- Chatswood (BSC & ASC)
- Naremburn (ASC)

Before school Care hours are from 7.30am to 9.00am and After School Care Hours are from 3.00pm to 6.00 pm.

In addition Council in conjunction with the State Government operates Vacation Care Services at the following centres during school holidays:

- Artarmon Vacation Care Centre
- Bales Park Vacation Care Centre
- Chatswood Vacation Care Centre
- Beauchamp Park Vacation Care Centre

As the total annual operating revenues is less than \$2,000,000, it is defined as a “Category 2 Business”.

Dougherty Food Services

Dougherty Food services is a commercial food kitchen that supplies meals on a contract basis to a number of organisations as well as catering for functions and the operation of a coffee shop.

As the total annual operating revenue is less than \$2,000,000, it is defined as a “Category 2 Business”.

Willoughby Leisure Centre

Willoughby Leisure Centre includes a public swimming pool, gymnasium, indoor sports hall and other associated facilities.

As the total annual operating revenue is greater than \$2,000,000, it is defined as a Category 1 Business”.

Whilst the Council considers many of these activities community services, as there exists a degree of private competition within the specific industry, they are classified as Business Activities for National Competition Policy purposes.

The Council has factored into its business activities full cost attribution which includes a proportion of corporate overhead costs. Council has applied the full requirements of competitive neutrality pricing applicable to Category 1 business activities including taxation equivalent payments, corporate taxation and a return on capital when calculating the notional subsidy from Council.

Council's "Complaints Handling Policy" which also deals with Competitive Neutrality Complaints can be obtained by contacting Council's Help & Service Centre during normal office hours.

The policy details the procedures that Council will follow when dealing with a competitive neutrality complaint.

Enquiries and complaints in respect of Competitive Neutrality should be directed to Council's Financial Services Director.

Council has not received any complaints in respect of competitive neutrality during the 201/2011 financial year.

16. Special Rate Variation

In 2007-2008 the Minister for Local Government approved a Special Rate Variation of 1.75% to partly fund the repayment of a \$30 million loan for The Concourse project.

The income received from the variation has been:

2007/2008	\$524,980
2008/2009	\$541,779
2009/2010	\$560,741
2010/2011	\$576,346 (+2.6%)

All income raised from the special variation is being utilised to meet The Concourse Loan repayments. The investment income generated from investment of the loan funds is being placed in a sinking fund (reserve) to assist in meeting future loan commitments.

The Concourse Loan Reserve at June 2011 is \$2.6m.

17. Rates and Charges Regulation 1993 – Rates and Charges written off 2010/2011

Rates and charges in respect of pensioners, revaluations, postponed rates and non-rateable properties	\$ 3,578
Pension rebates in accordance with Division 1 Part 8 Chapter 15 of the Local Government Act 1993	\$525,873
Total	\$529,451

18. Information Protection Principles

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

In 2005, Council revised its Privacy Management Plan. A fresh Management Plan was adopted that incorporates the provisions of the Health Records and Information Privacy Act 2002. A copy of this document is available on Council's website.

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The Council has undertaken the following measures to ensure compliance with the legislation:

- Nominated a Privacy Officer (the Public Officer) to review its procedures;
- Provided internal training for Council Officers dealing with privacy issues.

Ongoing training is provided to Customer Services Staff as part of their on-the-job training.

There have been no Internal Reviews (under Sec 43) during the period covered by this report.

There was no action required by the Privacy Commissioner regarding reviews or appeals.

19. Government Information (Public Access) Application – Annual Report

Table A – No of applications by type of applicant and outcome

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

Table B – No. of applications by type of application and outcome

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

Table C – Invalid Applications

There were no invalid applications received

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

Description	Number of times consideration used
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	1
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0

Aboriginal and environmental heritage	0
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Table E- Other public interest considerations against disclosure: matters listed in table to section 14 of Act

Description	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	1
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

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

There were no applications reviewed

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

There were no applications reviewed

Freedom of Information - Section 428 (2) (r) & Section 68 Freedom of Information Act

Details of Freedom of Information Applications dealt with in the 2009/10 year.

New applications	8
Applications completed	7
Applications withdrawn	0
Transferred out	1
Total applications processed	8
Applications granted in full	7
Applications granted in part	1
Applications refused	0
Applications deferred	0
Applications completed	8
Ministerial Certificates issued	0
Applications requiring formal consultations	0
Amendment requests	0
Applications for notation	0
Applications wrongly directed	0
Applications exempt	0
Fees received	\$250
Applications eligible for financial discounts	1
Applications completed within 0-21 days	7
Applications completed over 21 days	1
Applications processed within 10 hours	7

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Applications processed 11-20 hours	1
Internal reviews	1
Ombudsman reviews	0
Referred to Administrative Decisions Tribunal	1

20. Planning Agreements

A Planning Agreement is in force for the Gore Hill (former ABC site) Development located at the Pacific Highway, Artarmon. This agreement is between Willoughby City Council and Lindesay Benelong Developments Pty Ltd.

The effect of the Planning Agreement is that the Developer must provide:

1. a Community Building, and
2. a Shuttle Bus Service, and
3. a Sporting and Recreation Facility; in lieu of s.94 and s 94A contributions.

The Agreement sets out how and when the facilities are to be provided.

21. Assets Reporting

Report on the condition of the public works (including public buildings, public roads and water, sewerage and drainage works) under the control of the council as at the end of the year, together with:

- i) an estimate (at current values) of the amount of money required to bring the works up to a satisfactory standard; and
- ii) an estimate (at current values) of the annual expense of maintaining the works at that standard; and
- iii) the council's programme of maintenance for that year in respect of the works;

Condition of Public Works as at June 2011

Asset Class	Category	Cost (\$'000)	Valuation (\$'000)	Written Down Value	Asset Condition	Estimated Cost to bring to a satisfactory standard (\$'000)	Required Annual Maintenance	Current Annual Maintenance (\$'000)
Public	Council	-	790	759	Superficial	-	21	255
Buildings	Offices				Deterioration			
	Council	-	20,371	20,238	New	-	555	55
	Works				Condition			
	Depot							
	Council	-	754	678	Deterioration	2,507	62	20
	Halls				evident			
	Council	-	5,883	3,679	Superficial	-	102	29
	Houses				deterioration			
	Commercial	-	75,772	70,624	Superficial	-	1,732	215

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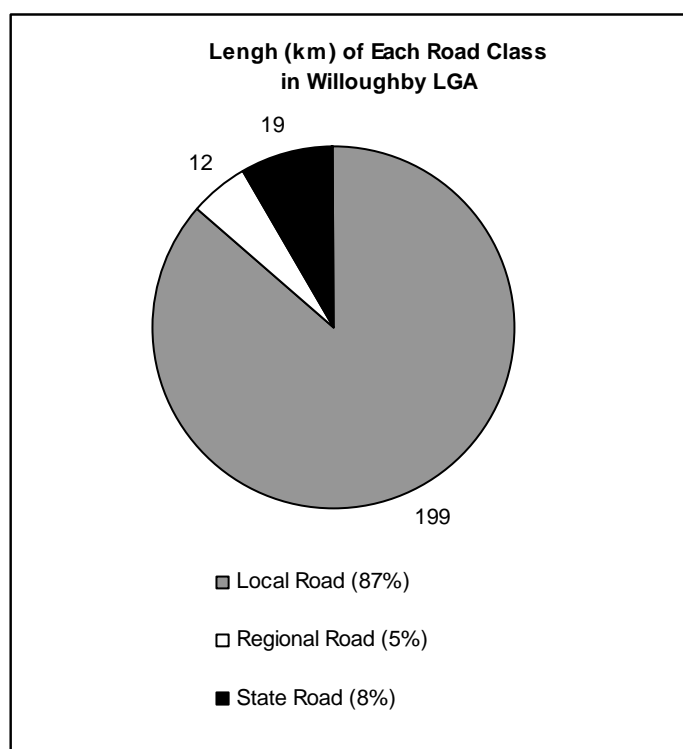
	buildings							
					deterioration			
	Library	-	6,701	6,498	Deterioration	572	82	19
					evident			
	Childcare	-	7,318	6,740	Deterioration	1,124	177	121
	Centres				evident			
	Community	-	8,838	8,077	Deterioration	1,401	205	253
	Centres				evident			
	Amenities	-	8,285	7,560	Deterioration	1,761	527	37
	Toilets				evident			
	Other	-	6,122	2,598	Deterioration	353	56	47
	Structures				evident			
	Total	-	140,834	127,451		7,718	3,519	1,051
	Public							
	Buildings							
	Public							
	Sealed	-	158,920	109,938	Superficial	15,185	2,855	1,262
	Roads				deterioration			
	Bridges	-	9,968	7,774	Deterioration	977	125	-
					evident			
	Footpaths/ Cycleways	-	58,807	47,692	Superficial	3,644	1,073	2,730
					deterioration			
	Kerb & Gutter	-	79,887	70,979	Superficial	3,600	724	174
					deterioration			
	Car parks	-	2,425	1,508	Superficial	400	27	40
					deterioration			
	Total	-	310,007	237,891		23,806	4,804	4,206
	Public							
	Roads							
	Drainage							
	Storm water	-	76,937	47,572	Superficial	17,769	623	1,599
	Works				deterioration			

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	Inlet & Junction Pits	-	17,408	11,933	Deterioration evident	1,258	167	351
Total		-	94,345	34,840	59,505	19,207	790	1,950
Drainage works								
Total		-	545,186	120,339	424,847	50,551	9,113	7,207
All Assets								

Road Pavement

The total length of sealed road network in Willoughby Local Government Area (LGA) is approximately 230km, which can be further classified into State Road, Regional Road, and Local Road. The length and proportion of roads in each type is shown in the graph below.



19km of the sealed road network is classified as State Road and therefore maintained by the New South Wales Roads and Traffic Authority (RTA). This leaves approximately 211km of sealed roads that Willoughby City Council is responsible for, 12km of which is classified as Regional Road and the remaining 199km as local roads.

In terms of material, approximately 82% of the road surface area Council is responsible for in the network is bitumen, and the remaining 18% is constructed of concrete.

The data from Council's pavement management system indicates that the road pavement is generally in good condition, with the average condition being 2 in the scale of 0-5 used in

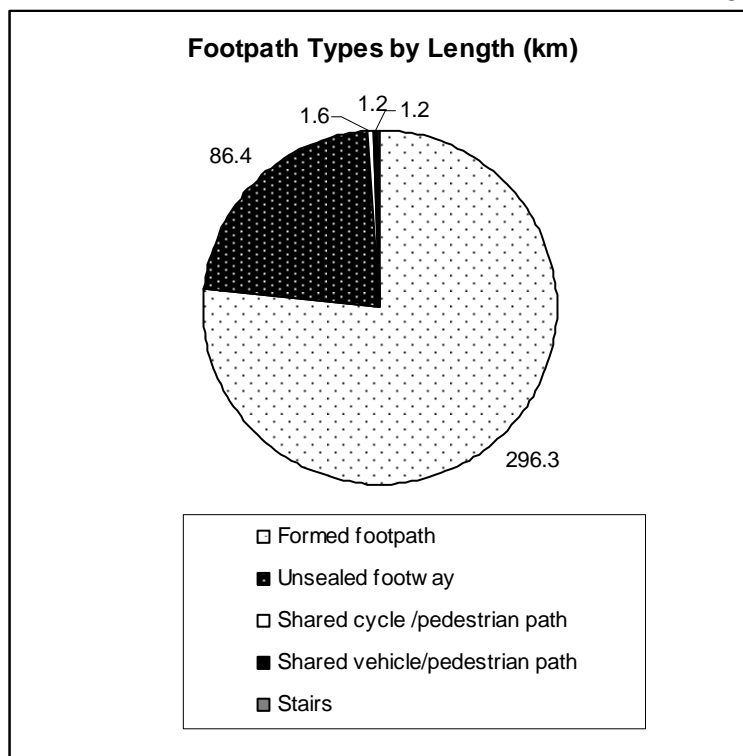
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Council's asset condition rating. More details in the description of this condition rating scale can be found below.

During financial year 2010/2011, expenditure on road pavement maintenance was \$1.26M.

Footpaths

Council is responsible for the care and control of approximately 387km of footpaths and cycleways within the road reserves, with the breakdown as shown in the graph below.



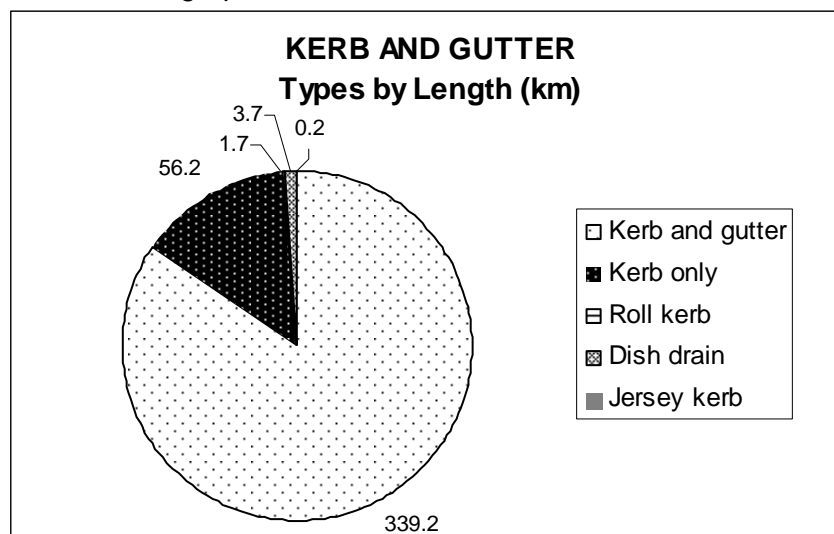
Approximately 80% of the formed footpath area is constructed of concrete, with bitumen, or pavers making up the rest. Unformed footpath is walkway typically made of turf and naturally existing materials. The stairs that have been included here are stairways that form part of the footway.

Council's asset inspection data indicates that the footpaths are generally in good condition. Similarly to the road pavements, the average network condition is 2 in the general scale of 0-5.

During financial year 2010/2011, expenditure on footpath maintenance and renewal was \$2.73M.

Kerb and Gutter

The kerb and gutter network in Council's LGA consists of a number of different types of kerb and gutter as shown in the graph below.



90% of the whole network is constructed of concrete. Other materials that make up the rest of the network include sandstone, bitumen, timber logs and flagging.

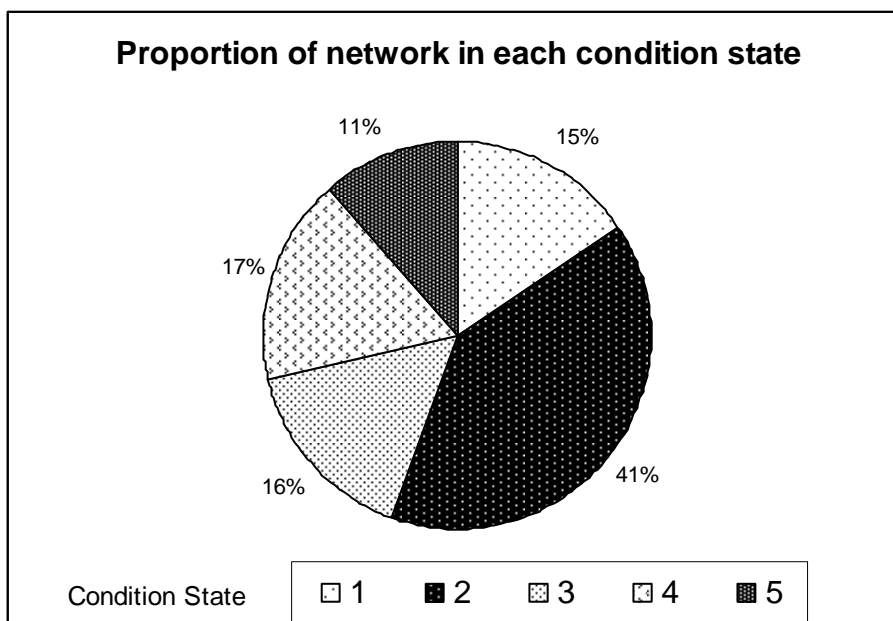
Council's asset inspection data indicates that the kerb and gutter are generally in very good condition, with the average network condition being 1.3 in the general scale of 0-5.

During financial year 2010/2011, expenditure on kerb and gutter maintenance and renewal was \$173,900.

Stormwater Drainage

Council has approx 163.5km of stormwater drainage network that it is responsible for maintaining. Of this 163.5km, 125km is required to be valued and includes conduits that have been "constructed" such as pipes, open channels or rock lined creeks. The majority of the remaining 38.5km consists of natural creeks and overland flow paths.

As of 30 June 2011, 48% or 60km of all stormwater conduits have been inspected and their condition rated. Condition data on the inspected portion of the stormwater network has been analysed and has been used to estimate the condition of the remaining 52% of un-inspected conduits. The overall condition of Council's stormwater network is summarised by the charts below. Figure 1 shows the proportion of the stormwater network that is in each condition category.



Approximately \$1.95M spent on stormwater conduit maintenance during the 2010/2011 Financial Year.

Bridges

The bridge asset groups are further classified into major bridges and major culverts. Council is responsible for 21 major bridges and 8 major culverts and 42 minor structures. In addition to these, there are other suspended structures whose maintenance responsibilities lie with other agencies. Note that some of these structures may form part of other asset groups, such as building, but they have been included under the bridges because due to their inherently higher risk profile and hence will be subject to more rigorous inspection regime.

The average condition of the bridge structures is good to fair. There has been no expenditure on direct maintenance work on this asset group during financial year 2010/2011, but during the inspection, it has been identified that some work will need to be undertaken on a number of the structures in the near future.

Condition Rating Scale

Rating	Description
0	Brand new or very good condition. Providing full service potential.
1	Not new but in very good condition with no indicators of any future obsolescence and providing a high level of service.
2	Aged but in good condition. Providing an adequate level of service.
3	Providing an adequate level of service but some concerns over the ability of the asset to continue to provide an adequate level of service in the medium term. May be signs of obsolescence in medium term.
4	Indicators that Council will need to renew, upgrade or decommission in near future. May need to be included in the capital works plan over the short term. Very low level of service.
5	At intervention point. No longer providing an acceptable level of service. Action must be taken immediately by Council to renew, upgrade or decommission asset.
End of life	Theoretical end of life – asset is either decommissioned or deemed obsolete and scheduled for future closure.

22. State of the Environment

The 2010/11 State of the Environment Report (SOE) is a regional report and will be submitted separately by the Northern Sydney Regional Organisation of Councils (NSROC) Board. The benefit of a regional report is that it enables a greater understanding of the state, pressures and responses to the environment within a regional context as environmental issues are often not localised to one particular area. The 2010/11 NSROC SOE is a supplementary report and a copy will be available on the NSROC website.

How Willoughby City Council is responding to the state of the environment

In July 2008, Willoughby City Council introduced a new levy for environment and sustainability initiatives which raises \$4.25M annually. The levy was introduced after extensive community consultation and subsequent approval from the Department of Local Government. This levy, known as 'e.restore 3', builds on two previous environmental levies (e.restore 1 and 2) which delivered a number of environmental programs which predominately focused on bushland restoration and stormwater management. E.restore 3 continues to address bushland and stormwater issues, however the scope of levy funded projects has been expanded to include broader sustainability issues with a strong focus on climate change.

The Council's Sustainability Action Plan defines 10 target areas for Council in terms of Ecological Sustainability. Below provides a brief summary of Council's actions in these target areas during 2010/2011.

1) A sustainable Willoughby Council

During the 2010/2011 period, Willoughby City Council worked to ensure the continuation of ongoing environmental programs whilst working to embed sustainability into the organisation's operations and building an organisational culture of sustainability. Council firmly believes it must lead by example in moving towards sustainability. To ensure this, Council has a Sustainability Charter which outlines the vision and commitment to sustainability along with a Sustainability Action Plan (SAP) that details the programs and actions Council plans to undertake to ensure it's moving towards sustainability. The SAP has an emphasis on ecological sustainability in recognition that this area of sustainability has traditionally had less consideration by society. The SAP complements Council's existing integrated planning framework which is underpinned by the principles of ecological, social and economic sustainability and governance.

2) Climate Change and energy consumption

Council recognises the significant threat that human induced climate change poses and therefore we continue to focus on responding through a combination of mitigation works and adaptation planning. WCC is one of a few Councils to meet its GHG reduction target (50% from 1999 levels). In order to achieve this, a detailed Energy Savings Action Plan was prepared. Major works conducted during this financial year included:

- 165kW Cogeneration Plant (commissioning commenced), with an estimated reduction in electricity from the grid of 50%;
- Photovoltaic installations (Solar Power):
 - 20 kW - The Depot
 - 7 kW - West Chatswood Library
 - 3 kW - Artarmon's kids Cottage (in progress)
 - 2 kW - Gore Hill Oval
 - 2 kW - 34 Devonshire Street

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- Lighting efficiency program including halogen phase out. We are aiming for WCC to be the first 'halogen free' Council;
- Sustainable upgrades of Community Centres, focusing on thermal performance and reduced electricity consumption and insulation;
- Upgrade and recommissioning of air conditioning systems and thermal upgrade of the main server room;
- Replacement of the electric hot water systems at Chatswood Oval with two instantaneous natural gas boosters.

When completed the total savings of projects completed or started in this financial year are expected to be over 1,400 tonnes CO₂e- per annum. By the end of 2011, WCC will provide 2.1% through solar power! For comparison, solar power in Australia currently only contributes 0.1% to the national grid. Furthermore, a 350kW Solar Farm will be installed on the top level of a Chatswood car park increasing this percentage further. The system will provide power directly into Council buildings whilst providing shade to cars.

Council has also worked actively with our community to help reduce its carbon footprint. Council in 2009 launched the community education campaign called "ClimateClever". ClimateClever incorporates a range of events, workshops, educational materials and resources that supports, inspires and empowers the community.

3) Sustainable Transport

WCC is committed to reducing the number of cars on its roads by encouraging sustainable transport through programs like Council Cab and "The Loop" a free bus service rotating around the LGA to reduce car use into the Chatswood CBD. Council has also introduced more hybrid and fuel efficient vehicles into its fleet and has removed all 6 cylinder vehicles. Emissions for 2010/11 were also offset with Gold Standard carbon credits. A Sustainable Fleet Management Strategy was also developed.

4) Water quality and consumption

Council is working to significantly reduce its drinking water use by implementing innovative stormwater harvesting and recycling projects. In this financial year alone, Council has installed rainwater tanks capable of capturing over 20,000 litres for use at popular facilities. The 5ML water recycling system at Council's new performing arts, library and retail facility 'The Concourse' will harvest water from the surrounding CBD for reuse in the building and landscaping. This will save the equivalent of 33 Olympic sized swimming pools annually.

Water Sensitive Urban Design is a fundamental part of Councils operations and has featured prominently in the Chatswood Mall upgrade and Integrated Water Cycle Management System in the CBD. This will reduce peak flow volumes and increase the quality of water going to the existing stormwater system and local creeks.

5) Resource Recovery and Waste Avoidance

Residents are provided with weekly collection services for rubbish, recycling and green waste and quarterly clean ups. Special services and "drop off" days enable safe disposal of electronics, fridges, batteries, mobile phones, light globes and chemicals. The hugely successful Second Hand Saturday program and fashionable Frock Swaps add an element of fun to resource recovery.

In 2010/2011 financial year, residents recycled 8,301 tonnes of commingled recycling equivalent to a 4,168 tonnes of CO₂-e saving. Recent, free, e-waste events for residents and businesses collected 44.7 tonnes, equating to 204 tonnes of CO₂-e savings. 6,219

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tonnes of vegetation (collected via the green waste bin) was diverted from landfill and composted.

WCC has a target diversion rate from landfill of 66%. This year a total of 9,852 tonnes of garbage was sent to landfill with a net diversion from landfill of 64%.

6) Biodiversity and Ecological Integrity

Council recognises the need to restore and enhance our local environment. Council manages approximately 290 hectares of bushland. Priorities are to preserve and restore the health of natural areas, including creeks, preserve and enhance wildlife habitat, and expand environmental education.

Willoughby's bushland is cared for by Council and the community - removing weeds, carrying out ecological burns and controlling foxes. Council has its own bushfire team so can burn smaller areas for ecological purposes. 45 volunteer Bushcare groups help provide habitat for at least 15 mammal species, over 180 species of birds and many species of frogs, lizards and bats. Swamp Wallabies, Long Nosed Bandicoots and Brush Turkeys have returned to Willoughby's reserves. Numbers of Sugar Gliders have increased while Fairy Penguins and Green Turtles happily live on our foreshores.

7) Education and awareness for Sustainability

The ClimateClever education campaign continues to be implemented by Council. More than 300 people participated in ClimateClever workshops this year. Workshops included:

- Tank Talk – How to install a rainwater tank
- Harness the Sun! Solar PV - its easy
- Hot Water – What's the best Choice for your Home and the Environment
- Sustainable Home Renovations
- Responsible Investing
- Natural Cleaning Workshop
- Trace where your food comes from - Farm Gate Tour
- Sustainable Food Adventure – Raw Cuisine
- Don't let Shopping Cost the Earth this festive Season
- ClimateClever Pool Workshop
- Home Heating and Cooling Workshop

The ClimateClever Apartments program continued in 2010/11 and provided over \$165,000 in savings from energy bills of the participating buildings and an average 22% reduction in carbon footprint.

The online ClimateCleverShop also continues which provides residents discounts on Solar PV, rainwater tanks, solar and heat pump hot water systems and streamlines information on technologies and rebates. www.ClimateCleverShop.com.au

8) Air and Noise

Council operates and maintains an air quality monitoring station at Lane Cove which is situated within the grounds of Mowbray Public School. The monitoring station monitors particle pollution from vehicle exhausts, dust, and smoke as particulate matter PM10 and PM2.5. Monitoring information is presented on Council's website as real-time results.

Council reviews proposed activities and development of land that has the potential to increase background noise levels at the development application stage. Noise is considered and conditions of consent are recommended which set noise limits, provide controls for attenuation and provide operational conditions to minimise noise. All noise complaints received by Council are investigated and resolved in a timely manner.

9) Sustainable Building

Council is also taking a leadership role through some major infrastructure projects including most notably The Concourse. This development is the largest of its kind completed by a local government in Australia. The Concourse will be one of Sydney's leading entertainment venues and incorporates a Concert Hall and Theatre as well as rehearsal and studio space. It also provides conferencing facilities and venues for hire. Chatswood Library will also be located here providing over 5,000 square metres of books, resources and reference material, and a Sustainability Education Centre.

The Concourse is an innovative building that has integrated sustainability principles to minimise its impact both on the environment and to provide comfort for the users of the building. The building has been designed to minimise water and energy consumption, encourage the use of recycled products, reduce building emissions and have improved air quality inside the building. Some notable features include:

Saving Water

A 5000m³ detention tank that has been designed to capture, clean and reuse water from a 19 ha catchment in the north west area of the Chatswood CBD. The treated water will be used extensively throughout The Concourse including in the cooling towers (a first of its kind), bathroom facilities as well as subsoil irrigation in the landscaped garden area. Excess water will be sent to neighbouring sites for use in their facilities. AAAA (4A) rated toilets, hand basins, taps and showers plus waterless urinals; and Use of water efficient plants and drip feed irrigation.

This will reduce the buildings non-potable water requirements by more than 80%.

Reducing Energy

- High energy efficiency light fittings through including, switching and zoning to allow more flexibility and control of lighting;
- Natural lighting in 30% of foyer in office areas and a glazed atrium have been designed to maximise natural lighting for the library;
- Chilled beams for the library, which typically uses 30% less energy than regular air-conditioning systems; and
- High performance glass to reduce heat gain in internal spaces greatly reducing energy consumption needed for air-conditioning.

Enhancing Indoor Air Quality

- Carbon Dioxide monitoring in the theatre, concert hall, multi-purpose hall and rehearsal to ensure the rooms have enough natural air ventilation;
- Internal finishes such as paint, carpets that have Low Volatile Organic Compounds (VOCs), or no VOC where possible, were selected thereby improving indoor air quality for patrons; and
- Finishes such as carpet, timber and other furnishings are being sourced from sustainable suppliers. The concert hall is internally finished with the beautiful timber Rock Maple which has been sourced through the Forestry Stewardship Council.

Encouraging Sustainable Transport

- Bicycle parking, showers and changing facilities for staff to reduce private car use.

Recycling Materials and Waste

- 85% of construction waste has been recycled;
- Recycled timber has been used where possible; and
- Dedicated storage areas for the collection, separation and recycling of consumables in order to reduce waste going to landfill.

10) Sustainable Business

Council has continued to facilitate a number of programs to help local business become more sustainable including:

- Sustainability Advantage (DECCW);
- CitySwitch Green Office;
- Energy Efficiency for Small Business Program (DECCW); and
- Better Business Partnership

The Better Business Partnership is funded by the Environmental Trust, and is collaboration between Willoughby, North Sydney and Ku-ring-gai Councils. The program uses the Energy Efficiency Program and Sydney Water Saver program to help small to medium sized businesses save money through reduced energy and water bills, to improve their environmental performance and provide promotion and recognition of their actions. To date, just over 300 businesses have participated in the program from the three Council areas.

Council also engages with the business community through other established events such as Earth Hour, Clean Up Australia Day, and World Environment Day etc. Council also hosts information sessions and networking events.

23. e.Restore

Details of the projects in e.restore 3

Activity or Service	Targets	Proposed Key Actions July 2011 - June 2012
A Sustainable Willoughby City Council	Build sustainability into Councils everyday business	<ul style="list-style-type: none"> • Continued integration of sustainability in Willoughby City Strategy, Delivery Program and Operations Plans. • Continue Quadruple Bottom Line Project Assessment of projects before each financial year. • Minimise environmental risks posed by Council operations.
Development & implementation of a Sustainability Action Plan	Build sustainability into Councils everyday business	<ul style="list-style-type: none"> • Completion of the SAP and endorsement by Council. • Ensure the SAP is linked to the Delivery Program and Operational Plan. • Implementation of SAP.
Sustainability/environmental marketing	To work in partnership with the community to increase their capacity to make behavioural changes towards sustainability.	<ul style="list-style-type: none"> • Coordination and marketing of the online ClimateClever shop. • Promotion and management of the e.restore brand. • Promotion of all workshops and events. • Engage all divisions of Council in environmental programs.
Effective cross-silo communication within WCC about sustainability	Build sustainability into Councils everyday business	<ul style="list-style-type: none"> • Maintain the Sustainability Working Group by conducting quarterly meetings. • Maintain Sustainability section on the intranet and ensure the provision of timely and sustainability educational information to assist staff understand and apply Sustainability initiatives. • Work across divisions to provide sustainability education support to a range of projects such as Energy Savings Action Plan, The Concourse, Libraries and Children's Services.
An organisation culture of sustainability	Build sustainability into Councils everyday business	<ul style="list-style-type: none"> • Maintain Sustainability as core responsibility in job descriptions. • Undertake Sustainability briefing as part of Staff Inductions. • Undertake workplace initiatives that foster a culture of

Activity or Service	Targets	Proposed Key Actions July 2011 - June 2012
		<p>Sustainability such as guest speakers and “sustainability tips” on the intranet.</p> <ul style="list-style-type: none"> • Provide Councillors with regular briefings, information and tools to ensure the consideration of sustainability in decision making. • Provide staff with opportunities for sustainability training and education.
Council consults with the community and has open dialogue on sustainability issues	Build sustainability into Councils everyday business	<ul style="list-style-type: none"> • Community Sustainability Reference Group maintained, meeting quarterly each year. • Community provided with an annual report (summary) of progress achieved in relation to the Sustainability Action Plan
Conserve biodiversity & maintain natural ecosystems	Minimum of 2 Action Plans to be reviewed UBPOM implemented	<ul style="list-style-type: none"> • Reserve Action Plans to be reviewed and relevant Urban Bushland POM actions to be implemented
Protect & monitor creeks and waterways from stormwater runoff and improve water quality	Stormwater outlet upgrades carried out as identified in RAPs	<ul style="list-style-type: none"> • Implement Stormwater outlets to bushland remediation project. Maintain remediated sites
Improve the protection of foreshores, watercourses and bays	All contract areas work to be maintained	<ul style="list-style-type: none"> • Implement recommendations of Reserve Action Plans relating to waterways
Provide & maintain safe walking access into, through and between bushland areas	Upgrading of track work identified in audits and Reserve Action Plans	<ul style="list-style-type: none"> • Undertake safety audits on tracks and upgrade and extend network, linked to Sharing Sydney Harbour program
Manage potential impacts of bushfires on natural ecosystems and development	Burn plans implemented and site reports completed. Liaison with Regional BFMC	<ul style="list-style-type: none"> • Prepare Bushfire Hazard Reduction and ecological burn plans in conjunction with Regional Bushfire Committee
Implement & promote environmental education programs	Implement interpretive program with local community	<ul style="list-style-type: none"> • Plan and co-ordinate interactive Bushland educational activities. schedule environmental events with community groups
Promote community involvement in volunteer activities & promote bushland & environmental awareness	Update Bushcare Action Plans for each site. Increased participation in volunteer activities. Increased use of bushland areas by local community.	<ul style="list-style-type: none"> • Maintain supervision and support for volunteers. Improve & extend Bushcare sites. Offer regular training to volunteers. Promote Bushcare & volunteering at public events.
Climate Change Mitigation, Adaptation and Energy Reduction	Reduce WCC carbon footprint by 50% by end 2010 from 1999 levels.	<ul style="list-style-type: none"> • Reduce electricity consumption of Council buildings and streetlights and reduce the consumption of vehicle fuel. • Council invest in distributed energy systems including renewable and transitional technologies.

Activity or Service	Targets	Proposed Key Actions July 2011 - June 2012
	Strive towards carbon neutrality after 2010.	<ul style="list-style-type: none"> • Implement measures to reduce peak electricity demand. • Develop a Carbon Management Plan for Council. • Investigate the viability of utilising biofuel and other environmentally friendly fuel alternatives, including electric cars and charge points. • Climate Change Risk Assessment and Adaptation Action Plan developed. • Adaptation measures implemented into Council planning, policies and strategies.
Reduce C Community Carbon Footprint by 15% by 2015	Reduce Willoughby City's community carbon Footprint by 15% by 2015	<ul style="list-style-type: none"> • Implement the ClimateClever education campaign strategy. • Evaluate programs undertaken as part of the ClimateClever education strategy. • Maintain and revise the ClimateClever education strategy as appropriate. • Investigate the feasibility of decentralised energy production and low carbon zones within the Willoughby LGA.
Sustainable Transport Includes: <ul style="list-style-type: none"> • Shuttle Bus • Council Cab • Active transport management 	Increased utilisation of more sustainable transport modes. Increased awareness within the community of sustainable transport. Improved infrastructure and facilities for sustainable transport.	<ul style="list-style-type: none"> • Expand and monitor the Artarmon Loop Service • Trial expanded shuttle bus service (The Loop) to include other suburbs where highest need has been identified • Promote sustainable transport services and encourage the uptake of active travel within the community • Work with State Government to improve sustainable transport options • Continue Council Cab service
Fuel consumption and travel plan	Reduced fuel consumption of Council's vehicle fleet and Decreased employee travel to Council via motor vehicle	<ul style="list-style-type: none"> • Develop a Sustainable Fleet Policy. • Review Council's Workplace Travel Plan. • Maintain the Council staff bike fleet and encourage staff to utilise. • Provide adequate staff bicycle parking. • Maintain Council car pooling system and encourage staff to utilise • Develop new programs and initiatives to encourage more sustainable travel options for employees.
Water Efficiency in Council and the community	Reduce the consumption of potable water by the Community and Council	<ul style="list-style-type: none"> • Reduce consumption of potable water by Council. • Council review and update it's Water Savings Action Plan. • Undertake communication activities that increase awareness of Council's water saving initiatives. • Encourage reduced water consumption by the community. • Increase the number of rainwater tanks installed within the community. • Increase the volume of water being recycled by the community.
Improve and Monitor Water Quality in Local Waterways	Improve and monitor water quality in local water ways	<ul style="list-style-type: none"> • Monitor local water quality. • Develop projects that prevent pollutants entering local water ways. • Prevent and manage spills

Activity or Service	Targets	Proposed Key Actions July 2011 - June 2012
		<ul style="list-style-type: none"> • Participate in developing a Sydney Harbour water quality improvement plan with Sydney Metro CMA.
Reduce air pollution and greenhouse gases	To undertake actions that will reduce both air and noise pollution	<ul style="list-style-type: none"> • Monitor and report on local air quality. • Identify significant contributors to local air pollution
Manage environmental noise	To undertake actions that will reduce air and noise pollution	<ul style="list-style-type: none"> • Monitor and report on local noise incidents • minimise potential for noise through DA process; • Resolve noise complaints.
Sustainable Buildings	Sustainable design and best practice environmental measures are incorporated in the planning, construction, operation and post-operational phases of development.	<ul style="list-style-type: none"> • Develop a Sustainable Building Policy that strives to enhance the sustainability design and ongoing performance of Council buildings. • Integration of best practice sustainable building design into new Council developments and encourage retrofitting of existing Council buildings. • Develop and deliver programs that assist the Community improve the sustainability performance of new developments and retrofits. • Strengthen planning requirements for new developments where possible through Council planning procedures and lobbying the NSW Government.
Sustainable Business	Assist local business and industry to implement sustainable practices	<ul style="list-style-type: none"> • Increase implementation of sustainable practices by local business and industry. • Increase implementation of energy efficiency measures. • Provide assistance to businesses to access funding for tools and equipment. • Provide education and networking events on relevant topics e.g. energy efficiency, engaging staff etc. • Work with other Council and Government agencies to deliver/support programs that support local business to implement sustainable practices.

- END OF SECTION TWO -