

# People

The City of Ryde is committed to maintaining a socially sustainable City through effective community participation in our programs and services.

## Outlook 2006/07

Community programs that improve the quality of life for residents including implementation of the Social Plan and Disability Action Plan.

Active, healthy lifestyle and a mix of active and passive leisure activities provided.

Greater educational and cultural opportunities established to foster life-long learning and improved access to information.

## Did We Do That?

- Events such as Community Harmony Festival, Tolerance Seminar, Sea of Hands for Reconciliation and Children's Voices for Reconciliation, Indigenous Short Film Festival and NAIDOC Week
- Children's Conference in partnership with Macquarie University to discuss health and education issues
- Social Justice Charter endorsed by Council
- Developed Arts Development Framework
- Granny Smith Festival - 70,000 attendees, 245 stalls and 6 stages
- Cinema in the Park encompassing 5 venues over a 5 week period
- Playground improvements at Meadowbank Park, ELS Hall Reserve, Fontenoy Park, Wilga Reserve and Heatley Reserve
- Improvements to Ryde Park (stage 1)
- Completed Blenheim Park
- 60 Volunteers attended Bushcare training
- Increase in visitors to Ryde Aquatic Leisure Centre to 762,000 an increase of 0.4%
- Enrolments to Learn to Swim classes increased to nearly 12,000
- Launched "Your Tutor" providing online homework assistance to students
- Over 130 children read 2,135 books as part of the Summer Reading Club
- New library events such as Law Week, Ryde Writers Festival and new monthly Readers Group



# Cultural Diversity

## Ryde Hunters Hill Multicultural Network

The Ryde-Hunters Hill Multicultural Network, convened by the City of Ryde, provides a forum for service providers and interested people in the Ryde and Hunters Hill LGAs to meet on a quarterly basis to raise issues, advocate and represent the needs of people from a Culturally and Linguistically Diverse (CALD) background in Ryde and Hunters Hill, identify service gaps and work in collaboration to develop solutions that best meet the identified needs of CALD background communities.

## Community Harmony Reference Group

The Community Harmony Reference Group monitors the implementation of Council's Social Plan 2005 for CALD residents and provides advice on community harmony, multicultural and interfaith initiatives and events reflecting the diversity of the Ryde community.

## Multifaith Sub-Committee

The Multifaith Sub Committee meets to assist the Community Harmony Reference Group to promote local religious tolerance, peace and harmony in the local area.

## Learning Tolerance Seminar

The City of Ryde's Community Harmony Reference Group welcomed prominent religious, cultural, civic and academic leaders to their annual "Learning Tolerance" Seminar on International Tolerance Day, Thursday 16 November 2006. The seminar was held to promote religious and cultural harmony in the community through open discussion, cooperation and understanding.

## Tune out to Racism

Local youth were encouraged to "tune out to racism" as part of a state-wide education campaign to promote harmony in the community. Ryde Youth Council utilised a \$2,000 grant from the NSW Department of Community Services to develop a series of educational materials aimed at promoting community accord and reducing the evidence of racism in the community, particularly amongst young people.

## Korean festival

The City of Ryde assisted with and facilitated the Korean Festival at Eastwood Park on 29 September 2006. The Festival was again a great success with several thousand visitors attending over the day. Eastwood Park is an outstanding venue for multi-cultural festivals with the Korean Festival, Armenian Family Day and the Granny Smith Festival being held within a few weeks of each other.

## Prayer Breakfast

Conducted in August with over 150 people in attendance, guest speaker on the day was Mr Daniel Willis, CEO of the Bible Society NSW. The 15th Prayer Breakfast celebrated the Christian faith through music, song and learning.

## Ryde Eisteddfod

The City of Ryde supports the Ryde Eisteddfod with funding and infrastructure support through the Cultural Grants program. The Ryde Eisteddfod is one of the largest in NSW with over 5,000 participants.

## Brush Farm House as an Arts and Cultural Facility

The use of Brush Farm House as a cultural and heritage facility is increasing. A number of heritage tours are being run through the house, and the Ryde Writers Festival recently ran a successful week of events. Work is currently underway to establish a gallery in the house, and a number of local artists and communities have already expressed interest in exhibiting. Community groups have also expressed interest in running art classes in the rear hall of the house.



# Services and programs that provide for the needs of children

## Immunisation

The City of Ryde continued to implement a successful and efficient immunisation program throughout 2006 and 2007. The program immunised 2,196 children.

## Ryde Hunters Hill Child and Family Interagency

This Interagency meeting is held bi-monthly and hosted by the City of Ryde. It aims to build the capacity of the sector to work on an interagency basis to improve service delivery and well-being for families and children.

## Children's Conference

Primary school children from three continents took part in the inaugural City of Ryde Children's Conference on Friday 1 December 2006 at Macquarie University. Topics under discussion included technology, health and education. In co-ordinating the event, the City of Ryde's Community Services Unit partnered with:

- Department of Training and Education
- Macquarie University
- Five local primary schools.

## Family Law Seminar

An information session for current and pending changes to family law was held in September 2006.

The seminar addressed changes to the Child Support Scheme, division of property between married and de facto partnerships following separation, child and family law issues following separation and primary dispute resolution services.

## Vacation Care

The City of Ryde continued to implement its Vacation Care program during the school holidays for children aged 5-12 years at West Ryde Public School, Gladesville Public School and Truscott St Primary School.

## Pilot Vacation Care program for 5-7 year olds

The City of Ryde reviewed its delivery of Vacation Care for children aged 5-12 years and identified a lack of care opportunities available for 5 year old children enrolled for school in February after leaving pre-school, long day care or family day care. A pilot program located at Gladesville Primary School was offered for 5-7 year olds in the Summer school holidays 2006/07 in addition to the current 5-12 years program.

## Child Restraint Program

Through a grant received from the NRMA, and in partnership with Kids and Traffic, Community Services organised Child Road Safety Workshops and child restraint checking afternoons at selected early childhood centres throughout 2006 and 2007.



# Services and Programs

## Junior sports through the provision of Parks

The City of Ryde provides playing fields free to schools in the city for weekday sport and recreation. Meadowbank Park is the largest sports area in the region and hosts the most hours of use by schools. Over the winter months, just over 300 hours of use per week is made of Council's playing fields and netball courts, by schools.

## Ryde Library Storytimes

Storytimes are a fun way for children to develop a love and an interest in books and reading. It also gives children the opportunity to meet, socialise and share with others their own age. Parents and carers also have the opportunity to learn how to read to and interact with their children using books. Preschool storytime sessions are held each week at each Ryde library, and include stories, short videos, poetry, rhymes, songs and craft selected according to the audience age. The sessions are aimed at children aged 2 - 5 years.

## School Excellence Awards

The City of Ryde Excellence Awards ceremony was held on Wednesday 16 May 2006 at Next Generation Function Centre. The initiative was this year incorporated into Education Week. The award was introduced in the spirit of promoting excellence and recognising the outstanding achievements of students within the community. All schools in the LGA were provided with an opportunity to select a category for the award which provided primary aged students with a \$50 book voucher and secondary students with a book voucher to the value of \$100. The initiative provided an opportunity for Council to develop stronger links with local schools and become further involved with the children and young people of Ryde. Approximately 100 guests attended the event including teachers, principals, students and guests. The ceremony included a performance by Eastwood Public School's string trio.

## Community Relations And Events

The 21st Granny Smith Festival, one of Sydney's leading street festivals, was held in the streets of Eastwood. Over 70,000 people attended, with main attractions being 245 market stalls and involvement from schools, sporting groups and community organisations performing on six stages and participating in the Grand Street Parade.

## Christmas Carols

The City of Ryde supported the North Ryde Rotary Community Christmas Carols at North Ryde Common with funding through the Cultural Grant program and infrastructure and management support of the event. Over 10,000 people attended the event.

The City of Ryde hosted Community Carols at Eastwood Plaza. This event caters primarily for the local community and has involvement from local schools, churches and performance groups.

The City of Ryde hosts and provides venues in its parks for organised Carols events before Christmas each year. Apart from the major event, Carols by Candlelight will be held at Wilga and Yamble Reserves in 2007 at no cost to the organisers.

## Australia Day

The City of Ryde hosted the annual Australia Day Family Concert and Fireworks at North Ryde Common. The event is a major attraction in the event calendar and attracts over 12,000 residents. The free Family Concert and Fireworks display had activities for all ages including kids' rides, food stalls and entertainment headed by Ross Wilson & the Urban Legends, Chris Rich & the Pourboys, Cool Kids, local youth bands and MC Rob Neill.

## West Ryde Community Facility

Council has worked closely with four community groups who will be accommodated in a planned new community facility at West Ryde to ensure that they have input into the process. These groups worked with Council, the developer and the architects to design this purpose built facility. This will ensure that it has the capacity to provide a diversity of programs targeting families and children. With the development application being lodged in July, the newest of Council's community facilities is anticipated to be delivered by late 2009.

## Operational Review

Council is conducting an operational review of community facilities. As a result of this review fees and charges have been revised and in many cases reduced to optimise the use of Council's halls and meetings rooms by the community, particularly not for profit community service providers. In addition, a range of improvements to Council processes associated with booking halls and meeting rooms have also been endorsed to improve the level of service, improve efficiencies of service and deliver a better service to the community. Council is still reviewing the processes associated with community facilities which are licensed or leased. It is anticipated that this component will be completed by the end of 2007.

## Library - Self-serve speed service

This year the Library introduced self-serve issues and reservation collection at three of its branches. This has reduced waiting times for users as they can now collect their reservations from open shelves and issue them through the self-checker without having to queue for service. This has been warmly received by borrowers as a valuable time-saver. It also allows the staff to offer more time and focussed attention to users with information enquiries.



# Services and Programs

## Water Savings at the Ryde Aquatic Leisure Centre (RALC)

Water savings at the RALC continue to assist in water conservation initiatives by the City of Ryde. The conversion of pool sanitisation from the original ozone system to a UV system has seen significant water savings. Further, the installation of the pool backwash water recovery system has seen in the last quarter of the 2006/07 financial year more than 3 million litres of water re-used in the pools - enough to refill every pool in the Centre. These factors, combined with other water saving practices such as waterless urinals and flow restrictors in showers and taps have reduced water consumption by more than 30 million litres per year since 2001/02.

## Learn to swim program

The program continued its growth with more than 11,900 children enrolling in lessons throughout the year. Further to this, the Swim School staff were able to grow the School's education program by more than 15% allowing greater occupancy of the Centre during traditionally quieter hours of school time. The program implemented has been very successful with the Swim School being awarded the NSW Water Safety Award in the category of "Contribution to Water Safety by an Organisation".

## Special events

Regular programming in the Centre restricts the opportunities for major events to be conducted at the Centre without sufficient notice. Water Polo continues to provide many of the larger events with competitions such as Waterpolo Under 14s East Coast Challenge, the Under 20s National Club Championships and the Youth Girls International Waterpolo being held at the Centre throughout the year.

Another significant event at the Centre was the Australian National Underwater Hockey Championships held in January 2007.

The Stadium hosted many events but the highlight was the National Allstyles Karate State Titles held in October 2006.

## Birthday Parties

Following the leasing out of the Kiosk from July 2006, the Birthday Party program was modified to reflect the change of supervision of this program. Party attendance numbers were lower than for the previous year in total, however numbers were increasing towards the end of the financial year positively, reflecting the modifications to the program. Feedback from parties remains very positive.

## Parks on Track for People 2025

The "Parks on Track for People 2025" strategy was a pivotal part of the City of Ryde Organisational Review. The steps required in the development of the strategy involved the evolution of policy and process to guide the management of the City's parks and open spaces, public consultation and feedback from industry practitioners. The community was consulted through a series of workshops and information sessions. The document was also circulated to the industry through the networks of Parks and Leisure Australia through a presentation at their annual conference. Finally the draft strategy was workshopped with major stakeholders and Councillors.

The document has provided the basis for the development of a detailed implementation plan and informing the Capital Works Program in Parks for the next 10 years.



Blenheim Park

# In Focus - The Home Library Lending Service

Carolyn Payne never knew how exciting libraries could be, or what a range of information and services they provide, until she moved to the City of Ryde.

Carolyn uses a wheelchair, and has made regular use of the home library lending service, which can assist with delivering and picking up items for people with restricted mobility.

This wide-ranging service has provided her with everything from specialist books on interlibrary loan to enable her to complete her university studies, to children's books for her son, and videos to help pass the time when she has been in hospital.

Over the years she has formed good friendships with many of the library staff, who will browse the shelves for her when she is unable to get to the library herself, suggest books to satisfy her son's curiosity about various topics, and even assist her to research other services available locally, such as childcare and home nursing.

On other occasions, Carolyn enjoys browsing the catalogue online, with her son on her lap, the two of them deciding what they will borrow next. Her son has grown so used to the library being 'at home' that when he started school he had a little trouble adjusting to the rules – he couldn't understand why it was necessary to be quiet in the library!

Carolyn can't speak too highly of the service and of the staff who run it. "It has stopped my world from closing in on me," she says.



Home Library Service Officer  
Bernie Gibson and the Home Library Service van

The following tables show our progress towards initiatives and projects as outlined in our 2006/09 Management Plan. ESD Linkage indicates whether the action is Social, Economic, Environmental or Governance related.

✓ Completed → In Progress  People (social)  Assets (economic)  Environment  Governance

| ACTION  | DELIVERABLES   | ACHIEVED | ESD LINKAGE   |
|---|--|----------|---|
| Harmony Festival, Carols by Candlelight, Granny Smith Festival  | Events & Evaluation  | ✓        |    |
| Civic Events: Australia Day, volunteer recognition & citizenship ceremonies   |  | ✓        |    |
| Cultural Grants Program, including Ryde Eisteddfod  | Cultural Grants Program provided \$35,000 to a range of community groups. Understanding established with Ryde Eisteddfod | ✓        |    |
| Traditional indigenous landowners and culture are acknowledged and respected. Build relationships with Aboriginal community | Sorry Day event in Eastwood. Moving Pictures indigenous short film festival  | ✓        |    |
| Improve and stimulate cultural vitality<br>Develop a Public Art Strategy  | Developed Arts Strategy and Public Art guide   | ✓        |  |
| Continue to develop Community Harmony Reference Group   | Seminars, programs   | ✓        |  |
| Council meeting in community venues<br>Customer service through libraries   | Public meetings at Eden Gardens<br>customer service access at libraries  | ✓        |  |
| Develop a Crime Prevention Plan   | Crime Prevention Plan developed  | →        |  |

| ACTION  | DELIVERABLES   | ACHIEVED | ESD LINKAGE   |
|---|--|----------|---|
| Implement Ryde Community Grants Program                                   | Funds distributed  | ✓        |    |
| Produce an annual economic development business & marketing plan          | Prepare an economic development strategy that promotes and supports Macquarie Park, Macquarie University, Shopping Centres and Small Business. | →        |    |
| Develop guidelines for small business development Macquarie Park Corridor |  | →        |    |
| New Community Newsletter  | Completed framework and systems<br>Newsletter launched July 07   | ✓        |    |
| Undertake preliminary planning for the provision of a new Ryde Library    | Needs of new Ryde Library incorporated in initial design   | →        |   |
| Develop the Customer Service Centre and Library at West Ryde              | Improved customer service monitor & evaluate   | ✓        |  |
| Meet the Managers Forums  | Forums conducted   | ✓        |  |
| Ryde Park Upgrade – Stage 1   | Bandstand area and Argyle Street frontage completed  | ✓        |  |

| ACTION   | DELIVERABLES   | ACHIEVED | ESD LINKAGE  |
|--|--|----------|--|
| Ryde Riverside Park (35.5 hectares)  | State Government gazetted land from Kissing Point to Meadowbank Park   | →        |    |
| Develop the Parks on Track 2025 project and identify priority projects   | Series of works to manage and maintain Council's 207 parks             | →        |     |
| Develop Plan of Management for Eastwood Park   | Consultations with community to develop a draft Plan of Management     | ✓        |     |
| Skate Park Facility  | Council approved alternate works at Wilga, Fontenoy and ELS Hall parks | →        |    |
| Develop the Ryde Community Volunteers Program  | Action plans developed quarterly                                       | ✓        |    |
| Develop Sports Council's role as advisory body to the Council  | Sports Council met 4 times. Terms of Reference revised and adopted     | ✓        |    |
| Provide leisure facilities and services through RALC, Ryde Library Services and the City's parks and bushlands | School holiday program enhanced  | ✓        |  |

| ACTION   | DELIVERABLES  | ACHIEVED | ESD LINKAGE  |
|--|---|----------|--|
| Social and Disability Action Plan                                      | Social Justice Charter adopted by Council   | ✓        |   |
| Vacation Care Initiatives  | Vacation Care Services Reviewed. Improved service provided to meet all age groups | ✓        |   |
| Multicultural Initiatives  | Community Profile and Needs Analysis translated into Chinese and Korean           | ✓        |   |
| Review all advisory Committees   | Review completed July 2006  | ✓        |   |
| Corporate Communication Plan   | General Manager visits 6 work locations 3 times per year for meetings with staff  | ✓        |   |
| Develop a Social Impact Assessment Criteria for inclusion              | Assessment criteria not developed by June 2007. Will be placed on 2007/08 program | →        |   |
| Develop a Leisure and Recreation Strategy for consideration by Council | Project outline completed For consideration by Council in September 2007          | →        |  |

| ACTION   | DELIVERABLES  | Achieved | ESD Linkage   |
|--|---|----------|---|
| Social and Disability Action Plan                                      | Social Justice Charter adopted by Council   | ✓        |   |
| Vacation Care Initiatives  | Vacation Care Services reviewed. Improved service provided to meet all age groups         | ✓        |   |
| Multicultural Initiatives  | Community Profile and Needs Analysis translated into Chinese and Korean                   | ✓        |   |
| Review all advisory Committees   | Review completed July 2006  | ✓        |   |
| Corporate Communication Plan   | General Manager visits 6 work locations 3 times per year for meetings with staff          | ✓        |   |
| Develop Social Impact Assessment Criteria                              | Assessment criteria not developed by June 2007. Will be placed on program 2007/08 program | →        |   |
| Develop a Leisure and Recreation Strategy for consideration by Council | Project outline completed For consideration by Council in September 2007                  | →        |  |

# KEY MEASURES - PEOPLE

| Indicator   | 06/07    | 05/06     |
|---|----------|-----------|
| Participation at key events, festivals and programs conducted by the City of Ryde | 90,000   | 85,000    |
| Customer Satisfaction with Home Modification & Maintenance Services               | 90%      | 85%       |
| Customer Satisfaction with Vacation Care  | 90%      | 70%       |
| Percentage of children aged up to 48 months that are fully immunised              | 94%      | 92%       |
| Facility usage increased at Libraries (visitors per annum)                        | 848,846  | 812,863   |
| Facility usage maintained at RALC (visitors per annum)                            | 762,363  | 759,161   |
| Increased sponsorship attracted for community events                              | \$81,454 | \$100,000 |

Please note that the data collected in 2002/03, 2003/04 and 2004/05 was not suitable for comparison as Council introduced Triple Bottom Line reporting in 2005/06.

