

STATUTORY INFORMATION

**Statutory
Information**

Financial Statements – S428(2)(A)

The City of Ryde's audited financial reports for the 2011/12 financial year are presented from page 104 (See General Purpose Financial Statements and Special Purpose Financial Statements).

Performance of Principal Activities – S428(2)(B)

A Report on Council Performance for 2011/12 using key focus areas from the City of Ryde's 2011-2015 Delivery Plan is presented in 'Our Performance' on pages 17 and 35.

State of the Environment Report – S428(2)(C)

Council's supplementary State of the Environment Report 2011/12 is part of the NSROC Regional State of Environment Report and will be available on www.ryde.nsw.gov.au/soe from 30 November 2012. This report, which includes state of environment reporting for the seven Northern Sydney Councils in the region provides a comprehensive picture of the region built on comparative robust data sets and extensive reporting and analysis so that appropriate responses and understanding can be developed at a regional, catchment and community level. Information relating specifically to the state of the environment in Ryde is available in the same location, while some of the report's highlights are also covered in the City of Environmental Sensitivity Outcome from page 57.

Condition of Public Works– S428(2)(D)

Details are included in Special Schedule 7 contained within the 2011/12 Financial Report on pages 105-167.

Legal Proceedings: Expenses and Progress – S428(2)(E)

During 2011/12, expenses incurred by the City of Ryde in relation to legal proceedings were as follows:

Name Of Proceedings	Nature Of Proceedings	Status	Costs
Council v Chen + Kim	Land and Environment Court: Utilities order summons	Utilities order granted	\$61,039
Vozzo v. Council	Land and Environment Court – Class 1	Appeal Upheld	\$24,683
Moscarito v. Council	Land and Environment Court – Class 1	Appeal Upheld	\$28,530
Council v. AMFM Constructions	Supreme Court	Council's Appeal dismissed	\$35,913
Council v. Zhou + Hu	Land and Environment Court – Class 1	Appeal Upheld	\$31,875
Council v. Rocco International	Land and Environment Court – Class 5	Discontinued	\$48,379
Procab Australia v. Council	Local Court	Settled on terms favourable to Council	\$25,830
Fabcot Pty Ltd v. Council	Land and Environment Court – Class 1	Discontinued	\$6,840
Lau v. Council	Land and Environment Court – Class 1	Discontinued	\$1,415

Mayoral and Councillor Fees, Expenses, Provision of Facilities – S428(2)(F)

The City of Ryde has in place a Councillors' Expense Policy (D11/34174) that governs the expenses paid and facilities provided to the Mayor and Councillors in the discharge of their civic duties. For 2011/12 Mayoral and Councillor Fees, and Expenses were as follows:

- Total amount of money spent on mayoral and councillor fees – \$309,821.25 (2010/11 \$297,820.00)
- Provision of dedicated office equipment allocated to Councillors – \$48,000.00 (2010/11 \$48,000.00)
- Communication costs (including telephone calls) – \$24,795.72 (2010/11 \$25,667.32)
- Attendance of Councillors at conferences and seminars – \$31,958.66 (2010/11 \$14,235.03) (including accommodation, conference registration, transport and meals)
- Training of Councillors and provision of skill development – Nil (2010/11 \$3,300.00)
- Interstate visits by Councillors, including transport, accommodation and other out of pocket travelling expenses – All Interstate travel was for Conference purposes (see above) (2010/11 \$21,576.06)
- Overseas visits by Councillors, including transport, accommodation and other out of pocket travelling expenses – Nil (2010/11 Nil)
- Expenses of any spouse, partner or other person who accompanied a Councillor – \$601 spouse expenses (2010/11 \$706.00)
- Expenses involved in the provision of care for a child or an immediate family member of a councillor – Nil (2010/11 Nil)
- Details of overseas visits by councillors, council staff or other persons representing council – Nil (2010/11 Nil)

Senior Staff remuneration packages – S428(2)(G)

The City of Ryde has determined five positions within the Organisation Structure as Senior Staff positions under Section 332 of the Local Government Act 1993 as amended.

The total amount of money payable in respect of senior staff employment including salaries, fringe benefits and all other on-costs connected with their employment was \$1,277,627.98.

Senior Officers	Gross (Salary Component) \$	Statutory Superannuation Contributions \$	Non Cash Benefits \$	ATRP Benefits \$	Bonus/ Performance Payments \$	Total Contract Payments \$	FBT Payable by Council \$	Total \$
General Manager	\$281,396	\$15,775.20	\$4,500.00	\$301,671.66	-	\$301,671.66	\$16,342.03	\$318,013.69
Group Manager Environment & Planning	\$214,743	\$15,775.20	\$9,000.00	\$239,518.41	-	\$239,518.41	\$10,662.61	\$250,181.02
Group Manager Corporate	\$206,888	\$15,775.20	\$4,500.00	\$227,163.45	-	\$227,163.45	\$2,648.39	\$229,811.84
Group Manager Public Works	\$229,090	\$15,775.20	\$258.90	\$243,623.89	\$1,500.00	\$245,123.89	\$2,776.82	\$247,900.71
Group Manager Community Life ¹	\$83,196	\$6,814.96	\$690.41	\$90,701.83	-	\$90,701.83	\$3,460.46	\$94,162.29
Group Manager Community Life ²	\$121,378	\$10,534.10	\$5646.58	\$137,558.43	-	\$137,558.43	-	\$137,558.43
Total	\$1,136,691.92	\$80,449.86	\$25,595.89	\$1,240,237.67	\$1,500.00	\$1,241,737.67	\$35,890.31	\$1,277,627.98

1. The Group Manager Community Life resigned on 26 August 2011 and the contract payment includes payment of accrued entitlements.

2. The Group Manager Community Life commenced employment with City of Ryde on 14 November 2011

ATRP: Annual Total Remuneration Package

Contracts awarded by council – S.428(2)(H)

Contracts Exceeding \$150,000, not including employment contracts.

Payee Name	2011/12 Actual (incl GST)	Payment Type	Description
Architectus Sydney Pty Ltd	210,867.26	Contract	Consultancy Services
Ausgrid	907,405.55	Contract	Supply electricity
Barloworld Volkswagen	220,292.22	Contract	Supply of Motor Vehicles
Bitzios Consulting	160,204.20	Contract	Consultancy Services
Brooks NSW Pty Limited	152,924.83	Contract	Irrigation design & supply
Build Biz Pty Ltd	173,103.34	Contract	Construction Services - various
Caltex Card Centre	691,783.33	Contract	Fuel
Chameleon Technology Pty Ltd	179,351.79	Contract	IT - License and maintenance
Chubb Fire & Security P/L	198,206.29	Contract	Alarm monitoring
Citiguard Protection Services P/L	557,053.60	Contract	Security instal & monitor
Civica Pty Ltd	151,696.33	Contract	IT - License and maintenance
Colorfen Constructions	197,525.54	Contract	Minor Works
Dimension Data Australia Pty Ltd	423,990.18	Contract	IT - License and maintenance
Energy Australia	998,717.46	Contract	Supply electricity
Forbrook Group Pty Ltd	264,332.25	Contract	Project Management Services
Fuji Xerox Australia Pty Ltd	376,427.35	Contract	Supply and maintenance of MFD's
Get Civil Pty Ltd	649,074.70	Contract	Construction Services
Harvey Air Conditioning Pty Ltd	196,350.00	Contract	Air conditioning replacement
Hassell Pty Ltd	534,889.57	Contract	Consultancy Services
Hewlett-packard Australia Limited	161,612.75	Contract	Supply of Computer equipment
Hunter Holden	405,975.45	Contract	Supply of Motor Vehicles
Kathy Jones + Associates Pty Ltd	251,694.50	Contract	Consultancy Services
LG Corporate Solutions Pty Ltd	197,560.00	Contract	IT - License and maintenance
Momentum Energy Pty Ltd	1,424,421.01	Contract	Supply electricity
Northshore Mitsubishi	554,548.91	Contract	Supply of Motor Vehicles
Optimal Stormwater Pty Ltd	247,852.00	Contract	Construction Services
Optus Billing Services Pty Ltd	667,658.18	Contract	Communication
Oztech Intelligent Systems P/L	150,069.70	Contract	Air conditioning replacement
Performance Concrete Pty Ltd	586,883.61	Contract	Construciton Shared user path
Rosmech Sales & Service P/L	168,733.48	Contract	Supply of Plant
Sita Australia Pty Ltd	1,581,493.32	Contract	Waste Removal & Recycling Contract
Smada Electrical Services Pty Ltd	310,660.64	Contract	Instal lighting Meadowbank Park
Stillwell Trucks Pty Ltd	257,787.70	Contract	Supply of Plant
Storm International Pty Ltd	465,072.61	Contract	Cleaning
Sydney City Toyota	350,566.12	Contract	Supply of Motor Vehicles
Technology One Ltd	331,181.44	Contract	IT - License and maintenance
Tom Kerr Auto Centre	268,443.87	Contract	Supply of Motor Vehicles
Ungaro Projects Pty Ltd	217,391.90	Contract	Building Minor alteratons
WSN Environmental Solutions	10,768,884.20	Contract	Waste Removal & Recycling Contract
WT Partnership	324,511.00	Contract	Civic Precinct
A & J Paving	436,115.16	Schedule of Rates	Heavy Patching
Boral Construction Materials Group Ltd	1,030,957.06	Schedule of Rates	Minor Work
C W Concrete Pty Ltd	553,212.44	Schedule of Rates	Minor Work
Clayton Utz Lawyers	465,325.30	Schedule of Rates	Legal Services
Complete Linemarking Services P/L	170,772.39	Schedule of Rates	Minor works
Connor Electrical Services	150,128.11	Schedule of Rates	Electrical
Downer EDi Works Pty Ltd	1,952,413.79	Schedule of Rates	Minor Works
Flash Plumbing Services	184,976.44	Schedule of Rates	Plumbing
Hays Specialist Recruitment Aust P/L	990,481.06	Schedule of Rates	Agency Staff
Leonard Holt Robb	374,011.36	Schedule of Rates	Advertising
Maddocks	374,552.95	Schedule of Rates	Legal Services

Contracts awarded by council – S.428(2)(H)

continued

Payee Name	2011/12 Actual (incl GST)	Payment Type	Description
MKA Consulting	487,612.31	Schedule of Rates	Civic Precinct project
Sam the Paving Man Pty Ltd	1,615,634.99	Schedule of Rates	Minor works
Spectrum Community Outcomes	564,184.13	Schedule of Rates	Agency Staff
SRS Roads Pty Ltd	213,013.63	Schedule of Rates	Minor Work
Stateline Asphalt Pty Ltd	150,396.95	Schedule of Rates	Minor Works
Sydney Training & Employment Ltd	262,047.25	Schedule of Rates	Apprentices & casual staff
Corporation Sole EPA Act	278,831.49	Other	Contribution
Department of Planning	398,540.00	Other	Agent Payments
J Blackwood & Son Ltd	151,325.78	Other	Supply of material
James Bennett Pty Ltd	408,579.24	Other	Library Material
Local Gov Super Scheme - Div A	2,134,369.70	Other	Employee Superannuation
Local Govt Super Scheme - Div B	614,746.42	Other	Employee Superannuation
Long Service Payments Corporation	442,639.18	Other	Agent Payments
Ministry for Police and Emergency Services	1,590,620.62	Other	Contribution
National Australia Bank Ltd	643,260.54	Other	Loan repayments
Rocla Pipeline Products	181,412.98	Other	Supply of material
State Debt Recovery Office	437,750.00	Other	Infringement Processing
StateCover Mutual Limited	1,097,340.69	Other	Workers Compensation
Statewide Mutual	287,840.49	Other	Insurances
Sydney Water Corporation	277,435.52	Other	Water Supply

Contract

Represents a contractual agreement for the supply of one or more products or the supply of services at a lump sum value

Schedule of Rates

Represents a contractual agreement whereby the goods and/or services are supplied at agreed rates

Other


All other payments greater than \$150K

Bushfire hazard reduction – S428 (2) (i1)

The City of Ryde has undertaken numerous bushfire hazard reduction works within parks and reserves around the City. This has included asset protection and firebreak clearance works at Field of Mars Reserve, Fielder Park, Lucknow Park, Pembroke Park, Somerset Park, Tasman Park and Yurrah Reserve.

Several parks and reserves have also been prepared for broadacre hazard reduction burns (to be undertaken by NSW Fire Brigades) including Aitchandar Reserve, Pryor Park, Somerset Park, Stewart Park and Fielder Park.

Accessible Services for people with diverse cultural and linguistic backgrounds – S428(2)(J)


We are committed to the provision of services and facilities in a fair and equitable manner. Our Ryde 2021 Community Strategic Plan includes strategies to address social and community needs, meaning that issues previously covered by stand-alone social plans are now integrated into a broader plan. We will not be producing a social plan in the future. Further information can be found on our website. 

We have also integrated our Disability Action Plan, Access and Equity Policy and Social Justice Charter into the new Ryde 2021 Community Strategic Plan. This guides planning for services and facilities across the organisation, and also includes strategies to address barriers to access and to proactively improve the accessibility of services, facilities and opportunities.

In 2011/12 our Access Committee continued to be responsible for advising and making recommendations to Council with particular emphasis on issues for people with disabilities. We also have a Community Harmony Reference Committee that provided advice on how we can best engage with and provide services to people from Culturally and Linguistically Diverse (CALD) backgrounds.

Further detail on the direct services and projects can be found under our City of Wellbeing outcome from page 43.

Our Community Engagement Policy and Framework, 'your city, your voice', will continue to ensure that Council's community consultation activities are accessible to and inclusive of our diverse community. Community feedback is an important part of our decision-making process, and in 2011/12 we developed My Place, a website for our local community to meet and interact with Council, local business, community groups and individuals.

Through My Place we will be able to ask our community's opinion on a broad range of activities that we undertake. With this feedback we will be able to shape our approach to many of our services in order to ensure we are meeting the needs of the broader community. Find out more about MyPlace on page 85 and on our website. 

Culturally and Linguistically Diverse (CALD) Communities

We manage the Ryde Hunters Hill Multicultural Network, which meets quarterly. This Network has a wide representation from the service network and its primary aim is to ensure improved access to services by our CALD community.

Community Languages

We have a language panel on all our publications and correspondence in key community languages to facilitate access for our CALD community.

Community Information Expo 2012

This year we held the annual Community Information Expo in celebration of Harmony Day at Eastwood Plaza on Thursday 22 March 2012. The event provided the opportunity for 54 local service providers (25 percent more than last year), government and non government agencies to promote their services to CALD families.

Information available included legal, health, employment, education and training, family support, and settlement services. This event also gave the opportunity for the City of Ryde and service providers to network and develop partnerships. It is also an example of how we are delivering our outcome of a City of Harmony and Culture. More than 1000 people attended the event this year. The evaluation showed that the day was seen as quite useful as it enabled CALD clients to be exposed to and access community organisations and collect information in their own language for themselves, their family and friends.

All the Colours of Ryde Festival - Celebrating Harmony Day

Showcasing our cultural diversity, this annual event is held in Harmony Week and involves food, children's activities and local community groups. It was held on 18 March 2012. Read more on page 78 under our Harmony and Culture outcome. Details are also included in Notes to the Financial Statements contained within the 2011/12 Financial Report from page 104.

Work on Private Land – S428(2)(K)

Works were carried out on private land during a stormwater upgrade on Waratah Street, Eastwood. This project required the replacement and amplification of a section of collapsed pipeline within 23 Waratah Street. The City of Ryde covered the whole amount of \$183,000.

While upgrading the stormwater pipes in Western Crescent, Gladesville to prevent seepage to neighbouring properties, works were undertaken at 95 Western Crescent. This project was completed by the City of Ryde for \$16,000.

Contributions/Grants to organisations and individuals – S428(2)(L)

We fund a number of projects that meet the needs of and improve access and participation for children, culturally and linguistically diverse communities and people with disabilities. In 2011/12 we provided \$139,325 in community grants which included 19 CALD focused projects, seven children/ young people focused projects and six projects focusing on the needs of people with a disabilities.

Read more on page 46 under our City of Wellbeing outcome. Details are also included in Notes to the Financial Statements contained within the 2011/12 Financial Report from page 104.

Human Resource Activities – S428(2)(M)

Our report on our human resources performance for 2011/12 from the Delivery Plan 2011-2015 is presented under Developing our People on page 86 in the City of Progressive Leadership outcome.

Equal Employment Opportunity Activities – S428(2)(N)

Our report on our EEO performance for 2011/12 from the City of Ryde Management Plan 2011-2015 is presented under Equal Employment Opportunity on page 87 in the City of Progressive Leadership Outcome.

External Bodies exercising delegated functions –S428(2)(O)

Nil return.

Controlling Interest in Companies – S428(2)(P)

Nil return.

Partnerships, Co-operatives and other joint ventures – S428(2)(Q)

Details are included in Notes to the Financial Statements contained within the 2011/12 Financial Report from page 104.

Local Government (General) Regulation 2005

Rates & Charges

Clause 132

Rates and charges written off 2011/ 12

Rates and Charges in respect of pensioners, revaluations, postponed and non rateable properties	\$6,537.56
Statutory and Voluntary Pension rebates	\$1,436,953.56
Total	\$1,443,491.12

Children’s Services

(c) Activities to develop and promote services and programs that provide for the needs of children.

The City of Ryde meets the needs of children within the LGA through a combination of direct service delivery and facilitating projects and programs. We have a Child and Family Projects Officer position to work with the service network and to facilitate projects and programs to meet the needs of children.

Direct Services:

Holiday Programs: We organise a range of school holiday activities for children and young people that cater for the creative, sporty and for those who simply want something to do.

- Our Vacation Care Program targets 5–12 year olds. In 2011/12, 19 weeks of programs were organised with 4,792 attendances. These activities ranged from performances, workshops, picnics, to sessions with the Police on bullying
- Ryde Library Services also run a range of activities including story time for pre-school children and special programs such as rhyme time for babies and bilingual story time.

Immunisation Service:

The City of Ryde delivers two Immunisation Clinics a month with a total of 1,736 children immunised in 2011/12. This represents an average of 75 children being immunised at each clinic. These figures indicate a slight decline in the number of children using the service since 2010/11, which is attributable to the closure of the Argyle Hall in April 2012 and subsequent relocation of the clinic to West Ryde.

Ryde Hunters Hills Child and Family Interagency

This interagency is managed by the City of Ryde and met bi-monthly in 2011/12. The interagency is recognised as most successful forum in Northern Sydney Region and is very well attended.

Membership on the Families NSW Northern Sydney Project Management Group

The City of Ryde is represented on this project group, which monitors funded services under Families NSW and makes recommendation for new projects to meet the needs of families with young children.

Resident services

(d)(i) Activities to promote services and access to services for residents and other service users

See ‘Our Performance’ against the Four Year Delivery Plan on page 35.


Business activities

- (ii) Category 1 Business Activities
- (iii) Category 2 Business Activities
- (iv) Category 1 Business Activities – Statement of Expenses, Revenues and Assets
- (v) Implementing Principles of Competitive Neutrality
- (vi) Application of Competitive Neutrality Pricing Requirements to Category 1 Businesses
- (vii) Competitive Neutrality Complaints Mechanism
- (viii) Performance of Category 1 Businesses

Details regarding Competitive Neutrality are contained within Note 1 Significant Accounting Policies of the Special Purpose Financial Report from page 104. Council’s Competitive Neutrality Complaints Handling Policy can be obtained by calling the Customer Service Centre on (02) 9952 8222 during normal office hours. It is also available on www.ryde.nsw.gov.au.

The policy details the procedure that Council will follow when dealing with a Competitive Neutrality complaint. Enquiries and complaints in respect of Competitive Neutrality should be directed to the Chief Financial Officer. We did not receive any complaints with respect to Competitive Neutrality during the 2011/12 financial year.

Council Committees

There are 17 Advisory Committees currently operating within the City of Ryde. They provide advice to Council on key issues. Information relating to these committees, including details of which councillors sit on each committee may be found on page 29. In 2011/12 we also prepared the terms of reference for a new Wheeled Sports Advisory Committee. Information about the committees, including minutes and terms of reference may be found on our website www.ryde.nsw.gov.au/committees.htm 

Clause 217 (1) (E) Comparison of actual stormwater, coasts and estuaries and waste management services as proposed in the Management Plan 2011-2015

The Ryde Local Government Area is comprised of fourteen discrete stormwater drainage catchments, with a total area of over 4,000 hectares. With the exception of Macquarie Park, the predominant land use is urban residential, which is characterised by low to medium density development.

The City of Ryde has undertaken a Flood Study and Floodplain Risk Management Study and Plan for Parramatta River - Ryde Sub Catchments and Buffalo and Kitty's Creek Catchments. The preparation of these reports and plans involves extensive stakeholder and community consultation and will result in a comprehensive set of recommended activities and actions to guide the management of stormwater quality throughout the LGA. The plans will detail short, medium and long term actions, which will be progressively incorporated into our management plan and capital works programs, and will reduce the risk of flooding problems at various locations.

The City of Ryde has an ongoing water quality monitoring program to assess changes in aquatic health and to guide actions aimed at improving water quality.

Our ability to implement the various recommended activities and actions is governed by the availability of funding and the prioritisation of measures and actions across the various catchments.

The City of Ryde is a member of the Parramatta River Estuary Management Committee, which is guiding and overseeing the preparation of the Parramatta River Estuary Management Plan, and is also a member of the Parramatta River Catchment Group. The Group is leading efforts to improve the condition of the Parramatta River and its tributaries by improving the environment and environmental management of the Parramatta River Catchment.

As part of this work, water quality improvement devices were installed at various places. Gross pollutant traps were installed at Porters Creek, Portius Park and Lions Park to improve water quality. Debris control structures were

also installed in Eastwood Town Centre and surrounding areas. These are designed to prevent blockages to major stormwater channels, thus reducing the severity of flooding – see page 64 for further information. A further project completed was a stormwater harvesting and re-use system at Meadowbank Park. This has reduced our reliance on potable water for irrigation of sports fields.

In addition, we have developed draft water sensitive urban design (WSUD) development controls and guidelines and we are progressively implementing WSUD initiatives to assist in conserving potable water, minimising wastewater and improving stormwater quality across the Ryde LGA.



Waste Management

Plant & Fleet

We are committed to increasing the percentage of 4-cylinder and hybrid vehicles in our passenger fleet. In 2011/12 we achieved a 94 percent uptake. The target for 2012/13 is 95 percent.

We have achieved a 13 percent Net Total CO2 reduction in emissions from our Vehicle Fleet from the 2009 baseline year.

We have fully implemented a successful biodiesel refuelling program to be used with selected diesel trucks and plant. This program will assist us to further reduce carbon emissions and air pollution.

Waste

During the 2011/12 year, we provided all residents with a comprehensive and reliable waste and recycling collection and disposal service that included;

- A three-bin collection system and five scheduled council clean up services
- At call chipping and mulching collection service
- At call e-waste collection service
- Free Second Hand Saturday advertising
- A recycling drop off station at Civic Centre and libraries for batteries, light bulbs, mobile phones and cartridges
- Medical sharps drop off facility at 10 local pharmacies
- Five Follow your Waste tours annually and regular composting/ worm farming demonstrations
- Love Food Hate Waste and other community educational programs
- Subsidised compost bins and worm farms and set-up services if required
- 39 clothing bins for textile recycling
- Commercial waste and recycling collection service
- Event waste collection service by application.

Other waste and recycling initiatives provided included servicing of 169 stainless steel waste and recycling bin stations in and around shopping centres, bus stops, railway stations and other busy street areas, and 293 waste and recycling bin stations at parks to reduce waste going to landfill.

During the year other waste initiatives were also undertaken to assist in increasing recycling. Some of our highlights include:

- Distributing 2012/13 Waste Collection Calendar along with 'No advertising' mail stickers to all residents to reduce littering on our streets
- Ongoing multi-unit dwelling recycling and illegal dumping education program
- Conducting a waste audit of 260 waste and 260 recycling bins in accordance with the OEH Waste and Sustainability Improvement Program standards
- Providing the Waste Watchers education programme at ten local schools to increase the awareness of waste and the importance of recycling correctly to our youth.
- Introducing a low level waste education programme to preschools with increasing levels of positive feedback
- Increasing the awareness of contamination in recycling and greenwaste bins through a targeted campaign and educational letters to non complying residents
- Conducting a free e-waste collection trial to local commercial businesses
- Holding a National Recycling Week e-waste recycling collection challenge for primary schools and within the LGA. More than six tonnes were diverted from landfill.
- Introducing email communication for invoicing and other standard communication to over 65 percent of Commercial waste customers.

Companion Animals Act 1998 Reporting

Companion Animal Management has continued to be a key operational program throughout the year, with the level of demand for services provided by the Regulatory Services Unit increasing through the introduction of nine fulltime Leash Free Areas, all of which require regular patrols to ensure compliance.

The Companion Animal Advisory Committee continued to provide Council with good feedback from members of the community and staff involved in the Committee, resulting in increased community consultation and education on key companion animal matters.

We continued to promote Companion Animals legislation through our website, Ryde *City View* publications, our microchipping program and participation at community events such as the Granny Smith Festival, Ryde Open Day and Veterinary practice open days.

- Compliance Rangers handled 811 complaints regarding companion animal issues from the general public, a 9 percent increase on the previous year's figures.
- Compliance Rangers handled 135 complaints in relation to stray, abandoned or roaming dogs, a 29 percent increase on the previous year's figures, which is attributable to the increased availability of off-leash dog areas.
- 272 companion animals were impounded by Compliance Rangers, an 8 percent decrease on last year. 122 cats were seized with 13 returned to their owners. 150 dogs were impounded with 83 returned to their owners.

- Dog impounds and return rates were down over the past 12-month period at 55.3 percent.
- 96 companion animals or 35 percent of all impounded animals were returned home to their owners: 11 percent of cats and 55 percent of dogs.
- 31 barking dog complaints were investigated, a 9.4 percent increase from last year.
- There were 35 reported dog attacks, an decrease of 22 percent from last year.
- Regulatory Services, in consultation with the Community Life Group, reviews and updates Companion Animal information through a direct link to animals on the City of Ryde website. There has been a very good response from the general public on the new look and updated information they are able to access.

A full list of Leash Free Areas is available on the City of Ryde website. 

There was a significant drop in the numbers of animals dumped by members of the public with 96 in 2011/12 representing a drop of 37 percent.

Overall requests for management of Companion Animal matters within the City of Ryde has increased throughout the year. The increase in complaints, particularly relating to barking dogs, and stray dogs is an area of concern, however the reduction in number of reported dog attacks has been good news.

Privacy and Personal Information Protection (PIIP) Act 1998

The City of Ryde has adopted the Model Privacy Management Plan and Privacy Code of Practice for Local Government. Through staff education and training and review of files and public reports prior to release, we endeavour to comply with the requirements of the PIIP Act.

There were no applications under the PIIP Act in 2011/12.

Environmental Planning and Assessment Act 1979 – Section 93G (5)

In 2011/12 the City of Ryde entered into one Planning Agreement pursuant to Section 93G(5) of the Environmental Planning and Assessment Act 10979.

Address: Lot 12 DP 711380 (LDA2011/644) located at 22 Giffnock Avenue Macquarie Park.

Summary of the offer:

- The project entails demolition of part of the existing building and erection of a seven-storey office building.
- The development also includes subdivision to create two road reserves, 928m² and 650 m² respectively, which the developer will build and dedicate to the City of Ryde. These are valued in total at \$867,900.
- The developer will also make a monetary contribution of \$403,150 to the City of Ryde.

The agreement was approved by Council on 27 March 2012.

Government Information (Public Access) Act 2009: GIPA annual report

Appendix 1 – Obligations under the GIPA Act

Review of proactive release program - Clause 7(a)

Under section 7 of the GIPA Act, agencies must review their programs for the release of government information to identify the kinds of information that can be made publicly available. This review must be undertaken at least once every 12 months.

The City of Ryde's program for the proactive release of information involves a review of what information is already being provided on our website and the types of information requested under both informal and formal requests for information. We also look at current matters that council is involved in or that could be considered of interest to the public.

During the reporting period, we reviewed this program by examining the information publicly available on the City of Ryde website, on public council notice boards and in Local Newspapers. It was apparent that the web site provided timely reporting on current matters. The City of Ryde website also includes information on the status of development applications and this has been kept up to date with details about new applications and those that have recently been determined. Applications and the determinations for significant developments are also clearly reported in Local newspapers.

The outcome of the exhibitions of planning instruments has been included on our website.

Of the nine formal requests for information received in this reporting period no further requests from the public has been made for the same information after the details having been noted in our Disclosure log.

Most informal requests for information are in relation to older development applications and rarely do we receive more than one request for the same property. This makes it difficult to include this information on our website or

otherwise mitigate the number of informal requests for information received by council through any proactive release. Despite being unable to reduce the number of informal requests for information by releasing the information proactively we are considering other options to improve the means of access to this information.

Agendas and minutes of council meetings back to 2004 are accessible on our website. Earlier agendas and meeting minutes have now been digitised and will be added to the website in stages as part of our proactive release program.

As a result of this review, there has been no additional information proactively released however there is clearly a mutual benefit from providing improved access to the type of information most often requested by the public. We are considering a number of options to address this including the digitisation of older microfilmed records however we would be unable to include this information on the website due to copyright considerations and that the information is so vast that it would be impractical to include it on a website. To overcome these problems we are evaluating the possibility of introducing public access computers.

Number of access applications received - Clause 7(b)

During the reporting period, our agency received a total of 10 formal access applications (including withdrawn applications but not invalid applications). One formal access application was received late in the reporting period and was not due to be decided during this period. (It has been decided within the required timeframe and will be reported on in the 2012/2013 annual report)

Number of refused applications for Schedule 1 information - Clause 7(c)

During the reporting period, our agency refused two formal access applications because the information requested was information referred to in Schedule 1 to the GIPA Act. Of those applications 0 were refused in full and two applications were refused in part as some of the information falling within the scope of the requests was referred to in Schedule 1 to the GIPA Act.

Statistical information about access applications - Clause 7(d) and Schedule 2

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

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	2	3	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	1	1	0	0	0	0	0	1
Members of the public (other)	0	1	0	0	0	0	0	0

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

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

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	3	4	0	0	0	0	0	1
Access applications that are partly personal information applications and partly other	0	1	0	0	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).
The total number of decisions in Table B should be the same as Table A.

Table C: Invalid applications

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

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	2
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0

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

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

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	3
Business interests of agencies and other persons	1
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	9
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	9

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

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

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

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

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

Global Reporting Initiative Content Index

Global Reporting Initiative (GRI) Content Index

The Global Reporting Initiative (GRI) is a process that introduces globally applicable guidelines that enable an understanding of an organisation's contribution to sustainable development.

The guidelines are designed to ensure GRI based reports:

- provide a balanced and reasonable picture of their economic, environmental and social performance
- facilitate comparability, benchmarking and assessment of performance
- address issues of concern to stakeholders.

The City is not fully compliant but we are working towards progressive integration of our sustainability reporting against the GRI criteria into our new Four Year Delivery Program, service unit planning and the Annual Report.

The areas in the table below are being achieved.

GRI indicators that have been discussed in this report (either wholly or in part), are referenced in the following table.

Indicator	Section	Comment
1 Strategy and analysis		
1.1 CEO statement	Section 1	General Manager's Message
1.2 Risk and Opportunities	Section 3	Progressive Leadership: Managing Risk
2 Organisational profile		
2.1 Name of the organisation	Cover	
2.2 Primary brands, products, and/or services.	Introduction Section 3	Vision and Highlights Key Outcome Areas
2.3 Operational structure	Section 2	Organisational Leadership
2.4 Operational headquarters	Introduction	Where are we?
2.5 Jurisdiction or area in which the council operates	Introduction	
2.6 Legal form of the council	Section 2	Civic Leadership
2.7 The main target groups of the council's activities	Introduction	Who are we?
2.8 Scale of the council - number of employees - net revenues - total assets	Introduction Section 1 Section 3 Section 4	Managing the money Progressive Leadership: Who is working for us? Financials
2.9 Significant changes to the council during the reporting period.	Introduction Section 1 Section 2	General Manager's Message Civic Leadership
2.10 Awards received in the reporting period	Section 2	Awards and Recognition
3 Report profile		
3.1 Reporting period	Introduction Section 1 Section 3	Our Performance against the Delivery Plan 2011-2015
3.2 Date of most recent previous report		City of Ryde's Annual Report 2010/11 was published in November 2011 and is available on www.ryde.nsw.gov.au
3.3 Reporting cycle	Introduction	1 July 2011 to 30 June 2012

Indicator	Section	Comment
Report scope and boundary		
3.5 Process for defining report content	Introduction	Report prepared across Council service units and reviewed by Executive Team
3.6 Boundary of the report	Introduction	About this Report
3.7 Limitations on the scope of the report	Introduction	About this Report
3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other situations.	Section 4	Financials
3.9 Data measurement techniques and the basis of calculations	Section 3 Section 4	Data measures distributed throughout report
3.11 Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report	Introduction	No significant changes
3.12 Table identifying the location of the standard disclosures in the report	Section 5	
3.13 Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organisation and the assurance provider(s)	Introduction	
4 Governance, commitments and engagement		
Governance		
4.1 Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks	Section 2 Section 3	
4.2 Indicate whether the chair of the highest governance body is also an executive officer.	Section 2	
4.3 Number of members of the highest governance body that are independent and/or non-executive members		Not relevant
4.4 Mechanism for shareholders and employees to provide recommendations or direction to the highest governance body	Introduction Section 2 Section 3	Democratic Governance Corporate Governance
4.5 Linkage between compensation for senior executives and the organisation's performance	Section 5	Senior Staff Reporting
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided	Section 2 Section 5	
4.7 Process for determining required qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental and social performance	Section 3	
4.8 Internally developed statements of values and codes of conduct	Introduction	
4.9 Procedures of highest governance body for overseeing identification and management of economic, environmental and social performance	Section 2 Section 3	
4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance	Section 3 Section 5	
4.12 Externally developed voluntary economic, environmental and social charters, principles or other initiatives to which the organisation subscribes or which it endorses	Introduction Section 3	About this Report Environmental Sensitivity
4.13 Association memberships and national/international advocacy organisations in which the organisation has positions in governance bodies, participates in projects or committees, provides substantive funding beyond routine membership dues and strategic memberships	Section 3 Section 4 Section 5	
4.14 List of stakeholder groups engaged by the organisation	Introduction	Stakeholder Map
4.15 Basis for identification and selection of stakeholders with whom to engage	Introduction	
4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Introduction	Stakeholder Map
4.17 Issues and concerns raised through stakeholder engagement and how the organisation has responded	Section 3	Progressive Leadership

Indicator	Section	Comment
EC Economic performance indicators		
EC1 Economic value generated and distributed	Introduction Section 4	Managing our Money Financial Statements
EC4 Financial assistance received from government	Section 4	Financial Statements
EC8 Investments that provide public benefit	Section 4	Financial Statements
EN Environmental Performance Indicators		
EN2 Percentage of materials used that are recycled input materials	Section 5	Purchasing policy provides for the use of environmental factors when making procurement decisions although it doesn't specifically refer to the recycled input materials. The extent to which the policy is applied is not currently measured.
EN3 Direct energy consumption by primary energy source	Section 3 Section 5	Environmental Sensitivity Statutory Information
EN6 Initiatives to provide energy efficient products and services	Section 3 Section 5	Environmental Sensitivity Statutory Information
EN13 Area of habitats protected or restored	Section 3	Environmental Sensitivity
EN14 Programmes for managing impacts on biodiversity	Section 3	Environmental Sensitivity
EN16/17 Greenhouse gas emissions	Section 3	Environmental Sensitivity
EN22 Total weight of waste by type and disposal method	Section 3 Section 5	Environmental Sensitivity Statutory Information
LA Social performance indicators		
LA1 Breakdown of total workforce	Section 3	Progressive Leadership: Developing our People
LA2 Employee turnover	Section 3	Progressive Leadership: Developing our People
LA6 Percentage of workforce represented in health and safety committees	Section 3	Progressive Leadership: Developing our People
LA7 Rates of injury and lost time	Section 3	Progressive Leadership: Developing our People
LA11 Workforce skills management and lifelong learning	Section 3	Progressive Leadership: Developing our People
LA12 Performance review and career development	Section 3	Progressive Leadership: Developing our People
SO Society		
SO1 Impacts of operations on communities	Section 3	Progressive Leadership: Managing Risk
SO2 Business units analysed for risks related to corruption	Section 3	Progressive Leadership: Managing Risk
SO3 Employees trained in anti-corruption policies	Section 3	Progressive Leadership: Managing Risk
Social Performance: product responsibility performance indicators		
PR2 Incidents of non-compliance - health and safety	Section 3	Progressive Leadership
PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Section 5	Progressive Leadership

More information about the GRI is available at www.globalreporting.org

Glossary of Terms

ABS

Australian Bureau of Statistics

Advocacy

The act of speaking or arguing in favour of something, such as a cause, idea, or policy. In the context of the Strategic Priorities it refers to another sphere of government or organisation delivering a service or outcome for the City.

ATRP

Annual Total Remuneration Package

Benchmarking

A process of comparing performance with standards achieved in a comparable environment with the aim of improving performance.

Biodiversity

The variety of all living things including plants, animals and microorganisms, their genes and the ecosystems of which they are a part.

Business continuity plan

A clearly defined and documented plan that provides the guidelines that establish the ground rules for the Critical Operations of the City of Ryde. It contains the guidelines for the business to continue to operate within a defined timeframe utilising a set of predefined resources and workarounds.

Community Land

Land classified as community land must be kept for use by the general community. All community land must be regulated by a Plan of Management which may apply to one or more areas of land.

Crown Land

Crown Land is land that is owned and by State Government but managed on its behalf by Council.

DA

Development Application

DCP

Development Control Plan

EEO

Equal Employment Opportunity

ET

Executive Management Team, consisting of the General Manager, four Group Managers and Manager Workforce Culture and Development

Financial Year

The financial year we are reporting on in this annual report is the period from 1 July 2009 to 30 June 2010

FTE

Full-time equivalent. In relation to staff numbers this refers to a figure that is based on the wages for full-time staff

GIPA

The Government Information (Public Access) Act 2009, which has replaced Freedom of Information legislation.

GPIMS

Geospatial Program Integration Management System

HR

Human Resources

ICLEI

An international association of local governments and their associations that have made a commitment to sustainable development.

Key Performance Indicator

Objective evidence on the extent of, or progress towards, achievement of a desired outcome.

LEP

Local Environment Plan.

LGA

Local Government Area.

Management Plan

A strategic document with a minimum four-year outlook, which outlines the key strategies the organisation will undertake to achieve its desired outcomes. Note: this is a legislative requirement.

MOU

Memorandum of Understanding.

OEH

Office of Environment and Heritage.

Operational Plan

A document with a one-year outlook which outlines the key activities to be undertaken to achieve the desired outcomes set out in the Corporate Plan. Note: this is a legislative requirement

Partnering

A structured approach to working together with other parties to achieve a mutually beneficial outcome.

Performance

The results of activities and progress in achieving the desired outcomes over a given period of time.

Plan of Management (PoM)

A document which regulates the use and management of community land.

PPIP

Privacy and Personal Information Protection Act 1998.

PMCoR

The City of Ryde's Project Management System.

Risk Management

A discipline for developing appropriate procedures to reduce the possibility of adverse effects from future events.

Ryde 2021 Community Strategic Plan

The NSW Division of Local Government (DLG), Department of Premier and Cabinet, has introduced a new planning and reporting framework for local government. The new framework replaces the former Management Plan and Social Plan with an integrated Community Strategic Plan (CSP). The aim of a CSP is to provide clear strategic direction for the long term, and identify the main priorities, aspirations and future vision of the community

RMS

Roads and Maritime Services

Scorecard

A visual display of the most important performance information, consolidated so an overall understanding of performance can be viewed at a glance.

SMCMA

Sydney Metropolitan Catchment Management Authority.

Sustainable Development

Development that meets the needs of the present generation without compromising the capacity of future generations to meet their needs.

Target

A goal to be reached by a specific date which may be higher than the forecasted performance. It aims to continually improve performance.

TRIM

Electronic system that registers incoming and outgoing correspondence and documentation and provides ready access to files.

Vision

A statement that embraces the desired future that the organisation is working towards.

VPA

Voluntary Planning Agreement

WSUD

Water Sensitive Urban Design

YEP

Youth Environment Program

Index

A

Aboriginal	6
ABS Statistics	22
Access	45
Advisory Committees	29
Arts and Cultural Development	75
Asset Management	71
Audit and Audit Committee	92
Audited Statements	145
Awards	33

B

Biodiversity	62
Buildings & Property	71

C

Chief Financial Officer's report	103
Calendar of Events	21
City of Ryde	3
City of Connections	85
City of Environmental Sensitivity	58
City of Harmony and Culture	75
City of Liveable Neighbourhoods	37
City of Progressive Leadership	81
City of Prosperity	51
City of Wellbeing	44
Civic Leadership	24
Communications	85
Community engagement	85
Community facilities	45
Community Relations and Events	85
Complaints	83
Corporate Governance	26
Councillors	25
Council Committee	28
Customer Service	83

D

Debt/Debtors	115, 126, 164
Development and Assessment	40

E

Economic Development	53
ET – Executive Team	31
Environment	57
Environmental Strategy	8, 57
External Auditor	143

F

Financial Overview	17
Financial Performance	17
Financial Position	104
Financial Report	105
Fleet Services	175

G

General Manager's Review	14
GIPA Requests	177
Governance	26
Grants	46
Global Reporting Initiative (GRI)	180

H

Human Resources	86
-----------------	----

I

Information Privacy	177
Information Management	177
Integrated Planning Framework	16

K

Key Outcome Areas	34
-------------------	----

L

Library Services	78
------------------	----

M

Macquarie Park Corridor	54
Mayor's Message	13
Mission	2

N

O

Open Space	50
Organisation Development	86
Organisation Structure	30

P

Parks	46
Partnerships	53
Performance Report	17
Probity	92
Procurement	92

R

Ryde Aquatic Leisure Centre	47
Rates	17, 114
Regulatory	39
Risk Management	91
Roads, Footpaths & Public Domain	61
Ryde 2021 Community Strategic Plan	1

S

Staff	86
Stakeholders	5
Standard Statements	107
Strategic Planning	85
State of Environment (SOE)	8, 61, 169
Stormwater and Park Assets	64, 175
Sustainability Directions	8

T

U

Urban Planning	39
----------------	----

V

Values	2
Vision	1
Volunteers	48

W

Waste Management	175
Workforce Planning	86
Water Sensitive Urban Design	175
Workplace Health and Safety	88

Y

Year in Review	10
Youth Services	77

English

If you do not understand this letter, please come to the Ryde Civic Centre, Devlin Street, Ryde, to discuss it with Council staff who will arrange an interpreter service. Or you may ring the Translating & Interpreting Service on 131 450 to ask an interpreter to contact Council for you. Council's phone number is 9952 8222. Council office hours are 8.30am to 4.30pm, Monday to Friday.

Arabic

إذا كنت لا تفهم محتويات هذه الرسالة، فالرجاء الاتصال بمركز مجلس بلدية رايد Ryde Civic Centre، وعنوانه: Ryde Civic Centre، Devlin Street، رايد، لندس، نيو ساوث ويلز، لمناقشتها مع العاملين في المجلس عن طريق مترجم، يستعين به العاملون لمساعدتك. أو يمكنك، بدلا من ذلك، أن تتصل بمكتب خدمات الترجمة TIS على الرقم 131 450 وأن تطلب من أحد المترجمين أن يتصل بالمجلس نيابة عنك. رقم تليفون المجلس هو 9952 8222، وساعات العمل هناك هي من الساعة 8.30 صباحا إلى 4.30 بعد الظهر من يوم الاثنين إلى يوم الجمعة.

Armenian

Եթէ այս նամակը չէք հասկնար, խնդրեմ եկէք՝ Բայր Սիվիլ Ենթրը, Տեվլին փողոց, Բայր, խոսակցելու. Քաղաքապետարանի պաշտօնեաներուն հետ, որոնք թարգմանիչ մը կրնան կարգադրել: Կամ, կրնաք հեռաձայնել Թարգմանության Ապասարկության՝ 131 450, եւ խնդրել որ թարգմանիչ մը Քաղաքապետարանին հետ կսպ հասարակէ: ձեզի համար: Քաղաքապետարանի հեռաձայնի թիւն է՝ 9952 8222: Քաղաքապետարանի գրասենեակի ժամերն են՝ կ.ս. ժամը 8.30 - կ.ե. ժամը 4.30, Երկուշաբթին և Ուրբաթ:

Chinese

如果您看不懂這封信，請到位於 Devlin Street, Ryde 的禮特區市禮堂 (Ryde Civic Centre) 與區政廳工作人員討論，他們將會給您安排傳譯員服務。或者您自己打電話給“翻譯及傳譯服務”，電話：131 450，請他們替您與區政廳聯絡。區政廳的電話號碼是：9952 8222。區政廳工作時間是：週一至週五，上午 8.30 到下午 4.30。

Farsi

اگر این نامه را نمی فهمید لطفاً به مرکز شهرداری رايد در Devlin Street مراجعه کنید. کارمندان شهرداری ترتیب استفاده از يك مترجم را براي شما خواهند داد. یا ميتوانيد به سرويس ترجمه کتبي و شفاهي شماره 131 450 تلفن بزنيد و بخواهيد که يك مترجم از جانب شما با شهرداری تماس بگیرد. شماره تلفن شهرداری 9952 8222 و ساعات کار از 8.30 صبح تا 4.30 بعد از ظهر می باشد.

Italian

Le persone che hanno difficoltà a capire la presente lettera, sono pregate di presentarsi al Ryde Civic Centre in Devlin Street, Ryde, e parlarne con gli impiegati municipali che provvederanno a richiedere l'intervento di un interprete. Oppure possono chiamare il Translating & Interpreting Service al 131 450 e chiedere ad uno dei loro interpreti di mettersi in contatto con il comune di Ryde. Il numero del comune è 9952 8222. Gli uffici comunali sono aperti dalle 8.30 alle 16.30, dal lunedì al venerdì.

Korean

이 편지를 이해할 수 없으시면 Ryde의 Devlin Street에 있는 Ryde Civic Centre로 오셔서 카운슬 직원과 상담하여 주십시오. 저희 직원이 통역 서비스를 연결해 드릴 것입니다. 아니면 131 450번으로 통번역 서비스(TIS)에 전화하셔서 통역사에게 대신 카운슬에 연락해 주도록 부탁하셔도 됩니다. 카운슬 전화 번호는 9952 8222번입니다. 카운슬의 업무 시간은 오전 8:30부터 오후 4:30, 월요일에서 금요일까지입니다.

Contact Us

Many of the City's services and projects are listed in this Annual Report but if you need further assistance or information on a service or facility not listed, simply contact us via one of the following easy ways:

Website

www.ryde.nsw.gov.au

Telephone

Call (61 2) 9952 8222 between 8.30am and 5.30pm, Monday to Friday

Post

Write to us at:

City of Ryde

Locked Bag 2069

NORTH RYDE NSW 1670

Fax

Send us a fax on (61 2) 9952 8070

Email

Send us an email at cityofryde@ryde.nsw.gov.au

Mayor and Councillors

Contact details for the Mayor and Councillors are available on www.ryde.nsw.gov.au or contact the Customer Service Centre on (61 2) 9952 8222.

In Person

You can visit our Customer Service Centre located at 1 Devlin Street, Ryde or any of our five libraries.

Acknowledgements

The City of Ryde would like to acknowledge all staff who contributed to the completion of this Annual Report, including those whose hard work throughout the year provided the material for the preparation of the report.

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