

1

Ryde
Library

2

West Ryde
Library

3

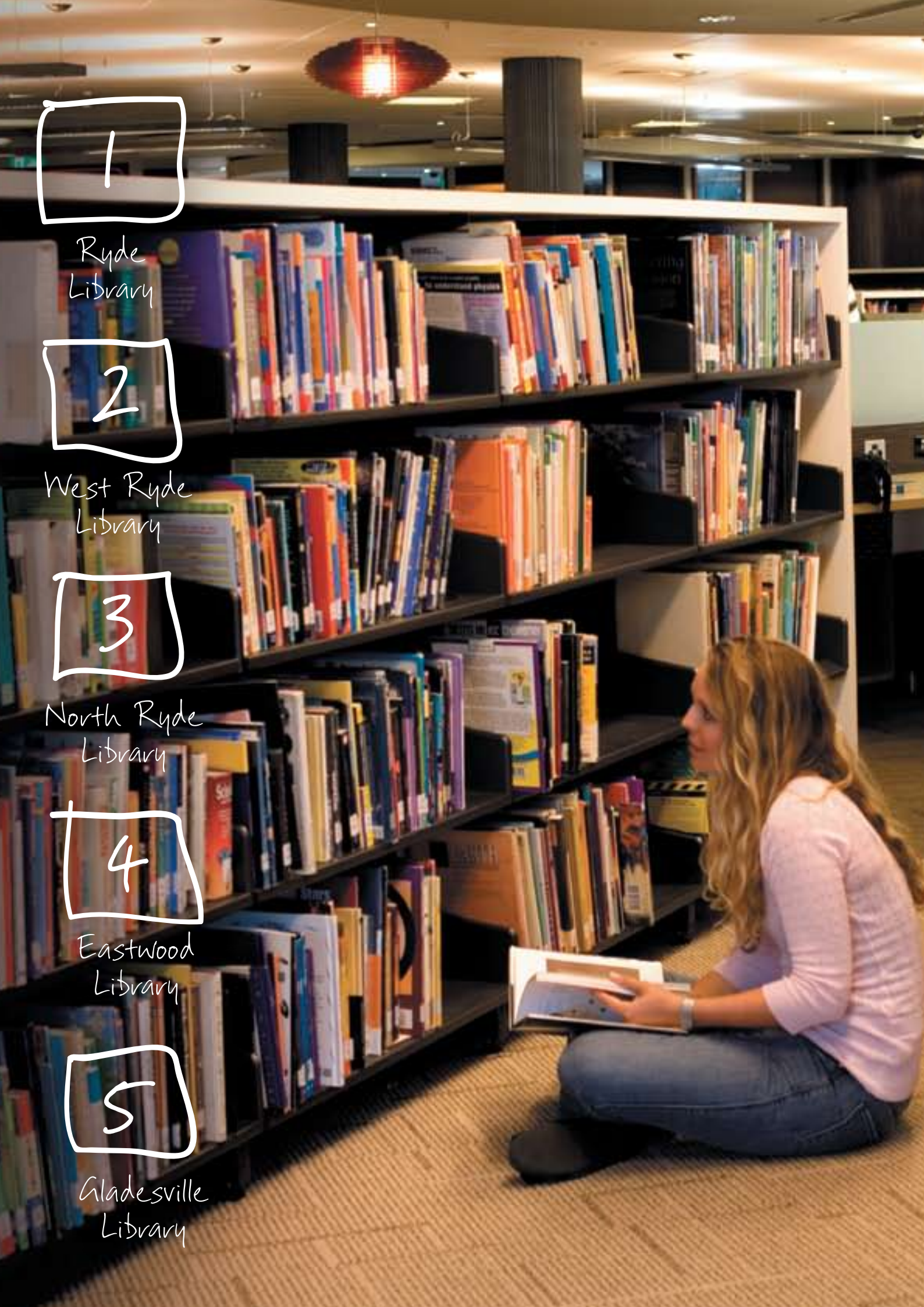
North Ryde
Library

4

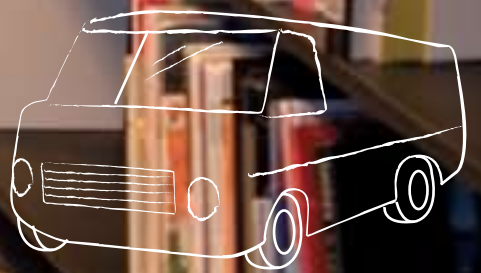
Eastwood
Library

5

Gladesville
Library



Our City's five libraries have specialist services for children, teenagers, adults and speakers of other languages.



Mobile lending service

- ✓ Free internet access
- ✓ DVDs
- ✓ School holiday activities

STATUTORY INFORMATION

In this section:

Local Government Act reporting

- Section 428

Global Reporting Index

Glossary

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Local Government Act Reporting - Section 428

Local Government Act and General Regulation Requirements

Information in this section addresses the above reporting requirements and regulations. Some of the information is contained within parts of the Annual Report General and Special Purpose Financial Report.

Legal Proceedings

A summary of the amounts incurred by the council during that 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 proceeding (if it has been finalised) are shown in the table below.

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, Council endeavours to comply with the requirements of the PPIP Act. There were no internal reviews under Part 5 of the PPIP Act in 2007/2008.

Freedom of Information

There were no Freedom of Information applications processed in 2007/2008. Three applications were received, however, they were able to be dealt with in accordance with Section 12 of the Local Government Act and deposits were refunded.

Plaintiff Name	Court	Result as at 30 June 08	Costs for FY 2007-2008
Owners Strata Plan No.58577	Supreme Court	In progress	\$10,457.04
Mary Anne Brifman	Land and Environment Court	In progress	Nil
29 Enterprise Pty Limited	Land and Environment Court	In progress	Nil
Moderinn Group Pty Ltd	Land and Environment Court	Appeal upheld (consent orders)	Nil
Haris Sutanto	Land and Environment Court	Appeal upheld	\$1,896.25
New Age Constructions Pty Ltd	Land and Environment Court	Appeal upheld	\$5,600.00
Darrel and Margaret Causbrook	Land and Environment Court	Appeal upheld (Consent orders)	Nil
Kathleen Purdie	Land and Environment Court	Discontinued	Nil
Camille Zufferey	Land and Environment Court	In progress	Nil
Ian Packer	Dust Diseases Tribunal	In progress	Nil

Report as to the State of the Environment in the area

Council's supplementary State of Environment Report 2007/2008 is available on Council's website www.ryde.nsw.gov.au under Environment/SOE. 

Companion Animal Management

Companion Animal Management has been a key operational program throughout the year, with Regulatory Services increasing the resources required to manage the increase in demand for services.

Recently we have received good feedback from members of the community and also welfare organisations in relation to the improved customer service provided by the Regulatory Services Unit.

- Compliance Rangers handled 656 complaints regarding companion animal issues from the general public, a 22% reduction on the previous year figures.
- Council Rangers handled 247 complaints in relation to stray, abandoned, or roaming dogs, a 34% reduction on the previous year figures.
- 181 companion animals were impounded by Rangers, a 15% reduction on last year.
- 136 companion animals, or 75% of all impounded animals, were returned home to their owners.
- 45 Companion Animals, or 25%, were impounded and transported to Blacktown Pound, which is the City of Ryde's contractor for pound operations.
- 108 barking dog complaints, an increase of 27% from last year
- 71 reported dog attacks, a reduction of 26% from last year.

Overall there has been significant improvement in the management of companion animal's within the City. There has been significant reduction in the amounts of complaints, stay/ roaming dogs, animals being impounded and dog attacks. The numbers of animals being re-homed without being transferred to Blacktown Pound has remained high at 75%. The only area of concern is the increase in barking dog complaints.

Regulatory Services has also conducted successful Microchipping Days, and continues to be proactive in the promotion of the SPOT Program in Primary Schools.

A Companion Animal Management Plan was also developed in 2007, which allows for further community involvement through the Companion Animal Advisory Committee.

Recent amendments to the Companion Animals Act will allow Council to manage the compliance of Restricted and Dangerous Dogs within our City.

Overseas Travel

No overseas visits for Councillors or City of Ryde staff were paid for by Council in 2007/2008.

Councillors' Expenses and Provision of Facilities

Office Equipment

At the beginning of the current term of Council (2004-2008), and in accordance with the Policy on the Payment of Expenses and Provision of Facilities for the Mayor and other Councillors, all Councillors were supplied with a facsimile machine with scanning, photocopying and telephone answering capabilities at their residential home address to a maximum value of \$1,000. Councillors were also provided with a laptop computer with Microsoft Office and related software to a maximum value of \$3,000. Councillor Edna Wilde OAM did not request a laptop computer and Councillor Michael Butterworth returned his computer during this period.

Communication Expenses

In 2007/2008 Councillors were reimbursed a total sum of \$19,490.77 for communications expenses covering the area of email, internet and telephone (both fixed and mobile) and any related technology purchases.

Conference Expenses

The following conferences were attended by City of Ryde Councillors in 2007/08:

- LGA Water Management Conference, Inverell 15-17 August 2007. Council was represented by Councillors Netterfield and Tagg. The cost of registration, travel, accommodation and meals for this conference was \$1,997.82.
- LGA Conference, Coffs Harbour 20-24 October 2007. Council was represented by the Mayor, Councillor Petch and Councillors Netterfield, O'Donnell, Tagg and Yedelian. The cost of registration, travel, accommodation and meals for this conference was \$8,849.30.
- ALGA Conference, Darwin 26-29 November 2007. Council was represented by the Mayor, Councillor Petch. The cost of registration, travel, accommodation and meals for this conference was \$3,021.34.
- ALGWA Conference, Rockdale 3-5 April 2007. Council was represented by Councillors Campbell, Netterfield, O'Donnell and Wilde OAM. The cost of registration, travel, accommodation and meals for this conference was \$2,370.00.

Expenses for spouse, partner or other person

In 2007/2008 a total cost of \$300 was paid towards expenses for spouse, partner or other person who accompanied a councillor in the performance of his or her civic duties in accordance with the Policy on the Payment of Expenses and Provision of Facilities for the Mayor and other Councillors.

STATUTORY INFORMATION

Councillor Training

No external training for Councillors was paid by Council in 2007/2008.

Interstate Visits

The Mayor, Councillor Ivan Petch attended the Australian Local Government Association Conference in Darwin from 26-29 November 2007. The total cost including registration, accommodation, travel and meals was \$3,021.34.

Country Council Partnership

In October 2007, the following delegation of Councillors and staff visited the Central Darling Shire Council to initiate the Country Council Partnership: the Mayor, Councillor Ivan Petch, Councillors Sarkis Yedelian, Nicole Campbell and Gabrielle O'Donnell, General Manager Michael Whittaker, Group Manager Public Works Kim Woodbury, Manager Councillor Services Scott Allen and the Economic Development Manager Paul William-Smith. The total cost of the visit including travel, accommodation and meals was \$13,772.54.

A reciprocal visit of delegates from Central Darling Shire took place from 31 March 2008 to 2 April 2008. The City of Ryde supported this delegation through sponsorship of accommodation and meals at a total cost of \$4,376.64.

Provision of Care for a Child

No provision of care for a child of, or an immediate family member of, a councillor, to allow the councillor to undertake his or her civic duties was paid by Council in 2007/2008.

Senior Staff Remuneration

During 2007/08 Council employed 11 senior staff which includes the Executive Management Team.

The Executive Management Team comprised of the General Manager and four Group Managers.

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 \$1,820,998.

Number of Senior Positions	Total Cost Range	Comments
1	\$300,001 - \$350,000	General Manager
3	\$200,001 - \$250,000	Group Manager Environment & Planning, Group Manager Public Works and Group Manager Community Life - this position changed over during the year.
5	\$141,250 - \$200,000	Group Manager Corporate Services General Counsel, Manager Buildings & Property, Manager Operations, Chief Financial Officer
TOTAL COST	\$1,820,998	
Salary component	\$1,493,808	
Superannuation	\$243,196	
Other Costs	\$10,819	
FBT	\$73,175	

Note: The Human Resource Manager and Chief Information Officer are also Senior Officers but were not employed or paid for for the full year and as such did not earn the threshold value for a Senior Officer as prescribed by the Department of Local Government.

Planning Agreements

In 2007/08, the City of Ryde entered into two Planning Agreements pursuant to Section 93G(5) of the Environmental Planning & Assessment Act 1979. Details of these Planning Agreements are as follows:

1. Planning Agreement entered into with Remo West Ryde Limited with the value of public benefit being \$26.69 million involving public domain works, a public plaza, carparking and a community facility .
2. Planning Agreement entered into with Waterpoint Shepherds Bay Pty Limited with the value of public benefit being \$2million in the form of a monetary contribution
3. Planning Agreement entered into with St Hilliers Property SPV1 P/L with the value of public benefit being \$5.27million in the form of a new park (land and embellishment) and stormwater infrastructure.

4. Planning Agreement entered into with Lipman Properties Pty Limited with the value of public benefit being \$1.653 million in the form of a monetary contribution

CONTRACT MANAGEMENT
Payments Greater than \$150K 2007/2008

Payee Name 2007/2008	Actual(incl. GST)	Payment Type	Description
3m Australia Pty Ltd	\$245,425.32	Contract	RFID system - Libraries
Acron Building Services	\$190,530.83	Contract	Building works
Adshel Street Furniture	\$182,328.30	Contract	Bus shelters
Barry Bros Specialised Services Pty Ltd	\$158,728.20	Contract	Repair of Pits
Bewsher Consulting Pty Ltd	\$320,132.08	Contract	Drainage study & consultancy
Caltex Australia Petroleum Pty	\$723,476.00	Contract	Fuel
Citiguard Protection Services	\$336,497.77	Contract	Security instal & monitor
Civica Pty Ltd	\$280,572.93	Contract	Software maintenance
Dell Australia Pty Limited	\$180,874.30	Contract	supply PC's
Dimension Data Australia P/L	\$185,421.40	Contract	Information Technology Upgrade (SAN)
Enerserve	\$398,275.41	Contract	Undergrounding of overhead mains
Fuji Xerox Australia Pty Ltd	\$622,486.33	Contract	Supply MFD's
GHD Pty Ltd	\$185,352.20	Contract	undergrounding design
Hunter Holden	\$646,399.51	Contract	Supply of Motor Vehicles
Infrastructure Construction	\$279,102.34	Contract	supply & instal electrical
Optus Billing Services Pty Ltd	\$212,446.11	Contract	Communication
Sarkis Bros. Pty Ltd	\$169,170.00	Contract	Sandstone
Storm International Pty Ltd	\$354,955.05	Contract	Cleaning
Streetscape Projects (Aust) Pty Ltd	\$293,921.64	Contract	Smart Pole Units - Parks
Sydney Building Projects Pty Ltd	\$172,426.56	Contract	Construction - Brush Farm House
Sydney City Toyota	\$534,840.03	Contract	Supply of Motor Vehicles
Technology One	\$688,757.55	Contract	Software instal & maintenance
Telstra Corporation Limited	\$167,405.69	Contract	Communication
Waste Service NSW	\$8,290,083.12	Contract	Waste removal & recycling contract
A J Paving	\$2,190,557.42	Schedule of Rates	Heavy patching
All Tippers Pty Ltd	\$298,027.63	Schedule of Rates	Minor works
Allard's Plant Hire Pty Ltd	\$331,335.82	Schedule of Rates	Plant Hire
Ally Property Services Pty Ltd	\$615,235.90	Schedule of Rates	Minor works
Boral Concrete & Quarries	\$197,083.54	Schedule of Rates	Minor works
C W Concrete Pty Ltd	\$278,224.89	Schedule of Rates	Minor works
CityWide Service Solutions Pty Ltd	\$203,969.70	Schedule of Rates	Minor works
Construction Maintenance Solutions Pty Ltd	\$177,276.91	Schedule of Rates	Minor works
Cumberland Newspaper Group	\$184,212.27	Schedule of Rates	Printing & advertising
Harnleigh Pty Ltd	\$185,239.45	Schedule of Rates	plumbing
Hickey's Earthmoving Pty Ltd	\$340,161.25	Schedule of Rates	Plant Hire
Jardine Lloyd Thompson	\$197,539.54	Schedule of Rates	Legal Services
Kelbon Concrete & Paving	\$235,322.45	Schedule of Rates	Minor works
L G Parker & Co Solicitors	\$230,000.00	Schedule of Rates	Legal Services
Leonard Holt Robb	\$395,831.52	Schedule of Rates	Advertising
M J Smooth Concreting Services	\$571,410.40	Schedule of Rates	Concreting
Sam the Paving Man Pty Ltd	\$300,699.52	Schedule of Rates	Minor works
Sorrento Constructions Pty Ltd	\$923,934.55	Schedule of Rates	Minor works
Sydney Metro Tree Services	\$195,837.91	Schedule of Rates	Tree Services
Terra Australis Regeneration	\$157,444.50	Schedule of Rates	Bush Regeneration
Western District General Concreting	\$221,248.06	Schedule of Rates	Minor works
Works Infrastructure Pty Ltd	\$948,070.57	Schedule of Rates	Asphalt
Spectrum Employment Services Co-Op Ltd	\$302,935.00	Other	Agency Staff
Corporation Sole EPA Act	\$253,509.50	Other	Contribution
Energy Australia	\$2,314,080.63	Other	Supply electricity
Hudson Global Resources (Aust)	\$171,099.50	Other	Agency Staff
James Bennett Pty Ltd	\$184,177.71	Other	library material
Kealec Pty Ltd Electrical	\$166,933.69	Other	Electrical Services
Marsden Law Group Trust Account	\$2,081,700.00	Other	Acquisition of Properties
National Australia Bank Ltd	\$744,852.84	Other	Loan repayments
New South Wales Fire Brigades	\$1,392,581.00	Other	Contribution
Parsons Brinckerhoff Australia	\$375,680.65	Other	ITS/PPS Work - Top Ryde
State Debt Recovery Office	\$568,354.60	Other	Infringement Processing
StateCover Mutual Limited	\$1,435,339.20	Other	Workers Compensation
Statewide Mutual	\$1,012,606.60	Other	Insurances
Sydney Training & Employment Ltd	\$261,321.39	Other	Apprentices & casual staff
Sydney Water Corporation	\$214,934.74	Other	Water supply
NSW Sport & Recreation	\$349,937.50	Other	Loan repayments

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

STATUTORY INFORMATION

Stormwater, coasts and estuaries and waste management

The Ryde local government area is comprised of fourteen discrete stormwater drainage catchments, with a total area of over 4000 hectares. With the exception of Macquarie Park, the predominant land use is urban residential, which is characterised by low to medium-density development with significant proportions of private landscape and public open space. Many of the City's catchments are sensitive receiving environments impacted by catchment related activities that have an impact on stormwater quality. The City of Ryde is one of the high economic growth areas in New South Wales, being located within the global economic corridor that links Macquarie Park to Port Botany. This corridor is the favoured location for global corporations establishing their regional headquarters in Australia. The area is forecast to experience further development activity, which may lead to an increase in litter, nutrient and sediment loads entering our waterway systems, as well as an increase in flow.

What are we doing?

The City has prepared Stormwater Management Plans for the Lower Parramatta River, the Mid Parramatta River and the Lane Cove River Catchments. The preparation of these plans involved extensive stakeholder and community consultation, and resulted in an extensive set of recommended activities and actions to guide the management of stormwater quality throughout the City. The plans detailed short, medium and long term actions for the City. These actions are being progressively incorporated into the Council's management plan and capital works programs. In addition, the City has an ongoing water quality monitoring program to assess changes in aquatic health and to guide actions aimed at improving water quality.

The ability of Council 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. Council has formed two Floodplain Management Committees and is a member of the NSW Floodplain Management Authority. The City of Ryde is a member of the Parramatta River Estuary Management Committee, who are guiding and overseeing the preparation of the Parramatta River Estuary Management Plan, and is also a member of the Parramatta River Catchment Management Group. The Group are 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. Under the guidance of the Lane Cove River Estuary Management Committee, the City of Ryde participated in the preparation of the Lane Cove River Estuary Management Plan. In addition to the above activities, as part of a review of planning controls for Macquarie Park, the City of Ryde is developing a water sensitive urban design (WSUD) development control plan, WSUD guidelines and developing WSUD initiatives for its town centres to assist in conserving potable water, minimising wastewater and improving stormwater quality across the LGA.

Waste Management

The new collection service has continued to run smoothly with the number of complaints and missed services being less than the key performance indicators in the contract of 1 in 2,000 services. Council has again meet the Annual Performance Payment Criteria set by the Department of Environment and Climate Change to qualify for the allotted payment paid in November to Council for 2008/2009 of \$245,385.10.

Council had increased its diversion from landfill to nearly 47% which meets the DECC requirements of 44% diversion from landfill by 2008. This is an increase of 3% for the same period last year and can be contributed to the new service and the ongoing educational programs. A fantastic effort by our Community!

Waste education programs have been developed and delivered to increase public awareness of waste minimisation, reuse and recycling. These programs also compliment and assist the collection service in minimising contamination rates.

The programs delivered in 2007/2008 include:

- Free Waste and Recycling Tour – 'Follow your Waste Tour' in conjunction with WSN Environmental Solutions
- REEN – Ryde Environmental Education Network for schools
- Waste Education trailer used at local schools, Granny Smith Festival local shopping centres and other venues
- SecondHand Saturday Program
- Cleanup Australia Day March 2008
- Promotion of the Chipping and Mulching Service
- National Recycling Week November 2008
- International Compost Awareness Week May 2008
- Mobile Muster/Planet Ark
- Rubbish Free Lunch Challenge (RFLC)
- Compact Fluorescent Light (CFL) Recycling
- Cartridge Recycling Programs
- The Bower- Reuse, Repair And Referral Service
- Illegal Dumping Unit Block Expo

Community Workshops

- Worm Farm and Composting Workshop, Ryde Park, May 2008, as part of International Compost Awareness Week
- Story time for Under 5's, all five City of Ryde libraries, June 2008 & August 2007
- Meadowbank TAFE Environment Day, May 2008 & August 2007

- Girl Guides West Ryde & North Ryde, August 2007
- Spring Sustainability Expo, September 2007
- Macquarie Shopping Centre Sustainability Expo, August 2008
- Lane Cove Tourist Park Family Eco Day, Macquarie Park, September 2008
- Eastwood Canal Mural Launch, Eastwood, September 2008

Bush Fire Hazard

During the reporting period of 2007/2008 there were no works undertaken.

Resolutions Private Land

There were no works carried out on private land during 2007/2008 in accordance with Section 67.

Global Reporting Initiative (GRI) Content Index – G3

The Global Reporting Initiative (GRI) provides a globally applicable framework in the form of guidelines that set out economic, social and environmental indicators for organisations to report against.

This report has been prepared using the GRI G3 Guidelines. It represents a balanced and reasonable presentation of our organisation's economic, environmental and social performance.

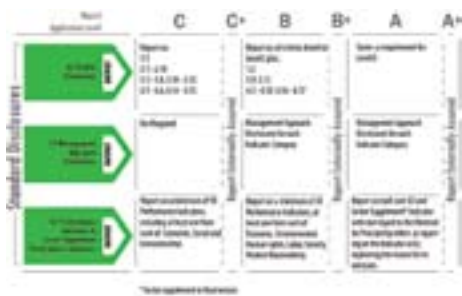
Our report applies the GRI reporting framework to a C level, this is the same level as our first GRI report (2006/07), this year we have expanded the list of indicators to include those B level indicators that we have already achieved as we work towards improving our GRI reporting. We are still developing our data collection systems to enable us to report on other indicators.

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

Indicator	Page	Comment
1 Strategy and analysis		
1.1 CEO statement	10	
2 Organisational profile		
2.1 Name of the organisation	Cover	
2.2 Summary of vision, functions and responsibilities	2	
2.3 Operational structure	44	
2.4 Operational headquarters	176, back page	
2.5 Jurisdiction or area in which the Council operates	6	
2.6 Legal form of the Council	26	
2.7 The main target groups of the Council's activities	3, 112	
2.8 Scale of the Council		
- number of employees	10, 45	
- net revenues	96, 100, 104	
- total assets	96, 101	
2.9 Significant changes to the Council during the reporting period		No significant changes were made during the reporting period.
2.10 Awards received in the reporting period	16	
3 Report parameters		
Report profile		
3.1 Reporting period	Cover, 3,8,10	
3.2 Date of most recent previous report		City of Ryde's Annual Report 2006/2007 was published in November 2007
3.3 Reporting cycle	3,34,54	
3.4 Contact point	176, back page	
Report scope and boundary		
3.5 Process for defining report content	3	
3.6 Boundary of the report	3	
3.7 Limitations on the scope of the report	3	
3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other situations	105, 168, 169	

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Indicator	Page	Comment
3.9 Data measurement techniques and the basis of calculations	54	
3.11 Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report	3	
3.12 Table identifying the location of the standard disclosures in the report	48, 54	
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)	3, 99, 104, 149	
4 Governance, commitments and engagement		
Governance		
4.1 Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks	26, 28, 30, 31, 32	
4.2 Indicate whether the chair of the highest governance body is also an executive officer	26, 45	
4.3 Number of members of the highest governance body that are independent and/or non-executive members	26, 45	
4.4 Mechanism for shareholders and employees to provide recommendations or direction to the highest governance body	29	
4.5 Linkage between compensation for senior executives and the organisation's performance	45, 168	
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided	36	
4.8 Internally developed statements of values and codes of conduct	2, 36	
4.14 List of stakeholder groups engaged by the organisation	3, 41	
4.15 Basis for identification and selection of stakeholders with whom to engage	41	



Indicator	Page	Comment
EC Economic performance indicators		
EC1 Economic value generated and distributed	7, 9, 104-107	
EC4 Financial assistance received from government	104-107	
EC8 Investments that provide public benefit through commercial inkind or pro bono engagement	22,23, 168, 105-107	
EN Environmental Performance Indicators		
EN3 Direct energy consumption by primary energy source	79, SOE Report	
EN6 Initiatives to provide energy efficient products and services	78-79	
EN13 Area of habitats protected or restored	SOE Report	
EN14 Programs for managing impacts on biodiversity	SOE Report	
EN16/17 Greenhouse gas emissions	79, SOE Report	
EN22 Total weight of waste by type and disposal method	70, 75 SOE Report	
LA Social performance indicators		
Labour practices and decent work		
LA1 Breakdown of total workforce	46	
LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees	46-49	
LA7 Rates of injury, occupational diseases, lost days, absenteeism and number of work-related fatalities by region	49	
LA11 Workforce skills management and lifelong learning	47	
LA12 Performance review and career development	46	
SO Society		
SO1 Impacts of operations on communities	22, 55	
SO2 Business units analysed for risks related to corruption	36	
SO3 Employees trained in anti-corruption policies and procedures	37, 91	
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PR5 Practices related to customer satisfaction, including results of surveyes measuring customer satisfaction	41	

STATUTORY INFORMATION

Glossary of Terms

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.

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

Business Continuity Plan A clearly defined and documented plan that provides the guidelines for the organisation that establishes 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 their behalf by Council.

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 – it is a legislative requirement.

EEO Equal Employment Opportunity.

Enterprise Architecture EA is a design for the arrangement and interoperation of business components in an information and communications technology (ICT) environment, for example policies, operations, infrastructure, and information that together make up the organisation's means of operation.

ET Executive Management Team consisting of the General Manager and Four Group Managers.

Financial Year The financial year we are reporting on in this annual report is the period from 1 July 2007 to 30 June 2008.

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

HR Human Resources.

ICLEI is 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

MOU Memorandum of Understanding

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 – it 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.

PPP Public Private Partnership.

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

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

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.

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CONTACT INFORMATION

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:

Web www.ryde.nsw.gov.au

Telephone Pick up the phone between 8.00am – 5.30pm, Monday to Friday
(61) 2 9952 8222

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 Get online and drop us an email at cityofryde.ryde.nsw.gov.au

Mayor and Councillors Contact details for the Mayor and Councillors is available on our website at www.ryde.nsw.gov.au or contact our customer service officers for details on (61) 2 9952 8222

In Person You can always visit us at any one of our customer service office located at 1 Devlin Street, Ryde or anyone of our five libraries.

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ENGLISH

To understand this document ring the Translating and Interpreting Service on 131 450 and ask an interpreter to contact Council for you on 9952 8222.

ARABIC

لفهم هذه الوثيقة، اتصل بخدمة الترجمة التحريرية والشفهية على رقم 131 450 واطلب من المترجم الاتصال بالمجلس نيابة عنك على رقم 9952 8222.

ARMENIAN

Այս փաստաթուղթը հասկնալու համար հեռաձայնեցեք Թարգմանության Սպասարկություն 131 450, եւ խնդրեցեք որ թարգման ւր ձեզի համար կապ հաստատէ Քաղաքային Խորհուրդին հետ, հեռաձայնելով 9952 8222 թիվին:

CHINESE

欲了解本文件內容，請致電翻譯和傳譯服務，電話：131 450，要求傳譯員為您致電 9952 8222，聯絡協會。

FARSI

شما می توانید برای کمک در درک مطالب نوشته شده در این متن به خدمات ترجمه شفاهی و ترجمه کتبی به شماره 131450 زنگ بزنید و خواهش کنید یک مترجم شفاهی برای شما به شورا به شماره 99528222 تلفن کند تا بدین ترتیب توضیحات لازم را از شورا دریافت کنید.

ITALIAN

Per comprendere questo documento, chiamate il Servizio Traduzione e Interpretariato al numero 131 450 e chiedete ad un interprete di contattare il Comune per voi al numero 9952 8222.

KOREAN

본 문서에 대한 이해를 위해 131 450 번 통번역서비스(Translating and Interpreting Service) 센터에 전화해서 통역사에게 귀하를 대신해 9952 8222 번 의회에 전화를 하여 대화 내용을 통역해 달라고 요청하십시오.

