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STATUTORY INFORMATION

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LOCAL GOVERNMENT ACT 1993 – SECTION 428 (2)

FINANCIAL STATEMENTS – S.428 (2) (A)

The City of Ryde's audited financial reports for the 2009/10 financial year are presented from page 91 (see General Purpose Financial Statements and Special Purpose Financial Statements).

PERFORMANCE OF PRINCIPAL ACTIVITIES – S.428 (2) (B)

Report on Council performance for the year 2009/10 using key focus areas from the City of Ryde 2008 – 2012 Management Plan is presented in the 'Our Performance' in section 3 and 5 of this report.

STATE OF THE ENVIRONMENT REPORT – S.428 (2) (C)

Council's supplementary State of the Environment Report 2009/10 is available on www.ryde.nsw.gov.au/soe. This report forms part of a Northern Sydney Regional Organisation of Councils report comprising seven Councils of which the City of Ryde is one. The report provides a comprehensive picture of the region built on comparative robust data sets, extensive reporting and analysis so that appropriate responses and understanding can be developed at a regional, catchment and community level.

CONDITION OF PUBLIC WORKS – S.428 (2) (D)

Details are included in Special Schedule 7 contained within the 2009/10 Financial Report on page 152-153.

LEGAL PROCEEDINGS: EXPENSES AND PROGRESS – S.428 (2) (E)

During 2009/10, expenses incurred by the City of Ryde in relation to legal proceedings were as follows:

Name of Proceedings	Nature of Proceedings	Status	Costs
Callicetto v Council	District Court – claim for damages – trip and fall	In progress.	\$12,500.00
Orth Constructions v Council	L & E Court – Class 4 – declaration sought	Application dismissed. Council awarded costs. Recovered \$35,000.	\$53,615.64
Ball Avenue Pty Limited v Council	L & E Court – Class 1	Appeal upheld (amended plans provided to satisfy Council's concerns).	\$5,812.50
Zaymill Pty Limited v Council	L & E Court – Class 4 – declaration sought	Declaration granted. Submitting appearance by Council. Council successfully opposed claim by Applicant for costs.	Nil.
Bonser v Council	District Court – claim for damages – trip and fall	Discontinued.	\$11,500.00
Council v Pedras	Court of Criminal Appeal – case stated – regarding District Court judgment	Case stated in Council's favour.	\$11,875.00
Van Oosten v Council	Local Court – appeal against dangerous dog declaration	Appeal dismissed. Council awarded costs of \$2,865.	\$4,304.28
Starkman v Council	Local Court – claim for damages – traffic incident	Application dismissed. Council awarded costs of \$508.	Nil
Remo West Ryde Pty Limited v Council	L & E Court – Class 1	Discontinued.	Nil
Tomasic v Council	L & E Court – Class 1	Discontinued.	Nil
Council v Mastronardo	L & E Court – Class 5, Criminal Prosecution	Withdrawn due to negotiated outcome. Defendant paid Council its costs and ex gratia payment of \$10,000 for environmental enforcement.	\$27,000
Abediasl v Council	L & E Court – Class 1	Appeal upheld.	\$11,671.20
29 Enterprise Pty Ltd v Council	L & E Court – Class 1	Appeal upheld. Submitting appearance by Council.	Nil
Hanna v Council	L & E Court – Class 1	Appeal dismissed.	Nil
Warrier v Council	L & E Court – Class 1	Appeal upheld by agreement subject to Council's concerns being addressed.	Nil
Gopalan v Council	L & E Court – Class 1 (subdivision appeal)	Appeal dismissed.	Nil
Gopalan v Council	L & E Court – Class 1 (dwelling house appeal)	Appeal upheld by agreement (amended plans).	Nil
Junapa Pty Ltd v Council	L & E Court – Class 1	In progress.	Nil
Sahade v Council	L & E Court – Class 1	In progress.	Nil
			\$138,278.62

STATUTORY INFORMATION

COUNCIL EXPENSES

MAYORAL AND COUNCILLOR FEES, EXPENSES, PROVISION OF FACILITIES – \$428 (2) (F)

The City of Ryde has in place a Councillors Expenses Policy that governs the expenses paid and facilities provided to the Mayor and Councillors in the discharge of their civic duties.

Provision of dedicated office equipment allocated to Councillors – \$30,592.

Telephone calls made by Councillors – \$31,867.66.

Attendance of Councillors at conferences and seminars – \$38,819.18 (including accommodation, conference registration, transport, meals).

Training of Councillors and provision of skill development - \$5,450 for media training.

Interstate visits by Councillors, including transport, accommodation and other out of pocket travelling expenses.

Overseas visits by Councillors, including transport, accommodation and other out of pocket travelling expenses – Nil.

Expenses of any spouse, partner or other person who accompanied a Councillor – \$2,523. This includes Bike Futures and LGA Conference.

Expenses involved in the provision of care for a child or an immediate family member of a Councillor – Nil.

SENIOR STAFF REMUNERATION PACKAGES – \$.428 (2) (G)

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 \$2,083,206.

City of Ryde has determined 10 positions within the Organisation Structure as Senior Staff positions under Section 332 of the Local Government Act 1993 as amended.

Senior Officers	Gross (Salary Component) \$	Statutory Superannuation Contributions \$	Non Cash Benefits \$	ATRP Payments \$	Bonus Performance Payments \$	Total Contract Payments \$	Current ATRP as at 30/6/2009 \$	FBT Payable by Council \$	Total \$
General Manager	252,700 (1)	4,820.32	2,769.23	260,289.35	-	260,289.35	321,286.25	17,116.37	277,405.72
General Manager	132,444 (2)	6,814.94	4,326.92	143,585.55	-	143,585.55	300,000.00	17,116.37	160,701.92
Group Manager Environment and Planning	187,369	14,394.71	9,000.00	210,763.65	-	210,763.65	215,270.00	1,833.29	212,596.94
Group Manager Community Life	32,740 (3)	1,783.68	1,038.46	35,562.30	-	35,562.30	199,555.20	10,366.74	45,929.04
Group Manager Community Life	83,196 (4)	6,814.96	4,326.92	94,338.34	-	94,338.34	200,000.00	4,780.31	99,118.65
Group Manager Corporate	180,080	14,405.63	9,000.00	203,485.95	-	203,485.95	205,541.86	4,055.86	207,541.81
General Counsel	164,796	14,378.19	9,000.00	188,174.07	-	188,174.07	185,400.00	12,830.23	201,004.30
Group Manager Public Works	211,082	14,405.56	9,000.00	234,488.05	-	234,488.05	226,986.25	9,107.10	243,595.15
Chief Financial Officer	129,046	12,420.96	9,000.00	150,466.86	-	150,466.86	151,827.41	6,864.00	157,330.86
Manager Property	130,325	12,163.73	9,000.00	151,488.23	-	151,488.23	153,083.75	13,150.18	164,638.41
Manager Operations	130,965	12,593.72	9,000.00	152,558.95	-	152,558.95	153,938.91	13,204.91	165,763.86
Manager Human Resources	97,509 (5)	8,603.98	5,884.62	111,997.50	-	111,997.50	153,938.91	5,863.31	117,860.81
Manager Workforce Culture & Development	25,836 (6)	2,325.19	1,557.69	29,718.50	-	29,718.50	175,000.00	-	29,718.50
	1,758,087.89	125,925.57	82,903.85	1,966,917.31	-	1,966,917.31	2,641,828.54	116,288.67	2,083,205.98

Note

- (1) The General Manager resigned on 23 October 2009 and the contract payments amount includes payment of accrued leave entitlements
- (2) The General Manager commenced employment with the City of Ryde on 4 January 2010
- (3) The Group Manager Community Life resigned on 14 August 2009 and the contract payments amount includes payment of accrued entitlements
- (4) The Group Manager Community Life commenced employment with the City of Ryde on 4 January 2010
- (5) The Manager Human Resources resigned on 26 February 2010 and the contract payments amount includes payment of accrued leave entitlements
- (6) The Manager Workforce Culture and Development commences with the City of Ryde on 27 April 2010

ATRP - Annual Total Remuneration Package

STATUTORY INFORMATION

CONTRACTS AWARDED BY COUNCIL - S.428(2)(H)

CONTRACTS EXCEEDING \$150,000, NOT INCLUDING EMPLOYMENT CONTRACTS

Payee Name	2009/10 Actual (incl. GST) \$	Payment Type	Description
AMFM Constructions Pty Ltd	2,057,922	Contract	Construction Services – Ryde Community and Sports Centre
Austexc Pty Ltd	366,433	Contract	Stormwater Reuse
Bewsher Consulting Pty Ltd	174,925	Contract	Drainage Study and Consultancy
Billbergia Pty Ltd	462,000	Contract	Underground Power and Lighting
C & M Construction Group	934,851	Contract	Construction Services – Café and Park Amenities Upgrade
Caltex Card Centre	654,823	Contract	Fuel
Citiguard Protection Services P/L	433,690	Contract	Security Instal and Monitor
Dimension Data Australia Pty Ltd	327,591	Contract	IT – License and Maintenance
Diona Pty Ltd	214,638	Contract	Eastwood Town Centre
Energy Australia	2,552,217	Contract	Supply Electricity
ESD Landscape Contractors Pty Ltd	1,055,123	Contract	Santa Rosa Park Rehabilitation
Fleetwood Urban Pty Ltd	742,259	Contract	Field of Mars Boardwalk
Fuji Xerox Australia Pty Ltd	460,425	Contract	Supply and Maintenance of Multi Function Device
GMW Urban Pty Ltd	1,687,927	Contract	Construction Services – Gladesville Town Centre Upgrade
InfoMaster Pty Ltd	239,549	Contract	IT – License and Maintenance
Killard Excavation Pty Ltd	185,107	Contract	Drainage Works
Optus Billing Services Pty Ltd	686,757	Contract	Communication
Poles & Underground P/L	323,300	Contract	Streetlighting Macquarie University Station
Ryde Toyota	222,743	Contract	Supply of Motor Vehicle and Parts
Schwarze Industries Australia	260,034	Contract	Supply of Street Sweeper
SRS Roads Pty Ltd	227,930	Contract	Roadworks
Storm International Pty Ltd	391,784	Contract	Cleaning
Streetscape Projects (Aust) Pty Ltd	221,484	Contract	Smart Pole Units - Parks
Suttons Motors	172,096	Contract	Supply of Vehicles
Sydney Building Projects Pty Limited	212,133	Contract	Toilet Upgrade Works
Sydney City Toyota	787,887	Contract	Supply of Motor Vehicles
T E Peck Excavations Pty Ltd	751,158	Contract	Stormwater Drainage and Creek Rehabilitation
Telstra Corporation Limited	191,300	Contract	Communication
The Truck Centre	162,433	Contract	Supply of Motor Vehicles
Tirawley Contracting Pty Ltd	288,674	Contract	Undergrounding of Overhead Mains and Installation of Lightning
Visionstream Pty Limited	162,316	Contract	Undergrounding of Overhead Mains
Wardrope And Carroll Engineering	352,070	Contract	Supply of Bin Stations
WSN Environmental Solutions	8,407,344	Contract	Waste Removal and Recycling Contract
A & J Paving	303,117	Schedule of rates	Heavy Patching
All Tippers Pty Ltd	248,360	Schedule of rates	Minor Works
Anzellotti Constructions Pty Ltd	298,121	Schedule of rates	Minor Works
Boral Construction Materials Group Ltd	369,666	Schedule of rates	Minor Work
Cumberland Newspaper Group	164,993	Schedule of rates	Printing and Advertising
Hickey's Earthmoving Pty Ltd	150,531	Schedule of rates	Plant Hire
Jardine Lloyd Thompson	246,647	Schedule of rates	Legal Services
KK Civil Engineering	184,482	Schedule of rates	Footpath Construction
Kodi Civil Pty Ltd	372,023	Schedule of rates	Concrete Works

STATUTORY INFORMATION

CONTRACTS AWARDED BY COUNCIL - S.428(2)(H)

CONTRACTS EXCEEDING \$150,000, NOT INCLUDING EMPLOYMENT CONTRACTS

Leonard Holt Robb	257,798	Schedule of rates	Advertising
M J Smooth Concreting Services	197,775	Schedule Of Rates	Concreting
Performance Concrete Pty Ltd	178,612	Schedule Of Rates	Footpath Construction
Sam The Paving Man Pty Ltd	765,730	Schedule Of Rates	Minor Works
Sorrento Constructions Pty Ltd	1,225,946	Schedule Of Rates	Minor Works
Stabilised Pavements Of Australia P/L	366,857	Schedule Of Rates	Cement Stabilisation of Road Pavements
Colorfen Constructions	211,241	Other	Supply and Installation of Fences and Gates
Corporation Sole EPA Act	243,795	Other	Contribution
Downer EDI Works Pty Ltd	1,054,399	Other	Roadworks
Emergency Management NSW	1,088,535	Other	Contribution
Flash Plumbing Services	156,608	Other	Plumbing
Forbrook Group Pty Ltd	155,792	Other	Project Services
GW Building Pty Ltd	478,973	Other	Agent Payments
Hays Specialist Recruitment Aust P/L	283,798	Other	Agency Staff
James Bennett Pty Ltd	239,211	Other	Library Material
Local Govt Super Scheme - Div A	1,904,740	Other	Employee Superannuation
Local Govt Super Scheme - Div B	1,070,592	Other	Employee Superannuation
Long Service Payments Corporation	526,156	Other	Agent Payments
National Australia Bank Ltd	794,102	Other	Loan Repayments
NSW Electoral Commission	220,385	Other	2008 Local Government Election Charges
Roads & Traffic Authority NSW	211,557	Other	Vehicle Registration
State Debt Recovery Office	383,265	Other	Infringement Processing
Statecover Mutual Limited	2,139,942	Other	Workers Compensation
Statewide Mutual	994,380	Other	Insurances
Sydney Training & Employment Ltd	199,609	Other	Apprentices and Casual Staff
Sydney Water Corporation	263,947	Other	Water Supply
Telstra Corporation	150,706	Other	Integrity Services - Gladesville Town Centre Upgrade
TOTAL	\$44,473,313.04		

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 fire break clearance works at Kobada Park, Lucknow Park, Pryor Park and Pembroke Park.

Several parks and reserves have been prepared for broad acre hazard reduction burns (to be undertaken by NSW Fire Brigades) including Pryor Park, Ivanhoe Reserve, Somerset Park, Pidding Park and Stewart Park.

A public awareness campaign has also been undertaken through letter box drops of brochures outlining how best to prepare for fires within targeted areas of Marsfield and East Ryde.

ACCESSIBLE SERVICES FOR PEOPLE WITH DIVERSE CULTURAL AND LINGUISTIC BACKGROUNDS – S428 (2) (J)

See report on Council performance for the year 2009/10 under Our Community on page 44.

WORK ON PRIVATE LAND – S428 (2) (K)

There were no improvement works (capital works) carried out on private land 2009/10.

CONTRIBUTIONS/GRANTS TO ORGANISATIONS AND INDIVIDUALS – S428 (2) (L)

Details are included Notes to the Financial Statements contained within the 2009/10 Financial Report on page 94.

HUMAN RESOURCE ACTIVITIES – S.428 (2) (M)

Report on Council performance for the year 2009/10 from the City of Ryde 2009 – 2013 Management Plan is presented under Developing our People on page 35 and the Governance Section from page 82.

EQUAL EMPLOYMENT OPPORTUNITY (EEO) ACTIVITIES – S.428 (2) (N)

Report on Council performance for the year 2009/10 from the City of Ryde 2009 – 2013 Management Plan is presented under Developing our People on page 35 and Governance Section from page 82.

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 Notes to the Financial Statements contained within the 2009/10 Financial Report on page 100.

RATES AND CHARGES

Clause 132

Rates and Charges Written Off 2009/10

Rates and charges in respect of pensioners, revaluations, postponed rates and non rateable properties	\$6,613
Statutory and Voluntary Pension rebates	\$1,503,379
Total	\$1,509,992

CHILDREN'S SERVICES

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

Ryde Hunters Hills Child and Family Interagency

This joint agency is managed by Council and met bi-monthly in 2009/10. The interagency is recognised as a highly successful forum in the Northern Sydney Region and is very well attended. The terms of reference were reviewed in 2009 to renew strategic focus for the interagency.

Services to 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. Council has a Child and Family Projects Officer position within its establishment to work with the service network and to facilitate projects and programs to meet the needs of children.

Direct Service

Holiday Programs – Council organises 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.

- Council's Vacation Care Program: targets 5 – 12 year olds. In 2009/10, nine weeks of programs were organised with 5,008 attendances. These activities ranged from performances, workshops and picnics to sessions with the Police on bullying.
- Ryde Aquatic Leisure Centre: targets 5 – 12 year olds who are interested in trying a range of sports including badminton, basketball, cricket, handball, water polo, lacrosse and many more. These sessions are non-competitive with fun being the main objective.
- Ryde Library Services: runs a range of activities including bi-lingual story time and special programs such as Ryde Rockers Rhyme Time for toddlers.

Immunisation Service

The City of Ryde delivers two Immunisation Clinics a month. Over 2,200 children attended the Immunisation Clinic for vaccinations in the year ending 30 June 2010.

The 2008/09 Key Performance Indicator of 93% of children in the Ryde Local Government Area aged 1 – 5 years being fully immunised was achieved. The most recent coverage data for March 2009 from the Australian Childhood Immunisation Register indicates an increase to 94.3% of children in the age range of 0 – 2 years as fully immunised. 86.5% of 5 year old children in the Ryde Local Government Area are documented as fully immunised – well above the state average of 82%.

RESIDENT SERVICES

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

See 'Our Performance' – Principal Activities on page 56.

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 the Special Purpose Financial Report from page 141.

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. Council did not receive any complaints in respect of Competitive Neutrality during the 2009/10 financial year.

COUNCIL ADVISORY COMMITTEES

There are 19 Council Advisory Committees currently operating within the City of Ryde. They provide advice to Council on key issues. Information relating to these committees, including minutes and terms of reference can be found on Council's website www.ryde.nsw.gov.au/committees.htm.

Access Committee

Advises and makes recommendations to Council on matters relating to access issues, with particular emphasis on issues for people with disabilities as defined by the Disability Discrimination Act.

Audit Committee

This committee provides a review and monitoring function over Council's corporate assurance, audit, risk management and corporate governance activities and arrangements.

Bicycle Advisory Committee

Advises Council on the needs of all who cycle in the City of Ryde including beginners, experienced cyclists and those who cycle for recreation or as a means of transport.

Climate Change and Sustainability

Provides a dual advisory role on the management and reduction of greenhouse gas emissions (mitigation) and making adjustments to existing activities and practices so that vulnerability to potential impacts associated with climate change can be reduced or opportunities realised (adaptation).

Crime Prevention

Establishes effective partnerships with key stakeholders engaged in improving the safety and well-being of individuals and groups in the City of Ryde. Provides specialist advice and support to Ryde Safe Communities partners relating to safety issues.

Community Harmony Reference Group

Advises and provides feedback to Council on multicultural and interfaith initiatives and events reflecting the diversity of the City of Ryde community.

Companion Animals Advisory Committee

Advises Council on the development of companion animal programs for the City of Ryde area and on work in partnership with Council on various companion animal initiatives.

Country Council Partnership Advisory Committee

Considers and reviews partnership proposals submitted by Council or the community, generates ideas for new partnership proposals and promotes the partnership to the community, business and government agencies to seek sponsorship and/or in-kind support for projects.

Economic Development Advisory Committee

Provides direction and support to assist and guide Council in implementation of the City of Ryde Economic Development Strategy (EDS).

Eastwood and Terrys Creek Floodplain Risk Management Committee

Assists in the preparation of a Floodplain Risk Management Plan for the Eastwood and Terrys Creek subcatchment areas.

Eastwood Events and Promotions Committee

Promotes and sponsors entertainment in Eastwood Town Centre and promotes and sponsors new activities/initiatives which enhance the profile of Eastwood Town Centre.

Heritage Advisory Committee

Provides advice to Council about the preservation and enhancement of items and places within the City of Ryde that are of natural, Indigenous, cultural, social, aesthetic or historic significance.

Macquarie Park Floodplain Risk Management Committee

Assists in the preparation of a Floodplain Risk Management Plan for the Macquarie Park area.

Macquarie Park Forum

Some of the largest businesses, landowners and government agencies in Macquarie Park participate in this forum which provides high level strategic and industry input in areas such as transport, marketing, urban design and sustainability.

Ryde Hunters Hill Joint Library Service Advisory Committee

Provides advice on areas of common interest, particularly for Gladesville Library, but also including advice on services such as Local Studies, Home Library Services, the Toy Library and Outreach Services that are available to residents of Hunters Hill and adjoining areas.

Ryde Youth Committee

Advocates, represents and plans events and training for young people in the City of Ryde.

Sports and Recreation Advisory Committee

Represents the sporting clubs and associations in consultation with the City of Ryde and endorses agreed programs and strategies.

Status of Women Advisory Committee

Promotes the status of women in the Ryde Local Government area and encourages a 'sense of place' for women in the City of Ryde.

Traffic Committee

The Ryde Traffic Committee (RTC) is a technical advisory committee which advises Council on traffic related matters. This committee consists of Council consultants with this committee prior to exercising its delegated functions.

CLAUSE 217 (1) (E) COMPARISON OF ACTUAL STORMWATER, COASTS AND ESTUARIES AND WASTE MANAGEMENT SERVICES AS PROPOSED IN MANAGEMENT PLAN 2008 – 2012.

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.

WHAT ARE WE DOING?

The City of Ryde 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 Council's management plan and capital works programs. All Stormwater Levy funded capital works were completed within this financial year. The stormwater works have reduced 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.

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 adopted a Floodplain Management Plan for Eastwood and Terrys Creek and has several Floodplain Management Committees in operation.

Council has completed the Flood Study component of the Macquarie Park Floodplain Risk Management Study and Plan.

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. These include rain gardens at Looking Glass Bay, Meadowbank Town Centre and Meadowbank Park.

The City of Ryde has developed draft water sensitive urban design (WSUD) development controls and guidelines and is progressively implementing WSUD initiatives to assist in conserving potable water, minimising waste water and improving stormwater quality across the Ryde LGA.

WASTE MANAGEMENT

Environmental Fleet

Council has a commitment to increasing the percentage of 4-cylinder and hybrid vehicles in its passenger fleet to support its Environment strategies. In 2009/10 Council achieved 74% uptake.

Council has also introduced a trial Biodiesel program to be used with selected diesel trucks and plant. This program will assist Council in reducing carbon emissions and air pollution if successful. The trial will be reviewed at the end of 2010.

Waste

Council's waste and recycling collection and disposal service was provided successfully for all residents in 2009/10. During the year other waste initiatives were also undertaken to expand recycling further.

Highlights include:

- Installed 163 stainless steel waste and recycling bin stations in and around Council's shopping centres, bus stops, railway stations and other busy street areas to replace the old street litter bins
- Providing 282 waste and recycling bin stations at Council's parks.
- Developed a multi lingual booklet on waste services and recycling information which was distributed with the waste collection calendar and is also available from Council's customer service section.
- Implemented a textiles diversion program for the recycling and reuse of clothes in partnership with the Smith Family who have provided 30 Clothing Bins throughout the city.

COMPANION ANIMALS

(f) Companion Animals Act 1998 Reporting

Companion Animal Management has been a key operational program throughout the year, with the level of demand for services provided by the Regulatory Services Unit remaining steady.

The Companion Animal Advisory Committee has 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.

Council continues to promote the Companion Animals legislation through the Council website, Ryde City View publications, microchipping program and participation at community events such as the Granny Smith Festival.

- Compliance Rangers handled 727 complaints regarding companion animal issues from the general public, a 6% decrease on the previous year's figures.
- Compliance Rangers handled 306 complaints in relation to stray, abandoned or roaming dogs, a 35% increase on the previous year's figures.
- 104 companion animals were impounded by Compliance Rangers, a 21% reduction on last year.
- 69 companion animals or 40% of all impounded animals were returned home to their owners.
- 137 barking dog complaints were investigated, an increase of 4.5% from last year.
- There were 43 reported dog attacks, a reduction of 8.5% from last year.
- Regulatory Services, in consultation with the Community Life Group, reviewed and updated Companion Animal information through a direct link to animals on the City of Ryde website.
- Council has two dog off leash areas:
 - Blenheim Park, Blenheim Road, North Ryde
– off-leash at all times
 - Meadowbank Park, off Andrew Street, Meadowbank
– off-leash Monday – Friday, 6.00 – 8.00 am and 5.00 – 7.00 pm
- During 2010/11 we will trial dog off leash areas within a number of parks and sporting grounds and will consult the community throughout this process.

Overall the management of Companion Animal matters within the City of Ryde has continued to improve throughout the year, however the increase in complaints, particularly relating to barking dogs, is an area of concern.

Freedom of Information (FOI) Act 1989 and Regulation

The impact during the year of the FOI requirements on the organisation's activities was that considerable assistance continued to be provided to persons seeking access to the City of Ryde's documents and enquiries were able to be satisfied without the need for a FOI application. A total of 13 FOI requests were made in 2009/10 and are summarised on the following page:

NUMBER OF NEW FOI REQUESTS

Requests FOI	Personal	Other	Total
New		11	11
Brought forward			
Total to be processed			
Completed		11	11
Transferred out			
Withdrawn			
Total processed		11	11
Unfinished (carried forward)			
Referred to Section 12			

PROCESSING TIMES

Reviews and Appeals
 Number of internal reviews finalised: Nil
 Number of Ombudsman reviews finalised: Nil
 Number of District Court appeals finalised: Nil

DETAILS OF INTERNAL REVIEW RESULTS

Note: There were no internal reviews in 2009/10.

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 PIIP Act. There were no internal reviews under Part 5 of the PIIP Act in 2009/10.

WHAT HAPPENED TO COMPLETED REQUESTS

Result of FOI Requests	Personal	Other
Granted in full		8
Granted in part		2
Refused		0
Deferred		0
Completed		
Under Section 12		1

ENVIRONMENTAL PLANNING AND ASSESSMENT ACT 1979 – SECTION 93G (5)

In 2009/10, the City of Ryde entered into three (3) 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 82–84 Belmore Street Pty Limited with a monetary contribution of \$500,000.00
2. Planning Agreement entered into with Remo West Ryde Pty Ltd with public domain works valued at \$32,979,099.00.

BASIS OF DISALLOWING OR REFUSING ACCESS

Note: there were no disallowed or refused FOI requests in 2009/10.

COSTS AND FEES OF REQUESTS PROCESSED

	Assessed Costs	FOI Fees Received
All completed requests		\$330

DAYS TO PROCESS

Elapsed Time	Other
0–21 days	10
22–35 days	1
Over 35 days	
Totals	11

STATUTORY INFORMATION

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 Message
1.2 Risk and Opportunities	Section 1 Section 3	General Manager Message Risk Management
2 ORGANISATIONAL PROFILE		
2.1 Name of the organisation	Cover	
2.2 Primary brands, products, and/or services including volume or quantity	Inside Front Cover Section 1 Section 5	Vision Highlights Key Outcome Areas
2.3 Operational structure	Section 3	Organisation Chart
2.4 Operational headquarters	Page 10 Page 9	Where is the City of Ryde? About this report
2.5 Jurisdiction or area in which the council operates	Introduction	
2.6 Legal form of the council	Section 2	
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 3 Section 5	Who is working for us? Managing the Money
2.9 Significant changes to the council during the reporting period.	Section 2	New Mayor elected September 2009
2.10 Awards received in the reporting period	Introduction	
3 REPORT PROFILE		
3.1 Reporting period	Section 4	
3.2 Date of most recent previous report		City of Ryde's Annual Report 2008/09 was published in November 2009 and is available on www.ryde.nsw.gov.au
3.3 Reporting cycle	Introduction	1 July 2009 to 30 June 2010
3.4 Contact point	Inside back cover	
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 6	
3.9 Data measurement techniques and the basis of calculations	Section 4 & 5	Data measures distributed throughout report

Indicator	Section	Comment
3.11 Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report		No significant changes
3.12 Table identifying the location of the standard disclosures in the report	Section 6 Section 7	Statutory Reporting and GRI Table
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 and Statutory Reporting	
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	Section 2 Section 3	Democratic Governance Corporate Governance
4.5 Linkage between compensation for senior executives and the organisation's performance	Section 7	Senior Staff Reporting
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided	Section 2 Section 3	
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	Details on Audit Committee
4.8 Internally developed statements of values and codes of conduct	Inside Front Cover Section 2 and 3	
4.9 Procedures of highest governance body for overseeing identification and management of economic, environmental and social performance	Section 3 Section 4	Corporate Governance
4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance	Section 4 Section 5	Performance is measured through the Management Plan developed each year with a four year capital works program.
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 4	About this Report and Our Environment
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 5 Section 7	
4.14 List of stakeholder groups engaged by the organisation	Page 12 and 13	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	Page 52	

STATUTORY INFORMATION

NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Indicator	Section	Comment
PA2 State the definition of sustainable development adopted and identify any statements or principles adopted to guide sustainable development policies	Section 4	Sustainability Directions
PA3 Identify the aspects for which the organisation has established sustainable development policies		Our specific sustainability related policies include: Greenhouse Action Plan 2006–10 Parks on Track for People 2025 Waste Management Strategy
EC ECONOMIC PERFORMANCE INDICATORS		
EC1 Economic value generated and distributed	Introduction Section 6	Managing our Money and Financial Statements
EC4 Financial assistance received from government	Section 6	Financial Statements
EC8 Investments that provide public benefit	Section 6	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 5	
EN6 Initiatives to provide energy efficient products and services	Section 5	
EN13 Area of habitats protected or restored	Section 5	Our Environment Environment
EN14 Programmes for managing impacts on biodiversity	Section 4 Section 5	Our Environment Environment
EN16/17 Greenhouse gas emissions	Section 5	
EN22 Total weight of waste by type and disposal method	Section 5 Section 7	Labour practices and decent work Waste Management
LA SOCIAL PERFORMANCE INDICATORS		
LA1 Breakdown of total workforce	Section 3	
LA2 Employee turnover	Section 5	
LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Section 5	
LA6 Percentage of workforce represented in health and safety committees	Section 3	
LA7 Rates of injury and lost time	Section 3	
LA11 Workforce skills management and lifelong learning	Section 3	
LA12 Performance review and career development	Section 3 Section 5	Developing our People Governance
SO SOCIETY		
SO1 Impacts of operations on communities	Section 5	Our Performance
SO2 Business units analysed for risks related to corruption	Section 3	Risk Management
SO3 Employees trained in anti-corruption policies	Section 3 Section 5	Risk Management Our Performance
SOCIAL PERFORMANCE: PRODUCT RESPONSIBILITY PERFORMANCE INDICATORS		
PR2 Incidents of non-compliance - health and safety	Section 3	
PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Section 5	Our Performance

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

STATUTORY INFORMATION

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 micro-organisms, 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 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: this is a legislative requirement

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

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

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: 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

PIIP

Privacy and Personal Information Protection Act 1998

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

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

SPOT

Safe Pets out There. This program is a previous State Government Primary School Education Program run throughout NSW. It was run by Volunteers such as Council Rangers. The program ceased last year.

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

STATUTORY INFORMATION INDEX

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TRANSLATING AND INTERPRETING SERVICE

The City of Ryde has a dedicated team of professional translators and interpreters to assist you with your documents. We offer a range of services including:

- Translation of documents from English to other languages
- Interpretation services for meetings and conferences
- Translation of legal documents
- Translation of financial documents
- Translation of medical documents

For more information, please contact our Translating and Interpreting Service on 131 450 or visit our website at www.cityofryde.nsw.gov.au.

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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 is 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.

DESIGN AND ART DIRECTION

Spoonful (www.spoonfuldesign.com.au)

PROJECT MANAGEMENT

Sue Ledingham – Strategy, Innovation and Reporting Unit

EDITING

Louise Downe – Corporate Communications Manager
Sue Ledingham – Strategy, Innovation and Reporting Unit

FINANCIALS

John Todd – Chief Financial Officer
Christine Joyce – Financial Accountant

PHOTOGRAPHY

Paul Green
and staff photographers

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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

للمزيد هذه الوثيقة، اتصل بخدمات الترجمة التحريرية والشفوية على رقم 131 450 واطلب من المترجم الاتصال بالمجلس نيابة عنك على رقم 9952 8222.

ARMENIAN

Այս փաստաթուղթը հասկնալու համար հեռաձայնեցեք Քաղաքապետարանի Ապաստընկութիւն՝ 131 450. Եւ խնդրեցեք որ թարգման սը ձեզի համար կապ հաստատե՛ք Քաղաքային Խորհուրդին հետ. հեռաձայնելով 9952 8222 թիւին:

CHINESE

欲了解本文件内容，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。聯絡留言。

FARSI

شما می توانید برای کمک در ترک 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 بتوان فریب 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 전화하셔서 통역사에게 귀하를 대신해 9952 8222 번 의회에 전화를 하여 대화 내용을 번역해 달라고 요청하십시오.



**CITY OF RYDE
ANNUAL REPORT 2009/10**

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www.ryde.nsw.gov.au