

7.

STATUTORY INFORMATION

Local Government Reporting
Global Reporting Initiative Index
Glossary
Index

> STATUTORY INFORMATION

LOCAL GOVERNMENT ACT 1993 – SECTION 428 (2)

FINANCIAL STATEMENTS – S428(2)(A)

The City of Ryde's audited financial reports for the 2010/11 financial year are presented from page 113 (See General Purpose Financial Statements and Special Purpose Financial Statements).

PERFORMANCE OF PRINCIPAL ACTIVITIES – S428(2)(B)

A Report on Council Performance for 2010/11 using key focus areas from the City of Ryde 2010-2014 Management Plan is presented in 'Our Performance' in Sections 1 and 5.

STATE OF THE ENVIRONMENT REPORT – S428(2)(C)

Our supplementary State of the Environment Report 2010/11 is part of the NSROC Regional State of Environment Report and will be available on www.ryde.nsw.gov.au/soe from 30 November 2011. 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, extensive reporting and analysis so that appropriate responses and understanding can be developed at a regional, catchment and community level.

CONDITION OF PUBLIC WORKS – S428(2)(D)

Details are included in Special Schedule 7 contained within the 2010/11 Financial Report on page 179.

LEGAL PROCEEDINGS: EXPENSES AND PROGRESS – S428(2)(E)

During 2010/11, expenses incurred by the City of Ryde in relation to legal proceedings were as follows:

Nature of Proceedings	Nature of Proceedings	Status	Costs \$
Zufferey v Council	L & E Court – Class 1	Appeal upheld by agreement	15,621.53
Zufferey v Council	L & E Court – Class 1	Appeal upheld by agreement	5,964.80
Pendleton v Council and Ors	Administrative Decisions Tribunal	Discontinued	14,325.80
Vozzo v Council	L & E Court – Class 1	In progress	12,041.35
Grander Properties Pty Ltd v Council	L & E Court – Class 1	Discontinued	25,839.00
Wan & Ren v Council	L & E Court – Class 1	Discontinued by agreement	3,484.15
Chen & Kim v Council	L & E Court – utilities order - summons	In Progress	14,357.24
AJ Constructions Pty Ltd v Council	L & E Court – Class 1	Discontinued by agreement	4,924.00
Hanna v Council	L & E Court – Class 1	Appeal upheld by agreement	24,476.48
Oh v Council	Local Court	Judgement in Council's favour on Gross Claim	5,866.62
Zhao & Hu v Council	L & E Court – Class 1	Appeal upheld	30,885.46
Robertson v Council	L & E Court – Class 1	Appeal upheld	16,113.13
Rocco International v Council	L & E Court – Class 1	Discontinued	12,554.00
Fabcot Pty Ltd v Council	L & E Court – Class 1	Discontinued	NIL
ProCab Australia Pty Ltd v Council and Ors	Local Court	Settled on terms favourable to Council	5,563.72
Council v Fridgecorp Building Technologies	Local Court – prosecution	Defendant fined	5,077.60
Council v Peluso	Local Court – dangerous dog declaration sought	Control order issued	7,183.33
Zeyoun v Council	Appeal against dangerous dog declaration	Control order issued	3,620.33
Council v Shi	Local Court – dangerous dog declaration sought	Control order issued	1,269.19
Council v Bond	Local Court dangerous dog declaration sought	Control order issued	3,439.14
Council v AMFM Constructions Pty Ltd	Supreme Court – Construction Industry Security of Payment Act dispute	In progress	61,230.00
TOTAL			273,836.87

> STATUTORY INFORMATION COUNCIL EXPENSES

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.

- Total amount of money spent on mayoral and councillor fees – \$297,820.00
- Provision of dedicated office equipment allocated to Councillors – \$48,000.00
- Communication costs (including telephone calls) – \$25,667.32
- Attendance of Councillors at conferences and seminars – \$14,235.03 (including accommodation, conference registration, transport and meals)

- Training of Councillors and provision of skill development – \$3,300.00
- Interstate visits by Councillors, including transport, accommodation and other out of pocket travelling expenses – \$21,576.06
- 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 – \$706.00 spouse expenses
- Expenses involved in the provision of care for a child or an immediate family member of a councillor – Nil
- Details of overseas visits by councillors, council staff or other persons representing council – No trips undertaken

SENIOR STAFF REMUNERATION PACKAGES – S428(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 \$2,262,310.18.

The 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 Remuneration 2010/11

SENIOR OFFICERS	Gross (Salary Component) \$		Statutory Superannuation Contributions \$	Non Cash Benefits \$	ATRP Payments \$	Bonus / Performance Payments \$	Total Contract Payments \$	FBT Payable by Council \$	Total \$
General Manager	303,889	(1)	16,116.59	4,500.00	324,505.62	-	324,505.62	37,480.06	361,985.68
Group Manager Environment & Planning	202,670		15,534.30	9,000.00	227,203.83	-	227,203.83	22,154.93	249,358.76
Group Manager Community Life	185,310		15,374.85	7,495.89	208,181.23	-	208,181.23	17,609.44	225,790.67
Group Manager Corporate	192,709		15,534.31	8,531.51	216,775.13	-	216,775.13	9,288.93	226,064.06
Group Manager Public Works	95,536	(2)	2,373.45	1,208.22	99,117.60	-	99,117.60	9,511.00	108,628.60
Group Manager Public Works	166,114	(3)	8,980.49	3,304.11	178,398.14	-	178,398.14	8,980.49	187,378.63
Manager Building & Property	97,984	(4)	6,511.13	4,315.07	108,810.69	-	108,810.69	9,588.06	118,398.75
General Counsel	68,583	(5)	4,004.01	1,097.26	73,683.95	-	73,683.95	6,362.39	80,046.34
General Counsel	80,828	(6)	6,871.61	4,043.84	91,743.39	-	91,743.39	-	91,743.39
Chief Financial Officer	80,172	(7)	3,406.41	2,268.49	85,846.44	-	85,846.44	8,061.88	93,908.32
Chief Financial Officer	122,486	(8)	11,374.68	4,500.00	138,360.24	-	138,360.24	16,395.13	154,755.37
Manager Operations	143,110		13,727.76	9,000.00	165,837.36	-	165,837.36	13,322.27	179,159.63
Manager Workforce Culture & Development	169,479	(9)	15,613.02	-	185,091.99	-	185,091.99	-	185,091.99
	1,908,868.61		135,422.61	59,264.38	2,103,555.60	-	2,103,555.60	158,754.58	2,262,310.18

Note

(1) The General Manager's contract payment includes payment of accrued leave.

(2) The Group Manager Public Works resigned on 19 August 2010 and the contract payments amount includes payment of accrued entitlements

(3) The Group Manager Public Works commenced employment with City of Ryde on 5 October 2010

(4) The Manager Building & Property resigned on 23 December 2010 and the contract payments amount includes accrued leave entitlements

(5) The General Counsel Officer resigned on 28 September 2010 and the contract payment amount includes accrued leave entitlements.

(6) The General Counsel Officer commenced employment on 17 January 2011.

(7) The Chief Financial Officer resigned on 1 October 2010 and the contract payments amount includes payment of accrued leave entitlements.

(8) The Chief Financial Officer was promoted within City of Ryde on 4 November 2010.

(9) Previous Manager Human Resources

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	2010/11 Actual (incl GST)	Payment Type	Description
3M Australia Pty Ltd	180,245.85	Contract	Maintenance
Ally Property Services Pty Ltd	211,702.01	Contract	Construction Services - shared path
AMFM Constructions Pty Ltd	4,283,763.95	Contract	Construction Services -Ryde Community and Sports Centre
Bevillesta Pty Ltd	1,128,107.20	Contract	CoR Centre variations
Brad Garlick Ford	347,920.53	Contract	Supply of Motor Vehicles
Build Biz Pty Ltd	354,115.69	Contract	Construction Services - various
Caltex Card Centre	567,501.35	Contract	Fuel
Citiguard Protection Services P/L	659,935.50	Contract	Security install & monitor
Dell Australia Pty Limited	185,720.68	Contract	PC Hardware
Dimension Data Australia Pty Ltd	399,211.87	Contract	IT - License and maintenance
Diona Pty Ltd	236,101.58	Contract	Eastwood Town Centre
Energy Australia	1,818,849.19	Contract	Supply electricity
Fleetwood Urban Pty Ltd	155,853.01	Contract	Field of Mars boardwalk
Fuji Xerox Australia Pty Ltd	333,164.33	Contract	Supply and maintenance of MFD's
Get Civil Pty Ltd	800,662.39	Contract	Construction Services - shared path
GW Building Pty Ltd	232,403.61	Contract	Construction Services -various parks
GYC Pty Ltd	180,959.70	Contract	Purchase of plant and machinery
Northshore Mitsubishi	293,064.18	Contract	Supply of Motor Vehicles
Optimal Stormwater Pty Ltd	186,967.00	Contract	Construction Services - Wicks Rd
Optus Billing Services Pty Ltd	528,483.04	Contract	Communication
Quatram Building Services Pty Ltd	1,654,164.30	Contract	CoR Centre fitout
Raeco	531,025.07	Contract	CoRyde Centre fitout
Ryde Motor Group Pty Ltd	395,309.50	Contract	Supply of motor vehicle and parts
Storm International Pty Ltd	409,994.67	Contract	Cleaning
Sydney City Toyota	552,138.26	Contract	Supply of Motor Vehicles
Tardis Services Pty Limited	211,511.36	Contract	IT servers
Tom Kerr Auto Centre	383,973.36	Contract	Supply of Motor Vehicles
WC Audio Visual Pty Ltd	245,448.47	Contract	AV Maintenance
WSN Environmental Solutions	10,625,522.70	Contract	Waste Removal & Recycling Contract
WT Partnership	182,050.00	Contract	Civic Precinct
Xtremely Clean Pty Ltd	159,996.38	Contract	Cleaning
A & J Paving	355,918.63	Schedule of Rates	Heavy Patching
All Tippers Pty Ltd	199,377.90	Schedule of Rates	Minor works
Anzellotti Constructions Pty Ltd	302,006.33	Schedule of Rates	Minor works
Bob Tillott & Associates P/L	157,905.00	Schedule of Rates	Consultant
Boral Construction Materials Group Ltd	1,851,442.72	Schedule of Rates	Minor Work
Cumberland Newspaper Group	225,960.50	Schedule of Rates	Printing & advertising
Don Smith Planning Pty Ltd	155,982.75	Schedule of Rates	Consultant
Flash Plumbing Services	163,512.80	Schedule of Rates	Plumbing
Jardine Lloyd Thompson	510,244.38	Schedule of Rates	Legal Services
Leonard Holt Robb	312,824.64	Schedule of Rates	Advertising
MKA Consulting	215,545.00	Schedule of Rates	Civic Precinct project
Performance Concrete Pty Ltd	310,143.62	Schedule of Rates	Footpath construction
Sam the Paving Man Pty Ltd	494,542.54	Schedule of Rates	Minor works

> **STATUTORY INFORMATION**

CONTRACTS AWARDED BY COUNCIL – S.428(2)(H)
CONTRACTS EXCEEDING \$150,000, NOT INCLUDING EMPLOYMENT CONTRACTS

Sorrento Constructions Pty Ltd	193,055.87	Schedule of Rates	Minor works
Sparke Helmore Lawyers	153,146.85	Schedule of Rates	Legal Services
Spectrum Community Outcomes	162,945.63	Schedule of Rates	Agency Staff
The Biodiesel Station	159,142.02	Schedule of Rates	Fuel
Corporation Sole EPA Act	224,945.00	Other	Contribution
Department of Planning	224,723.00	Other	Agent Payments
Forbrook Group Pty Ltd	196,083.86	Other	Project Services
Hays Specialist Recruitment Aust P/L	936,451.24	Other	Agency Staff
James Bennett Pty Ltd	429,942.16	Other	Library Material
Local Gov Super Scheme - Div A	1,981,839.40	Other	Employee Superannuation
Local Govt Super Scheme - Div B	982,280.99	Other	Employee Superannuation
Long Service Payments Corporation	1,203,684.54	Other	Agent Payments
Ministry for Police and Emergency Services	1,571,885.10	Other	Contribution
Momentum Energy Pty Ltd	1,204,660.79	Other	Supply electricity
National Australia Bank Ltd	666,951.61	Other	Loan repayments
Roads & Traffic Authority NSW	198,548.00	Other	Vehicle Registration
State Debt Recovery Office	427,227.00	Other	Infringement Processing
StateCover Mutual Limited	1,281,165.39	Other	Workers Compensation
Statewide Mutual	884,358.10	Other	Insurances
Sydney Training & Employment Ltd	166,479.45	Other	Apprentices & casual staff
Sydney Water Corporation	312,934.42	Other	Water Supply
West Ryde Neighbourhood Children's Centre	202,745.17	Other	Contribution
TOTAL	47,456,469.13		

Note:

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

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

BUSHFIRE HAZARD REDUCTION – S428 (2) (I)

We have undertaken numerous bushfire hazard reduction works within parks and reserves around the City. This has included asset protection and fire break clearance works at Field of Mars Reserve, Kobada Park and Pryor Park.

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

A public awareness campaign has also been undertaken through letterbox drops of brochures outlining how best to prepare for bushfires around those areas that have had a hazard reduction burn.

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 Access and Equity initiatives are presented under 'Supporting Our Community' on page 51.

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

In collaboration with the Multicultural Network, we held the annual Community Information Expo in celebration of Harmony Day at Eastwood Plaza on Thursday 17th March 2011. The event was a great success with approximately 40 service providers and 1,000 people attending the Expo (more than double the number of people attending last year). The community received community service information for themselves, their family and friends with evaluations showing nearly all people found the Expo useful. Service providers benefited greatly from the opportunity to reach new clients from culturally and linguistically diverse backgrounds and by networking with each other.

Harmony Festival

Showcasing our cultural diversity this annual event is held in Harmony Week and involves food, children's activities and local community groups.

WORK ON PRIVATE LAND – S428(2)(K)

Some private driveway adjustments were made during construction of the concrete Shared User Path along Epping Road, North Ryde. The total cost was \$16,000 and was 50% funded by the RTA. City of Ryde costs were \$8,000. Work was done at Nos. 72, 76, 84, 96, 98, 100, 102, 104, 106, 110, 118, 120 and 122 Epping Road.

A stormwater drainage line reconstruction was undertaken on private land at Sluman St, West Ryde. As it was a Council stormwater drain needing repair Council covered 95% of the cost of \$76,152.

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 2010 Council provided \$138,000 in community grants which included 18 CALD focused projects, 12 children/young people focused projects and 10 projects focusing on the needs of people with a disabilities. Read more on page 66 under our 'People' outcome. Details are also included in Notes to the Financial Statements contained within the 2010/11 Financial Report from page 113.

HUMAN RESOURCE ACTIVITIES – S428(2)(M)

Our report on Council performance for the year 2010/11 from the City of Ryde Management Plan 2010-2014 is presented under 'Developing our People' on page 38 and in the Governance section from page 100.

EQUAL EMPLOYMENT OPPORTUNITY ACTIVITIES – S428(2)(N)

Our report on Council performance for the year 2010/11 from the City of Ryde Management Plan 2010-2014 is presented from pages 38-40.

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 2010/11 Financial Report on page 154.

> STATUTORY INFORMATION

LOCAL GOVERNMENT (GENERAL) REGULATION 2005

RATES AND CHARGES

Clause 132

Rates and charges written off 2010/11

Rates & Charges in respect of pensioners, revaluations, postponed and non rateable properties	\$11,961.00
Statutory and Voluntary Pension rebates	\$1,493,941.00
TOTAL	\$1,505,902.00

CHILDREN'S SERVICES

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

We meet the needs of children within our community through a combination of direct service delivery and facilitating projects and programs. We have a Child and Family Projects Officer position within our organisation 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 2010/11, 11 weeks of programs were organised with 5,209 attendances. These activities ranged from performances, workshops, picnics, and 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:

We provide two Immunisation Clinics a month with over 2,000 children attending the immunisation clinic for vaccinations in the year ending June 2011.

Up to 200 infants attended the immunisation clinic each month.

The most recent coverage data for end June 2011 from the Australian Childhood Immunisation Register indicates that in the Ryde LGA 93.5% of children up to two years of age are fully immunised. An increase to 90.5% of five-year-old children who are fully immunised is also reported - well above the state average of 89.6%. Read more about our Immunisation program on page 70.

Ryde Hunters Hills Child and Family Interagency

This interagency is managed by Council and met bi-monthly in 2010/11. The interagency is recognised as most successful forum in Northern Sydney Region and is very well attended. The Terms of Reference were reviewed in 2009 to renew strategic focus for the Interagency.

Membership on the Families NSW Northern Sydney Project Management Group

Council 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' – Principal Activities on page 64.

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 171. 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 2010/11 financial year.

> STATUTORY INFORMATION

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 minutes and terms of reference can be found on the 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

Provides a forum for communication between all stakeholders i.e. the Council, General Manager, Senior Management and Internal and External Audit.

Bicycle Advisory Committee

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

Climate Change and Sustainability

The Climate Change and Sustainability Advisory Committee guides Council in the development, implementation, review and reporting processes of any climate change mitigation and adaptation strategy and related Sustainability Strategies for the City of Ryde.

Crime Prevention

The Crime Prevention Advisory Committee facilitates a multi-faceted and coordinated approach to the development of crime prevention strategies to address identified crime issues in the City of Ryde.

Community Harmony

The Community Harmony Reference Group advises and provides feedback to Council on multicultural and interfaith initiatives and events reflecting the diversity of the Ryde community.

Companion Animals

The Companion Animals Advisory Committee provides input to Council on the development of companion animals programs for the City of Ryde.

Country Council Partnership

The Country Council Partnership Advisory Committee considers and reviews partnership proposals submitted by Council or the community in relation to Council's relationship with the Central Darling Shire.

Eastwood Events and Promotions

The Eastwood Events and Promotions Committee promotes and sponsors entertainment, new activities/initiatives in the Eastwood Town Centre.

Economic Development

The Economic Development Advisory Committee provides direction and support to assist and guide Council in the implementation of the City of Ryde's first Economic Development Strategy 2009-2014.

Heritage Advisory Committee

Advises 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 Forum

Provides high level strategic and industry input in areas such as transport, marketing, urban design and sustainability.

Ryde Hunters Hill Joint Library Service

The Ryde Hunters Hill Joint Library Service Advisory Committee advises on services for Gladesville Library and 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 Council

Plans and assists in the implementation of recommendations outlined in Council's Social Plan through its activities and events.

Sport and Recreation

The Sport 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

The Status of Women Advisory Committee promotes the status of women in the City of Ryde.

Traffic Committee

Advises Council on all traffic related matters. The committee representatives include the RTA.

> STATUTORY INFORMATION

CLAUSE 217 (1) (E) COMPARISON OF ACTUAL STORMWATER, COASTS AND ESTUARIES AND WASTE MANAGEMENT SERVICES AS PROPOSED IN THE 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?



We have 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 detail short, medium and long term actions for the City. These actions are being progressively incorporated into Council's management plan and capital works programs. The capital works have reduced the risk of flooding problems at various locations.

We have 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.

We adopted Floodplain Management Plans for Eastwood, Terrys Creek and Macquarie Park, and have commenced the Flood Study component of the Lower Parramatta River 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 gross pollutant traps at Portius Park and Olympic Park, litter baskets in the Eastwood Town Centre, and a bio-retention basin (rain garden) at Strangers Creek.

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

GREEN FLEET

We are committed to increasing the percentage of 4-cylinder and hybrid vehicles in our passenger fleet to support our environment strategies. In 2010/11 we achieved 88% uptake. The target for 2011/12 is 91%.

We have also achieved a 12% Net Total CO2 reduction in emissions from our Vehicle Fleet from 2009 baseline year.

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

WASTE

Our waste and recycling collection and disposal service was provided successfully for all residents in 2010/11, including servicing of 163 stainless steel waste and recycling bin stations in and around shopping centres, bus stops, railway stations and other busy street areas and 282 waste and recycling bin stations at our parks to reduce waste going to landfill.

During the year other waste initiatives were also undertaken to expand recycling further. We:

- Distributed updated Waste Collection Calendar to all residents
- Provided updated waste information for the new Council Website
- Developed a Love Food Hate Waste program to assist residents and community groups to reduce food waste
- Developed a recycling education program in multi-unit dwellings
- Increased the awareness of contamination in recycling and greenwaste bins through a targeted campaign and educational letters to offending residents
- Increased E-Waste kerbside collections to include TVs, stereos and video recorders
- Corresponded with 50% of commercial waste customers via email
- Increased textiles recycling with the addition of 19 extra clothing bins, bringing the total in our community to 39.

COMPANION ANIMALS

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.

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

During 2010/11:

- Compliance Rangers handled 749 complaints regarding companion animal issues from the general public, a 3% increase on the previous year's figures.
- Compliance Rangers handled 93 complaints in relation to stray, abandoned or roaming dogs, a 230% decrease on the previous year's figures, attributable to changes to information available on the website, education, promotion and media campaigns and the availability of off-leash dog areas.
- 295 companion animals were impounded by Compliance Rangers, a 15% increase on last year. This has been contributed to by the discovery of several previously unreported Feral Cat Colonies within the LGA. 123 cats were seized with 36 returned to their owners. 172 dogs were impounded with 119 returned to their owners.
- Dog impounds and return rates remained steady around our benchmark of 70%
- 155 companion animals or 52.5% of all impounded animals were returned home to their owners (29.2% of cats and 69.1% of dogs)
- 123 barking dog complaints were investigated, an 11% decrease from last year

> STATUTORY INFORMATION

- There were 45 reported dog attacks, an increase of 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
- During 2010/11 we trialled 20 dog off leash areas within a number of parks and sporting grounds and consulted the community throughout this process. Over 50 % of the community supported increased numbers of off-leash areas. It was decided to make 11 of the trial areas permanent, some full-time and some part time. A full list is available on page 73.

An interesting statistic was the number of animals dumped by members of the public (153) in 2010/11 totalled more than the total number of animals transferred by Rangers to the Pound (140), possibly as a result of increased cost of living expenses making keeping companion animals unaffordable.

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 and the small increase in reported dog attacks, is an area of concern.

GOVERNMENT INFORMATION (PUBLIC ACCESS) ACT 2009

(Freedom of Information FOI Act repealed)

In July 2010 The Freedom of Information Act 1989 and section 12 of the Local Government Act were replaced by the new public access legislation Government Information (Public Access) Act 2009 commonly known as GIPA. This new legislation is supported by the new Office of the Information Commissioner and is intended to provide the public with easier access to Government Records.

There has been great interest from the public and more than 350 informal requests for information have been processed. The success of the new legislation is further evident in that the City of Ryde has only been required to process two Formal Access Applications compared with the 11 equivalent FOI applications in the previous year as every endeavour is made to satisfy the applicant without needing to resort to a formal process.

NUMBER OF NEW FORMAL GIPA ACCESS APPLICATIONS

Formal Access Request	Personal	Other	Total
New	-	2	2
Brought Forward	-	-	-
Total to be processed	-	2	2
Completed	-	2	2
Transferred	-	-	-
Withdrawn	-	-	-
Carried over			

WHAT HAPPENED TO THE COMPLETED REQUESTS?

Note: The City of Ryde is required to publish details about all Formal Access Applications once they have been determined. These can be found in the City of Ryde Disclosure Log on its web site www.ryde.nsw.gov.au.

	Personal	Other
Determined in full	-	2
Determined in part	-	-
Invalid application	-	-
Refused	-	-

APPLICATION FEES AND PROCESSING CHARGES

Fees and charges collected for all completed requests: \$60

PROCESSING TIMES

0-20 days	2
21-30 days	-

REVIEW OF DECISIONS MADE

No application was subject to a review by, Internal Review, Review by the Office of the Information Commissioner or Administrative Decisions Tribunal.

PRIVACY AND PERSONAL INFORMATION PROTECTION (PIPP) ACT 1998

We have 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 PPIP Act. There were no internal reviews under Part 5 of the PPIP Act in 2010/11.

> STATUTORY INFORMATION

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

In 2010/11 the City of Ryde entered into two Planning Agreements pursuant to Section 93G(5) of the Environmental Planning and Assessment Act 1979. Details of these Planning Agreements are as follows.

1. 18-22 Ball Avenue, Eastwood (LDA2008/0243), Agreement Executed 25 August 2010:

The VPA proposes to dedicate to Council that part of the site affected by the stormwater channel as well as land adjacent to it on the eastern and western side of the channel.

2. 2-4 Porter Street and 80 Belmore Street, Ryde (LDA2010/0331), Agreement Executed 11 April 2011:

Summary of VPA Offer

- The provision of a Section 88B right of way for public thoroughfare on foot over a stratum lot approximately 499m² in size for public access purposes to be constructed by the applicant to Council's public domain pedestrian standards. This area will not be under Council ownership but will be provided through a right of way.
- The maintenance by the owner of the finishes and plantings in the area of the stratum lot of the approved development in perpetuity or until the right of way is extinguished through agreement by both parties.
- Upgrade of Council's nature strip opposite the subject site adjoining Hayes Reserve and on both corners of the intersection of Constitution Road and Belmore Street to a similar Council standard. The areas immediately in front of the site will be upgraded also, however these areas would normally be required as conditions of consent.
- The undergrounding of existing overhead power lines and the removal of existing power poles to both the Belmore Street and Porter Street frontages of the subject site. It should be noted that the area of undergrounding is to extend beyond the frontages of the site itself. The undergrounding of the areas immediately in front of the site would normally be required as a condition of consent.
- A monetary contribution of \$600,000.00 to Council.

> STATUTORY INFORMATION

GLOBAL REPORTING INITIATIVE 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 3	Risk Management
2 ORGANISATIONAL PROFILE		
2.1 Name of the organisation	Cover	
2.2 Primary brands, products, and/or services.	Introduction Section 5	Vision and Highlights Key Outcome Areas
2.3 Operational structure	Section 3	
2.4 Operational headquarters	Introduction	Where is the City of Ryde?
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 1 Section 3 Section 5	Managing the money Who is working for us?
2.9 Significant changes to the council during the reporting period.	Introduction Section 1 Section 2	
2.10 Awards received in the reporting period	Section 4	
3 REPORT PROFILE		
3.1 Reporting period	Introduction Section 1 Section 5	
3.2 Date of most recent previous report		City of Ryde's Annual Report 2009/10 was published in November 2010 and is available on www.ryde.nsw.gov.au
3.3 Reporting cycle	Introduction	1 July 2010 to 30 June 2011
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

> STATUTORY INFORMATION

Indicator	Section	Comment
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 Section 5	Data measures distributed throughout report
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 7	
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 Section 7	
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 7	Senior Staff Reporting
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided	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	
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 3 Section 4	
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	
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	

> STATUTORY INFORMATION

Indicator	Section	Comment
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 4 Section 5 Section 7	
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 4	
EC ECONOMIC PERFORMANCE INDICATORS		
EC1 Economic value generated and distributed	Introduction Section 6	Managing our Money 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	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	
LA SOCIAL PERFORMANCE INDICATORS		
LA1 Breakdown of total workforce	Section 3	
LA2 Employee turnover	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	Developing our People

> STATUTORY INFORMATION

Indicator	Section	Comment
SO SOCIETY		
SO1 Impacts of operations on communities	Section 5	
SO2 Business units analysed for risks related to corruption	Section 3	
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	

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 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.

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 2010 to 30 June 2011

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.

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.

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

A					
Aboriginal	13	Environmental Strategy	52	P	
ABS Statistics	28	External Auditor	45, 158	Parks	11, 59
Access	51	F		Partnerships	12
Advisory Committees	190	Financial Outlook	112	People	66
Arts and Cultural Development	75, 79	Financial Overview	112	Performance Report	2, 3, 64
Asset Management	80	Financial Performance	22, 112	Performance Statement	64
Assets	2, 47, 80, 140	Financial Position	19	Principal Activities	64-112
Audit and Risk Committee	45	Financial Report	22	Procurement	45
Audited Statements	158	Financial Services	106	Protected Disclosure	46
Awards	60, 61	Fleet Services	86	R	
B		G		Ryde Aquatic Leisure Centre	77
Best Value	47	General Manager's Review	19	Rates	116, 189
Biodiversity	52, 93	GIPA Requests	192	Regulatory	96
Buildings & Property	86	Governance	100	Risk Management	45
C		Grants	71	Roads, Footpaths & Public Domain	86
Calendar of Events	27	Global Reporting Initiative (GRI)	194	Ryde 2021 Community Strategic Plan	19, 102, 110
Capital Works	85, 29	H		S	
City of Ryde	10, 14	Human Resources	38	Staff	34-40
Civic Leadership	29	I		Stakeholders	12
Code of Conduct	46	Information Privacy	192	Standard Statements	168
Communications	46, 58	Information Management	106	Strategic Planning	106
Community engagement	58	Integrated Planning Framework	48	State of Environment (SOE)	14, 18
Community facilities	68, 85	K		Stormwater and Park Assets	191
Community Relations and Events	27, 75	Key Outcome Areas	63	Sustainability Directions	49
Community and Culture	75	L		T	
Complaints	46	Library Services	68, 77	U	
Corporate Directions	102, 110	M		Urban Planning	96
Corporate Governance	33	Macquarie Park Corridor	11, 55	V	
Councillors	30	Mayor's Message	18	Values	8
Councils Committees	32	Mission	8, 110	Vision	8, 110
Customer Service	46	N		W	
D		O		Waste Management	191
Debt/Debtors	123, 135	Occupational Health & Safety	41	Workforce Planning	110
Development and Assessment	94	Open Space	75, 77	Y	
E		Operations	86	Year in Review	15
Economic Development	55	Organisation Development	38	Youth Services	93, 189
ET – Executive Team	36	Organisation Structure	34		
Environment	90				
Environmental Health and Building	96				

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.

DESIGN AND ART DIRECTION

The Design Burrow (www.thedesignburrow.com.au)

PROJECT MANAGEMENT

Beki Boulet – Manager Strategy and Organisation Development

EDITING

Rachel Sullivan (www.writer-editor-proofreader.com)
Rachel.Sullivan@optusnet.com.au

FINANCIALS

John Todd – Chief Financial Officer
Christine Joyce – Financial Accountant

PHOTOGRAPHY

Paul Green and staff photographers
Omid Daghighi Photography

COPYRIGHT

© City of Ryde

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، فارجاء الاتصال بمركز مجلس بلدية ريد - Ryde Civic Centre - و Devlin Street، ريد، لمناقشة الأمر مع موظفي المجلس من أجل ترتيب خدمة الترجمة. أو يمكنك الاتصال بخدمات الترجمة TIS على الرقم 131 450 وأن نطلب من أحد مترجمي أن يتصل بالمجلس نيابة عنك. رقم الهاتف للمجلس هو 9952 8222 وساعات العمل هناك هي من الساعة 8.30 صباحاً إلى 4.30 بعد الظهر من يوم الاثنين إلى يوم الجمعة.

Armenian

Եթե այս նամակը չէք հասկանում, ցիցեք գնալ Դիւթը Լիւնըր Թիւրքը Տեղին ժողովը (Դիւթը Երեսօրհանը) Բարչաքանդաքանի սարքովանման կէտը, որտեղ սարքովանիչ մը կը տեսնուի կարգադրելու համար, կրնաք Կոնսուլիտի (Քարգիտանքի և Արարչական Կարգադրանքի)՝ 131 450, եւ ինքնից ռե սարքովանիչ մը Բարչաքանդաքանի կէտ կարգադրելու համար հարցադրելու համար Բարչաքանդաքանի Կոնսուլիտի քիչն է՝ 9952 8222 Բարչաքանդաքանի քաղաքանիտի հասցին էր Լիւնըր Թիւրքը 8.30 - Կէտը 4.30, Երեսօրհանի Կարգադրանքը:

Chinese

如果您看不懂這封信，請到位於 Devlin Street, Ryde 的禮特區市府禮堂 (Ryde Civic Centre) 與區政府工作人員討論 - 他們將會為您安排傳譯員服務，或者您自己打電話給“翻譯及傳譯服務” - 電話：131 450 - 請他們替您與區政府聯絡。區政府的電話號碼是：9952 8222。區政府工作時間是：周一至周五 - 上午 8:30 到下午 4:30。

Farsi

اگر این نامه را نمی فهمید لطفاً به مرکز شهرداری رید در Devlin Street مراجعه کنید. کارمندان شهرداری رید، آماده است که به شما کمک کند و شما را به مراکز دولتی که مترجمان در آنجا هستند راهنمایی کند. شماره تلفن مرکز شهرداری رید 131 450 است. اگر نیاز دارید، می توانید با مترجمان دولتی که در شهرداری رید هستند تماس بگیرید. شماره تلفن شهرداری رید 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 parlare 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 Ryde에 Devlin Street에 있는 Ryde Civic Centre로 오셔서 커운슬 직원과 상담하여 주십시오. 저희 직원이 통역 서비스를 연결해 드릴 것입니다. 아니면 131 450번으로 통번역 서비스(TIS)에 전화해서 통역사에게 대신 커운슬에 연락해 주도록 부탁하십시오. 커운슬 전화 번호는 9952 8222번입니다. 커운슬의 업무 시간은 오전 8:30부터 오후 4:30, 월요일에서 금요일까지입니다.

CITY OF RYDE ANNUAL REPORT

1 Devlin Street
Ryde NSW 2122
Telephone (61 2) 9952 8222
www.ryde.nsw.gov.au

