

**Meeting Date:** Tuesday 23 May 2023  
**Location:** Council Chambers, Level 1A, 1 Pope Street, Ryde and Online  
**Time:** 6.00pm

**ATTACHMENTS FOR COUNCIL MEETING**

**Item**

**3 MARCH QUARTERLY BUDGET REVIEW AND OPERATIONAL  
PLAN PROGRESS REPORT**

Attachment 2 Operational Plan 2022-23 Third Quarter Progress  
Report

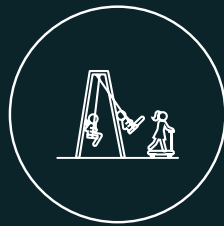


Lifestyle and opportunity  
at your doorstep

2022/2023

# OPERATIONAL PLAN

PROGRESS REPORT JANUARY - MARCH 2023



## We are pleased to present first progress report for our 2022 - 2026 FOUR YEAR DELIVERY PROGRAM.

This report provides a progress update focusing on the operational performance of the City of Ryde during the January - March quarter of the 2022-23 Financial Year, documenting our performance in delivering our 2022 - 2023 ONE-YEAR OPERATIONAL PLAN.

It reflects Council's commitment to the social, economic, environmental and governance principles that are important to our community. It provides an overview of the services and benefits that council invests in and provides to our community

The City of Ryde is a part of the Northern Region of Sydney and ultimately, greater Sydney and NSW. Maintaining strong relationships with state agencies, neighbouring councils, business and key stakeholders to plan and shape the City's future has continued to be a major focus for Council during this period.

### Readership

This report is intended to provide important information to a broad range of stakeholders including City of Ryde residents and ratepayers, local businesses, non-government organisations, our partners and other government departments and agencies.

### Accessing this Report

This report is available on the City of Ryde website at

<https://www.ryde.nsw.gov.au/Council/Plans-and-Publications/Four-Year-Delivery-Program>

### Language assistance

We are committed to providing accessible services to people within our community and customers from culturally and linguistically diverse backgrounds. If you have difficulty understanding this Annual Report, please call the Translating and Interpreting Service on 131 450. We also have some staff trained as Language Aides to assist you in languages other than English.

### Further information about this report

#### Telephone

Call the Customer Service Centre on 9952 8222.

## Acknowledgement of Country

The City of Ryde would like to acknowledge the Traditional Custodians of this land, the Wallumedegal (or Wattamattagal) clan of the Darug nation.

The City of Ryde would also like to pay respect to Elders both past, present and emerging and extend that respect to other Aboriginal and Torres Strait Islander people.

Further information about this report

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## From the Chief Executive Officer



I am pleased to present the third quarterly progress update for Council's 2022 – 2026 Four Year Delivery Program. This report provides an overview of the delivery of the City of Ryde's 2022-23 Operational Plan, providing details of Council's service delivery and achievements over the period January – March 2023.

During the quarter we continued to bed down our new organisational structure. The appointment of people to key roles in the new structure was completed by the end of March and we are continuing our work to fill the remaining staffing vacancies. March also saw the first major outcome delivered from our important new City Shaping portfolio. Council sent a delegation to the 2023 Smart City Summit and Expo in Taiwan where we were able to meet and build relationships with high-level industry, government, and academic stakeholders. Following on from this event, discussions are ongoing with several multi-national tech businesses and universities about investing in the City of Ryde and we are working to develop Memorandums of Understanding with a number of those entities.

One highlight for the quarter was the Streets as Shared Spaces trial, where Linsley Street in the Gladesville Town Centre was temporarily converted into a public active space generating significant community participation. Council also completed upgrades of the playgrounds in Miriam Park and Denistone Park and works to level the playing field surface in Marsfield Park, which has now been reopened to the public. Installation of technology to provide real time parking availability information has also been completed in Eastwood and the Macquarie Park business precinct.

We have noted that our community is becoming increasingly engaged and active post-COVID. Utilisation of our sporting and community facilities and open spaces, and participation in our extensive range of community programs and events continued to increase throughout 2022 and into this year. Some highlight council events for the quarter included Australia Day at Meadowbank Park, the Lunar New Year Festival in Eastwood, our annual Citizen of the Year Awards, welcoming new Australians at our Australia Day Citizenship ceremony in January, and three citizenship ceremonies in March. The average occupancy of Council's community halls is now 62%, with 5,180 bookings and over 182,000 visits to these facilities since July 2022. There have now been over 518,000 visits to the Ryde Aquatic Leisure Centre and almost 17,000 bookings for the use of our parks and sporting facilities so far this financial year, while almost 5,500 people have participated in our Active in Ryde programs over this time.

Delivery of most of our planned projects for the year is progressing well. Supply chain issues are still impacting delivery of some projects and budget constraints carrying over from the past several years have resulted in the deferral of five projects and adjustments to the planned scope for others so that funding can be utilised for other priority projects. Three projects have been cancelled in response to changed requirements from State and Commonwealth government sponsors.

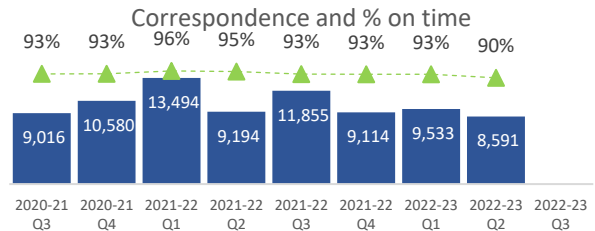
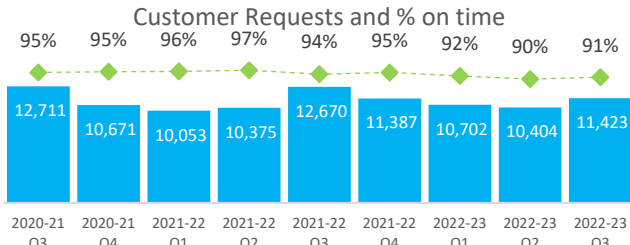
On behalf of everyone at the City of Ryde, I look forward to continuing our work to deliver the services and programs that matter for everyone in the community and working through any challenges and opportunities that present themselves over the coming months.

A handwritten signature in black ink that reads "Wayne Rylands". The signature is written in a cursive, flowing style.

Wayne Rylands  
Chief Executive Officer

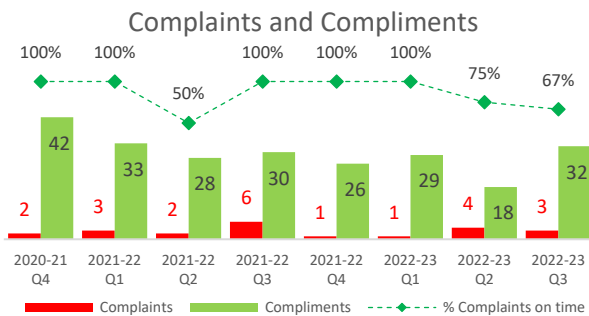
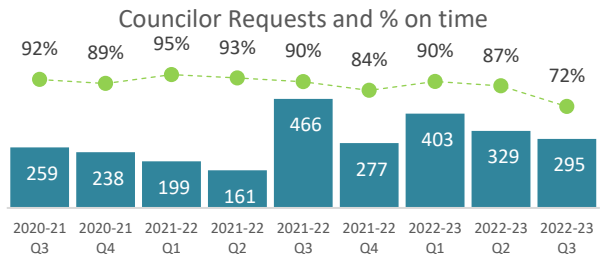
## Corporate snapshot – Key Indicators

The following indicators provide a high level overview of council’s service and responsiveness to the community. They provide an insight into the volume and quality of council’s overall service priorities. Trends are important here, providing an indication of the service volumes and the and focus required to maintain a particular level of service for the community.



Council typically responds to around 10,000 items of correspondence and 10,000 customer requests in any given quarter. The numbers of requests and correspondence received have returned to usual levels after peaking during and after the 2020 and 2021 Covid Lockdown periods. Responses to our customers for these requests continued to fall within the set service standards, remaining at a very high level.

Council officers continue to provide a high level of response to issues highlighted by Councillors requiring a specific response outside of normal service delivery. Numbers of requests from Councillors during the quarter and over the past year have remained high compared to the historical norm.



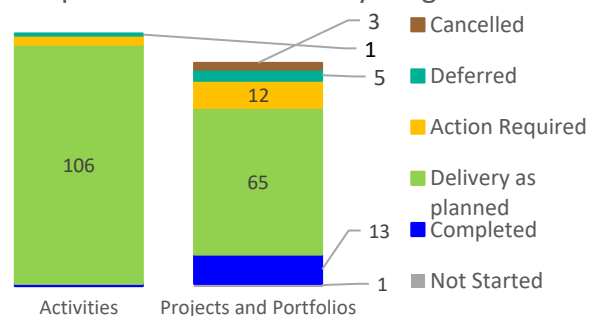
Council received 32 compliments during the last quarter, shared between our Operations, Parks and Open Spaces, Community Services, Library and Customer Services, and Circular Economy departments. The total number of compliments is consistent with the trend from the past several years.

Low numbers of complaints are usually received on a quarterly basis. There has been no change to this trend over the past several years, including during the periods where COVID restrictions and lockdowns that significantly impacted Council operations during 2020 and 2021.

There are currently 112 Ongoing Activities and 99 projects and ongoing capital portfolios that make up Council’s 2022-23 Operational Plan. This includes 36 projects and capital portfolios that had work carried forward into 2022-23 from the previous year.

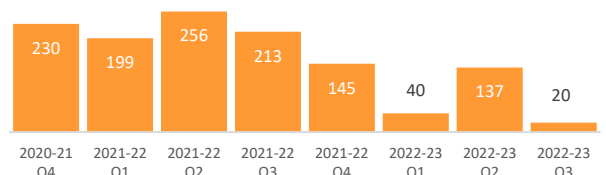
Delivery of most projects is now progressing well. While the record wet weather has now eased, supply chain issues still persist and are impacting delivery of some projects. The ongoing financial impact on Council’s budget position caused by the COVID Lockdowns and financial relief measures put in place by Council has resulted in some changes to funding priorities that have impacted delivery of some projects. Five projects will be deferred due to changes to funding priorities and other operational reasons. Three have been cancelled in response to changed requirements from State and Commonwealth government sponsors. Council is currently managing issues for a further 12 projects.

### Operational Plan Delivery Progress



Lost time days in the January – March 2023 quarter resulted from one longer term claim where the employee is participating in a graduated return to work following back surgery. Four new claims were also lodged that did not result in lost time.

### Health and Safety - Lost Time Days



# Council’s Delivery Program and Operational Plan

The 2022-2026 Delivery Program details the principal activities that will be undertaken by Council to perform its functions and deliver on the community’s priorities outlined in the Community Strategic Plan. The Delivery Program provides an outline of how the full range of Council functions and operations will deliver the services expected by the community, as well as the many legislative responsibilities and regulatory functions that Council is required to implement.

This Operational Plan is a one year extract from the four years of the Delivery Program and Council term. It identifies the activities, capital portfolios, actions and projects Council plans to deliver over the financial year, in order to deliver the priorities and outcomes identified in the Delivery Program. Each of the services and activities in a program are delivered by council departments, with one or more departments responsible for delivering services and activities in any particular program.

The following table provides an overview of the 16 programs that make up the City of Ryde’s Delivery Program.

City Development	Creating a vibrant and liveable city environment that balances development, land use, amenity and sustainable growth.
Community Inclusion & Wellbeing	Working to increase social and community wellbeing and empowering people to fully participate in community life.
Community Connections & Engagement	Supporting residents to become connected, engaged and informed and have opportunities to celebrate our culture, build their connections within the community, and contribute to decisions that affect the City.
City Sport & Recreation	Providing community sporting and recreation facilities, parks and open spaces so residents of all ages can access leisure, lifestyle and recreation opportunities that enhance and maintain their connections with the community
Economic Centres & Neighbourhood	Developing our town and neighbourhood centres so that they continue to be vibrant and productive places within our City.
Library	Providing high quality, contemporary library services and accessible public spaces so residents have opportunities to participate and engage with others in lifelong learning, recreation and cultural opportunities.
Service Delivery Support	Providing broad ranging services directly supporting council operations and service delivery across all programs.
Community Safety & Amenity	Ensuring high standards of public health, safety and amenity are maintained across the City of Ryde.
Catchment & Waterways	Improving the health of the city’s waterways and foreshore areas and managing the city’s stormwater networks to reduce flooding and risk of inundation for private properties.
Resilience & Sustainability	Protecting and enhancing our natural areas and ecosystems, and improving the overall environmental performance of the City’s built environment, managing risk and building resilience as we adapt and grow through changing climate.

Traffic & Transport	Building a sustainable, safe, convenient and accessible transport system for the City by improving mobility, connectivity, and access for all types of transport.
Waste & Recycling	Providing comprehensive and convenient waste disposal and resource recovery services for residents and businesses.
Strategic Property Management	Developing and managing Council’s portfolio of 320 properties and buildings to maximise their return on investment for the community
Roads	Maintaining the City’s extensive network of local and regional road assets to ensure that they remain safe and are in serviceable condition and meet community expectations.
Paths & Cycleways	Building the City’s network of paths and cycleways to increase the walkability of our suburbs, improve conditions for cyclists, and connect residents with activity centres and public transport connections.
Governance & Corporate Services	Providing specialist and corporate services to enable the effective governance and operation of the council organisation.

## Reading the following progress report

The following pages provide a summary of the progress council is achieving in delivering the 2022-23 Operational Plan. A rating of progress and commentary is provided for all of the ongoing activities delivered by council departments to deliver the priorities and outcomes identified in Council’s 2022-2026 Four Year Delivery Program.

The “business as usual” functions in a program that are delivered by council departments.

The ongoing “business as usual” activities, to be delivered for the year.

Projects (including capital project portfolios) to be delivered for the activity for the year.

Rating showing status of planned delivery

Commentary about service delivery and benefits delivered

Local Transport Infrastructure	Development, improvement and maintenance of the city’s road and related infrastructure assets including roads, bridges and retaining walls, car parks and parking hardware. This includes: technical delivery of road based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developer constructed assets.	
Activity, project and capital portfolios	Status	Service delivery
<b>Road Repairs and Maintenance</b>	Delivery as planned	
Heavy Patching	Delivery as planned	9 out of 11 sites are completed including Bridge Rd, Waterloo Rd, Ryedale Rd, Melba Dr, Jopling St, Forsyth St, Glenayr Ave, Ridge Rd and Gardener Ave. Additional funding has been secured for delivery of additional sites for which the scope is being determined.
Road Resurfacing Renewal	Delivery as planned	Works for 7 of 31 locations are complete, 3 are in progress, 8 have resurfacing complete and are pending line marking and 13 are in design phase.
Road Kerb Renewal	Delivery as planned	1 of 11 projects is complete (West Pde), 5 projects are under construction and 5 projects are pending commencement.
Kerb and Gutter Renewal	Completed	11 out of 11 sites completed including Church St, Yarwood St, Hall St, Eden St, Eltham St, Rodney St, Hunts Ave, Lavarack St and Waring St, Lakeside Rd and Quarry Rd.
<b>Road operations and maintenance</b>	Delivery as planned	Road repairs and maintenance are responded to based upon reported pavement failures. Initial prompt repairs are implemented with scheduled follow-up for permanent repair.

**What the ratings mean.**

Delivery as planned	Delivery of the planned services and project scope for the year is progressing as expected.
Action required	Progress has been delayed or levels of service delivery are unlikely to be achieved. Action may be required to rectify.
Covid Impacted	The level of service provided has been impacted by Covid restrictions or changing patterns of customer behaviours resulting from past Covid restrictions
At risk	Project is at significant risk of not progressing to completion.
Completed	The annual planned scope for the project or planned services for activities has been completed.
Deferred	Planned scope and delivery for this project has been deferred until the next Financial Year
No delivery planned in period	No service delivery has been scheduled for the current reporting period
Not started	Delivery of the project has not commenced. The project may be in the preliminary planning stages.
Cancelled	This project has been cancelled. No further work will be delivered for this project.



# City Development Program

Enhancing our strategic land use planning and development framework to manage growth and development in a way that recognises and takes into account the aspirations of the residents of the city and achieves a balance of development, land use, amenity and sustainable growth. The primary focus of this program is undertaking Council's legislative statutory responsibility within the state's land use planning framework.

## Strategic Direction

Council's service delivery for this program is guided by:

- Planning Ryde Local Strategic Planning Statement 2020
- Ryde Local Environmental Plan 2014
- City of Ryde Local Housing Strategy 2020
- Ryde Development Control Plan 2014
- Environmental Planning and Assessment Act (1979)
- Environmental Planning and Assessment Regulation (2022)
- State Environmental Planning Policies
- Section 7.11 and 7.12 Contribution Plans
- Affordable Housing Policy

## Assessing Effectiveness

Community perceptions and Sentiment

Amount and types of housing delivered (medium density as a proportion of total housing)

Contributing to creating

## Our Vibrant and Liveable City

The City of Ryde will be a liveable, prosperous and connected city, with diverse and vibrant centres and neighbourhoods that reflect and serve our residents and business. Our places will contribute to enhancing the health, wellbeing and resilience of our future community.

This program is a major contributor to ensuring development occurs in ways that balances the housing needs and expectations of the community and occurs in ways that positively contributes to the natural, cultural, visual character of the City, grows the identity of our centres as they service the needs of their local neighbourhoods, and ensuring that the provision of new and upgraded infrastructure continues to match the pace of development as the city grows and develops.

## City Strategic Planning

*Development and update of the Local Strategic Land Use Planning framework and the Regulatory work of planning within the State Planning framework. Including collaborating with the State Government and undertaking advocacy to facilitate good development outcomes within the City.*

Activity, project and capital portfolios

Status

Service delivery

### Land Use Planning

**Delivery as planned**

A second Councillor Workshop on West Ryde-Meadowbank place planning was held. Advocacy was undertaken on multiple State Applications including the proposed Seniors Housing development on the TG Millner Site, multiple applications in the Macquarie Park Strategic Investigation Area, and the substantial redevelopment proposed on the Baptist Care Site in Macquarie Park. An assessment of the Planning Proposal 2 Thistle St was undertaken with reports to the Local Planning Panel and Council to be delivered in coming months.

### Advocacy and advice on changes and updates to the State Planning Framework

**Delivery as planned**

Ongoing advocacy has occurred with respect to the implementation of the Macquarie Park Place Strategy. Preparations commenced for the State Government's changes to the Employment Zone names and structures undertaken in advance of implementation.

### Land Information and Mapping

**Delivery as planned**

## Development Assessment Services

*Assessment of development applications, including applications for alterations and additions to dwellings, new dwellings and dual occupancies, waterfront dwellings, multi-dwelling developments and subdivisions and providing personalised pre-lodgement advice on planning, building and engineering aspects of development applications.*

### Assessment of applications

**Delivery as planned**

Managed approvals for 374 development applications from July 2022 to March 2023. Staffing issues resulted in a reduced number of DA's determined since October 2022. These numbers do not reflect subdivision certificates or work on building information certificates.

### Development Advisory Service

**Delivery as planned**

17,079 calls about all development matters have been received to March 2023 including 1,778 calls to the Development Advisory Service. 29 meetings providing pre lodgement advice for minor development proposals and 27 meetings providing urban design review and pre lodgement advice for major development proposals have been held.



# Community Safety and Amenity Program

Ensuring high standards of public health, safety and amenity are maintained across the City of Ryde. This includes investigating, assessing and determining private development to ensure standards are maintained and compliance with building, health and environmental regulations to maintain high standards of public health and safety across the City of Ryde.

Council also helps to maintain standards and liveability across our urban environment through working with the community and enforcement of State and Local Government Acts and Regulations including road, parking and footpath enforcement and animal management in the public domain.

## Strategic Direction

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Council's service delivery for this program is guided by:

- Local Government Act (1993) and associated regulations
- Environmental Planning and Assessment Act (1979) and associated regulations
- Relevant State Environment Planning Policies
- Relevant NSW Food, Health and Building, and Fire Certification related Legislation listed in the City of Ryde Compliance Policy (under development)
- Companion Animals Act 1998 and associated regulations
- Protection of the Environment Operations Act 1997 and associated regulations
- Relevant Road and Transport legislation and associated regulations
- Public Spaces (Unattended Property) Act 2021
- State Environment Planning Policy (Industry and Employment) 2021

## Assessing Effectiveness

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Compliance rates

Contributing to creating

## Our Vibrant and Liveable City

The City of Ryde will be a liveable, prosperous and connected city, with diverse and vibrant centres and neighbourhoods that reflect and serve our residents and business. Our places will contribute to enhancing the health, wellbeing and resilience of our future community.

This program is a major contributor to maintaining community standards and liveability across our urban environment, amenity within our local centres and key locations and maintaining high standards protecting the health and safety of our community across the City.

<b>Building Certification and Safety</b>		<i>Providing complex service delivery and management programs in the specialist areas of building compliance and approvals, certification processes and compliance services to ensure compliance with building legislation and industry standards.</i>
Activity, project and capital portfolios	Status	Service delivery
<b>Building Certification</b>	<b>Delivery as planned</b>	626 Annual Fire Safety Statements (AFSS) have been submitted and reviewed for compliance to March 2023, consistent with their AFSS anniversary / lodgement dates. All identified buildings in the City of Ryde with combustible cladding are being appropriately remediated within Statutory requirements. This is an on-going regulatory process that will continue until all identified buildings have been appropriately remediated. Over 90% of all building related applications are being processed within agreed timeframes. 312 private pool fence inspections have been completed to March 2023, on track to achieve over 400 private swimming pool barrier inspections during 2022-23.
<b>Building Compliance</b>	<b>Action Required</b>	Over 90% of complaint investigations and identified unauthorised development investigations are being conducted and then actioned in accordance with Council's requirements. It is important to note that the resolution of these investigations may become protracted due to the application of necessary legal processes. Staffing issues during the second half of 2022 led to a lower than planned number of Pre-Building Commencement inspections being completed (currently 201 to March 2023). This process is being accelerated in the remaining months to June 2023.
<b>Environmental Health and Safety</b>		<i>Providing complex service delivery and management programs in the specialist areas of environmental health protection and public health protection.</i>
<b>Environmental Health</b>	<b>Delivery as planned</b>	Council's Environmental Health Team have completed 90% of their annual health monitoring programs (hair, beauty and skin penetration premises, mortuaries, legal brothels, public pools, cooling towers) and are on track to complete the annual program as planned, ensuring public health standards are maintained.
<b>Ranger Services</b>		<i>Education, compliance and enforcement services to help maintain community amenity and safety.</i>
<b>Parking Enforcement</b>	<b>Delivery as planned</b>	Council's Parking Team have now investigated 1,326 Customer Complaints and enquiries YTD to March 2023. Ongoing activities also include: <ul style="list-style-type: none"> <li>• Enforcement in the CBD areas to turnover parking to support local businesses;</li> <li>• Promoting safety and awareness around school zones;</li> <li>• Patrolling resident parking scheme zones to support residents; and</li> <li>• Carrying out proactive patrols of streets that have been reported as having parking issues.</li> </ul>
<b>Ranger Compliance</b>	<b>Delivery as planned</b>	Council's Compliance Rangers investigated 936 complaints this quarter (2,131 YTD). There has been approximately a 50% increase in complaints related to unattended and unregistered vehicles since the introduction of the Public Spaces (Unattended Property) Act 2021. The majority of complaints investigated include: Illegal dumping, unattended vehicles (formerly abandoned vehicles), Footpath/roadway obstructions, Barking/nuisance dogs, and Dog attacks. Frequent park patrols promote public safety where dogs are identified off lead and also provide a visual presence to regulate and educate observations of illegal activities being carried out and/or to report hazards, graffiti and damage.

# City Sports and Recreation Program

Council manages all the City's community sporting and recreation facilities, parks and open spaces so that residents of all ages can access leisure, lifestyle and recreation opportunities that enhance and maintain their connections with the community.

## Strategic Direction

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Council's service delivery for this program is guided by:

Sport & Recreation Strategy (2016)

Integrated Open Space Plan (2012)

Children's Play Implementation Plan (2019)

The City of Ryde has an extensive suite of Masterplans and Plans of Management covering the operations and future development and use of the City's parks, sporting facilities and open spaces.

Generic Plan of Management – Parks, General Community Use - Adopted November 2020

Generic Plan of Management – Sportsgrounds - Adopted November 2020(PDF, 7MB)

(website: <https://www.ryde.nsw.gov.au/Council/Plans-and-Publications/Parks-and-Open-Space>)

## Assessing Effectiveness

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Perceptions and Sentiment from the local community.

Customer demand - Participants in organised sport on Council's active open space areas

Benchmarked costs of service provision

Contributing to creating

## Our Active and Healthy City

The City of Ryde is an active and healthy community, with diverse recreational spaces and opportunities for people of all ages, abilities and backgrounds. People can easily gather in public spaces or at community events that bring residents together, helping everyone to feel part of the Ryde community.

This program is a major contributor to this outcome by providing everyone in the community with fair and equitable access to sporting and recreation facilities and opportunities to participate in recreational activities and events. This is done in ways that match the community's changing sporting, learning and recreation needs.



City Parks and Open Spaces		
<i>Planning for and managing the City's extensive network parks, reserves and other open spaces (parks, amenity buildings and facilities including playgrounds, community buildings, dog recreation areas, toilets, canteens, band stands etc.)</i>		
Activity, project and capital portfolios	Status	Service delivery
<b>Parks Planning</b>	<b>Delivery as planned</b>	
Open Space Master Plans	Delivery as planned	Three delayed plans that were carried over from 2021-22 have now been completed: The Greenlinks Master Plan completed giving Council an agreed plan for the future embellishment of 3 important corridors in the LGA, providing recreation, transport and biodiversity outcomes; The City of Ryde Urban Forest Strategy detailing Council's plan for tree canopy coverage and tree management is scheduled to be reported to the April Council meeting; The City of Ryde Sportsfield Action Plan outlining Council's plan for provision of active recreation space out to 2036 has completed its public exhibition period and is due to be reported to Council by 30 June.
Parks - Plans and Strategies	Action Required	The Park Design Guide providing Council with a standard for park designs, the Community Building Strategy providing a direction on how Council will manage its community buildings in parks into the future, and the Putney concept design detailing an accessible path, on are all on track to be completed as planned. A number of plans will be delayed until 2023-24 due to required redirection of resources to address Council resolutions: the Waterloo Park Master Plan, Putney Plan of Management update, and the Field of Mars Plan of Management public exhibition are all currently delayed. Resources have been re-directed in response to Council resolutions: Pidding Park Dog Off Leash Area, Additional Dog Off Leash areas City Wide, Korean War Memorial Garden, Access to Indoor School facilities, Updating of Yamble Plan of Management. The Parramatta River Parklands Plan of Management is also on hold subject to obtaining a native title certificate through legal proceedings.
<b>Parks Operations</b>	<b>Delivery as planned</b>	Winter Season and Pre-Season Allocations allocated for 2023. 16,933 bookings have been processed between July 2022 and March 2023 for the use of Council's Parks and sporting facilities. 87 Annual water craft storage facilities bookings have been completed (96% occupancy). Council is managing 19 terms of occupancy agreements for use of council facilities. Expressions of interest will now be sought for the Santa Rosa Air League Building in 2023.
<b>Parks maintenance</b>	<b>Delivery as planned</b>	Ongoing maintenance of Council's sportsfields, open spaces and Gardens to ensure continued high standards of service for the community utilising these facilities.
<b>Passive Parks Maintenance and Improvement</b>	<b>Delivery as planned</b>	
Macquarie Park, Waterloo Rd	Action Required	Relevant agreements finalised and have been executed. Estimate of works updated, giving consideration to current industry costs. Negotiations ongoing with State Government on funding for delivery of works.
Gannan Park - Masterplan Delivery	Delivery as planned	Investigations have been undertaken with initial works commencing removing cricket wicket and removing gazebo in April/May 2023. Completion of project will realise the Master Plan for Gannan Park, better utilising the space for active recreation.
Acquisition and Demolition of property at 28 Argyle Ave	Delivery as planned	Demolition has been completed. A funding adjustment will be required for restoration of unexpected contaminated soil on the site. Following landscaping of the site it will be incorporated into Ryde Park, enhancing the entry into the Park from Argyle Avenue, anticipated to be completed May-June 2023.
Playground Upgrade & Renewal	Action Required	Renewal and upgrade of the playground infrastructure in Miriam Park and Denistone Park have been completed. Waterloo Playground construction commenced in April 2023 and due to be completed mid-June 2023. The planned update of the Brush Farm Park Playground will be deferred to FY2023/24 due to insufficient funds remaining for the program.
Passive Parks Expansion	Action Required	Blenheim Park House Demolition is now completed and the area will be available for public use from February 2024 expanding the size of the park. Catherine Hamlin Park Artwork Design has been completed but fabrication has been put on hold due to delay in delivery of the Park works.

<b>City Sporting and Recreation Facilities</b>		
<i>Managing, maintaining and operating the City's sportsgrounds and active recreation facilities like skate parks, bike tracks, multisport basketball courts etc. Facilitating and delivering community sports and recreation programs in council's open spaces and facilities. Delivering a targeted grants program supporting community based sports and recreation organisations.</i>		
Activity, project and capital portfolios	Status	Service delivery
<b>Programs and Customer liaison</b>	<b>Delivery as planned</b>	There have been 5424 participants in Active in Ryde during period of July 2022 - March 2023. Attendances at our Active in Ryde programs over the the January to March quarter were strong: Seniors program 1,323 (Heart & Move it, Lift for life, Aqua, Yoga, Uplift, Seniors Festival); School Holidays program 84; After School Programs 312 (skate now, multi-sport).
<b>Maintaining sporting and recreation facilities</b>	<b>Delivery as planned</b>	Council managed sporting fields continue to be available for ongoing community use.
<b>Sporting Facility Renewal and Upgrades</b>	<b>Delivery as planned</b>	
Sportsfield Upgrade & Renewal	<b>Completed</b>	ELS Hall Park Field 3 renewal works have been completed and the field is open for public use, providing an upgraded surface for sporting group users. Meadowbank Dog Off Leash Area was completed in 2022, providing a fenced dog recreational space for the community in the area.
RALC Asset Renewal	Delivery as planned	
Sportsground Amenities Upgrade & Renewal	Delivery as planned	The ELS Park Amenities upgrade has now been completed, reconstructing the amenities facility following the previous building being destroyed by fire. The renewal of the Gannan Park Amenities has had additional funding approved and is scheduled to commence late April 2023.
Old Landfill Sites Subsidence Program Renewal	<b>Action Required</b>	Works to level the playing field surface in Marsfield Park are completed and the field has been reopened to public. Progress on Meadowbank Park remediation of LH Waud to allow for conversion of the area to a synthetic surface is currently pending Sportsfield Lighting DA approval with works now expected to be carried over into FY2023/24.
Sportsfield Floodlighting Expansion	<b>Action Required</b>	Additional sports field lighting to be added to the LH Waud field were tendered as part of LH Waud Synthetic conversion works. The outstanding DA for sports field lighting is still under assessment and this project will be carried over into FY 2023/24.
Synthetic Playing Surfaces Expansion	<b>Action Required</b>	Construction of a new amenities building at Christie Park carried over from 2021-22 is expected to be completed in June 2023, providing new amenities for sporting user groups and administration area for local football association. The LH Waud field synthetic conversion awarding of contract is subject to Sportsfield Lighting DA approval with works expected to commence in FY2023/24.
<b>Ryde Aquatic Leisure Centre</b>		
<i>Management and operation of the Ryde Aquatic Leisure Centre (RALC) (including pools, water features, an array of indoor sports and facility hire, activities and events, and recreational and sporting programs including a significant Learn to Swim program) and other sporting facilities in the Olympic Park precinct.</i>		
<b>RALC Programs and Services</b>	<b>Delivery as planned</b>	Visitor numbers were 518,514 for the financial year to March 2023 and there were 75,594 Program and Facility Hire Users over the same period. Both are currently on track to meet annual attendance expectations. The learn to swim program is currently running at 3,613 places (higher than our forecast target of 3,500 places).
Total Operating Income / Total Operating Expenses	Delivery as planned	Pre Covid, expense recovery typically averaged 107%. For the March 2023 quarter the expense recovery ratio is 127% as a result of strong enrolments for theswim school for 2023. End of year result is anticipated to be around the long term trend.
<b>RALC Operations and maintenance</b>	<b>Delivery as planned</b>	The centre achieved 100% Compliance with pool water bacteriological criteria for swimming pools and spas for the period.





# Library Program

Supporting our residents to lead healthy, active and independent lives through provision of high quality, contemporary library services and accessible public spaces providing opportunities to participate and engage with others in lifelong learning, recreation and cultural opportunities.

## Strategic Direction

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Council's service delivery for this program is guided by:

- Great Libraries, Great Communities – Ryde Library Strategic Plan 2019-2024
- NSW Library Act 1939
- Halls and Facilities Strategy 2020-2041
- Creativity Strategy 2019-2024

## Assessing Effectiveness

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- Library utilisation
- Customer satisfaction

Contributing to creating

## Our Active and Healthy City

The City of Ryde is an active and healthy community, with diverse recreational spaces and opportunities for people of all ages, abilities and backgrounds. People can easily gather in public spaces or at community events that bring residents together, helping everyone to feel part of the Ryde community.

This program is a major contributor to this outcome by providing everyone within the community with fair and equitable access and opportunities to participate in active learning and recreational activities and events. This is done in ways that match the community's changing learning and recreation needs.

A visitor to  
Ryde Library



Library Operations		
<i>Day to day operations of five library locations, ensuring that our community have access to the full range of library services in comfortable and attractive library facilities.</i>		
Activity, project and capital portfolios	Status	Service delivery
<b>Library Services</b>	<b>Covid impacted</b>	Library Services are fully operational. Visits and memberships are gradually rebuilding following COVID with 495,711 visits between July 2022 and March 2023, and 42,796 active memberships. Some growth in memberships was experienced during the March quarter. Memberships have been adversely impacted by COVID restrictions and closures over the past two years.
<b>Collection maintenance</b>	<b>Delivery as planned</b>	Library loans are strong (624,260 YTD) but are still recovering to pre-COVID levels.
<b>Operating and maintaining library buildings</b>	<b>Delivery as planned</b>	Library maintenance undertaken to ensure our library buildings and spaces are clean and welcoming.
<b>Community Buildings Renewals - Libraries Improvements</b>	<b>Delivery as planned</b>	
Community Buildings Renewals - Libraries Improvements	<b>Completed</b>	Installation of auto return chute at Gladesville Library was completed in late 2022.
Library Programs and Marketing		
<i>Delivering targeted services, programs and events to the community in a number of key areas. These include children's and youth services, literacy programs, home library services, community information, services to the multicultural community, local studies and family history. Also includes marketing of Library services and programs and engagement with the community.</i>		
<b>Programs and events</b>	<b>Covid impacted</b>	The Library Service is rebuilding its selection and promotion of Library Programs post-COVID following strong attendances to library programs through 2022. There were 25,856 attendances at 835 events conducted between July 2022 and March 2023, and 10,818 attendances at children's story time and baby rhyme time.
<b>STEM programs and services</b>	<b>Delivery as planned</b>	STEM programs including robotics and coding classes have resumed as part of school holiday and regular term programming.
<b>Community Information</b>	<b>Delivery as planned</b>	The community information online directory is updated regularly to assist the community in finding accurate information on local organisations and Government bodies. 99 records were checked and updated during the quarter.
Library Resources		
<i>Supporting Council's library services by ensuring the supply of new library materials, library technologies and staff support and training. Areas of focus include Technology, Collections and Support Services that combine to ensure that library services are relevant for the community.</i>		
<b>Collection Development</b>	<b>Delivery as planned</b>	New library books and eCollection items have been added to the library collections to ensure they remain current and well maintained. The physical collection currently stands at 180,159 items and the online collection at 46,289 items. There have been 152,819 visits to the library website FYTD and 156,202 electronic items borrowed.
Discovery Portals Local Studies Collection	Delivery as planned	Development of a new digital portal to provide online access for the community to the City of Ryde's Local Studies collections.
<b>Library IT services</b>	<b>Covid Impacted</b>	The Library Service supports digital access for the Community through the provision of free public computers and internet facilities. There have been 19,775 hours of public PC use and 87,970 Wi-Fi logins at Libraries YTD. These are both significantly reduced post-Covid, signalling that patterns of community use may be changing.
Digital enhancement for Libraries	Delivery as planned	Improvement of the Libraries digital services devices and systems to improve the customer experience.
Libraries Public PC Renewal	Delivery as planned	Replacement of public access computers across the Library Service with new devices to improve quality of service provision. Council is investigating an efficiency in the way that this service is delivered to improve system reliability and security for our customers.

# Economic Centres and Neighbourhoods Program

Strategic development of town and neighbourhood centres, neighbourhood activation, and place making to ensure that they continue to be vibrant and productive places within our City.

Providing economic development activities for the City and direct support small and medium-sized businesses (SMEs) and the local economy

## Strategic Direction

Council's service delivery for this program is guided by:

- City of Ryde Economic Development Strategy (2020)
- Town and Neighbourhood Centres Studies and Condition Assessments ( Internal Council studies)

## Assessing Effectiveness

Perceptions and Sentiment from the local business community.

Contributing to creating

## Our Smart and Innovative City

The City of Ryde provides an environment that encourages new investment, thriving local businesses, local jobs and opportunity. Our local community and businesses flourish in a resilient economy that fosters innovation, progression and economic growth.

This program is a major contributor to this outcome by ensuring the City provides a well-designed and planned environment to encourage innovation, new investment, business opportunities, economic growth and local jobs and working to revitalise town centres and commercial areas so they become sustainable, mixed centres providing expanded opportunities for business and an increased diversity of shops, cafes and restaurants serving their local community.



Business Capacity Building		
Activity, project and capital portfolios	Status	Service delivery
<b>International Relations</b>	<b>New activity</b>	<p>Council has hosted four delegations from South Korea at Council Chambers. These delegations have created the opportunity for cultural exchange between Ryde and Korea, reflecting on economic similarities and Ryde's high-population of Korean residents. Dialogue on potential areas for cooperation are ongoing with these cities.</p> <p>A new International Relations Policy has been developed to replace council's existing approach to Sister Cities and friendship/partnership agreements. In March 2023, Council sent a delegation to the Smart City Summit and Expo in Taiwan where they participated in a Net Zero City Leaders Summit, and Smart City Mayor's Summit, 39 meetings with high-value industry, government, and academic stakeholders, and a tour of Hsinchu County. Commercial-in-confidence discussions are ongoing with several multi-national businesses and universities interested in investing in the City of Ryde. Additional work is underway on multiple MoUs with international parties.</p>
<b>Investment Attraction</b>	<b>New activity</b>	Development and publication of a new 'Macquarie Park Advanced Technologies' prospectus, which utilises NSW Government data and materials to help target investment into Macquarie Park.
<b>Business Capacity Building</b>	<b>Delivery as planned</b>	Food Tours were used to promote the Korean (Eastwood) and Persian (Top Ryde) food offerings. Council supporting Artisans Ryde delivered two local craft workshops: Painting (February), and Weaving (March). Council's Small and Family Business Working Group met to discuss future work plan.
Precinct Renewal and Activation		
<p><i>Planning and overseeing the delivery of a rolling program of Town and Neighbourhood Centre upgrades, including liaison with local communities to ensure they are designed in a manner that meet expectations and needs and working with local businesses and the community to deliver public realm improvements, promoting the City's neighbourhoods and town centres, activities and improvements to encourage renewal of ageing buildings and improve the liveability of the area, and help to ensure the centres attract businesses to provide services and employment to the surrounding community.</i></p>		
<b>Centres Activation</b>	<b>Delivery as planned</b>	<p>Council is conducting activation activities in two Centres utilising State Government grants:</p> <ul style="list-style-type: none"> <li>Streets as Shared Spaces Gladesville (see below)</li> <li>Graffiti management - four mural sites were chosen to be delivered over the period October 2022 - June 2023. To date installation of public art at Meadowbank Station East has been completed. Community consultation relating to the Ryedale Road mural has been completed and heritage approval has been secured. Following weather delays, painting of the mural is expected to be completed by early May 2023.</li> </ul> <p>Focus for this year has included updating the Small &amp; Neighbourhood Centres Audit, scheduled for completion by June 2023.</p>
Gladesville Town Centre Activation	<b>Completed</b>	Streets As Shared Spaces - Gladesville Town Centre Activation activities held over January and February 2023 generated significant community participation. Over 500 residents and visitors attended the events which included mural creations, planting workshops, historic walking tours, live music and food events. Linsley Street has been reopened since the trial.
<b>Macquarie Park Activation</b>	<b>Delivery as planned</b>	In partnership with Macquarie University and ConnectMPID, delivery of an 'AI in 2023' breakfast event, which included Dr Ian Oppermann (NSW Chief Data Scientist) as a keynote speaker and outgoing Minister for Customer Service, Victor Dominello MP, as a guest speaker.
TMA for Macquarie Park	Delivery as planned	Reflecting Council's reprioritisation of Macquarie Park, Council representation on the MPID board has been elevated to the Council leadership group, with the Chief Executive Officer as Council's representative.
Multi Function Poles in Macquarie Park	<b>Deferred</b>	The project has been deferred as Council considers the Quantity Surveyor review for this project and considers alternate delivery options based on greater clarity of Landowner plans for sites along Lane Cove Road.
Planting Embellishment Program - Macquarie Park	<b>Completed</b>	Planting works have been completed on Waterloo Rd median (between Khartoum Rd & Cottonwood Cr) and Elouera Reserve, providing improved landscape amenity to the Macquarie Park streetscapes.
<b>Town Centre cleaning and maintenance</b>	<b>Delivery as planned</b>	Services are provided in value-for-money and commercially competitive manner, ensuring the facilities are fully functional and maintained at the required standard for User Groups. A 12-month Scheduled Cleaning Program for all Town Centre Locations is now being finalised. Some recent asset upgrades have necessitated increased cleaning schedules.
<b>Town Centre revitalisation</b>	<b>Delivery as planned</b>	
Eastwood Central Expansion	<b>Delivery as planned</b>	No specific activity planned for the quarter

# Resilience and Sustainability Program

Monitoring and management of the City of Ryde's natural and urban environment to protect and enhance natural areas including our bushlands, waterways and eco systems, and improve the overall environmental performance of our built environment. Building resilience to climate change as we adapt and grow, and managing our risk through climate.

## Strategic Direction

Council's service delivery for this program is guided by:

- Ryde Resilience Plan 2030
- Ryde Biodiversity Plan (2016)
- (Hunters Hill, Lane Cove, Parramatta, Ryde) Bushfire Risk Management Plan (2021)
- Parramatta River Masterplan; 'Duba, Budu, Barra' (2018)
- Climate Risk and Resilience Assessment Report (2020)
- Sustainable Transport Strategy (2022)
- City of Ryde Net Zero Emissions Pathway (2022)

## Assessing Effectiveness

- Progress towards achieving adopted targets of the City of Ryde Net Zero Emissions Pathway (2022)
- Resilience ready residents and business
- Improvements and enhancements to protect natural areas

Contributing to creating

## Our Natural and Sustainable City

The City of Ryde will be a resilient community that is prepared to thrive in a changing future. Our places and spaces and our dependent and vulnerable ecosystems will be managed and protected so they continue to provide social, cultural, economic, environmental and health benefits for the whole community.

This program makes a major contribution to protecting and improving the condition of the City's natural areas and parklands including reducing our collective ecological footprint in ways that contribute to the liveability of the community and strengthening the health of our natural corridors. This program also helps to build the City's resilience to climate related risk from extreme weather patterns, bushfires and flooding and working to reduce the impact of acute shocks and chronic stresses on our built environment and natural areas.



Street tree plantings

## Resilience planning

*Leading efforts to build organisational and community capacity to reduce city-wide impacts of climate change and shock and stress events in partnership with the business and community sectors. A major priority for Council is to be a responsible corporate leader in ecologically sustainable development, in managing climate change risk, adaptation and resilience measures.*

Activity, project and capital portfolios

Status

Service delivery

<b>Resilience planning and development</b>	<b>Delivery as planned</b>	<p>Planning has progressed for the Accelerating Net Zero Transition for Businesses event to be held in May 2023.</p> <p>Council is also seeking to identify companies interested in delivering a proposed Solar Community Bulk Buy program and has contributed to the development of the NSROC utility and environmental performance monitoring tender.</p> <p>Council achieved a 18.83% reduction in energy use and 1.96% reduction in water usage during the quarter compared to our 2003/24 baseline. Activities to improve resource efficiency included energy efficient installations at Brush Farm House and Waterloo Park. Council has also commenced investigations to optimise the energy efficiency of the RALC, is updating the organisation's Resource Efficiency Policy, and commenced discussions re transitioning council's fleet to electric vehicles.</p>
Ryde Biodiversity Plan – Implementation	Delivery as planned	Delineation works have been completed at Lynn Park, Fox Rd and Ivanhoe Reserve and a new regulatory sign installed at Ivanhoe Reserve.

## Resilience Programs and Services

*Delivery of corporate and community environmental education programs, resilience-based initiatives, providing community sustainability audit programs, and delivering climate change mitigation and adaptation projects building community resilience to impacts of climate change, reducing city emissions and resource consumption*

<b>Sustainability education</b>	<b>Delivery as planned</b>	<p>There have been 1,473 attendances YTD at council's sustainability events and workshops. Activity over the January – March period included:</p> <ul style="list-style-type: none"> <li>• 7 schools participated in REEN education training and workshops.</li> <li>• 50 attendees at the 'Seniors Safety and Resilience Expo' including workshops, presentations and info stalls from Council, the SES, Red Cross, Fire &amp; Rescue and Police.</li> <li>• 50 participants attended the 'Building resilience and suicide safety' webinar with Lifeline in conjunction with NSROC councils</li> <li>• HWSA advisory audits were conducted with 23 Households and 3,483 invitations were distributed through a mailout and citizenship ceremonies. HWSA Events included the Library Sustainability Festival (Jan) and HWSA drop in sessions in Ryde and Gladesville libraries.</li> <li>• The HWSA Annual Evaluation for 2022 identified participant behaviour change and energy/water usage reductions including average household cost savings to participating residents of almost \$1,100 per year.</li> </ul>
<b>Tree Management</b>	<b>Delivery as planned</b>	<p>There have been 1,340 management applications and requests so far this year including a 50 percent reduction in applications during the third quarter compared to the second quarter. 715 Public Tree Requests, 293 Private Tree Permits and 59 DA Referrals have been processed and actioned between July 2022 and March 2023</p>
Street Tree Planting Program	Delivery as planned	Design and community consultation has been finalised. Based on community feedback, it is estimated between 500-650 trees could be planted. Plantings are on track for commencement in April/May 2023 with planned completion by June/July 2023.
Park & Open Space Tree Planting Program	Delivery as planned	Collection of Tree Asset Data for Tree Management Data Base. Only one response to a RFQ has been received and is significantly over available budget. Project Scope will be reviewed and procurement options are still being investigated.
Greening our City - Street Tree Planting Program	Delivery as planned	Planting of over 1,000 street trees has been undertaken to assist in to achieve Council's 40% canopy target. Additional plantings to occur in April / May 2023.
Planting Trees for the Queen's Jubilee	Delivery as planned	Suitable replacements for trees potentially impacting gas services have been ordered with works planned for mid-late April 2023.

<b>Natural Area Management</b>		
<i>Protecting and restoring the City's natural areas and biodiversity, conducting asset management activities reducing fire risk, weed and pest management, and environmental monitoring and reporting and partnering with businesses and our community who volunteer to help care for and restore the City's natural bushland areas, catchments and sensitive ecosystems.</i>		
<b>Bush Regeneration</b>	<b>Delivery as planned</b>	New catchment based grouping of contract sites is working well (49 sites). A review of on-ground works will be conducted prior to 30 June 2023 as the first year of the two year contract cycle comes to a close.
<b>Volunteer Program - Bushcare program</b>	<b>Delivery as planned</b>	Inclusion of Streamwatch testing at 7 Bushcare Sites. The Visitors Centre Bushcare Group was disbanded in March, reducing the total number of groups to 17. 2,520 hours of community volunteer support has been provided YTD.
<b>Natural Areas – monitoring program</b>	<b>Delivery as planned</b>	18 sites were inspected to identify any issues relating to park maintenance, bush regeneration, stormwater management, weeds etc. and 43 Work orders were for works were raised in response. Weeds Action Program Targets will be prioritised leading up to June 2023.
Biosecurity and Natural Areas Monitoring Officer	Delivery as planned	The annual inspection program is progressing well, 72% complete overall – inspections have been completed for 66% of regulatory high risk sites, 70% of non-regulatory sites, 73% of terrestrial high risk pathways sites, 66% of aquatic high risk pathways sites, 65% of private properties. Priority Weed Control of Alligator weed at Kissing Point Park, Anderson Park, Melrose Park, Settlers Park, Wilga Park has been conducted. An Individual Biosecurity Direction was served to Rose and Co Florist, Macquarie Centre, regarding the sales of Pampas Grass. The focus up to 30 June will be on completing the high risk pathway inspections - M2, northern trainline, Parramatta River, Lane Cove River and private property inspections
<b>Catchment Monitoring</b>	<b>Delivery as planned</b>	Autumn sampling has been completed. Spring sampling report provided to Council with results consistent with previous reporting.

# Catchments and Waterways Program

Managing and maintaining the City's water catchments, foreshore infrastructure and stormwater drainage networks to improve the health of the city's waterways and prevent erosion, improve existing flooding problems at sites throughout the City, cater for significant flooding events and reduce the risk of inundation of private properties located in the upstream catchments.

## Strategic Direction

Council's service delivery for this program is guided by:

Floodplain Risk Management Studies and Plans:

- Eastwood and Terry's Creek Catchments (2008)
- Macquarie Park Catchments (2010)
- Parramatta River Ryde Sub Catchments (2015)
- Buffalo and Kitty's Creek Catchments (2014)
- Parramatta River Masterplan; 'Duba, Budu, Barra' (2018)

Parramatta River Estuary Coastal Zone Management Plan (2012)

Greater Sydney Harbour Coastal Management Program

Ryde Resilience Plan 2030

## Assessing Effectiveness

Asset condition

Flooding instances within the LGA

Contributing to creating

## Our Natural and Sustainable City

The City of Ryde will be a resilient community that is prepared to thrive in a changing future. Our places and spaces and our dependent and vulnerable ecosystems will be managed and protected so they continue to provide social, cultural, economic, environmental and health benefits for the whole community.

This program is a major contributor to this outcome by helping to protect and improve the condition and health of the City's catchments, foreshore areas and waterways and building the City's resilience to climate related risk arising from extreme weather patterns and flooding.



146 Bowden St  
trunk drainage



<b>Catchments and Stormwater Management</b>		
<i>Manage and maintain the City's water catchments, stormwater drainage networks, infrastructure and natural waterways to support cleaner, healthier waterways and manage stormwater, flooding and runoff and reduce risks to property owners, the environment and the community.</i>		
Activity, project and capital portfolios	Status	Service delivery
<b>Catchment and Coastal Management Planning</b>	<b>Delivery as planned</b>	Council continued participation in the 21 council, Greater Sydney Harbour Coastal Management Program with stages 1 & 2 now completed. Stage 3 of the program will require significant investment supported by DPE which is currently being negotiated.
Putney Beach Swim Site Activation Project	<b>Delivery as planned</b>	The aquatic ecology survey draft and geophysical survey have been completed. A Traffic Site Assessment has been undertaken with report to follow. Development of the Statement of Environmental Effects has commenced including consideration of the heritage impact assessment. The swim site footprint with Parks Concept for future accessibility is being finalised. DA for the site to be lodged in May 2023.
<b>Maintaining Stormwater Assets</b>	<b>Delivery as planned</b>	Maintenance implemented based upon CCTV footage recorded of a percentage of the stormwater network and as reported via individual requests.
<b>Stormwater Improvement and Renewal</b>	<b>Delivery as planned</b>	
Harmonising Flood Studies	Delivery as planned	Draft flood study completed, flood risk management study and plan being prepared in conjunction with the tunnel options for Eastwood CBD.
Flood Mitigation/Constitution Road Upgrade	Delivery as planned	Council is currently reviewing tender submissions for trimming the Angas Street bridge abutment on the southern side of Constitution Road and completing all missing footpath links on the southern side. Works are expected to commence in mid 2023.
146 Bowden St Trunk Drainage	Delivery as planned	Works on track to be completed by July 2023. Stormwater pipes installed and surface finishes in progress.
100 - 104 Rowe St stormwater drainage upgrade	Cancelled	Project to be combined with City-wide Flood harmonisation study. Consultant has provided updated survey.
Natural Disaster Relief and Recovery Works	Cancelled	Project cancelled as scope of works will be undertaken through the Flood mitigation / Constitution Road upgrade
Stormwater Asset Replacement Renewal	Action required	All 7 projects have commenced and are in progress. Scope for repairs to the Waterloo Rd Culvert has been expanded. Pit replacements have been completed. The remaining 5 projects have been delayed due to supply issues and will be carried over into FY 2023-24.
Stormwater Improvement Works Renewal	Delivery as planned	All 4 projects are in progress including Future Design and Planning and Abuklea Road. Council's annual program of pit Investigations and CCTV Investigations of the stormwater network are almost complete.
<b>Foreshores and Seawalls</b>		
<i>Development, remediation, improvement and maintenance of the LGA's foreshore infrastructure and assets (including wharves, jetties, boat ramps and seawalls) to ensure that they remain safe, are sustainable in the long term and provide a satisfactory level of service for the community</i>		
<b>Maintaining Foreshore Assets</b>	<b>Delivery as planned</b>	Maintenance performed as requested and reported.
<b>Foreshore Infrastructure Renewal</b>	<b>Delivery as planned</b>	
Seawalls/Retaining Walls Refurbishment Renewal	Delivery as planned	<p>Council has been successful in receiving two Coastal and Estuary Grants for the construction of the Kissing Point Park Foreshore Protection Works and the Putney Park Seawall Upgrade. Investigation and design of the Putney Park Seawall has progressed to integrate with the Swim Site Activation Works. Approved designs are expected to be completed by mid-2023.</p> <ul style="list-style-type: none"> <li>- Planning for the Putney Park Seawall Rehabilitation is nearly complete with works expected to be completed by FY2024/2025</li> <li>- Procurement for construction of the Kissing Point Park Foreshore protection works is nearly complete and assessment of tenders is underway with works proposed to start by June 2023.</li> <li>- The design for Bowden Street seawall is complete.</li> <li>- Wharf Road Boat Ramp - Kayak Launching Platform. Scope of works have been finalised in liaison with Paddle NSW. Construction is anticipated to commence in FY 2023-24.</li> </ul>

# Waste and Recycling Program

Providing comprehensive and convenient domestic and commercial waste disposal and resource recovery services for the City.

## Strategic Direction

Council's service delivery for this program is guided by:

- Draft Waste Management Strategy (2019)
- EPA 20 year Waste and Sustainable Materials (WASM).
- Northern Sydney Region of Councils Waste Strategy

## Assessing Effectiveness

- Domestic waste diverted from landfill
- Recycling rates in target groups
- % net profit Porters Creek EcoMRF

Contributing to creating

## Our Natural and Sustainable City

The City of Ryde will be a resilient community that is prepared to thrive in a changing future. Our places and spaces and our dependent and vulnerable ecosystems will be managed and protected so they continue to provide social, cultural, economic, environmental and health benefits for the whole community.

This program is a major contributor to reducing the City's environmental footprint and impact on our natural systems by managing the efficient delivery of the City's essential waste services and leading change to better manage our waste streams and ensure resource recovery is a high priority for a sustainable 'Smarter, Cleaner and Greener' future.



Anderson  
Park mural

## Waste Services

*Delivery of comprehensive domestic essential waste services for the city including expansion of services to provide more convenient waste disposal options for the community and educational programs to increase waste diversion and ensure resource recovery is a high priority across our community. Delivering targeted programs for priority areas including manage the waste generated from high-rise developments and managing and reduce the incidence of littering and illegal dumping. Delivery of waste collection, disposal and resource recovery services for businesses on a commercial basis.*

Activity, project and capital portfolios	Status	Service delivery
<b>Household Waste Collection.</b>	<b>Delivery as planned</b>	Council completed weekly collections services for almost 56,000 households. There were 708 missed services during the quarter (0.005%). 9,975 standard clean-up collections conducted between January and March 2023 (25,500YTD)
<b>Community Waste Collection Programs</b>	<b>Delivery as planned</b>	A household chemical CleanOut was held on Saturday, 25 March 2023. 784 Households took part in the event, 25 tonnes of paint and chemicals were collected as well as 3 tonnes of E-waste. The planned community drop off day was integrated into the household Chemical Cleanout event.
Community Recycling Drop-off	Delivery as planned	Due to limited availability of suitable locations, the community event was integrated into the Household Chemical CleanOut held in March. Incorporating an E-waste Drop off, total of 2,950kg of Electronic waste was recycled & diverted from landfill.
Additional Household Chemical Cleanout Event 2022	Delivery as planned	The event was held in December 2022. A report is being drafted to Council to provide recommendations on future events.
<b>Commercial Waste Collections service</b>	<b>Delivery as planned</b>	Over 2000 services completed for commercial clients.
<b>Community Waste Education</b>	<b>Delivery as planned</b>	Between January and March 2023, Council delivered 11 workshops and participated in 5 events, engaging with approximately 1370 residents/participants.
Managing Waste Reduction in Multi Unit Dwellings	Delivery as planned	A mailout of resources packs for households is planned for May 2023. The packs will include a household guide, recycling information, food scraps recycling survey and information on resources available to MUDs.
Waste Wise Ryde - Towards Zero Waste	Deferred	Due to the introduction of an additional Household Chemical Cleanout Event in 2022, this project is deferred until 2023-24.
Don't let your recycling go to waste	Completed	
Waste Reduction Awareness Campaign	Delivery as planned	Round 2 of the schools litter prevention competition was completed with over 50 participants from 4 different schools. Artwork from the 9 winners was displayed at the West Ryde and Top Ryde libraries. Selected artwork will be used to develop educational postcards for distribution at workshops, events and in Council venues.
Cigarette Butt Litter Project	Completed	This EPA grant funded the installation and maintenance of butt bins and awareness raising initiatives to minimise cigarette litter in several town centres.
NSROC AWT Transition - Food Organics Medium Density Unit	Delivery as planned	The Funds remaining from the FO/FOGO Trial conducted in 2022 will be used to fund a Food Recycling feasibility study, which will include conducting a cost analysis and providing recommendations on future waste service provisions.
Schools Waste Education Program	Delivery as planned	The Edible Garden project has commenced for 2023. Schools based Keep Australia Beautiful workshops are scheduled for school terms 2, 3 and 4.
Sustainability Festival	Delivery as planned	The festival will be held in June 2023. Event Sponsorship has been arranged with Tumbleweed (RELN) and stallholders and activities are almost finalised. Promotions through Social Media and Council newsletters have commenced.
Re-useable Health Products	Delivery as planned	Workshops have commenced and there have been 49 registrations for reusable nappies program and 77 registrations for feminine hygiene products. So far 94 participants have trailed different reusable products.
Ryde Litter Prevention Strategy 2022 – 2030	Delivery as planned	Community consultation is scheduled to commence in April 2023. The results will be used to develop and foster a proactive approach to litter management.
Meadowbank and Putney Catchment Litter Reduction Project	Delivery as planned	Public consultation will take place to gauge community sentiment on litter Management in the City of Ryde. Options to add additional solar compaction bins in Meadowbank are being investigated.

## Materials Recycling and Recovery

*Regional construction materials recycling, and Community Recycling Centre. The Porters ECoMRF (Environmental Construction Materials Recycling Facility) offers recycling of construction materials (including aggregate and soils) on a commercial basis to regional councils and private sector customers to promote re-use of materials and reduce material to landfill and disposal costs to Council. The facility is being expanded to accommodate a Community Recycling Centre on site, and other revenue generating opportunities are being investigated.*

<b>Porters ECoMRF</b>	<b>Delivery as planned</b>	Lease opportunities to generate revenue from the site for Council are being explored. Construction recycling crushing has continued through the quarter.
Community Problem Waste Recycling Centre	Delivery as planned	The NSROC CRC at Artarmon is operational and delivering collection/ processing as per agreement. X-ray recycling and textile recycling are now also available.
Porters Creek Precinct	Delivery as planned	Remediation and upkeep activities of the former landfill site are ongoing.
Porters Park CRC Development	Action Required	Following the rejection of the proposed site by DPE, Council is continuing investigations for alternate locations for the CRC in the Porters Creek Precinct.
<b>Construction Materials Recycling</b>	<b>Delivery as planned</b>	Recycled construction materials was reduced in the quarter due to lower stock levels. Crushing is underway to restore stock.

# Traffic and Transport Program

A sustainable, safe, convenient and accessible transport system for the City of Ryde.

Managing and providing specialist advice on traffic management, transport planning and development matters, road safety, car parking and options to improve mobility, connectivity and access to our suburbs, centres, open spaces and places. Advocating for improved transport infrastructure and services with the state government.

## Strategic Direction

Council's service delivery for this program is guided by:

- City of Ryde Integrated Transport Strategy 2041
- Bicycle Strategy and Action Plan 2022-2030
- Sustainable Transport Strategy 2022-2032

## Assessing Effectiveness

- Community Perceptions and Sentiment
- Road Safety Outcomes

Contributing to creating

## Our Connected and Accessible City

Building a networked transport system that makes it easier and more convenient to move across our City and access our suburbs, centres, open spaces and places with reduced dependence on car based travel.

This program is a major contributor to improving connectivity across our City and improving accessibility to our residential areas, centres, open spaces, schools and Macquarie University by prioritising major transport infrastructure and services that will reduce public transport travel times, focus on walking and cycling being the most convenient option for short trips to activity centres and key destinations, and sustainably accommodate future travel demand.

## Transport Network Planning

*Providing long term transport planning to improve mobility and connectivity across our City and improve accessibility to our suburbs, centres, open spaces and places. This includes providing specialist advice on major development proposals, road safety policy and directions, advocating with the NSW Government on behalf of the community for improved transport solutions for the City of Ryde, and working with State Government transport agencies to deliver major transport infrastructure.*

Activity, project and capital portfolios	Status	Service delivery
<b>Transport Planning</b>	<b>Delivery as planned</b>	In late 2022, Council made a formal submission on the State Government's Parramatta Light Rail Project (Stage 2) The Department of Planning and Environment subsequently invited City of Ryde to make a presentation to highlight and reinforce the key issues raised in the submission (e.g. property acquisition, bridge alignment, traffic, heritage). Further consultation is being arranged with Parramatta City Council following related Council resolutions, including the establishment of a small community reference group.
ITS Implementation	Delivery as planned	Draft project briefs have been prepared for a number of key projects including development of parking strategies for key centres and suburbs within the City of Ryde LGA, as well as a review of all existing bus routes and services. Both projects are aimed at improving the effectiveness of transport networks, given the evolving changes in land use and travel patterns. It is anticipated that a review of existing bus routes / services will indicate that new services and alterations to existing services are required to meet existing and future travel demand.
Integrated transport strategy review model	Delivery as planned	Council is currently prioritising proposed ITS projects with consideration being given to a number of 'showcase' advocacy projects, including the Parramatta – Epping Metro proposal, Randwick – Macquarie Park Metro proposal and the provision of priority bus lanes along the A3 Corridor (Lane Cove Road).
<b>Advocacy and advice on transport planning priorities</b>	<b>Delivery as planned</b>	A key focus of advocacy during the January to March 2023 quarter has been participation in the design phase for proposed Parramatta Light Rail – Stage 2 proposal. This major transport infrastructure will provide greatly improved public transport services between Olympic Park and Parramatta CBD precincts, providing employment and development opportunities. The project will also provide improved options for new high density developments within Meadowbank. Council is continuing to liaise with the Northern Sydney Regional Organisation of Councils (NSROC) to advocate for key transport priorities within City of Ryde LGA, and also continuing to participate on the Macquarie Park Transport Study hosted by Transport for New South Wales, aimed at assessing and progressing transport and infrastructure projects identified under the Strategic Infrastructure & Services Assessment (SISA).

<b>Transport Network management</b>		
<i>Managing the City's transport, traffic and car parking network and implementing sustainable transport options including: Transport and development matters including providing access permits for the road network; operation, maintaining and upgrading existing parking and traffic facilities, including signage and line marking changes, installation of pedestrian crossing facilities etc.; and optimising the use of on- and off-street parking to provide access to our town centres and places of interest.</i>		
Activity, project and capital portfolios	Status	Service delivery
<b>Transport operations</b>	<b>Delivery as planned</b>	80 development proposals were assessed between January and March 2023 with respect to their traffic and transport implications. Major development proposals assessed include the extension of Stocklands' M_Park Development and the redevelopment of the Eden Gardens site in Macquarie Park. Council staff have been working with various stakeholders to ensure the applicants of these developments deliver and/or contribute to appropriate traffic and road infrastructure upgrades to support future traffic growth in this area. 185 road activity permits were reviewed and processed for construction works throughout City of Ryde Local Government Area over the same period. This involves assessment of traffic guidance schemes to ensure that appropriate temporary traffic management measures are implemented by builders on the public road network to minimise the safety risk to the public during construction.
<b>Maintaining transport infrastructure</b>	<b>Delivery as planned</b>	Any defects or deterioration of local traffic facilities and car parks under the care and control of City of Ryde Council, which affect public safety, are addressed in a timely manner. This includes, but not limited to, signage upgrades and re-linemarking of various traffic facilities, such as pedestrian crossings, especially in areas of high vehicle and pedestrian volumes.
<b>Infrastructure Services</b>	<b>Delivery as planned</b>	All traffic and road safety issues identified and assessed to be of high risk in the were resolved.
<b>Transport programs and services</b>		
<i>Delivery of community based education and behaviour change programs targeting road safety and community skills, increased uptake of non-car based modes of travel, and contributing to city wide reductions of community emissions and congestion issues. Operating a free community bus service to support members of the community with limited mobility or access to transport, connecting them to key centres within the City.</i>		
<b>TfNSW Local Government Road Safety Program</b>	<b>Delivery as planned</b>	Key initiatives carried out under Transport for NSW's Local Government Road Safety Program included: 1) A workshop for senior drivers; 2) A workshop for parents and supervisors of learner drivers; and 3) A pedestrian safety program for seniors. These programs raise awareness of the road rules, increase understanding of low risk driving and improve confidence amongst new drivers and seniors when travelling on public roads, thereby contributing to reducing accidents on public roads.
<b>Community Programs</b>	<b>Delivery as planned</b>	Key initiatives delivered under Council's Local Government Road Safety Program include delivery of a Safety and Resilience Expo as part of the NSW Seniors Festival and hosting an information stall at Macquarie University O-Week targeting young drivers. These projects contribute to Council's commitment to engaging with local communities to increase awareness of road safety and distribute resources to assist in education on specific road safety issues. Council worked with Epping Boys High School to investigate into different options to improve pedestrian infrastructure and school bus accessibility in the immediate vicinity of the school. Council also consulted with Marsden High School, Meadowbank TAFE and the Italian Bilingual School on various options for improving pedestrian safety within the Meadowbank Education and Employment Precinct (MEEP).
<b>Shop Ryder Community Bus Service</b>	<b>Delivery as planned</b>	26,353 passenger trips YTD. This service reassuming to usual pre-covid trip levels. capacity.
<b>Sustainable Transport uptake</b>	<b>Action Required</b>	All 33 car share spaces have now been approved. Roll-out of new car share spaces will be delayed due to council staffing availability.

## Local Transport Infrastructure

*Development, improvement and maintenance of the city's road and related infrastructure assets including roads, bridges and retaining walls, car parks, and parking hardware. This includes: technical delivery of road based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developer constructed assets.*

Activity, project and capital portfolios	Status	Service delivery
<b>New and Upgraded Traffic Facilities</b>	<b>Delivery as planned</b>	Construction of the pedestrian traffic lights on Rowe Street/The Avenue, Eastwood commenced at the end of February 2023. These works are scheduled to be completed by the end of May 2023. The public car park servicing Pidding Park off Cressy Road has been upgraded to provide formalised car parking spaces to ensure better utilisation of this parking area.
Bus Stop DDA compliance	Action Required	Council is currently finalising a proposed strategy for DDA compliance. The Human Rights Commission has prepared a guideline with the provision of a compliance checklist that consists of thirteen parameters to assist authorities in the upgrade of bus stops to meet the requirements of subsection 31 (1) of Disability Discrimination Act (DDA) 1992. A comprehensive review of these parameters has been carried out by council in advance of implementing them in the upgrade of the allocated bus stops (over 700) that fall under the responsibility of City of Ryde.
Bus Stop Seats - new	Delivery as planned	Location of priority seating signage on bus stop seats to be confirmed. Following approval, purchase of approximately 20 seats will follow.
Traffic Calming Devices	Delivery as planned	A total of nine (9) measures were endorsed by the Road and Traffic Committee in February 2023. These measures are scheduled to be completed by the end of May 2023.
Road Safety Upgrades and Improvement	Delivery as planned	Detailed design for the Pearson Street disabled parking spaces including pram ramps and other associated infrastructure have been completed. This project will increase parking opportunities for people with disabilities in the vicinity of Gladesville Town Centre.
Pedestrian Crossing Lighting Upgrade	Delivery as planned	The LRCI Grant has been extended for 12 months until 30th June 2024. 37 Sites are currently being undertaken by Ausgrid. Tender assessment is underway for the construction of 7 Ausgrid contestable sites and 4 Council owned sites. Of the initial number of sites specified in the brief, delivery of sites may be impacted by available budget. Delays have been encountered from Ausgrid due to certification resulting in re-design.
Integrated Parking Macq Park and Eastwood Town Centre	Delivery as planned	The NSW Park and Pay app has been implemented throughout Macquarie Park and Eastwood and also provides people with disabilities real time parking availability of 141 spaces.
Smart Parking	Delivery as planned	Installation of real time availability has concluded in Eastwood and the Macquarie Park business precinct.
Constitution Rd/Bowden St Meadowbank-Traffic Control Signals	Delivery as planned	This project is still in design phase. Council has applied for funding through the State Government's Infrastructure Betterment Fund and the Get Active NSW 2023/24 program. Service investigations are underway to determine the level of impact the proposed design on utilities to enable a more detailed costing assessment to be undertaken.
Traffic Facilities Renewal	Completed	A pedestrian refuge on Balaclava Road, Eastwood; a pedestrian Crossing on Ryde Road, Gladesville; and traffic calming devices at the roundabout intersection of Morrison Road and Princes Street, Putney have been completed. Concept designs and other investigative studies were undertaken for a new roundabout at the intersections of West Parade/Clanalpine Street, Eastwood and Chatham Road/Buena Vista Ave/Burmah Road, West Parade.
Car Park Renewal	Completed	Remedial works on the Glen St Car Park have been completed and ongoing monitoring of other identified structural issues is continuing.
Traffic Facilities Expansion	Delivery as planned	There are four remaining projects funded under Phase 3 of the Local Roads and Community Infrastructure program (LRCIP): Turnaround area on Brabyn Street, Denistone East scheduled to be completed early May 2023. Construction of a new footpath on Frederick Street, Ryde scheduled to be completed by December 2023. New cycleway on Waterview Street, Putney - detailed design currently in progress. Street lighting improvements at town centres and schools –currently seeking approval from Ausgrid for the installation of the new street lights.

# Roads Program

Maintenance and renewal of the City’s local and regional road network (roads, bridges and retaining walls, car parks, and parking hardware) to ensure that they meet community expectations and remain safe and in serviceable condition over the long term.

## Strategic Direction

Council’s service delivery for this program is guided by:

- Strategic Asset Management Plan (2020)
- Development Control Plan (2014)

## Assessing Effectiveness

Asset condition

Contributing to creating

## Our Connected and Accessible City

Building a networked transport system that makes it easier and more convenient to move across our City and access our suburbs, centres, open spaces and places with reduced dependence on car based travel.

This program makes a major contribution to improving safety and customer experience on our roads, and accessibility to our residential areas and centres by managing and maintaining the City’s substantial portfolio of local and regional road based assets so that they remain safe and continue to meet the community’s expectations into the foreseeable future.

## Local Transport Infrastructure

*Development, improvement and maintenance of the city’s road and related infrastructure assets including roads, bridges and retaining walls, car parks, and parking hardware. This includes: technical delivery of road based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developer constructed assets.*

Activity, project and capital portfolios	Status	Service delivery
<b>Road Repairs and Maintenance</b>	<b>Delivery as planned</b>	
Heavy Patching	Delivery as planned	9 of original 11 sites completed by November 2022. Progressing The Avenue Eastwood heavy patching Additional sites are currently being scoped.
Road Resurfacing Renewal	Delivery as planned	Out of 31 planned sites, 14 locations are complete, 8 are in progress and a further 9 are pending construction and are likely to be carried over into FY2023-24.
Road Kerb Renewal	Delivery as planned	Out of 11 planned sites, 4 are complete (West Pde, Acacia Lane, Orr St, McGowan St), 6 are under construction and 1 site had been deferred (Culloden Rd) pending completion of development in the proximity.
Kerb and Gutter Renewal	<b>Completed</b>	11 out of 11 sites completed including Church St, Yarwood St, Hall St, Eden St, Eltham St, Rodney St, Hunts Ave, Lavarack St and Waring St, Lakeside Rd and Quarry Rd.
<b>Road operations and maintenance</b>	<b>Delivery as planned</b>	This work includes requests for maintenance based upon reported pavement failures, bridge maintenance and carpark maintenance requests. Road Pavement repairs, such as potholes, are implemented with scheduled follow-up for permanent repair.
<b>Bridge Maintenance and Upgrades</b>	<b>Completed</b>	
Bridge Upgrade / Renewal	<b>Completed</b>	Waterloo Road Culvert Remediation was completed under this program.

# Paths and Cycleways Program

Developing, managing and maintaining the City's network of footpaths, paths and cycleways to increase the walkability of our suburbs, improve conditions for cyclists, and connect residents with activity centres and public transport connections.

## Strategic Direction

Council's service delivery for this program is guided by:

- Strategic Asset Management Plan (2020)
- Development Control Plan (2014)

## Assessing Effectiveness

Asset condition

Contributing to creating

## Our Connected and Accessible City

Building a networked transport system that makes it easier and more convenient to move across our City and access our suburbs, centres, open spaces and places with reduced dependence on car based travel.

This program is a major contributor to improving connectivity across our City and improving accessibility to our residential areas, centres, open spaces, schools and Macquarie University and sustainably accommodate future travel demand by prioritising infrastructure and services that will encourage walking and cycling, fewer car based trips, and making walking and cycling the most convenient option for short trips to activity centres and key destinations

## Active Transport Infrastructure

*Developing, managing and maintaining the city's network of footpaths and cycleways supporting safe and convenient mobility and connections throughout the City of Ryde and ensure that they remain safe and are sustainable in the long term and provide a satisfactory level of service for the community.*

Activity, project and capital portfolios	Status	Service delivery
<b>Construction and maintenance - paths and cycleways</b>	<b>Delivery as planned</b>	Maintenance implemented based on public requests. A pro-active program of Trip Grinding currently being planned, focusing on high pedestrian traffic areas and recorded data detailing reported trips.
<b>Footpaths &amp; Nature Strips</b>	<b>Delivery as planned</b>	
Expansion of shared user paths and enhancement of pedestrian facilities around the proposed Meadowbank Education Precinct	Cancelled	Infrastructure requirements around the precinct will be met by the Department of Education / School Infrastructure NSW. Consequently, Project funding has been returned.
Pittwater Road Shared User Path - Stages 2 and 3	Delivery as planned	Construction of the shared path between Victoria Road and Epping Road was completed in June 2022, providing an uninterrupted 5 km connection between Gladesville and North Ryde. Line marking for the path is now scheduled for May 2023.
Footpath Construction Renewal	Action Required	Four projects were planned for 2022-23: Works on Flinders Rd are planned for completion by June 2023. The Glades Bay staircase improvement works have been deferred until an adjacent private development is completed. Works on the Denman St./Brush Rd. staircase have also been deferred. The footpath defect list has now been completed.
Footpath Construction Expansion	Delivery as planned	3 out of the original 4 projects have been completed (Wayella Street, Arras Parade and Fawcett Street). Funds for Terry Road have been diverted to other projects. 4 new projects added to the program (Bidgee Road, Arthur Street, Bowden Street and Brush Road) are in progress and are due to be completed during FY2023-24.
<b>Cycleways Expansion</b>	<b>Delivery as planned</b>	
Cycleways Construction Expansion	Delivery as planned	Detailed design and investigations are in progress for the regional cycle route connecting Chatswood and Burwood that has been identified in the 2022 – 2030 City of Ryde Bicycle Strategy and Action Plan.



# Community Inclusion and Wellbeing Program

Working with organisations and the broader community to increase social and community wellbeing and empowering people to fully participate in community life.

## Strategic Direction

Council's service delivery for this program is guided by:

- Social and Cultural Infrastructure Framework 2020-2041
- Halls and Facilities Strategy 2020-2041
- Social Plan 2019-2024
- Creativity Strategy 2019-2024
- Disability Inclusion Action Plan 2022-2026
- Reconciliation Action Plan

## Assessing Effectiveness

- Participation in events
- Utilisation of council facilities

Contributing to creating

## Our Diverse and Inclusive City

The City of Ryde is a community where we are connected to one another, proud of our diversity and willing to help each other out so everyone has the opportunity to reach their potential. Creativity and inclusiveness are part of everyday life and is central to how we share our stories, connect with each other and celebrate our community. Our rich social, cultural, historical and creative tapestry provides an enduring legacy for future generations.

This program is a major contributor to helping to build the City's social and cultural infrastructure and an active and capable community and creative sector, and Creating a network of accessible and inclusive public spaces and places for people to come together, participate, connect, be creative, learn together and from each other.

## Community Development

*Partnering with organisations and individuals to generate solutions that support stronger and more connected communities to enhance community wellbeing. This is achieved using a range of projects, events and collaborative partnerships. Supporting the arts and cultural development through events, projects, capacity building programs and sector development. Providing a community grants program to support local not-for-profit organisations and community groups to implement projects that contribute to community wellbeing and help build a vibrant community.*

Activity, project and capital portfolios	Status	Service delivery
<b>Arts and Cultural Development</b>	<b>Delivery as planned</b>	Key arts and creative initiatives held during the quarter included Creative Meet Up networking night, Professional Skills for Creatives workshop, Get Gig Ready Podcasts, Creative Spotlight Series, monthly Arts Newsletter to a subscription of over 1250 community members and an EOI for the Artist-In-Residence Program. 3 in-person programs were delivered with 56 participants and 5 podcasts were delivered with 100,000 listeners. This quarter saw a lower number of in-person professional development programs as activities were not scheduled over the Christmas period (99 participants YTD).
Ryde Youth Theatre Group	Delivery as planned	Whilst Ryde Youth Theatre continues to struggle to attract young people the program is continuing in preparation for the end of year major production.
Ryde Hunters Hill Symphony Orchestra	Delivery as planned	This project has been delayed for the past two years due to COVID. Activities for this year are in progress, which will be supported by Council's funding contributions from prior years.
Creativity Strategy Implementation Fund	Delivery as planned	Projects that meet the strategic directions of the Creativity Strategy have been identified and are in progress. The key initiative held during the quarter was the Professional Skills for Creatives workshops.
<b>Community Development</b>	<b>Delivery as planned</b>	Key community development initiatives held during the quarter included International Women's Day, World Pride, Seniors Festival, Lunar New Year, Aged Care Employment Expo and Harmony Day. There have been 5,921 participants in Council's community programs YTD. Over 75% of programs and initiatives delivered in partnership with community organisations.
Social Plan Implementation Fund	Delivery as planned	Projects that meet the strategic directions of the Social Plan have been identified and are in progress. The key initiatives held during the quarter included WorldPride and the Multicultural Ambassadors Program for International Women's Day.
City of Ryde Reconciliation Action Plan	Delivery as planned	A consultant has been selected to assist with the development of the City of Ryde Innovate RAP and will commence in April 2023.

Direct Community Services		
<i>Providing direct services to the community. Currently Council's program of direct community services is limited to supporting eligible people 65 years of age and over to remain living in their own homes through council's Home Modifications and Maintenance Service.</i>		
Activity, project and capital portfolios	Status	Service delivery
<b>Home Modifications and Maintenance Service:</b>	<b>Delivery as planned</b>	A total of 83 people over the age of 65 years were assisted by the service to remain living independently in their own homes during the quarter (262 clients YTD). There was a total of 138 jobs completed including minor modifications such as the installation of ramps and grabrails and minor maintenance including gutter cleaning and electrical work (416 jobs YTD)
<b>Community Grants Program</b>	<b>Delivery as planned</b>	Round 1 of the Community Grants Program 2023 opened on the 09 January 23 and closed on the 17 February 23. Thirty-nine eligible grant applications were received and assessed for presentation to Council in April 23. 39 eligible grant applications were received for the Community Grants program in the quarter. A small grants round is scheduled for next quarter. There have been 87 grants awarded YTD.
Community Facilities		
<i>Council is a key provider of quality and affordable community spaces and office accommodation in the City of Ryde, providing a range of public facilities for access by the community to deliver activities, events and programs. This includes providing halls and meeting rooms for community activities and events and accommodation for not-for-profit organisations that deliver a range of services to the community.</i>		
<b>Community Facilities</b>	Delivery as planned	The capacity of the community halls and meeting rooms continues to increase with a projected number of bookings for 2022/23 being 7,171 (an increase of 3.9% compared to 2021/2022) and 255,504 visits (an increase of 4.6% compared to 2021/2022). The average occupancy of Council's community halls is 61.76%. There have been 5180 bookings between July 2022 and March 2023 with 182,875 visits over that period.
Macquarie Library and Creativity Hub Design	Not Started	Project not started as the timing of the development stages which will confirm the timing of the delivery of the VPA for Macquarie Library and Creative Hub has not been confirmed.
Enhanced or New Community Facilities Booking Software	Delivery as planned	Enhancements of the community facilities bookings software to include integration to automate the lights and air-conditioning system at the community halls and meeting rooms are in progress.
<b>Building operations and maintenance</b>	<b>Delivery as planned</b>	Ongoing maintenance of the community facilities was undertaken including internal works at Westward Cottage, roof repairs at 10 Lakeside Road, Eastwood and Marsfield Community Centre, window cleaning at West Ryde Community Centre, painting of Marsfield Community Centre, and an audio visual upgrade at Forster Hall.
<b>Community Buildings Upgrades and Renewal</b>	<b>Delivery as planned</b>	
Community Buildings Renewal	Deferred	Funding from the Community Buildings Renewal has been allocated to the North Ryde Community Preschool expansion project
Community Buildings Expansion	Delivery as planned	Building contractor for the North Ryde Community Preschool expansion has been engaged and works due to commence on in April 2023. Project is scheduled to be carried over into the 2023-24 financial year due to delays in obtaining additional funding.
<b>Heritage Buildings Renewal</b>	<b>Deferred</b>	
Heritage Buildings Renewal	Deferred	Funding originally planned for undertaking conservation works at the Parsonage have been re-allocated to the North Ryde Community Preschool expansion project

# Community Connectedness and Engagement Program

Supporting residents across the City of Ryde to become connected, engaged and informed and have opportunities to celebrate our culture, build their connections within the community, and contribute to decisions that affect the City.

## Strategic Direction

Council's service delivery for this program is guided by:

Community Engagement Strategy

## Assessing Effectiveness

Participation in events

Contributing to creating

## Our Diverse and Inclusive City

The City of Ryde is a community where we are connected to one another, proud of our diversity and willing to help each other out so everyone has the opportunity to reach their potential. Creativity and inclusiveness are part of everyday life and is central to how we share our stories, connect with each other and celebrate our community. Our rich social, cultural, historical and creative tapestry provides an enduring legacy for future generations.

This program is a major contributor to this outcome by creating inclusive events that celebrate our culture and strengthen our community connections, and ensuring the community is fully informed and engaged in decisions and council and government initiatives impacting the community.

## Events

*Create and deliver inclusive events, supported by a rich range of social networks, community groups and partnerships, that provide opportunities for participation and celebrate our culture and strengthen community connections. Building capacity for community groups to deliver events.*

Activity, project and capital portfolios	Status	Service delivery
<b>Community events</b>	<b>Delivery as planned</b>	Major Events for this period included Australia Day at Meadowbank Park and the Lunar New Year Festival in Eastwood. Over 134,000 people have attended council events between July 2022 and March 2023.
Mac Park Social	Completed	Around 2,900 people attended four lunchtime events (Mac Social) that were delivered in September 2022 to help encourage workers back to the office and to engage with each other.
<b>Civic events</b>	<b>Delivery as planned</b>	Civic events included Citizen of the Year Awards, the Australia Day Citizenship ceremony and three citizenship ceremonies in March.

## Community Engagement

*Engaging with the community and ensuring all stakeholders are informed, and have the opportunity to contribute to council's decision-making*

<b>Community engagement</b>	<b>Delivery as planned</b>	26 organisational projects had engagement activities planned during the quarter.
Communication and Engagement Strategy	Delivery as planned	The endorsed strategy is currently under revision for completion in the next quarter
<b>Market Research</b>	<b>Delivery as planned</b>	Council has had 551 responses to different surveys and engagement feedback during the quarter..

## Marketing and Communications

*Informing and engaging with the community and stakeholders about council services and initiatives through a wide range of channels, including face-to-face, telephone, council's website, email and social media.*

<b>External communications</b>	<b>Delivery as planned</b>	Continued delivery of communication on Councils programs and services through print and social channels to the community
Council Website	Delivery as planned	Improvements to content continue based upon analysis of users interaction.
<b>Media Issues management</b>	<b>Delivery as planned</b>	The majority of media sentiment was neutral or positive about Councils delivery of work - 24 positive; 19 negative; 96 neutral media mentions.
<b>Website and Social media</b>	<b>Delivery as planned</b>	There have been 977,366 website views for the year to date. Top viewed pages were for facilities such as libraries, the Ryde Aquatic Leisure Centre and status of council sportsgrounds. Continued subscription growth for Facebook and Instagram.
<b>Council Branding and Corporate Image Development</b>	<b>Delivery as planned</b>	Continuing to deliver design and branding services across Council.

# Strategic Property Program

Developing and managing Council's portfolio of properties and buildings, including commercial, residential, community and operational properties, Council-owned land as well as land owned by the NSW Government which managed by Council on behalf of the NSW Government.

## Strategic Direction

Council's service delivery for this program is guided by:

- City Wide Property Strategy 2016
- Long Term Financial Plan
- Property Investment Policy (being prepared)
- Affordable Housing Policy

## Assessing Effectiveness

Delivery of planned benefit from portfolio

Contributing to creating

## Our Open and Progressive City

This program is central to Council operations in the City of Ryde, managing and maintaining Council's extensive portfolio of corporate, commercial, residential, community and operational properties, and council owned and State Government to ensure maximum long term value and return for ratepayers.

Property Services		<i>Developing, managing and maintaining Council's portfolio of corporate, commercial and civic properties to ensure maximum long term value and return for ratepayers.</i>	
Activity, project and capital portfolios	Year to date progress	Status	Service delivery
<b>Property Management</b>	<b>Delivery as planned</b>		Councils commercial lease agreements are up to date and progressing as planned. Vacancies for Councils commercial properties are as expected and lease arrears minimised.
<b>Building operations and maintenance</b>	<b>Delivery as planned</b>		
<b>Council Buildings Maintenance and Upgrades</b>	<b>Delivery as planned</b>		
Ryde Central	Delivery as planned		Site establishment works continued on the site.
Commercial Buildings Renewal	Delivery as planned		West Ryde Community Centre waterproofing project (phase 2) completed in November 2022. Banjo Patterson car park restoration project works commenced early April 2023, anticipated to be complete mid May 2023.
Corporate Buildings Renewal	Deferred		Allocated funds have been reallocated to other priority projects.
Operational Building Renewal	Deferred		Allocated funds have been reallocated to other priority projects.
Commercial Buildings Expansion	Deferred		Early investigations and preliminary planning undertaken. Planned projects have been put on hold and deferred until further notice.

# Service Delivery Support Program

Providing a broad range of key support functions that underpin delivery across all programs.

## Strategic Direction

Providing a broad range of key support functions that underpin delivery across all programs.

## Assessing Effectiveness

Efficient delivery of work within programs

Contributing to creating

## Our Open and Progressive City

This program is central to Council operations in the City of Ryde and supporting the efficient delivery of services by council for the community.

### Customer Services

*Providing high-quality customer services and managing day-to-day relationships and interactions between the City of Ryde and our customers. Customer service plays an important strategic role within Council by promoting improved engagement with our community and responsiveness to their needs.*

Activity, project and capital portfolios

Status

Service delivery

**Customer Service (call centre and counter)**

**Delivery as planned**

Council is noting increased activity via email, CRM and online reporting for customers. There have been 25,506 counter enquiries and 46,641 enquiries through the call centre to date.

### Operational delivery

*Managing delivery of cleaning, landscaping, maintenance, and construction services supporting delivery of council's operational services and capital projects.*

**Operations support**

**Delivery as planned**

WHS System Review (Operations Department) has commenced with a target date for completion in June 2023.

### Procurement Services

*Supporting Council operations by managing tenders and contracts and purchasing goods and services to the value of more than \$80 million from more than 1,500 suppliers annually.*

**Tenders & Contracts Management**

**Delivery as planned**

**Procurement and Stores**

**Delivery as planned**

### Plant and Fleet

*Providing fleet management services for Council's Operations team and fleet users across council. This includes maximising the utility of Council's plant and fleet assets, responsibility for managing Council's mechanical assets, as well as the fabrication workshop and external plant hire. A major priority for council is maximising the return on the investment of it's fleet assets.*

**Fleet Management**

**Delivery as planned**

Functionality improvements to Council's Fleet Management System are being planned. Vehicles and Plant are purchased in accordance with replacement and operational requirements. Some delays have been experienced with supply chain issues.

Plant & Fleet Purchases

Delivery as planned

Council's Program of Plant & Fleet purchases is in progress. Some delays are being experienced due to supply chain issues.

**Fabrication workshop**

**Delivery as planned**

Some servicing of Vehicles and Plant has been delayed due to changes in Fleet Management system configuration.

### Legal Services

*Provision of legal services to support Council operations including representing the City of Ryde in legal matters, providing input into the development of contracts and other legal instruments and advising on all matters pertaining to the law and Council's compliance with legislation.*

**Legal and consultative services**

**Delivery as planned**

# Governance and Corporate Services Program

Providing specialist and corporate functions to enable the effective governance and operation of the council organisation.

## Strategic Direction

Council's service delivery for this program is guided by key elements of council's Resourcing Strategy and other key Acts and government guidelines covering governance and service requirements for councils in NSW:

- Long Term Financial Plan
- Strategic Asset Management Plan
- Workforce Management Plan
- IT Strategy

## Assessing Effectiveness

Meet key organisation measures during delivery

Contributing to creating

## Our Open and Progressive City

This program is central to the governance and functioning of the Council organisation, ensuring the efficient and effective operation of council and council services, and maximising long term value and return for ratepayers.

## Civic Services

*Providing administrative support for the Mayor and the elected council to ensure the efficient operation of the City's Civic functions. Includes coordination and administration of Council meetings and workshops, operation of the Councillor's Help desk, distribution of information to Councillors, facilitation of Councillor induction processes and assisting with the conduct of Council elections.*

Activity, project and capital portfolios	Status	Service delivery
<b>Civic Support Services</b>	<b>Delivery as planned</b>	1 Council meeting and 1 workshop were held in the January – March 2023 quarter. Publication of Council meeting minutes was met within 2 days. 295 requests were responded to in the quarter with the average days taken to respond being 5 days.
Councillor Induction	Delivery as planned	The Councillor Induction Program for Councillors elected in December 2021 was completed in March 2022. The Councillor Induction Program for the Councillor elected as a result of the October 2022 West Ward By-Election was completed in November 2022. The Professional Development Program for all Councillors is ongoing.
Provision of Councillor Equipment	Completed	Ongoing support provided as required

<b>Strategy and Business Improvement</b>		
<i>Providing specialised corporate strategy, planning and business transformation for Council, including Integrated Planning and Reporting implementing Councils Continuous Improvement framework including process management and business innovation, and project governance across council.</i>		
Activity, project and capital portfolios	Status	Service delivery
<b>Business Strategy and Innovation</b>	<b>Delivery as planned</b>	Business improvement activities continue across the organisation.
<b>Corporate Planning and Reporting</b>	<b>Delivery as planned</b>	Council's Quarterly Progress Report was completed in February.
Review of the Community Strategic Plan	Delivery as planned	Refreshed document and engagement program being prepared for the community on release.
<b>Enterprise Project Management Office</b>	<b>Delivery as planned</b>	Improvements to project governance being introduced.
<b>Governance, Audit and Risk</b>		
<i>Providing specialist services to ensure Council operations are covered by robust and comprehensive corporate governance, risk management, insurance and audit frameworks supporting effective organisational operations, compliance with legislative requirements and ethical decision-making and behaviour, and help the organisation manage significant risk exposures, including effectively work health and safety risks, injury management, return to work and injury claims management.</i>		
<b>Governance Support</b>	<b>Delivery as planned</b>	Chief Executive Officer's delegations have been approved by Council and delegations register has been aligned to the organisational structure. All Governance Department Policies requiring Council approval have been presented to Council and approved. Administration support provided to the organisation regarding maintenance of policies.
Legislative compliance system	Delivery as planned	Legislative Compliance Policy and Register drafted and awaiting management review.
<b>Complaints management</b>	<b>Delivery as planned</b>	During the reporting period 2 code of conduct complaints were received.
<b>Internal Audit</b>	<b>Delivery as planned</b>	Internal audits conducted in accordance with the Audit Plan. There are no outstanding recommendations to be implemented for this quarter.
<b>Risk and Insurance</b>	<b>Delivery as planned</b>	
New Risk Registers	Delivery as planned	Program of renewing risk schedules and controls to be commenced before July 2023.
<b>Health, Safety and Injury Management</b>	<b>Delivery as planned</b>	Improvements to Councils systems and procedures underway.

**Asset Management** *Long term planning, management and reporting for Council's \$1.7 billion asset portfolio ensuring that Council remains financially sustainable into the future and can maintain the City's assets to provide an acceptable service level for the community. This includes supporting decision making around long term planning such as the renewal and upgrade of assets within the LGA and maintaining Council's asset framework, management system and business processes in consultation with the various asset custodians.*

Activity, project and capital portfolios	Status	Service delivery
<b>Asset planning</b>	<b>Delivery as planned</b>	
Asset Data Collection	<b>Completed</b>	Council completed an inventory collection and condition audit of civil, park and building assets within the City of Ryde LGA. The assets collected included: 530 km of Footpaths, 320km of Roads, 20,000 Signs, 1000 Traffic Control Facilities, 29 Buildings. The information collected from the condition audit and inventory collection was collated into Council's Asset Management System.

**Financial Management** *Providing a comprehensive range of financial services to Council and supporting the City of Ryde's longer-term financial sustainability. Services include facilitating the payment for goods and services, the collection of revenue and investment of funds, ensuring Council's financial statutory responsibilities are met, accounting for transactions, compliance with accounting standards, regulations and laws, the management of good internal controls and stewardship for guiding Council's financial sustainability.*

<b>Financial Accounting</b>	<b>Delivery as planned</b>	Interim External Audit has been completed and now staff are preparing for end of financial year.
Council's reserves generate over 0.85% returns over benchmark (Bloomberg rate)	Delivery as planned	
<b>Management Accounting</b>	Delivery as planned	Draft Budget FY23/24, Delivery Program, Long Term Financial Plan and Fees and Charges are currently on public exhibition.
<b>Revenue and Systems</b>	<b>Delivery as planned</b>	Preliminary meeting has been undertaken to transition from Technology One hosted on site, to Software as a Service (Saas)

**Information Technology Services** *Providing information, communication and technology (ICT) services supporting Council operations, manage data and information flow through the organisation and ensure records are stored, maintained and archived as required by government legislation. The ICT portfolio has more than 100 applications and 1000 end-user devices (PCs, tablets, notebooks, and mobile devices) as well as networks based on over 100 servers in active use. Providing specialised records management services that support Council operations, manage data and information flow through the organisation and ensure records are stored, maintained and archived as required by government legislation*

<b>End user services</b>	Delivery as planned	96% of service desk requests resolved within service standard levels.
<b>Network services</b>	Delivery as planned	100% availability of critical systems during defined system hours
<b>IT Strategy and Governance</b>	Delivery as planned	There have been no security breaches recorded in the quarter
Information Technology Infrastructure Renewal	Delivery as planned	All planned projects (patching, upgrades) completed within the period.
Information Technology Software Renewal	Delivery as planned	
Information Technology Software Expansion	Delivery as planned	
<b>Information and records management</b>	Delivery as planned	16 formal GIPA Requests, 98 Informal and 51 open access information requests were received for the period. 100% of formal request and 95% of informal requests processed within the agreed service standard.

**People Management** *Providing generalist human resource services for Council, including workforce planning, equal employment opportunity and diversity management, remuneration, recognition and rewards management, payroll services, employee and industrial relations, change management, capability development, leadership development, and ongoing workforce training and development.*

<b>Workplace Strategy and Employee Relations</b>	Delivery as planned	Ongoing work still in progress around organisational restructure. Ongoing recruitment to fill identified new and revised roles.
<b>Payroll Services</b>	Delivery as planned	
Electronic Time and Attendance (Capital)	Delivery as planned	Project timeline for delivery has been extended and project to be completed in the next quarter.
<b>Organisational Development and Capability</b>	Delivery as planned	Conduct of council's planned learning and development program



# CONTACT

Many of the City's services and projects are listed in this 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](http://www.ryde.nsw.gov.au)

## Telephone

Call (+61 2) 9952 8222  
between 8.00am and 5.30pm,  
Monday to Friday

## Post

Write to us at:  
City of Ryde  
Locked Bag 2069  
North Ryde NSW 1670

## Email

Send us an email at  
[cityofryde@ryde.nsw.gov.au](mailto:cityofryde@ryde.nsw.gov.au)

## Mayor and Councillors

Contact details for the Mayor and Councillors are available on [www.ryde.nsw.gov.au](http://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 Pope Street, Ryde, NSW 2112 or any of our five libraries.

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## TRANSLATION INFORMATION

### English

If you do not understand this document, please come to 1 Pope Street, Ryde (within Top Ryde Shopping Centre), to discuss it with Council staff, who will arrange an interpreter service. Or you may ring the Translating and Interpreting Service on 131 450 to ask an interpreter to contact you. Council's phone number is 9952 8222. Council office hours are 8.00am to 5.00pm, Monday to Friday.

### Arabic

إذا لم تفهم محتوى هذه الرسالة، يرجى الحضور إلى 1 Pope Street، Ryde (في Top Ryde Shopping Centre)، لمناقشتها مع موظفي المجلس الذين سوف يرتبون لائستعانة بمترجم شفهي. أو قد يمكنك الاتصال بخدمة الترجمة التحريرية والشفوية على الرقم 131 450 لتطلب من المترجم الاتصال بك. رقم هاتف المجلس هو 9952 8222. ساعات عمل المجلس هي 8:00 صباحاً حتى 5:00 مساءً، من الاثنين إلى الجمعة.

### Armenian

Եթե դուք չեք հասկանում սույն նամակի բովանդակությունը, խնդրում ենք այցելել 1 Pope Street, Ryde (որը գտնվում է Top Ryde Shopping Centre-ի մեջ), Ryde, քննարկելու այն բազմաթիվ լեզուների անձնակազմի հետ, ովքեր ձեզ համար կազմակերպեն թարգմանչական ծառայություն: Կամ կարող եք զանգահարել թարգմանչական ծառայություն 131 450 հեռախոսահամարով և, խնդրել, որ թարգմանիչը ձեզ զանգահարի: Թարգմանչի հեռախոսահամարն է 9952 8222: Թարգմանչի աշխատանքային ժամերն են՝ առավոտյան ժամը 8:00-ից մինչև երեկոյան ժամը 5:00, երկուշաբթիից մինչև ուրբաթ:

### Chinese

如果你不明白这封信的内容，敬请前往1 Pope Street, Ryde (位于Top Ryde Shopping Centre内)。向市政府工作人员咨询，他们会为您安排口译服务。此外，您也可以拨打131 450联络翻译和口译服务，要求口译员与您联系。市政府电话号码为9952 8222。市政府办公时间为周一至周五上午8:00至下午5:00。

### Farsi

لطفاً اگر نمی توانید متوجهات این نامه را درک کنید، به تنهایی Ryde (در Top Ryde Shopping Centre) مراجعه کنید تا با استفاده از یک مترجم در این باره با یکی از کارکنان شورای شهر گفتگو کنید. یا اینکه می توانید با خدمات ترجمه کتبی و شفاهی به شماره 131 450 تماس بگیرید و بخواهید که به یک مترجم ارتباط داده شود. شماره تماس شورای شهر 9952 8222 و ساعات کاری آن از 8:00 صبح تا 5:00 بعد از ظهر روزهای دوشنبه تا جمعه است.

### Italian

al Top Ryde Shopping Centre), Ryde, per discutere con il personale del Comune che organizzerà un servizio di interpretariato. Potete anche contattare il Servizio di Traduzione e Interpretariato al 131-450 per chiedere a un interprete di contattarvi. Il numero di telefono del Comune è il 9952 8222. Gli orari di ufficio del Comune sono dalle 8.00 alle 17 dal lunedì al venerdì.

### Korean

이 서신을 이해할 수 없을 경우, 1 Pope Street, Ryde (Top Ryde Shopping Centre 내)에 오셔서 통역사 서비스를 주선할 시의회 직원과 논의하십시오. 혹은 통번역서비스에 131 450으로 전화하셔서 통역사가 이 문제에 관하여 연락하도록 요청하십시오. 시의회 직원번호는 9952 8222입니다. 시의회 사무실 업무시간은 월요일에서 금요일, 오후 8시 00분에서 오후 5시까지입니다.