

## ATTACHMENTS FOR: AGENDA NO. 11/24 COUNCIL MEETING

**Meeting Date:** Tuesday 27 August 2024  
**Location:** Council Chambers, Level 1A, 1 Pope Street, Ryde and Online  
**Time:** 6.00pm

### ATTACHMENTS FOR COUNCIL MEETING

#### Item

**3 JUNE QUARTERLY REVIEW REPORT (UNAUDITED) INCLUDING  
2023/24 CARRYOVERS - FOUR YEAR DELIVERY PLAN 2022-2026  
AND 2023/2024 OPERATIONAL PLAN**

Attachment 3 2023-24 Quarter 4 Quarterly Review Progress  
Report (April - June 2024)



2023/2024

# OPERATIONAL PLAN

PROGRESS REPORT APRIL – JUNE 2024



## We are pleased to present the City of Ryde's Fourth Quarter Progress Report for 2023-2024.

This report provides a progress update focusing on the operational performance of the City of Ryde during the April to June quarter of the 2023-24 Financial Year and documenting our performance in delivering both our 2023-2024 One-Year Operational Plan and 2022-2026 Four-Year Delivery Program.

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

The City of Ryde is a part of the Northern Region of Sydney, Greater Sydney, and New South Wales. Establishing and maintaining strong relationships with government agencies, neighbouring councils, businesses, community groups, and key stakeholders to plan and shape the City's future has continued to be a key focus for the Council during this period.

### Readership

This report is intended to provide important information to a broad and diverse range of stakeholders including City of Ryde residents and ratepayers, local businesses, non-government organisations, our partners, visitors, and 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 Progress 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 past, present, and emerging, and extend that respect to other Aboriginal and Torres Strait Islander people.

# Contents

*A Message from our Chief Executive Officer .....3*

*Corporate Snapshot – Key Indicators .....4*

*Council’s Delivery Program and Operational Plan.....5*

City Development Program ..... 9

Community Safety and Amenity Program..... 11

City Sport and Recreation Program ..... 14

Library Program ..... 18

Resilience and Sustainability Program.....22

Catchments and Waterways Program.....25

Waste and Recycling Program .....28

City Economy Program..... 31

Traffic and Transport Program .....35

Roads Program.....39

Paths and Cycleways Program..... 41

Community Inclusion and Wellbeing Program .....44

Community Connectedness and Engagement Program .....47

Strategic Property Management Program .....50

Service Delivery Support Program.....52

Governance and Corporate Services Program .....55



# A Message from our Chief Executive Officer



I am pleased to present the fourth quarterly progress update for the City of Ryde's 2023-24 Operational Plan, being the second year of Council's 2022-2026 Four Year Delivery Program.

It was a busy period of advocacy, achievements, and community events for the City of Ryde as the financial year came to a close.

Council continued its campaign to protect the employment lands in our nationally vital Macquarie Park Innovation District (MPID) by encouraging the State Government to "strike the right balance" between residential uplift, high quality additional jobs and the provision of infrastructure, ensuring that "Lifestyle and Opportunity at your Doorstep" is more than just a vision for our City's future communities.

In May, we began our state-wide advocacy for a ground-breaking Innovation State Environmental Planning Policy (SEPP) that can be applied not only to the MPID, but also to numerous other innovation precincts within Sydney and key regional areas in NSW. This SEPP, which will be presented to the State Government after collaboration with other metropolitan and regional councils, will streamline approvals, improve efficient decision making, and support future master planning of innovation precincts across NSW, ensuring the provision of high quality jobs for workers in our state for many years to come. In leading this work, the City of Ryde remains committed to collaboration with the State Government on striking the right balance between providing the essential housing that Sydney requires, while promoting the development of high quality jobs, and ensuring that commensurate infrastructure is carefully planned and delivered to support our future communities.

Council also continued its fight for the retention of TG Millner Fields as much-needed open space in the face of the State Government's plans to drastically increase our local government area's population and housing density. Council began advocacy for the same three tiers of government funding model that will be used to upgrade Leichhardt Oval, noting that we have set aside \$15 million for the purchase of TG Millner. A three-way funding model with our council working collaboratively with the NSW and Commonwealth Governments would resolve the issue of site ownership of this wonderful 6.2ha site.

I'm pleased to say that Council added to its portfolio of open space with the purchase of the Denistone Bowling Club on 14 June. Council commenced negotiations with the club's

bowlers to continue using the greens for up to two years and it is anticipated that community consultation will be undertaken during that period to enable Council to determine future uses of the property that will maximise community utilisation whilst ensuring our financial sustainability is maintained.

Meanwhile, any work on the Ryde Central site at 1 Devlin Street remains on hold after Council resolved at its June ordinary Meeting not to proceed with either the construction of a new civic centre at the site nor an alternate plan to turn it into public open space until such time that the Office of Local Government (OLG) is satisfied that City of Ryde has a lawful and financially sustainable funding mechanism.

There was good news for Meadowbank residents in early June with the opening of a new footpath and pedestrian crossing on Constitution Road. This followed an intensive three months of onsite construction activity that included extensive rock excavation underneath the Angas Street bridge. This work has provided much needed improvements to access and mobility for both pedestrians and active transport users within the Meadowbank Station and educational precinct.

Finally, it was an active and successful three months of events in our diverse, dynamic, and welcoming City.

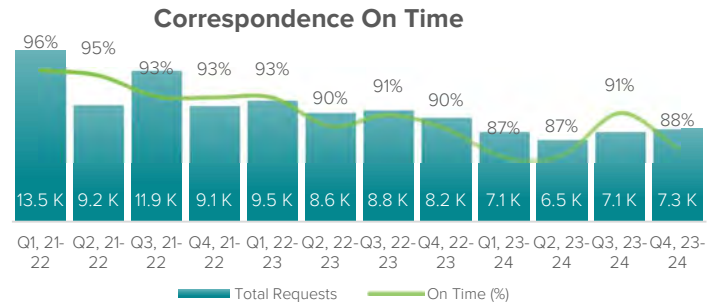
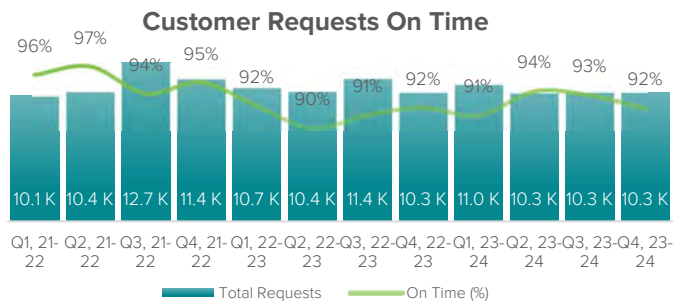
On 16 May we celebrated some of our community's most outstanding citizens with our annual Volunteer Recognition Awards. The Cork & Fork by the Riverside food and wine festival was staged under beautiful sunny skies at Kissing Point Park, Putney on 26 May, while our annual Sustainability Festival was held under drastically different conditions on 2 June, moving at the last minute from Anzac Park, West Ryde, to the car park of nearby Ryde Eastwood Leagues Club as the heavens opened. The great attendance of this event under trying conditions was further proof that this is an agile Council that gets things done, no matter the obstacle.

A handwritten signature in dark ink, reading "Wayne Rylands". The signature is fluid and cursive, with the first name "Wayne" and last name "Rylands" clearly distinguishable.

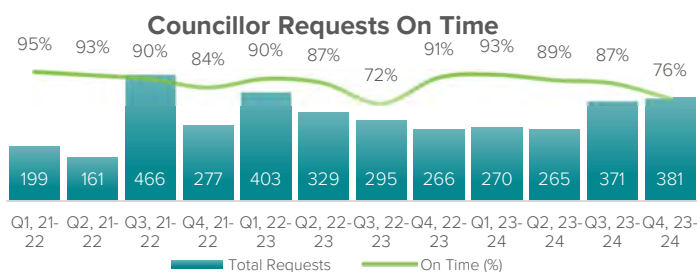
Wayne Rylands  
Chief Executive Officer

# Corporate Snapshot – Key Indicators

Council's commitment to service excellence and responsiveness to the community is reflected within the following key indicators. These trends offer insights into the operational volumes but also underscore our focus on maintaining and elevating service quality for the community. Understanding these trends and insights is vital for strategic planning and continuous improvement in service delivery.



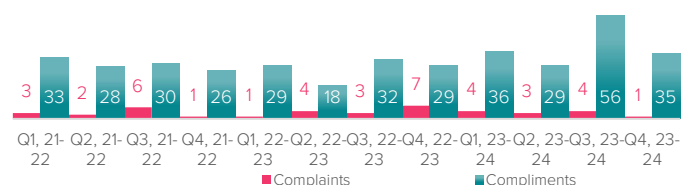
Council has achieved a 92% on-time response rate for customer requests during the current quarter, showing consistent performance. This is supported by an 88% on-time correspondence rate, reflecting Council's commitment to enhancing service responsiveness and efficiency. It demonstrates our adaptability and dedication to meeting the community's expectations promptly and effectively.



Council provides high level of support to its Councillors to aid them in fulfilling their civic duties. Council has a key performance indicator of responding to Councillors' requests within 5 days of receipt and has consistently achieved meeting this time frame for approximately 76% of the matters.

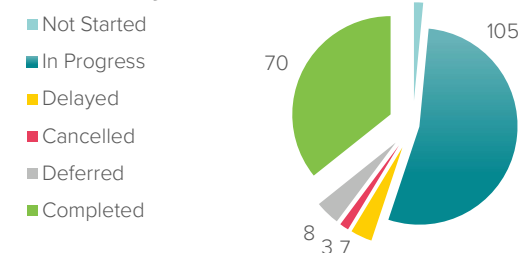
Council appreciates the feedback it receives from the community as it helps measure and improve performance. Council has consistently received a steady stream of compliments and has maintained low levels of complaints, a trend that has continued in recent years. This demonstrates the council's commitment to public trust and continuous improvement, which will remain a priority in the coming quarters and beyond.

## Complaints & Compliments



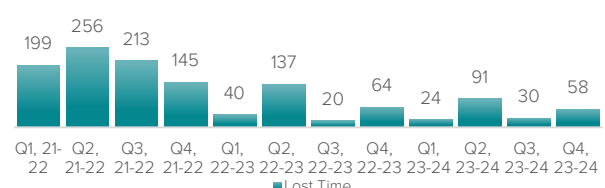
Council is pleased to report that this quarter, 70 projects have been completed, and progress has been made on 105 other projects, which are moving forward as planned. In response to changing community needs and constraints, Council has taken measures to adjust priorities and ensure that projects with identified challenges are addressed appropriately. Council is actively working to ensure that these projects are completed and delivered as planned.

## Council Project Statuses



Council's proactive approach towards health and safety in recent years has paid off, as it has resulted in a significant reduction in lost time days. The lost days have reduced to recent trends in workplace safety. This reaffirms the Council's commitment to continuously strengthen health, safety, injury management practices and further improvement on the well-being of its staff and community.

## Health & Safety - Lost Time Injuries



# Council’s Delivery Program and Operational Plan

## Integrated Planning and Reporting Framework.

Legislation states that we must assess and regularly report on our progress towards implementing the actions in our Four-Year Delivery Program and One-Year Operational Plan. We use the Integrated Planning and Reporting Framework introduced by the Office of Local Government on 1 October 2009.



The 2022-2026 Four-Year Delivery Program details the principal activities that will be undertaken by the Council to perform its functions and deliver on key community priorities as 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 the Council is required to implement.

The Operational Plan is a one-year extract from the four years of the Delivery Program and Council term. It identifies the activities, capital works, actions, and projects the Council plans to deliver based on priorities and outcomes identified in the Delivery Program over each financial year. Each of the services and activities is delivered by Council departments, with one or more departments responsible for the delivery of services and activities in any program.

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

Contribution to Outcome	Delivery Program	Description
Our Vibrant and Liveable City	City Development	Creating a vibrant and liveable City environment that balances development, land use, amenity, and sustainable growth.
	Community Safety and Amenity	Ensuring high standards of public health, safety and amenity are maintained across the City of Ryde.
Our Active and Healthy City	City Sport and 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.
	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.
Our Natural and Sustainable City	Resilience and 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.
	Catchments and 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.
	Waste and Recycling	Providing comprehensive and convenient waste disposal and resource recovery services for residents and businesses.
Our Smart and Innovative City	City Economy	Supporting an economically diverse and resilient City economy that is globally competitive.
Our Connected and Accessible City	Traffic and Transport	Building a sustainable, safe, convenient and accessible transport system for the City by improving mobility, connectivity, and access for all types of transport.
	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 and 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.
Our Diverse and Inclusive City	Community Inclusion and Wellbeing	Working to increase social and community wellbeing and empowering people to fully participate in community life.
	Community Connectedness and 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.
Our Open and Progressive City	Strategic Property Management	Developing and managing Council's portfolio of 320 properties and buildings to maximise their return on investment for the community.
	Service Delivery Support	Providing a broad range of key support Council functions that underpin delivery across all of the programs.
	Governance and 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 the Council is achieving in the delivery of the 2023-2024 Operational Plan. A rating of progress, updates, status, and commentary are provided for each of the ongoing activities and functions that align with the priorities and outcomes identified in the 2022-2026 Delivery Program and as being delivered by Council departments.

The 'business as usual' functions in a program that is delivered by Council departments.

The ongoing 'business as usual' activities, which are to be delivered for the year.

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

Commentary about service delivery and the community 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 developed constructed assets.		
Activity, asset and capital portfolios	Status	Service delivery
<b>Road Repairs and Maintenance</b>	<b>Delivery as planned</b>	
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, Bidgee 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>	<b>Delivery as planned</b>	Road repairs and maintenance are responded to based upon reported pavement failures. Initial prompt repairs are implemented with scheduled follow-up for permanent repair.

Rating showing status of planned actions and delivery.

## 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 service activities has been delivered and completed.
Deferred	The planned scope and delivery for the 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.

## Our Vibrant and Liveable City



# 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 the 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 (2021)
- 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 businesses. Our places will contribute to enhancing the health, well-being, and resilience of our future community.

This program is a major contributor to ensuring development occurs in ways that balance the housing needs and expectations of the community and occur in ways that positively contribute to the natural, cultural, and 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		
<i>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.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Land Use Planning</b>	Delivery as planned	The procurement process for technical external studies has commenced to support the West Ryde-Meadowbank Masterplan; including the preparation of a detailed business case for external technical studies and draft request for quotations (subject to business case approval); including flooding, transport, 3D visualisation and site contamination. Internal studies, including urban design, transport planning, feasibility and infrastructure costing is being undertaken. The Eastwood Masterplan early engagement period was undertaken from 3 April to 5 May 2024. Early engagement analysis was conducted. The procurement process for technical external studies has been prepared to support the Eastwood Masterplan; including the preparation of a detailed business case for external technical studies and draft request for quotations for procurement (subject to business case approval); including flooding, economic transport, 3D visualisation and site contamination. An Affordable Housing Policy is also being drafted following stakeholder engagement to replace the existing Council policy.
<b>Advocacy and Advice on Changes and Updates to the State Planning Framework</b>	Delivery as planned	Staff continue to collaborate closely with the Department of Planning, Housing, and Infrastructure (DPHI) on their master planning work for the Macquarie Park Innovation District which will encompass the Stage 2 rezoning and the Transport Oriented Development (TOD) program which listed Macquarie Park Metro as a Tier 1 Accelerated Precinct. Staff are also working with DPHI to determine which precincts are suitable for inclusion under the SEPP (Diverse and Well-located Homes).
Development Assessment Services		
<i>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.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Assessment of Applications</b>	Delivery as planned	A total of 107 applications were received and 116 determined within the fourth quarter of the financial year. 438 development applications were determined within the financial year.
<b>Development Advisory Service</b>	Completed	Attended to all phone and face to face planning and development enquiries received this quarter in addition to the minor prelodgement reviews, major prelodgement reviews and urban design reviews. There has been a significant increase in the number of State Significant Development Applications which the Development Advisory Service assesses and makes submission to the Department of Planning. In addition, the REF reviews were dealt with in a timely manner. All KPIs are met and progressing as planned.



# 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

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

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 businesses. Our places will contribute to enhancing the health, well-being, and resilience of our future community.

This program is a major contributor to maintaining community standards and liveability across our urban environment, amenities 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>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Building Certification</b>	Completed	<p>The Building Certification Team have successfully completed all of their Corporate KPIs for FY2023/24.</p> <p>This has included: 259 Annual Fire Safety Statements (AFSS) have been submitted and reviewed in Quarter 4, which resulted in 969 AFSS being checked in FY2023/24. All identified buildings in the City of Ryde with combustible cladding are being appropriately remediated within Statutory requirements, including issuing of Fire Safety Rectification Orders. 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 (including Construction Certificates, Occupation Certificates, Complying Development Certificates, Building Information Certificates &amp; Hoarding applications) are being processed within agreed timeframes.</p> <p>Council is currently "on track" to:</p> <ul style="list-style-type: none"> <li>(1) Notify 400x private pool owners of their statutory requirements to provide a compliant pool fence annually; and</li> <li>(2) Complete annual inspections of all "high risk" pool barriers in multi-dwelling and tourist accommodation within the City of Ryde LGA.</li> </ul>
<b>Building Compliance</b>	Delivery as planned	The Building Compliance Team have satisfactorily achieved their annual corporate KPIs.
<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>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Environmental Health</b>	Delivery as planned	The Environmental Health Team have satisfactorily achieved their annual corporate KPIs.
<b>Ranger Services</b> <i>Education, compliance, and enforcement services to help maintain community amenities and safety.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Parking Enforcement</b>	Delivery as planned	The Ranger Parking Enforcement Team have satisfactorily achieved their annual corporate KPIs.
<b>Ranger Compliance</b>	Delivery as planned	The Ranger Compliance Team have satisfactorily achieved their annual corporate KPIs.



## Our Active and Healthy City



# City Sport and Recreation Program

The 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

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)
- Sports Field Action Plan (2023)

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

- 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.



<div> <div>City Parks and Open Spaces</div> <div>Planning for and managing the City's extensive network of parks, reserves, and other open spaces (parks, amenity buildings, and facilities including playgrounds, community buildings, dog recreation areas, toilets, canteens, band stands, and others)</div> </div>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Parks Planning</b>	Delivery as planned	
Open Space Master Plans	Action required	<p>Waterloo Park Master Plan is delayed due to complexities with flooding analysis. Parks Building Strategy outlining a strategic approach to managing Council buildings in parks has been finalised and obtained Executive Leadership Team approval in late October. Park Design Guide has been deferred. Brush Farm Park Master Plan setting out Council's vision for future park improvements has had the project consultant engaged and initial site review undertaken. Project on track to be completed in the 2024 calendar year.</p> <p>Council is updating two of its Plan of Management documents which provide the framework for how Council is to manage the community land and is agreed to with the community.</p> <ul style="list-style-type: none"> <li>- Field of Mars Plan of Management - adopted by Council in late 2023.</li> <li>- Putney Park Plan of Management has been drafted and is to be reported to the July Council meeting to refer to the Minister for Crown Lands to place on public exhibition. Carryover of funds for these projects are required.</li> </ul>
Parks – Plans and Strategies	Action required	<p>Update of Integrated Open Space Plan to ensure it meets contemporary community needs (previous iteration from 2013). Community consultation has been completed. Update of City of Ryde Tree Development Control Plan is to ensure that it meets current legislative requirements, draft document to be reported to the August Council meeting to seek approval to place on public exhibition. These projects have been delayed due to the need to direct resources to the implementation of Council resolutions including the installation of the Korean War Memorial and investigating opportunities for the location of a Wildlife Rescue Facility. Carryover of funds for these projects is required.</p>
Meadowbank Park Masterplan Delivery AIF	Delivery as planned	<p>Project scope is to convert existing netball courts into additional playing fields as well as the construction of a new amenities block.</p> <p>Currently at the design stage. Engineering design consultants engaged and working through the geotechnical and contamination assessment; structural engineering design work; car parking layout; stormwater and field drainage. Architectural concept has been finalised with detailed design about to commence. Viva pipeline location confirmed, with design being modified to minimise impacts to the exclusion zone of this service.</p>
<b>Parks Operations</b>	Completed	<p>Council has 89 watercraft storage facilities which are currently at 100% capacity. 19 of 20 buildings currently have lease agreements with over 20 parties. This has not changed in the last quarter of the FY2023/24.</p> <p>6,979 bookings undertaken for the use of Council's passive parks and sporting facilities in this quarter, and is associated with normal winter sport programme</p>
<b>Parks Maintenance</b>	Completed	<p>Fields and ground amenities are being delivered and maintained in appropriate condition to ensure continued high standards of service for the community and user groups utilising these facilities.</p>
<b>Passive Parks Renewal and Upgrades</b>	Completed	
Macquarie Park, Waterloo Rd	Delivery as planned	<p>Contractor commenced stormwater scope of works including site remediation. It is anticipated that these works will be completed in Quarter 2 of FY2024/25. Discussions for the remaining scope of works (Master Plan) are in progress.</p>
Gannan Park – Masterplan Delivery	Delivery as planned	<p>This project involves passive and field upgrade works at Gannan Park. Council recently engaged its preferred contractor and works are scheduled to commence in Quarter 1 of FY2024/25.</p>
Field of Mars Reserve Nature Trail	Delivered as planned	<p>This is a grant-funded project from the Places to Roam (PTR) – Regional Trails Program 22-23' with a delivery completion date scheduled for December 2024. The design for the project has reached 100% detailed design stage. To ensure compliance to the DDA code under the grant requirements, the revised design is under review with the external access consultant. The REF also had to be updated to match the revised 100% detailed design.</p>

		<p>The project has been broken into two packages. The first being the walkways and minor construction activities and will be completed by the Councils' Operation team. This package of works will commence in first quarter FY2024/25 and target completion is December 2024.</p> <p>The second package is the boardwalk works which includes new boardwalk, adjusting the current boardwalk and installing kick rails. Works will commence in the October school Holidays and be completed by December 2024.</p>
Playground Upgrade and Renewal	Delivery as planned	The upgrade of Santa Rosa Park was completed in Quarter 4 FY2023/24 and is open to the public.
Toilet Blocks Renewal excluding Sportsfield(s)	Deferred	There is one project listed within this cluster (ANZAC Park). This project is scheduled to be deferred to FY2026/27 to integrate with the planned ANZAC Park Masterplan Delivery project. Designs were completed in Quarter 3 FY2023/24 in preparation for construction in FY2026/27.
Passive Parks Expansion and Improvement	Delivery as planned	<p>This cluster contains two projects: Blenheim Park Masterplan and Anderson Park Lighting.</p> <p>Anderson Park construction was completed in Quarter 4 of FY2023/24.</p> <p>Blenheim Park is a design-only project this financial year. The design is currently progressing with the engagement of consultants for the required specialised disciplines and with relevant stakeholder engagement. This is a multi-year project for delivery in FY2024/25 and FY2025/26.</p>
Korean War Memorial – Memorial Park	Action required	Advice has been received that as the identified location (Memorial Park) falls within the Ryde Riverside reserve, construction works on the project should not proceed until finalisation of the relevant Plan of Management can occur. Staff are liaising with the Korean consulate to seek Korean Government support to deliver the project. Design will be completed and project funding to be carried over.

## City Sporting and Recreation Facilities

*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 the Council's open spaces and facilities. Delivering a targeted grants program supporting community-based sports and recreation organisations.*

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

### Programs and Customer liaison

Completed

The Active Ryde programme has continued to increase the programmes being delivered to meet the community demand for the FY2023/24 with a significant increase in numbers of participants compared to the April 2023 quarter.

### Maintaining Sporting and Recreation Facilities

Completed

Council's cleaning and maintenance 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 and the community.

### Sporting Facility Renewal and Upgrades

Delivery as planned

Sportsfield Floodlighting Renewal

Completed

All projects were delivered in Quarter 3 of FY2023/24.

Sportsfield Upgrade and Renewal

Completed

There are 2 projects listed within this cluster. The construction of Magdala Field Works was completed in Quarter 2 and Morrison Bay Field Works was completed in quarter 3 of FY2023/24.

Ryde Aquatic Leisure Centre (RALC) Asset Renewal

Delivery as planned

During Quarter 4, the RALC completed:

- Door Repair Services main pool complex
- Replace Fire Dampers in air handling ductwork
- Replace Chlorine dosing pumps x 2
- Replace Program pool ductwork
- Replace air con unit with the Kiosk

Purchase 2 new training waterpolo goals.

Sportsground Amenities Upgrade and Renewal	Delivery as planned	There are 3 projects listed within this cluster; Gannan Park, Waterloo Park and Dunbar Park amenities upgrade. Gannan Park Amenities was completed in Quarter 4 of FY2023/24. There are ongoing construction works at Dunbar Park Amenities and is anticipated for completion in Quarter 1 of FY2024/25. Waterloo Park Amenities upgrade is proposed to be deferred to the FY2024/25 due to rise in construction costs.
Old Landfill Sites Subsidence Program Renewal	Action Required	This project relates to the remediation of Meadowbank Park LH Waud. The remediation of Meadowbank Park LH Waud field as part of the synthetic conversion project is on hold while the Council waits for Native Title certification from the Federal Court for the Meadowbank Park Precinct.
Sportsfield Floodlighting Expansion	Action Required	The lighting works upgrade at Meadowbank Park LH Waud field is on hold while the Council waits for Native Title certification from the Federal Court for the Meadowbank Park Precinct. Work will progress upon receiving Native Title clearance.
Synthetic Playing Surfaces Expansion	Action Required	This cluster contains 2 projects with both projects being carry-over projects from FY2022/23. These are Christie Park Masterplan Stage 2 and Meadowbank Park LH Waud. The Christie Park Amenities Building Stage 1 has achieved practicable completion and is currently in the defects liability stage. Meadowbank Park LH Waud is on hold while the Council waits for Native Title certification from the Federal Court for the Meadowbank Park Precinct. Work will progress upon receiving Native Title clearance.

## Ryde Aquatic Leisure Centre (RALC)

*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.*

### Ongoing Activities, Capital Works, and Projects

### Status

### Service Delivery

<b>RALC Programs and Services</b>	Completed	Swim school enrolment numbers dropped by about 17% for the year ending June 30th. This is directly attributed to the current cost of living situation and the reduced or eliminated "first lap program" which was discontinued by the current NSW Government. A draft of promotional options is being considered and implemented for Quarter 1 FY2024/25.
<b>RALC Operations and Maintenance</b>	Completed	The centre completed all planned operational and maintenance work within FY2023/24. Surplus maintenance funding has been carried over to FY2024/25. The centre met its 100% compliance obligations in relations to pool water bacteriological criteria for the year.

# Library Program

Supporting our residents to lead healthy, active, and independent lives through the 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

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

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.



Library Services and Programs		
Day-to-day operations of five library locations, ensuring that our community has access to the full range of library services in comfortable and attractive library facilities and delivering targeted services, programs, and events to the community in several 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.		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Library Services	Completed	Visits to the Library service are growing steadily following the Pandemic with 657,169 visitors to end of quarter 4. Overall Library membership is 61,444 which includes those that live, work and study in the City of Ryde.
Library Strategic Plan Update 2024	Deferred	The project is deferred to FY2024/25.
Programs and Events	Delivery as planned	422 Library programs have been attended by 10,157 attendees. This includes 4,569 attendees to our early literacy programs across Storytime and Rhymetime. This quarter concluded our successful 12-month trial of Auslan Storytime, which has been adopted as a core early literacy program for Deaf and Hard of Hearing children at North Ryde Library.
Community Engagement and Marketing	Delivery as planned	Key engagement campaigns over the quarter included April School Holidays, Library Exhibition plus Volunteer program EOIs, and a special Live at the Library evening featuring Friday night music, poetry, and performance. Volunteer Engagement program increased by 23 additional applications this quarter and resulted in 7 new volunteer positions established across local history digitisation, adult programs and JP services. April-June posts + EDMs + outreach events included 135 marketing engagements across our core channels. Key outreach events included Sustainability Festival, Community Expo, Childcare visits, and outreach Auslan Storytime as part of NextSense Open Day at Macquarie University.
Library Assets and Resources		
Development, improvement, and maintenance of the Council's extensive set of library technology, collections, facilities, and other assets to a standard ensuring that the Council's library services continue to provide high quality, contemporary library services, and accessible public spaces for our community with opportunities to participate and engage with others in lifelong learning, and recreation and cultural opportunities. Includes supply of new library materials, library technologies, and continued provision of attractive, welcoming library spaces and places.		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Collection Development	Completed	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 185,470 items and the online collection at 47,905 items. There were 55,592 visits to the Library website during the quarter, with 40,842 electronic items borrowed (eBooks, audiobooks, emagazines).
Discovery Portals Local Studies Collection	Delivery as planned	Recollect has been onboarded and data migration work continues. Staff will be trained in August and expected to go live in October.
Library IT Services	Completed	The Library Service supports digital access for the community through the provision of free public computers and internet facilities. There have been 8,368 hours of public PC use, 34,234 wi-fi logins at libraries and 55,592 visits to the Library website during the quarter.
Digital Enhancement for Libraries	Completed	Project completed for FY2023/24: <ul style="list-style-type: none"> <li>New integrated PA System installed at Ryde Library for events.</li> <li>Interactive large touchscreen and webcam installed at Ryde Library Meeting Room for community workshops and activities.</li> <li>Eastwood children's area digital screen replaced for storytime and rhymetime sessions.</li> <li>New wireless VR Headset for library STEAM programs and activities.</li> <li>Replacement computer screens for The Hive at West Ryde Library to replace faulty ones.</li> </ul>

Libraries Public PC Renewal	Delivery as planned	New public computers have been procured. Work is continuing to configure the hardware and software to meet community needs and access whilst ensuring devices remains secure when connected to the network.
<b>Operating and Maintaining Library Buildings</b>	<b>Completed</b>	Ongoing maintenance schedule undertaken to ensure libraries are welcoming and clean spaces.
<b>Library Facility Renewals and Upgrades</b>	Delivery as planned	A functional design brief has been completed for Eastwood Library. Planning and design is on track for a considered upgrade to be undertaken in another financial year to improve functional aspects of the library service delivery at Eastwood including accessible toilets, increased study seating options and investigating the potential of an integrated outdoor library zone.
Community Buildings Expansion – Libraries	Delivery as planned	<p>There are two projects listed within this cluster, which are Ryde Library and Eastwood Library Planning and Design.</p> <p>The Ryde Library refurbishment is scheduled to commence on 8 July 2024 with all construction elements to be completed by end of August 2024 and all furniture component delivered by November 2024.</p> <p>Eastwood Library is currently under design phase and coordination being undertaken with masterplan proposals. Eastwood Library is a multi-year project with construction planned for FY2026/27.</p>

## Our Natural and Sustainable City





# 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, grow, and managing our risk through climate change.

## 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 businesses

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.



## 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 the Council is to be a responsible corporate leader in ecologically sustainable development, in managing climate change risk, adaptation, and resilience measures.*

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Resilience Planning and Development</b>	Delivery as planned	<p>Climate Change/ Green Revolving Fund:</p> <ul style="list-style-type: none"> <li>Efficiency upgrades reducing emissions completed at Community Centre and LED lighting project</li> </ul> <p>Net Zero:</p> <ul style="list-style-type: none"> <li>Progress on Environmental Monitoring contract/ NSROC almost complete. Data migration underway</li> <li>Commencement of low emissions concrete trial - 2 sites completed</li> </ul> <p>GHG tracking:</p> <ul style="list-style-type: none"> <li>8.5% use of energy across council facilities compared to 2018/ 2019 baseline.</li> <li>25.07% of water use from council facilities as compared to the 2018/ 2019 baseline. This is largely due to high rainfall.</li> </ul>
Ryde World Environment Day	Completed	Approximately 1,500 people attended the 2024 Sustainability Festival, survey results (30 responses) indicating an 86% overall satisfaction rating. Event was relocated last minute due to wet weather and still yielded success and high attendance.
Ryde Biodiversity Plan – Implementation	Delivery as planned	<p>4 feral animal control sessions were held at Field of Mars Reserve, Kittys Creek, and Brush Farm Park. The request for quote documentation was prepared for 2024-2026.</p> <p>Bollards were installed at Marsfield Park and discussions took place with RDA to better protect the critically endangered Sydney Turpentine Ironbark Forest from horses.</p> <p>The Bushcare Program partnered with Active in Ryde to host a children's guided walk and planting activity at Brush Farm Park</p> <p>A community partnership activity was held with Posco International Corporation at Field of Mars Reserve to clear lantana.</p>

## 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*

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Sustainability and Resilience Education</b>	Delivery as planned	<ul style="list-style-type: none"> <li>Get ready Ryde Program and Home Resilience promotion</li> <li>Field of Mars partnership program commenced for the Ryde Citizen Science Urban Heat project.</li> <li>City Resilience Working group meetings completed</li> <li>Climate Resilience Workshop held in partnership with Lane Cove Council</li> <li>Extreme Weather and Community Resilience workshops facilitated by Relationships Australia 10 &amp; 11 April</li> <li>Business Resilience presentation on the Get Ready Business guide at the Eastwood Chamber of Commerce meeting</li> <li>Resilient Sydney and Multicultural NSW Community workshop held in Ryde on 6 June and attend by 8 representatives from various multicultural organisations</li> <li>SWAP; workshop 17 April, Creative kids giant parts play workshop held and SWAP based reverse garbage workshops at sustainability festival</li> </ul> <p>REEN schools program;</p> <ul style="list-style-type: none"> <li>6 teachers attended the Term 2 REEN meeting</li> <li>75 students attended mini beasts session at North Ryde preschool</li> <li>31 students attended Sustainability Session at Blossoms Childcare West Ryde</li> <li>22 students attended on Biodiversity and Sustainability session at Morning Buds ELC</li> <li>52 year 3 and 4 students attended 4 Edible gardens workshops across 4 weeks at Gladesville Public School</li> <li>15 students attended the curious kids club workshop - Adventures in sustainability (195 students in total).</li> </ul> <p>Staff capacity reduced over extended period resulting in lower than usual results for resilience education.</p>

<b>Tree Management</b>	<b>Completed</b>	<p>In this quarter, Council received and resolved 608 Public Tree Requests (50 pending, 558 completed), 544 private tree requests (4 Pending, 540 completed), 95 private tree permits (TMA: 95, REV: 0) and 17 DA referrals.</p> <p>The trend of reduced private tree applications continues with public and private tree requests rising above the normal average again for this quarter. This quarter has seen an increase in unauthorised tree works.</p>
Tree Asset Management System	<b>Completed</b>	Data Collection has been completed and information imported into Council's Asset Management System.
Street Tree Planting Program	<b>Completed</b>	The scheduled Greening Our Cities planting program was completed within the financial year. This program achieved over 1,200 new tree planted across Meadowbank, West Ryde, Eastwood and Denistone.
Park and Open Space Tree Planting Program	<b>Completed</b>	The scheduled Greening Our Cities planting program was completed within the financial year. This program achieved over 1,200 new tree planted across Meadowbank, West Ryde, Eastwood and Denistone.
Greening our City – Street Tree Planting Program	<b>Completed</b>	The scheduled Greening Our Cities planting program was completed within the financial year. This program achieved over 1,200 new tree planted across Meadowbank, West Ryde, Eastwood and Denistone.

## Natural Area Management

*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.*

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Bush Management and Regeneration</b>	<b>Completed</b>	<p>There is still consistent participation by volunteer groups and noticeable improvements at the sites with 935 hours of work provided in Quarter 4. There were 14 enquiries from prospective volunteers interested in joining the Bushcare Program, with 7 attending one or more Bushcare groups.</p> <p>Site visits were undertaken at each bush regeneration contract area to review the performance of the contractor and provide feedback to ensure positive environmental outcomes. Bush regeneration contract extension letters for all sites were prepared and Signed by City of Ryde and the bush regeneration companies, ready for works to begin in July.</p>
<b>Natural Areas and Catchments Monitoring</b>	<b>Completed</b>	<p>Sydney Water provided their final report and presentation for FY2023/24. Streamwatch water quality testing continued at 10 Bushcare sites on a monthly basis. Five natural areas audits were undertaken, and 53 work orders created to deal with issues identified during audits, inspections, and notifications from community members.</p>
<b>Biosecurity and Natural Area Monitoring Officer [NEW]</b>	Delivery as planned	<p>Customer requests in relation to weeds were responded to, advice provided, and site inspections undertaken. Contractors reported alligator weed at Wilga Park, ELS Hall Park, Ivanhoe Reserve and Pembroke Park and are currently working to control it.</p>

# 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)

Lane Cove River Estuary Coastal Zone Management Plan (2012)

Ryde Resilience Plan 2030

## Assessing Effectiveness

Asset condition

Flooding instances within the City of Ryde 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 risks arising from extreme weather patterns and flooding.

## Catchments and Stormwater Management

*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.*

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

### Catchments and Coastal Management Planning

Delivery as planned

- Parramatta River Catchment Group (PRCG) proposal to lead 'inner harbour Coastal Management Program (CMP) which is being considered by Council for participation (if required)
- PRCG Bank Naturalisation grant - workshops attendance. Assessment of Ryde riparian locations proposed under grant w/ EPD, Natural Areas, Urban design/ Architects
- 9,615 flyers distributed to residences in the Terrys creek and Shrimpton's creek catchment areas as a part of our annual 'See it, Report it, stop it' education campaign on reporting water quality contamination events
- 'River aware' news articles promoted in May and June SCG newsletters.
- promotion of the PRCG's First Nations Peoples of the Parramatta River and surrounding regions through May SCG with 23 Downloads.

Putney Beach Swim Site Activation Project

Delivery as planned

Council progress for finalising Transport for NSW deed to build and use Putney Park for swimming site. Internal collaboration project between Putney seawall project and swimming site towards opening of the site for summer 2024.

### Maintaining Stormwater Assets

Delivery as planned

Maintenance implemented based upon CCTV footage recorded of a percentage of the stormwater network and as reported via individual requests that are supported by evidence of asset degradation. This also includes servicing of GPT network, repairs/replacement to stormwater pits and replacement of collapsed sections of pipework, and street sweeping activities. A list of 16 Stormwater Pits have been identified for re-construction in Quarter 4 of FY2023/24.

### Stormwater Renewal and Upgrades

Delivery as planned

Harmonising Flood Studies

Delivery as planned

Public consultation for harmonising flood studies concluded. Council is currently investigating and addressing the outcomes of the consultation as the project progresses towards Flood Risk Management Plan and Study.

Flood Mitigation / Constitution Road Upgrade

Completed

This project involved the excavation and cutting-back of the rocky embankment, underneath the southern side of Angus Street bridge, to enable provision of an accessible footpath to Meadowbank Railway Station. Works also included the provision of a pedestrian crossing to enable safe crossing at Constitution Road and See Street. These works were completed, and the footpath opened to the public on the 31 May 2024 at a cost of approximately \$850,000.

146 Bowden St Trunk Drainage

Completed

These works were fully completed (including all landscape and associated works) in Quarter 3 FY2023/24.

100–104 Rowe St Stormwater Drainage Upgrade

Delivery as planned

Project is currently in the pre investigation and planning phase.

Stormwater Asset Replacement Renewal

Delivery as planned

There were 8 projects to be delivered in the FY2023/24 (Kathleen Street, Adelphi Road, Primrose Avenue, Railway Parade, Moncrieff Drive, Melba Drive, Bronhill Avenue and Talavera Road). 4 projects (Railway Parade, Moncrieff Drive, Bronhill Avenue and Talavera Road) were completed in Quarter 4 FY2023/24. 1 project (Melba Drive) was carried overdue latent site conditions and is scheduled to be completed in Q1 FY2024/25.

Stormwater Improvement Works Renewal

Delivery as planned

There are 3 projects to be delivered in the FY2023/24 (Abuklea Road, Magdala Road & CCTV Investigations). The project on Abuklea Road has been completed. The project on Magdala Road was deferred as further investigation and design works are required to find an optimal solution.  
The remaining CCTV Investigations project has been carried over and is anticipated to be completed by Quarter 1 FY2024/25.

Foreshores and Seawalls		
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		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Maintaining Foreshore Assets	Delivery as planned	Requests for maintenance of foreshore assets are actioned as received and in accordance with KPI. To date, no requests for maintenance have been received during this quarter. However, an audit of the seawall along Meadowbank has revealed some subsidence occurring. Repairs previously scheduled for completion by Quarter 4 of FY2023/24 are now scheduled for Quarter 1 FY2024/25 due to other higher priority work and delays due to wet weather.
Foreshore Infrastructure Renewal	Delivery as planned	
Seawalls / Retaining Walls Refurbishment Renewal	Delivery as planned	<p>This cluster contains 3 projects:</p> <ul style="list-style-type: none"><li>• Kissing Point Park Foreshore protection commenced in late Quarter 2 and is now complete.</li><li>• Wharf Road Kayak Launching Platform. Construction commenced in Quarter 3 and is now complete.</li><li>• Putney Park Seawall upgrade works within the proposed swim site activation. Is scheduled to be completed by the end of 2024.</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.

## 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 managing the waste generated from high-rise developments and reducing the incidence of littering and illegal dumping. Delivery of waste collection, disposal, and resource recovery services for businesses on a commercial basis.*

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Household Waste Collection</b>	Delivery as planned	Council completed weekly collections services for approximately 56,043 households. There were 557 missed services during the quarter (0.06%). Council also conducted 23,710 clean-up collections between April and June 2024.
Bin Bay Upgrade Program	Delivery as planned	The 360L bin trials has commenced across six (6) properties. Residents are supportive of the trial.
Multi-Unit Dwellings (MUDs) Resource Recovery	Delivery as planned	Three (3) properties entered into a memorandum of understanding with Council to participate in the Recycling Hub trial, with an additional property to be added shortly. Equipment and resources for the trial have been ordered.
<b>Community Waste Collection Programs</b>	Delivery as planned	A Household Chemical Cleanout was held on the 23 March 2024. The RecycleSmart collection service will continue to be promoted to help residents to recycle other problem waste material.
Community Recycling Drop-off	Cancelled	As per the Council meeting held on the 26 September 2023, this project has had funds redirected towards a new project that will collect problem waste from households.
Prevention of Illegal Dumping	Delivery as planned	Staff completed educational and compliance activities to prevent and minimise incidences of illegal dumping. Activities and engagement will continue to be conducted as part of routine illegal dumping prevention.
<b>Commercial Waste Collections Service</b>	Delivery as planned	Over 2,000 services have been completed for commercial clients.
<b>Community Waste Education</b>	Delivery as planned	Education services have been delivered in accordance with the waste education plan.
Waste Wise Ryde – Towards Zero Waste	Cancelled	As per the Council meeting held on the 26 September 2023, this project has had funds redirected towards a new project that will collect problem waste from households.
Schools Waste Education Program	Delivery as planned	The second stage of the Edible Garden Program was completed at Epping Boys High School in Marsfield, and a third stage completed at Gladesville Primary School. These included incursions and the establishment of an edible food garden.

## 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 the reuse of materials and reduce material to landfill and disposal costs to the Council. The facility is being expanded to accommodate a Community Recycling Centre onsite and other revenue generating opportunities are being investigated.*

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Porters ECoMRF</b>	Delivery as planned	A lease has commenced for a large parcel of Porters Creek, providing additional revenue to Council.
Porters Creek Precinct	Delivery as planned	Remediation works are ongoing.
Porters Park CRC Development	Deferred	Due to the initial proposed location not obtaining planning approval, the project is on hold pending site master planning.
<b>Construction Materials Recycling</b>	Delivery as planned	Service delivery is in progress.

## Our Smart and Innovative City





# City Economy 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 to 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.

<b>Business Capacity Building</b> <i>Delivering a program of support services, events, and other activities that assist local businesses of all sizes to develop their skills, tools, and other resources needed for business success, and promoting the City of Ryde and Macquarie Park as a place to do business to attract employment opportunities and services to the City.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Investment Attraction and Retention</b>	Completed	The City Economy team has successfully recruited a Business Development Officer for the Macquarie Park Innovation District. This officer will lead investment attraction and retention activities for the Macquarie Park Innovation District, with the City Economy's broader work on local economic development focussing on investment attraction and retention across the rest of the City.
<b>Advancements in Technology</b>	Deferred	The NSW Government is yet to finalise its Innovation Blueprint. Council staff have advocated strongly on behalf of the innovation ecosystem in the Macquarie Park Innovation District. This includes ensuring businesses in the Innovation District were being appropriately consulted in the development of the Blueprint.
<b>Institutional Collaboration</b>	Completed	City Economy have established the relationships it set out to achieve within the City of Ryde. Additional relationships have been built, including with the University of Technology Sydney, Business NSW, and the Electric Vehicle Council. The relationships will continue to be managed in the future, with membership fees subject to future reviews to ensure they continue to represent value for money.
<b>Economic Development Policies and Strategies</b>	Completed	A new Economic Development Strategy and the City's first Nighttime Economy Strategy were drafted and placed on public exhibition on 28 May 2024. Public exhibition was completed in June 2024, with no changes required to the final strategies (which will be reported to the July 2024 Council meeting for final adoption).
<b>Small and Family Business Support</b>	Completed	City Economy now host a monthly meeting with Presidents (or their proxies) of each of the City's five Chambers of Commerce (covering the City's large economic centres). City Economy also have a program for engaging with local businesses whereby staff door-knock local businesses and submit service requests to improve the maintenance of our City's small and local neighbourhood centres.



## Precinct Renewal and Activation

*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 meets 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 the renewal of aging 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.*

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Infrastructure Development</b>	<b>Completed</b>	A desktop evaluation of the Macquarie Park levy confirmed the need for a clearer and more transparent capital works program to be in place before funds are spent. Funding from the Levy has been committed to the Catherine Hamlin Park project to ensure the project can be delivered as originally promised to the community over a decade ago. City Economy collaborates with Business & Operations teams regarding maintenance of local economic centres.
Provision of Economic Analysis and Advice to Internal Stakeholders	<b>Completed</b>	The City Economy team have continued to provide economic advice and analysis to different project teams across Council. This has included support for Council's "Striking the Right Balance" report (responding to the State Government's proposed rezoning of the Macquarie Park Innovation District), advice to support the development of other Council strategies and policies (e.g., Affordable Housing Policy, Local Infrastructure Strategy), and local master plans (West Ryde-Meadowbank and Eastwood).
TMA / Connect Macquarie Park	<b>Completed</b>	Staff completed an evaluation of Council's membership of Connect Macquarie Park Innovation District. The evaluation concluded that membership no longer reflected value for money. Strategic advice was provided to the organisation, which was not taken on board. This and the need to provide greater support to businesses and the innovation ecosystem in Macquarie Park led to Council withdrawing its membership and funding for the organisation.
Koreatown	<b>Completed</b>	On 28 September 2023, Council completed the delivery of its Koreatown project. The project included the delivery of Stage 1A (banners, decals, and wayfinding signage) and Stage 1B (decals on Rowe Street, East car park). The Koreatown project is now subject to a 12-month evaluation, with a decision on the continuation of the initiative subject to the development of the Eastwood Renewal Strategy.
Planting Embellishment Program – Macquarie Park	<b>Completed</b>	Tree Planting and weed removal completed for select riparian zones within Macquarie Park.
<b>Town Centre Cleaning and Maintenance</b>	<b>Completed</b>	Scheduled cleaning program was implemented as planned. This includes non-scheduled cleans for other locations which are performed on request or an as-needs basis. Certain locations warrant amended cleaning schedules to reflect the level of usage and specific site conditions such as pavement finishes.
<b>Town Centre Revitalisation</b>	No Delivery Planned in the Period	Town Centre revitalisation has also transferred to City Fabric. City Economy and City Fabric are developing a program to improve town centre revitalisation (e.g., prioritisation, business case development, programming in lieu of master planning). Town centre revitalisation will resume in FY2024/25.
Eastwood Central Expansion	<b>Deferred</b>	Future planning for Eastwood Central will be undertaken as part of a holistic Masterplan for Eastwood and the corridor through to the Ryde Hospital. This will enable Council to more effectively strategize the development of the entire Eastwood Town Centre, ensuring optimal urban planning and community benefits. Master planning for Eastwood commenced in April 2024 with early community engagement. Following early community engagement, technical studies will be undertaken to inform a detailed Masterplan. Meanwhile, Council will continue to undertake further monitoring and necessary remediation works to ensure the ongoing serviceability of the building.

# Our Connected and Accessible City





# 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.*

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

### Transport Planning and Advocacy

Completed

City Transport has provided extensive input into the development of the West Ryde - Meadowbank and Eastwood masterplans. Ongoing input into Development Application assessment has continued, particularly in Macquarie Park Innovation District (MPID). Engagement with State Agencies regarding the rezoning of MPID and the development of new guiding documents, such as the Guide to Transport Impact Assessment, also occurred during this quarter.

Integrated Transport Strategy (ITS) Implementation

Delivered as planned

Implementation of the ITS continues to occur through the targeted delivery of key projects from the strategy. This includes the Bus Network Review, which is expected to be delivered in 2025, Key Centre parking strategies that will be incorporated into West Ryde- Meadowbank and Eastwood masterplans and the delivery of the Macquarie Park bus interchange being delivered by TfNSW as part of the BPIP.

Integrated Transport Strategy (ITS) Review Model

Delivered as planned

The ITS refresh commenced this quarter including internal discovery workshops held with key staff across the organisation. Following on from the recent resolution of resourcing issues in the City Transport team, the ITS refresh is expected to be delivered in 2025.

## Transport Network Management

*Managing the City's transport, traffic, and car parking network and implementing sustainable transport options including transport and development matters such as 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 and optimising the use of on- and off-street parking to provide access to our town centres and places of interest.*

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

### Transport Operations

Completed

48 development proposals were assessed in Quarter 4 of FY2023/24 with respect to its traffic and transport implications. Significant developments assessed included multi-storey residential and commercial developments in Macquarie Park and redevelopment of the Eastwood Shopping Centre.

215 road activity permits were reviewed and processed during the Quarter4 of FY2023/24. This entailed thorough examination of traffic guidance schemes to assist builders with implementing appropriate temporary traffic management measures on the public road network to minimise safety risks to the public during construction works.

Major transport planning initiatives conducted include continued advocacy on Parramatta Light Rail Stage 2 bridge works via participation at the Community & Stakeholder Reference Group meetings and making a formal submission to Transport for NSW's draft Guide to Transport Impact Assessment and their Permit Parking Guidelines.

### Maintaining Transport Infrastructure

Completed

Any defects or deterioration of local traffic facilities and car parks under the care and control of the City of Ryde Council. This includes, but is not limited to, signage upgrades and re-line-marking of various traffic facilities, such as pedestrian crossings, especially in areas of high vehicle and pedestrian volumes.

## Transport Programs and Services

*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.*

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

### Community and Road Safety Programs

Completed

Key projects/initiatives carried out under Council's Local Government Road Safety Program include:

- School holiday cycling workshops for kids
- Community engagement activities for National Road Safety Week and Council's Sustainability Festival
- Child car seat checking days
- School zone safety messaging

Council reviewed traffic and parking conditions around St Kevin's Catholic Primary School, St Charles Catholic Primary School, Ryde Secondary College and Eastwood Public School.

### Sustainable Transport Programs

Delivery as planned

- Improvement of Shop Ryder service for safety including installation of driver monitoring to provide transparency on speeds, driving behaviour and reporting for Heavy Vehicle National Law (HVNL) compliance. Training of staff complete
- Bus survey and evaluation completed
- Presentation at Electric Vehicle Council's "AC Charging lessons learned" webinar to 176 participants across Australia
- Council report for electric vehicles.
- Regional council participation and review of electric vehicle charging infrastructure and planning policies to align a regional approach for increasing charging infrastructure and EV transition.
- A draft delivery of a new EV Transition Strategy for Council's fleet underway ready for further council consideration in late 2024.

## Local Transport Infrastructure

*Development, improvement, and maintenance of the City's roads 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.*

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

### New and Upgraded Traffic Facilities

Delivery as planned

Bus Stop DDA Compliance

Delivery as planned

This is a multi-year project to upgrade all existing bus stops, so they are compliant with the Disability Discrimination Act (DDA) 1992. 20 sites have been completed in Quarter 4 FY2023/24 to date. Remaining sites are currently in the design and investigation phase.

Bus Stop Seats – new

Delivery as planned

This project is utilised for the purchase and storage of bus stop seats.

Traffic Calming Devices

Completed

There were two (2) Ryde Traffic Committee (RTC) meetings held in Quarter 4. A total of twenty (20) traffic, parking, and road safety improvements were endorsed by RTC and formally approved by Council at its meetings on 23 April and 28 May 2024. 15 of the 20 approved projects were able to be delivered under the current budget. Further Progress on three of the remaining five projects depends on the availability of future funding, while the remaining two projects are to be delivered by external stakeholders.

Road Safety Upgrades and Improvement

Completed

Implemented minor road safety improvements following the completion of traffic investigations. Notable projects completed include the installation of a temporary pedestrian crossing on See Street between Angas and Stone Streets and construction of a new disabled parking facility on Pearson Street, Gladesville.

Pedestrian Crossing Lighting Upgrade

Delivery as planned

Six sites were completed in Quarter 4 FY2023/24 (Rowe, Badajoz, Lincoln, Buffalo, Brabyn, Oxford).

Church Street Carpark

Deferred

Project is deferred to future financial years as it requires further investigation.

Constitution Rd / Bowden St Meadowbank – Traffic Control Signals

Delivery as planned

The Constitution Road Upgrade Project is being delivered in two stages. The first stage of the works was completed and opened to the public in May this year. This involved the excavation and cutting-back of the rocky embankment, underneath the southern side of Angus Street bridge, to enable provision of an accessible footpath to Meadowbank Railway Station. The second stage entails a more comprehensive program of major infrastructure upgrades along Constitution Road, between Hamilton Crescent and Meadowbank Railway Station, to enhance traffic capacity, and improve traffic and pedestrian safety. Following a successful tender process during the March quarter, Council will be appointing a design consultant



in July to undertake investigations and develop design and tender documentation to enable construction works to be substantially completed by June 2026.

Traffic Facilities Renewal	Delivery as planned	<p>The following update is provided for Traffic Facilities Renewal projects for Quarter 4 of the FY2023/24:</p> <ul style="list-style-type: none"> <li>• The raised pedestrian crossing on Constitution Road West near Meadowbank Skate Park has been completed and is operational.</li> <li>• The at-grade pedestrian crossing facility on Vimiera Road near Marsfield Park has been completed and is operational.</li> <li>• Works associated with the upgrade of an existing pedestrian refuge on Charles Street, near St Charles Catholic Primary School is scheduled to be delivered in the first quarter of FY2024/25 due to delays by utility providers.</li> </ul>
Traffic Facilities Expansion	Completed	<p>All remaining projects funded under the phase 3 of the Local Roads and Community Infrastructure grant have been completed.</p> <p>These projects include:</p> <ul style="list-style-type: none"> <li>• a new turnaround facility at Brabyn Street adjacent to Denistone East Public School.</li> <li>• a new footpath on Frederick Street, Ryde</li> <li>• a new shared user path on Waterview Street, Putney.</li> <li>• Street lighting enhancements at town centres and schools.</li> </ul>

# 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 roads 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.*

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

### Road Renewals and Upgrades

Delivery as planned

Heavy Patching

Delivery as planned

Majority of the scope of works listed for heavy patching project were undertaken through the Regional and Local Road Repair Program grant funding. A total of 18 heavy patching projects were completed in FY2023/24 with a majority of the projects delivered with the funds from the Regional and Local Road Repair Program grant.

The locations of the completed heavy patching projects are; Bridge Rd, Morshead St, Waterloo Road, Khartoum Road, Rowe Lane, Higginbotham Road, McCallum Avenue, Magdala Road, Bowden Street, Herring Road, Talavera Road, Ada Street, Constitution Road, Culloden Road, Cobham Avenue, Quarry Road, Cox's Road and Harrison Avenue.

Regional and Local Road Repair Program

Completed

All projects were completed by Quarter 3 FY2023/24.

Road Resurfacing Renewal

Delivery as planned

31 projects are scheduled to be delivered during this financial year. 11 projects were completed in Quarter 4 FY2023/24 and 1 Project (Lancaster Avenue) was carried over due to latent site conditions. This project will be complete in Quarter 1 FY2024/25

Road Kerb Renewal

Delivery as planned

There are 9 projects to be delivered in the FY2023/24 (Darvall Rd, Payten St, Taylor Ave, Gardner Rd, Pavement Testing and Design, Brush Road, Cressy Road, Henderson Street, and Blenheim Road).

4 projects have been completed in Quarter 4 (Taylor Ave, Brush Road, Gardner Avenue and Henderson Street).

2 Projects are scheduled to be completed in Quarter 1 FY2024/25 (Blenheim Rd and Cressy Rd).

Kerb and Gutter Renewal

Completed

This project entails the condition 4 & 5 kerb and gutter renewal. Works were completed in Quarter 2 FY2023/24.

### Road Operations and Maintenance

Delivery as planned

This category includes road pavements, bridges, and car parks. Maintenance requests are responded to, based upon reported asset maintenance requirements. Road pavement repairs, such as potholes, are implemented with scheduled follow-up for permanent repair. This follow-up is utilising the City of Ryde's Asset Management System Defects Register. The Defects Register is also utilised by the Engineering Department to compile the Heavy Patching Program.

### Bridge Renewals and Upgrades

Delivery as planned

Bridge Upgrade / Renewal

Delivery as planned

Structural audits for 18 culverts are currently in procurement phase and were anticipated to be delivered in Quarter 4 FY2023/24. However, this project encountered delays due to the limited availability of specialist contractors. The work is now expected to begin in late July 2024 and is anticipated to be completed in Q1 of FY2024/25. This project is carried over into FY2024/25.

# 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



<b>Active Transport Infrastructure</b> <i>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 ensuring that they remain safe and sustainable in the long term and provide a satisfactory level of service for the community.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Construction and Maintenance – Paths and Cycleways</b>	Delivery as planned	Maintenance implemented based on MERIT Requests. Pro-active program of Trip Grinding has been conducted. Assessment of financial benefits and quality of finished surface to be conducted. The objective is to have approval for implementation in FY2024/25.
<b>Footpaths &amp; Nature Strips Renewals and Upgrades</b>	Delivery as planned	
Footpath Construction Renewal	Completed	There are 2 projects to be delivered in the FY2023/24 (Glades Bay Staircase Renewal & Footpath defects 4 and 5). Glades Bay Staircase was completed in Quarter 4 FY 2023/24. Footpath defects 4 & 5 project consists of 26 nominated sites. Of these sites, 8 sites were completed in Quarter 4 FY 2023/24. 4 sites have been deferred to FY2024/25 due to budget availability.
Footpath Construction Expansion	Completed	There are 6 projects to be delivered in the FY2023/24 (Bidgee Road, Brush Road, and Arthur Street, Kokoda Street, Terry Road and Abuklea Road). 1 Project (Terry Road) was completed in Quarter 4 FY2023/24.
<b>Cycleways Renewals and Upgrades</b>	Delivery as planned	
Cycleways Construction Expansion	Delivery as planned	Bike repair stations at Meadowbank Park, Shrimptons Creek and Kissing Point Park were installed in Quarter 4.

## Our Diverse and Inclusive City



# Community Inclusion and Wellbeing Program

Working with organisations and the broader community to increase social and community well-being and empower 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 can reach their full potential. Creativity and inclusiveness are part of everyday life and are 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.



<b>Community Development</b> <p><i>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.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Social Plan and Creativity Strategy Update</b>	Action required	The stakeholder engagement has been completed for the Social Plan 2025-2030 and the Creativity Strategy 2025-2030. The two Engagement Outcomes Reports will be presented at the July Council meeting for endorsement on the direction for preparing the draft documents. Delay has been due to extension of consultation period.
<b>Arts and Cultural Development</b>	Completed	Key initiatives held this quarter include Creative Spotlight, Artist In Residence Community Workshop, Battle of the Bands, Pro Skills for Creatives and a Creative Meet Up.
Ryde Youth Theatre Group	Completed	Ryde Youth Theatre existing 3-year contract completed in December 2023 and new options explored to deliver a youth performing arts program which is to commence in July 2024.
Ryde Hunters Hill Symphony Orchestra	Completed	A program of performances, as per the funding agreement was completed.
Creativity Strategy Implementation Fund	Completed	Key activities conducted this quarter that met the strategic objectives of the Creativity Strategy include community sketching workshops by the Artist in Residence, Battle of the Bands and the Creative Meetup.
<b>Community Development</b>	Completed	Key activities held this quarter include the Community Expo, Kitchen Connections Series, Aged Care Career Expo, In-Language Parenting Workshops, National Reconciliation Week, and the Prayer Breakfast all of which were fully booked.
Social Plan Implementation Fund	Completed	Key activities conducted this quarter that met the strategic objectives of the Social Plan include the Inclusive Volunteering Project, Reconciliation Week and Refugee Week. Councils Inclusive Volunteering Project was recognised with a Highly Commended Award at the Local Government Excellence Awards in June 2024.
City of Ryde Reconciliation Action Plan	Delivery as planned	Development of the Innovate Reconciliation Action Plan is in progress and is due to be presented to Council by December 2024.
<b>Direct Community Services</b> <p><i>Providing direct services to the community. Currently, the 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 the Council's Home Modifications and Maintenance Service.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Home Modifications and Maintenance Service</b>	Completed	Annual target met.
<b>Community Grants Program</b>	Completed	30 not-for-profit organisations supported by a community grant in Quarter 4.
<b>Community Facilities</b> <p><i>The 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></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Community Facilities</b>	Completed	There has been a significant increase in the utilisation of the for-hire community facilities which has resulted in an increase of 25% increase in bookings over the target of 6,500 resulting in over 300,000 people using Council's community facilities.
Review of the City of Ryde Halls and Facilities Strategy and Social and Cultural Infrastructure Framework	Not started	

<b>Building Operations and Maintenance</b>	Completed	There is one project listed within this cluster (ANZAC Park). This project is scheduled to be deferred to FY2026/27 to integrate with the planned ANZAC Park Masterplan Delivery project. Designs were completed in Quarter 3 FY2023/24 in preparation for construction in FY2026/27.
<b>Community Buildings Renewals and Upgrades</b>	Completed	A regular renewal and maintenance program is in place to ensure the facilities are in good condition for hirers and licensees.
Community Buildings Renewal	Completed	There are 5 projects that form the Community Buildings Renewal cluster. Of these 5 projects, 1 project (Community Facilities Lifecycle Replacement Program) has been reallocated to allow adequate budget to deliver the full scope of the remaining projects in the Cluster. One project is deferred to next financial year due budget constraints and further technical investigation to determine full extent of works required. The remaining projects in the Cluster have been completed.
Community Buildings Expansion	Completed	Completed.
<b>Heritage Buildings Renewal</b>	Completed	Roof replacement at the Parsonage completed.
Heritage Buildings Renewal	Completed	This cluster only comprises one project which is the heritage renewal works to The Parsonage at Ryde. The project encompasses the replacement of slate and metal roofing and other ancillary components such as flashing, gutter, downpipes, and fascia boards. The works were completed in Quarter 4 of FY2023/24.



# 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 can reach their full potential. Creativity and inclusiveness are part of everyday life and are 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.

<b>Events</b> <i>Create and deliver inclusive events, supported by a rich range of social networks, community groups, and partnerships, that provide opportunities for participation, celebrate our culture, and strengthen community connections. Building capacity for community groups to deliver events.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Community Events</b>	Completed	During this quarter, Council delivered a number of community events including Cinema in the Park and Cork and Fork by the riverside with over a combined attendance of 9,500 attendees.
<b>Civic Events</b>	Completed	During the quarter, Council organized various civic events, including citizenship ceremonies, an Anzac Day ceremony, a reception for the Volunteer Awards, and an Armenian flag raising ceremony with a total attendance of 1,500 participants.
<b>Community Engagement</b> <i>Engaging with the community and ensuring all stakeholders are informed and can contribute to the Council's decision-making process.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Community Engagement</b>	Delivery as planned	Project-based advice and support for engagement activities was provided for 24 organisational projects during the quarter with 15 consultations closing during the period after receiving a total of 2,713 responses. A total of more than 1,000 people also attended 18 engagement events during the quarter relating to projects such as Eastwood Masterplan, Economic Development Strategy & Night-Time Economy Strategy, Blenheim Park Masterplan (Off-Leash Dog Park and Regional Playground) and Integrated Open Space Plan Update. The figures exclude the Transactional Research Program.
Communication and Engagement Strategy	Delivery as planned	The draft strategy is being reviewed with internal engagement soon to commence.
<b>Market Research</b>	Delivery as planned	Council received 315 responses to four different surveys during the quarter, excluding the Transactional Research Program.
<b>Marketing and Communications</b> <i>Informing and engaging with the community and stakeholders about Council services and initiatives through a wide range of communication channels, including face-to-face, telephone, Council's website, email, and social media.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Communications, Branding, and Design</b>	Delivery as planned	Communications through traditional and digital channels to the community during the quarter included information about Sustainable Waste 2 Art Prize (SWAP), Granny Smith Festival, NAIDOC Week, Refugee Week, National Reconciliation Week, Reconciliation Action Plan, Refugee Week, Sustainability Festival, Volunteer Recognition Awards, Cork & Fork, ANZAC Day, Cinema in the Park, Battle of the Bands, Mayor's Public Forum, Youth Creative Competition, Youth Week, Spring Garden Competition, Prayer Breakfast, Blenheim Park and Eastwood Masterplan assets and updates to PDF forms and staff information posters. Community engagement-related tasks included waste initiatives, such as clothing bin stickers, recycling hub post cards, bus stop ads and promotion of workshops. Graphic design work included various communications and event-related projects and the commencement of design work on key documents such as the State of our City Report and Local Infrastructure Strategy, while the winter Community Magazine was completed. Council's photography stocks were also expanded during the quarter through a series of planned photo shoots which will be used to provide enhanced imagery for communications and engagement activity across Council's corporate documents and channels.
Council Website	Delivery as planned	Council's website tender process and work on the new Intranet was being finalised during the quarter.
<b>Website and Social Media</b>	Delivery as planned	Council's website recorded more than 1,500,000 visits, with library, sportsground status, pre-booked household clean-up, Ryde Aquatic Leisure Centre and events including Cork & Fork by the Riverside among top viewed pages. Follower growth of 236 was recorded for Facebook and nearly 200 for Instagram while Facebook post reach was nearly 106,000.

# Our Open and Progressive City



# Strategic Property Management Program

Developing and managing the 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 is managed by the 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 the 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 Strategy and Planning		
<i>Leadership and strategic management of the Council's property portfolio, to maximise its efficiency, commercial outcomes, the overall portfolio performance, and its contributions to the Council's operating income and general financial position.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Property Portfolio Planning</b>	No delivery planned in period	
Property Services		
<i>Developing, managing, and maintaining the Council's portfolio of corporate, commercial, and civic properties to ensure maximum long-term value and return for ratepayers.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Property Management</b>	Completed	New commercial leases negotiated and finalised regarding a Childcare in Lachlan's line and a restaurant in Gladesville. Childcare now seeking planning consents. Negotiations ongoing with restaurant regarding unauthorised work. Outdoor dining approvals and filming approvals were issued to new applicants on time. Putney Tennyson Bowling Club is out for Expressions of Interest. First stage completed. Denistone Bowling Club has now settled and under Council ownership. Leases, assignments, and other procedural matters being undertaken as required.
<b>Building Operations and Maintenance</b>	Completed	Service Delivery standards were met. Additional buildings came online during the reporting period and maintenance tasks were scheduled and undertaken.
<b>Council Buildings Renewals and Upgrades</b>	Delivery as planned	
Ryde Central	Deferred	At its meeting of 25th June 2024, Council resolved that it is unable to progress building of a new Ryde Civic Centre nor the public open space until the Office of Local Government is satisfied that the City of Ryde has a lawful and financially sustainable funding mechanism. Council also resolved to prepare a submission to the Office of Local Government and ICAC to seek further advice and approval for other options to pay for a new Ryde Civic Centre that is lawful and financially sustainable.
Commercial Buildings Renewal	Completed	The cluster contains one project being refurbishment works at Rockend Cottage, Banjo Patterson Park. This project commenced and was completed in Quarter 3 FY2023/24.
Corporate Buildings Renewal	Cancelled	West Ryde Community Centre Hydraulic Solutions has been cancelled for FY2023/24. The project was rolled into membrane upgrade works completed during FY2022/23.
Commercial Buildings Expansion	Deferred	Early investigations and preliminary planning undertaken some time ago. Planned projects have been put on hold and deferred until further notice.
North Ryde Office – modification of office accommodation	Delivered as planned	This project entails the fitout of office equipment at the North Ryde Office. This project commenced in Quarter 3 FY2023/24 and is predominately completed in Quarter 4 of FY2023/24 with minor fitout works remaining. The outstanding works are to be finalised Quarter 1 FY2024/25.



# 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 supports the efficient delivery of services by the Council for the community.

<b>Customer Services</b> <i>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 the Council by promoting improved engagement with our community and responsiveness to their needs.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Customer Service (Call Centre and Counter)</b>	Completed	Professional and administrative services provided to the community with access to customer service counters at Ryde, North Ryde and a call centre, including afterhours service provision for urgent issues.
<b>Operational Delivery</b> <i>Managing delivery of cleaning, landscaping, maintenance, and construction services supporting delivery of Council's operational services and capital projects.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Operations Support</b>	Delivery as planned	This support function assists all operational activities based at Council's Operations Centre (Meadowbank) with timely administrative tasks, such as financial reporting and customer responses.
<b>Procurement Services</b> <i>Supporting the 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.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Tenders and Contracts Management</b>	Delivery as planned	Procurement has been involved in ensuring that various contracts within the organisation are being reported to Council if an exception to the Act is required to ensure transparency.
<b>Procurement and Stores</b>	Delivery as planned	The Purchasing and Stores team is delivering TechnologyOne purchasing training to staff who raise requisitions. This will lead to a reduction in errors by staff when raising requisitions. In addition, the team has completed the annual stocktake.
<b>Plant and Fleet</b> <i>Providing fleet management services for the Council's Operations team and fleet users across the Council. This includes maximising the utility of the Council's plant and fleet assets, responsibility for managing the Council's mechanical assets, as well as the fabrication workshop and external plant hire. A major priority for the Council is maximising the return on the investment of its fleet assets.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Fleet Management</b>	Completed	Fleet Management manages the City of Ryde's fleet of vehicles. This includes the procurement and disposal of assets and coordinating the scheduled servicing in accordance with the manufacturer's specifications. In addition, Fleet Management is primarily responsible for the implementation of the EV Fleet which is scheduled for completion by 2035. This will result in a fleet of 144 EV's replacing 144 Internal Combustion Engine (ICE) powered vehicles. To date, a draft Implementation Strategy has been prepared and is under review. This will provide options for charging infrastructure and financial modelling.
Plant and Fleet Purchases	Completed	All activities have been completed.
<b>Fabrication Workshop</b>	Completed	The Fabrication Workshop provides bespoke fabrications. Client requirements are resolved on-site and fabricated for eventual 3rd party finished coatings if required. In addition, repairs and modifications to plant and equipment are implemented similarly, thereby ensuring minimal down-time to other operational activities.

<b>Legal Services</b> <i>Provision of legal services to support the 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 legal matters pertaining to the law, and Council's compliance with legislation.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Legal and Consultative Services</b>	Delivery as planned	148 legal matters were received and/or remained active during Quarter 4 FY2023/24. These included Class 1 Appeals in the Land and Environment Court, Supreme Court and Local Court matters, PEXA Authorisations of encumbrances on Land Titles, legal advice provided to various business units within Council relating to Planning, Enforcement, Property and Commercial matters.

# Governance and Corporate Services Program

Providing specialist capabilities and skills, 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 2020
- Workforce Management Plan
- IT Strategy

## Assessing Effectiveness

Meeting key organisational delivery measures

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.

<b>Civic Services</b>		
<i>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.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Civic Support Services</b>	Delivery as planned	There were 3 Ordinary Council meetings and 8 Councillor workshops held in quarter 4 (April, May, and June 2024). Publication of Council meeting minutes is within 2 days. There were 382 Councillor requests responded to in quarter 4 (April, May, and June 2024). The average days taken to respond to these requests was 4 days, which is within the set service standard of 5 days or less.
<b>Business Strategy and Innovation</b>		
<i>Providing specialised corporate strategy, planning, and business transformation for the Council, including Integrated Planning and Reporting implementing the Council's Continuous Improvement framework including process management and business innovation, and project governance across the Council.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Business Strategy and Innovation</b>	Delivery as planned	Progress undertaken to develop and uplift team capabilities across the key areas of business and customer improvement, business analytics, and business intelligence. Commenced various reviews across multiple operational teams, services, and processes to improve customer experience, service quality, business efficiency and effectiveness, and to address business risks. Collaborated, co-designed, and co-delivered several process re-engineering, system(s) configurations, and technology solutions to enable a more efficient and effective way of doing business.
<b>Corporate Planning and Reporting</b>	Delivery as planned	<p>Council won a Gold Award for its 2022-2023 Annual Report 'Shaping the future' at the 74th Australasian Reporting Awards (ARAs) for demonstrating overall excellence in annual reporting, providing full disclosure of key aspects of the Council's core business, addressing legislative and regulatory requirements, and its commitment to transparency.</p> <p>Key statutory reporting outputs delivered in Quarter 4:</p> <ul style="list-style-type: none"> <li>• Produced the FY2023-24 Q3 Quarterly Progress Report covering January to March 2024.</li> <li>• Produced both the 2022-2026 Four-Year Delivery Program and the 2024-2025 One-Year Operational Plan which have been adopted by Council in June 2024.</li> <li>• Commenced the development of the State of our City Report 2021-2024 covering this current council term.</li> </ul>
<b>Enterprise Project Management Office</b>	Completed	<p>Progress made towards uplifting organisational awareness, engagement, alignment, and capabilities across project management:</p> <ul style="list-style-type: none"> <li>• refreshed project financial reporting through minor system configurations for infrastructure projects</li> <li>• trialled a Digital Steering Group to help govern and manage technology programs and projects, resulting in key insights, input, and learnings for future implementation</li> <li>• drafted the initial overarching Project Governance and Management framework that will now be circulated for cross-departmental collaboration and review.</li> </ul>



## Governance, Audit, and Risk

*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.*

### Ongoing Activities, Capital Works, and Projects

### Status

### Service Delivery

#### Governance Framework Support

Delivery as planned

Following a comprehensive external review of the Governance framework, a transformation plan is being implemented to ensure governance structures are robust and effective. This process involves a meticulous evaluation of the existing framework including policies, procedures, processes, systems, and capabilities, which is essential for meeting key legislative responsibilities. The implementation of structural changes demonstrates a proactive approach to business assurance and governance. Such modifications are vital for maintaining compliance with regulatory standards and managing risks effectively. This aligns with the principles of the widely recognised 'three lines of defence' model, which provides a structured approach to risk management and assurance within an organisation. Governance maintains awareness of developments in the sector through participation in networking activities and collaboration with the Office of Local Government and other Councils.

A review of Council's Delegations and Legislative Compliance Systems has been finalised with the outcome being the engagement RelianSys software solution for the management of both Registers. From August 2024, a complete rework of the Delegations Register will commence with the implementation of all new worded delegations across the organisation to ensure compliance, consistency and ease of use for all stakeholders.

#### Legislative Compliance System

Delivery as planned

A review of the compliance systems currently used by Governance and a replacement has been identified that will better align with Council's needs. The new system is being implemented in July 2024.

#### Complaints Management

Delivery as planned

A review of the Customer Feedback Policy has been undertaken and a draft Policy has been created and is being reviewed by Management. The associated procedures, including the time frames for investigating complaints is being reviewed to ensure that it is achievable with the organisation structure and meet customer expectations.

The tiered complaints that were received and investigated this quarter are currently being reviewed to determine if any process improvements are required. Details from these complaints, any recommended process improvements and the results from the customer surveys that are undertaken are provided to the Audit, Risk and Improvement Committee for their review.

#### Internal Audit

Delivery as planned

As a result of the review into the City of Ryde internal audit process, a new internal audit plan was created and will commence from the Audit, Risk and Improvement Committee Meeting in April 2024. OCM have been appointed as Council's internal Auditor while the upgraded position of Principle Internal Auditor is filled. Council's Chief Audit Executive is also a member of Council's Risk Management Committee.

#### Risk and Insurance

Delivery as planned

Risk Management Committee met and undertook review of Risk Policy, strategic risks and risk appetite statements in accordance with the approved roadmap for improvement in risk management maturity. Renewal of Business Continuity Plan commenced to conclude within the next quarter.

#### New Risk Registers

Delivery as planned

Council's consolidated risk register continues to be improved and now includes renewed strategic risks.

#### Health, Safety, and Injury Management

Delivery as planned

Ongoing operational activity for function continued during period consisting of site inspections, system audits and training. Operational responsibility for compliance with Heavy Vehicle National Legislation transferred to function and built into monitoring program.

#### Work Health and Safety (WHS) Road Map

Delivery as planned

All key hazards and Risks identified in the audit report have been closed out. 85% of recommended WHS system improvements have been implemented with the other recommendations in progress.

## Asset Management

*Long-term planning, management, and reporting for the Council's \$1.7 billion asset portfolio ensures that the 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, maintaining the Council's asset framework, management system, and business processes in consultation with the various asset custodians.*

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Asset Planning</b>	Delivery as planned	The FY2023/24 works have continued to be updated on an ongoing basis following the completion and handover of projects and any maintenance works. Minimal remaining capital works remain to be updated in the Asset Management System. The draft FY2024/25 Operational and Delivery Program was endorsed by Council at the Council meeting held on 25 June 2024. Projects for the 2024/25 financial year were subsequently created in Council's Asset Management System, following the Operational Plan's endorsement.
Asset Data Collection	Delivery as planned	Council's Asset Data collection for civil infrastructure assets including road, kerb and gutter and footpath is being undertaken by Engineering & Project Delivery during the FY2023/24 and FY2024/25. RFQ has been undertaken and finalised, and the contract has been awarded. Data collection has commenced for footpath assets and is close to concluding. Data collection for road and kerb and gutter assets to commence shortly, with anticipated completion of the entire data collection in Q1 2024/25.

## Financial Management

*Providing a comprehensive range of financial services to the 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 the 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.*

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
<b>Financial Accounting</b>	Delivery as planned	Council is currently working with the NSW Audit Office in regard to its interim audit for FY2023/24. Year and finalisation is currently in progress and staff are working towards the preparation of the Draft Financial Statements FY2023/24.
Council's reserves generate over 0.85% returns over benchmark (Bloomberg rate)	Delivery as planned	As a result of increases in the Cash Rate, the Council continues to perform positively over the benchmark. Details can be found in the Council's Investment Report as of 30 June 2024.
<b>Management Accounting</b>	Delivery as planned	Council's Draft Budget FY2024/25, Fees and Charges FY2024/25, Rating Structure, and Long-Term Financial Plan were adopted at Council's Ordinary Meeting on 25 June 2024. Staff are preparing for Q4 June Review to determine Council's budget result and carryover funds required.
<b>Revenue and Systems</b>	Delivery as planned	Council is on track to achieve its benchmark of 5% for Rates and Charges Outstanding at the end of the financial year.

## Information Technology Management

*Providing information, communication, and technology (ICT) services supporting Council operations, managing data, and information flow through the organisation, and ensuring 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.*

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

### Technology Platforms

Delivery as planned

Delivery against the IT operational plan continues as planned. Key highlights include supporting the business for end of financial year processing; preparing ARIC cyber security report; ongoing cyber security awareness, vulnerability assessment, and remediation activities; providing key technical resources for TechnologyOne SaaS and Tambla projects; and preparing for Tambla go-live technical readiness and support.

### IT Strategy and Governance

Delivery as planned

The ICT Digital Portfolio Steering Group is part of a broader organisational approach to improve project governance, visibility, and control. This resulted in a need for further refinement of the terms of reference and operation of the ICT Digital Portfolio Steering Group which has seen the first formal meeting scheduled for August 2024.

The ICT Procurement Roadmap has been developed and now guides the schedule of procurement and contract events for IT goods and services. These events will be added to individual Business Plans for relevant areas to ensure procurement of the IT goods and services is prioritised by the business and supported by Information & Technology Management.

### IT Applications – Expansion

Delivery as planned

TechnologyOne Software-as-a-Service (SaaS) Transition project: Delivery phase continued with focus on establishing integrations between the TechnologyOne SaaS environment and Council's other systems and preparing for Test phase. The target go-live date remains as October 2024.

Planning Portal Integration project: Phase 2 to provide integration of Certificate Registrations (Private Certifiers) from the NSW Planning Portal with Council's systems is currently in Test phase. Dependencies with several concurrent projects have created some delays, with test signoff targeted for August 2024.

Electronic Time & Attendance project: Preparations for Go Live for Phase 1 (Indoor Staff) are well advanced and on target for 15 July 2024. Subsequent phases of Outdoor Staff (12 August 2024) and RALC Part Time and Casual Staff (9 September 2024) are also on target.

Emissions Monitoring and Bill Processing solution: Following the completed procurement activities, contract discussions with the successful respondent are nearing completion, with implementation scheduled to be completed by September 2024.

Web Content Management solution: Following the completed procurement activities, contract discussions with the successful respondent are nearing completion. TechnologyOne Software-as-a-Service (SaaS) Transition project: Delivery phase continued with focus on establishing integrations between the TechnologyOne SaaS environment and Council's other systems and preparing for Test phase. The target go-live date remains as October 2024.

Planning Portal Integration project: Phase 2 to provide integration of Certificate Registrations (Private Certifiers) from the NSW Planning Portal with Council's systems is currently in Test phase. Dependencies with several concurrent projects have created some delays, with test signoff targeted for August 2024.

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Emissions Monitoring and Bill Processing solution: Following the completed procurement activities, contract discussions with the successful respondent are nearing completion, with implementation scheduled to be completed by September 2024.

Web Content Management solution: Following the completed procurement activities, contract discussions with the successful respondent are nearing completion.

<b>Information and Records Management</b>	<b>Completed</b>	<p>A project commenced in August 2023 to assess records held in offsite commercial storage premises for continued retention, transfer or disposal. Of the 2,140 boxes of records assessed between August to June, 1,825 boxes (85%) were approved for destruction as retention periods were exhausted and the records no longer provided continued business use. Remaining records continue to be assessed as part of BAU operations with all key staff now trained to carry out this work. The records destroyed to date represent an annual saving of \$8,672 in storage fees and it is anticipated the savings will increase as more records are assessed and deemed no longer required to be retained for legal and business reasons.</p> <p>The process of assessing the hardcopy records held in offsite storage is also helping to inform the inhouse digitisation program by identifying records of longer-term value that would benefit from being readily accessible in digital format. Two desktop scanners were purchased to help carry out inhouse digitisation work.</p>
<b>Land Information and Mapping</b>	<b>Delivery as planned</b>	<p>Managing the procurement process to renew CoR's corporate Spatial Systems. Have completed initial stakeholder consultation on business requirements and collaborating with Procurement on the RfX process. Tender will be released, and responses evaluated in Quarter 1. FY2024/25</p>

## People Management

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

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

### Workplace Strategy and Employee Relations

Delivery as planned

During the reporting period, 42 recruitment rounds were undertaken, and 2 workplace reform activities were considered by the Joint Consultative Committee.

### Payroll Services

Delivery as planned

Ongoing payroll activities undertaken whilst preparing for implementation of electronic time and attendance.

Electronic Time and Attendance (Capital)

Delivery as planned

All project milestones completed during the period for go-live of project in July.

### Organisational Development and Capability

Delivery as planned

Continued delivery of compliance type training to maintain regulatory compliance, including White Card training, Traffic Control and Management, CPR and First Aid training. Training developed and implemented to support implementation of electronic time and attendance.



# CONTACT

Many of the City's services, activities, functions, and projects are listed in this report, but if you need further assistance or information, 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 8.00 am to 5.00 pm, Monday to Friday.

### Arabic

إذا لم تفهم محتوى هذه الرسالة، يرجى الحضور إلى Ryde +1 Pope Street (في Top Ryde Shopping Centre)، لمناقشتها مع موظفي المجلس الذين سوف يكونون متاحين بمترجم شفهي. أو قد يمكنك الاتصال بخدمة الترجمة التحريرية والشفوية على الرقم 131 450 لتطلب من المترجم الاتصال بالرقم 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 ամբողջ հասցեով բովանդակությունը, խնդրում ենք այցելել 1 Pope Street, Ryde (որը գտնվում է Top Ryde Shopping Centre-ի մեջ), Ryde քաղաքի համայնքի ղեկավարների և աշխատակիցների անձնակազմին հետ, ովքեր ձեզ համար կազմակերպեն թարգմանչական ծառայություն: Կամ կարող եք զանգահարել թարգմանչական ծառայություն 131 450 հեռախոսահամարով և խնդրել, որ բարձրանա ձեզ զանգահարել: Պոփ Րայդի հեռախոսահամարն է 9952 8222: Պոփ Րայդի աշխատակիցները ժամերն են առավելագույն 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，他们会为您提供口译服务。此外，您也可以拨打131 450联系翻译和口译服务，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 بفهمید این نامه را برگردانید به فارسی Top Ryde (در Ryde +1 Pope Street) یا مراکز خدمات شهرداری در Ryde (Shopping Centre) را. پرسنل شهرداری می توانند به شما کمک کنند تا بفهمید این نامه را. یا می توانید با مرکز خدمات شفاهی و تفسیری به شماره 131 450 تماس بگیرید. 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 없는 경우, 1 Pope Street, Ryde (Top Ryde Shopping Centre 내)에 오셔서 '통역서' 서비스를 주선할 시민회 직원과 논의하십시오. 또는 통번역사에게 131 450으로 전화해서서 통역사가 여러분에게 연락하도록 요청하십시오. 시민회회 전화번호는 9952 8222입니다. 시민회 사무실 업무시간은 월요일에서 금요일 오후 5시 00분에서 오후 5시 까지입니다.