

Meeting Date: Tuesday 27 October 2020
Location: Online Audio Visual Meeting
Time: 7.00pm

Council Meetings will be recorded on audio tape for minute-taking purposes as authorised by the Local Government Act 1993. Council Meetings will also be webcast.

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1 ITEMS PUT WITHOUT DEBATE

Report prepared by: Civic Services Manager**File No.:** CLM/20/1/1/2 - BP20/996

REPORT SUMMARY

In accordance with Council's Code of Meeting Practice, Council can determine those matters on the Agenda that can be adopted without the need for any discussion.

RECOMMENDATION:

That Council determine the Items on Council's Agenda that will be adopted without debate.

OR

That Council determine all Items on the Agenda.

2 REPORT OF THE WORKS AND COMMUNITY COMMITTEE MEETING 7/20 held on 13 October 2020

Report prepared by: Civic Services Manager

File No.: CLM/20/1/1/2 - BP20/998

REPORT SUMMARY

Attached are the Minutes of the Works and Community Committee Meeting 7/20 held on 13 October 2020. The Minutes will be listed for confirmation at the next Works and Community Committee Meeting.

Items 1, 2 and 3 were dealt with by the Committee within its delegated powers.

The following Committee recommendation for Item 4 is submitted to Council for determination in accordance with the delegations set out in Council's Code of Meeting Practice relating to Charters, functions and powers of Committees:

4 YOUTH INFRASTRUCTURE PLAN

RECOMMEDATION: (Moved by Councillors Clifton and Gordon)

- (a) That the draft "Youth Infrastructure Plan" be placed on public exhibition inviting comment for a period of not less than twenty-eight (28) days.
- (b) That a further report be provided to Council should any objections be received during the consultation period.
- (c) That, should no objections be received, the Youth Infrastructure Plan is adopted and implemented in accordance with the priorities identified in this report.

Record of Voting:

For the Motion: Councillors Brown, Clifton, Gordon, Pedersen, Purcell and Yedelian
OAM

Against the Motion: Councillor Maggio

Note: This matter will be dealt with at the Council Meeting to be held on **27 OCTOBER 2020** as dissenting votes were recorded.

ATTACHMENTS

- 1 MINUTES - Works and Community Committee Meeting - 13 October 2020

ITEM 2 (continued)

ATTACHMENT 1

**Works and Community Committee
MINUTES OF MEETING NO. 7/20**

Meeting Date: Tuesday 13 October 2020
Location: Online Audio Visual Meeting
Time: 6.28pm

The General Manager opened the meeting at 6.28pm.

Councillors Present: The Mayor, Councillor Laxale and Councillors Clifton, Gordon, Pedersen, Purcell and Yedelian OAM.

Apologies: Councillor Kim.

Absent: Councillor Brown and Councillor Maggio.

Staff Present: General Manager, Director – Corporate Services, Director – Customer and Community Services, Director – City Planning and Environment, Director – City Works, Manager – Corporate Governance, Manager – Parks, Open Space Planner, Civic Services Manager and Executive Assistant to Mayor and Councillors.

ADJOURNMENT

Due to technical difficulties, the General Manager, in consultation with The Mayor, Councillor Laxale and the Committee members, adjourned the online audio visual Works and Community Committee Meeting, the time being 6.28pm. The Works and Community Committee Meeting was adjourned to:-

Tuesday, 20 October 2020 to reconvene at 6.00pm.

Councillors Present: The Mayor, Councillor Laxale and Councillors Clifton, Gordon, Pedersen, Purcell and Yedelian OAM.

Apologies: Councillor Kim.

Absent: Councillor Brown and Councillor Maggio.

Staff Present: General Manager, Director – Corporate Services, Director – Customer and Community Services, Director – City Planning and Environment, Director – City Works, Manager – Corporate Governance, Manager – Parks, Open Space Planner, Civic Services Manager and Executive Assistant to Mayor and Councillors.

ITEM 2 (continued)

ATTACHMENT 1

MEETING RECONVENED

The General Manager reconvened the online audio visual Works and Community Committee Meeting at 6.00pm on Tuesday, 20 October 2020.

Councillors Present: The Mayor, Councillor Laxale and Councillors Brown, Gordon, Maggio, Pedersen, Purcell and Yedelian OAM.

Apologies: Nil.

Absent: Councillors Clifton and Kim.

Staff Present: General Manager, Director – Corporate Services, Director – Customer and Community Services, Director – City Planning and Environment, Director – City Works, Manager – Parks, Open Space Planner, Civic Services Manager and Civic Support Officer.

DISCLOSURES OF INTEREST

There were no disclosures of interest.

1 ELECTION OF CHAIRPERSON AND DEPUTY CHAIRPERSON

The General Manager, as Returning Officer, gave an overview of the election process in relation to the election of the Chairperson and Deputy Chairperson.

METHOD OF VOTING FOR CHAIRPERSON AND DEPUTY CHAIRPERSON

The General Manager, as Returning Officer presented the options on the method of voting for Chairperson and Deputy Chairperson.

RESOLUTION: (Moved by Councillors Pedersen and Purcell)

- (a) That the method of voting for the election of the Chairperson and Deputy Chairperson be open voting using the Zoom voting system.
- (b) That the General Manager, as Returning Officer, undertake the election of Chairperson and Deputy Chairperson for the ensuing twelve (12) months by announcing the nominations and then conducting the election.

Record of the Voting:

For the Motion: Unanimous

ITEM 2 (continued)

ATTACHMENT 1

ADJOURNMENT

The General Manager adjourned the online audio visual meeting for five (5) minutes to allow a Councillor who was having technical issues time to join the meeting, the time being 6.07pm. The Works and Community Committee Meeting was adjourned to:-

Tuesday, 20 October 2020 to reconvene at 6.12pm.

Councillors Present: The Mayor, Councillor Laxale and Councillors Brown, Gordon, Maggio, Pedersen, Purcell and Yedelian OAM.

Apologies: Nil.

Absent: Councillors Clifton and Kim.

Staff Present: General Manager, Director – Corporate Services, Director – Customer and Community Services, Director – City Planning and Environment, Director – City Works, Manager – Parks, Open Space Planner, Civic Services Manager and Civic Support Officer.

Note: Councillor Clifton joined the meeting at 6.11pm.

MEETING RECONVENED

The General Manager reconvened the online audio visual Works and Community Committee Meeting at 6.12pm on Tuesday, 20 October 2020.

Councillors Present: The Mayor, Councillor Laxale and Councillors Purcell (Chairperson), Brown, Clifton, Gordon, Maggio, Pedersen and Yedelian OAM.

Apologies: Nil.

Absent: Councillor Kim.

Note: The Mayor, Councillor Laxale left the meeting at 6.15pm and did not return. He was not present for consideration and voting on Items 2, 3 and 4.

Staff Present: General Manager, Director – Corporate Services, Director – Customer and Community Services, Director – City Planning and Environment, Director – City Works, Manager – Parks, Open Space Planner, Civic Services Manager and Civic Support Officer.

ELECTION OF CHAIRPERSON

The General Manager, as Returning Officer advised that he had received one (1) nomination for the position of Chairperson of the Committee, namely Councillor Purcell.

ITEM 2 (continued)

ATTACHMENT 1

The General Manager, as Returning Officer confirmed with Councillor Purcell that he accepted the nomination.

The General Manager, as Returning Officer called for any further nominations. The General Manager received one (1) further nomination for the position of Chairperson of the Committee, namely Councillor Maggio.

The General Manager, as Returning Officer confirmed with Councillor Maggio that he accepted the nomination.

The General Manager, as Returning Officer called for any further nominations. As there were none, nominations were closed.

The General Manager, as Returning Officer, advised that there were two (2) nominations for the position of Chairperson, namely Councillor Purcell and Councillor Maggio.

THE ELECTION FOR POSITION OF CHAIRPERSON was conducted by the General Manager, as Returning Officer, which resulted in the following voting:

Councillor Purcell: 5 votes

Voting in favour: The Mayor, Councillor Laxale and Councillors Clifton, Gordon, Pedersen and Purcell

Councillor Maggio: 3 votes

Voting in favour: Councillors Brown, Maggio and Yedelian OAM

As a result of the voting, COUNCILLOR PURCELL WAS DULY ELECTED CHAIRPERSON FOR THE ENSUING YEAR.

ELECTION OF DEPUTY CHAIRPERSON

The General Manager, as Returning Officer advised that he had received one (1) nomination for the position of Deputy Chairperson of the Committee, namely Councillor Pedersen.

The General Manager, as Returning Officer confirmed with Councillor Pedersen that she accepted the nomination.

The General Manager, as Returning Officer called for any further nominations. The General Manager received one (1) further nomination for the position of Deputy Chairperson of the Committee, namely Councillor Brown.

The General Manager, as Returning Officer confirmed with Councillor Brown that he accepted the nomination.

The General Manager, as Returning Officer called for any further nominations. As there were none, nominations were closed.

ITEM 2 (continued)

ATTACHMENT 1

The General Manager, as Returning Officer, advised that there were two (2) nominations for the position of Deputy Chairperson, namely Councillor Pedersen and Councillor Brown.

THE ELECTION FOR POSITION OF DEPUTY CHAIRPERSON was conducted by the General Manager, as Returning Officer, which resulted in the following voting:

Councillor Pedersen: 5 Votes

Voting in favour: The Mayor, Councillor Laxale and Councillors Clifton, Gordon, Pedersen and Purcell

Councillor Brown: 3 Votes

Voting in favour: Councillors Brown, Maggio and Yedelian OAM

As a result of the voting, COUNCILLOR PEDERSEN WAS DULY ELECTED DEPUTY CHAIRPERSON FOR THE ENSUING YEAR.

Note: The Chairperson, Councillor Purcell then assumed the Chair.

2 CONFIRMATION OF MINUTES - Works and Community Committee Meeting held on 11 August 2020

Note: The Mayor, Councillor Laxale left the meeting at 6.15pm and did not return. He was not present for consideration or voting on this Item.

RESOLUTION: (Moved by Councillors Pedersen and Clifton)

That the Minutes of the Works and Community Committee Meeting 6/20, held on 11 August 2020, be confirmed.

Record of Voting:

For the Motion: Unanimous

Note: This is now a resolution of Council in accordance with the Committee's delegated powers.

3 ITEMS PUT WITHOUT DEBATE

Note: The Mayor, Councillor Laxale was not present for consideration or voting on this Item.

RESOLUTION: (Moved by Councillors Clifton and Pedersen)

That the Committee determine all Items on the Agenda.

ITEM 2 (continued)

ATTACHMENT 1

Record of Voting:

For the Motion: Councillors Brown, Clifton, Gordon, Pedersen, Purcell and Yedelian
OAM

Against the Motion: Councillor Maggio

4 YOUTH INFRASTRUCTURE PLAN

RECOMMEDATION: (Moved by Councillors Clifton and Gordon)

- (a) That the draft "Youth Infrastructure Plan" be placed on public exhibition inviting comment for a period of not less than twenty-eight (28) days.
- (b) That a further report be provided to Council should any objections be received during the consultation period.
- (c) That, should no objections be received, the Youth Infrastructure Plan is adopted and implemented in accordance with the priorities identified in this report.

Record of Voting:

For the Motion: Councillors Brown, Clifton, Gordon, Pedersen, Purcell and Yedelian
OAM

Against the Motion: Councillor Maggio

Note: This matter will be dealt with at the Council Meeting to be held on **27 OCTOBER 2020** as dissenting votes were recorded.

The meeting closed at 6.28pm on 20 October 2020.

CONFIRMED THIS 10TH DAY OF NOVEMBER 2020.

Chairperson

**3 REPORT OF THE FINANCE AND GOVERNANCE COMMITTEE MEETING
3/20 held on 13 October 2020**

Report prepared by: Civic Services Manager**File No.:** CLM/20/1/1/2 - BP20/999

REPORT SUMMARY

Attached are the Minutes of the Finance and Governance Committee Meeting 3/20 held on 13 October 2020. The Minutes will be listed for confirmation at the next Finance and Governance Committee Meeting.

All Items were dealt with by the Committee within its delegated powers.

ATTACHMENTS

- 1 MINUTES - Finance and Governance Committee - 13 October 2020

ITEM 3 (continued)
Clr Clr

ATTACHMENT 1

Finance and Governance Committee
MINUTES OF MEETING NO. 3/20

Meeting Date: Tuesday 13 October 2020
Location: Online Audio Visual Meeting
Time: 6.37pm

Councillors Present: The Mayor, Councillor Laxale and Councillors Purcell (Chairperson), Clifton, Gordon and Pedersen.

Apologies: Councillor Kim.

Absent: Councillor Brown and Councillor Maggio.

Note: As the Chairperson (Councillor Clifton) was not present in the Chambers, the Deputy Chairperson, Councillor Purcell chaired the meeting.

Note: The Mayor, Councillor Laxale left the meeting at 6.42pm and did not return. He was not present for consideration and voting on Items 3, 4 and 5.

Staff Present: General Manager, Director – Customer and Community Services, Director – Corporate Services, Director – City Works, General Counsel, Manager – Corporate Governance, Civic Services Manager and Executive Assistant to Mayor and Councillors.

DISCLOSURES OF INTEREST

There were no disclosures of interest.

PUBLIC PARTICIPATION ON ITEMS LISTED ON THE AGENDA

There were no written submission to the Committee.

1 ELECTION OF CHAIRPERSON AND DEPUTY CHAIRPERSON

The General Manager, as Returning Officer, gave an overview of the election process in relation to the election of the Chairperson and Deputy Chairperson.

METHOD OF VOTING FOR CHAIRPERSON AND DEPUTY CHAIRPERSON

The General Manager, as Returning Officer presented the options on the method of voting for Chairperson and Deputy Chairperson.

ITEM 3 (continued)

ATTACHMENT 1

RESOLUTION: (Moved by The Mayor, Councillor Laxale and Councillor Gordon)

- (a) That the method of voting for the election of the Chairperson and Deputy Chairperson be open voting using the Zoom voting system.
- (b) That the General Manager, as Returning Officer, undertake the election of Chairperson and Deputy Chairperson for the ensuing twelve (12) months by announcing the nominations and then conducting the election.

Record of the Voting:

For the Motion: Unanimous

ELECTION OF CHAIRPERSON

The General Manager, as Returning Officer advised that he had received one (1) nomination for the position of Chairperson of the Committee, namely Councillor Clifton.

The General Manager, as Returning Officer called for any further nominations. As there were none, nominations were closed.

The General Manager, as Returning Officer confirmed with Councillor Clifton that she accepted the nomination.

As there was only one nomination, **COUNCILLOR CLIFTON WAS DULY ELECTED CHAIRPERSON FOR THE ENSUING YEAR.**

ELECTION OF DEPUTY CHAIRPERSON

The General Manager, as Returning Officer advised the he had received one (1) nomination for the position of Deputy Chairperson of the Committee, namely Councillor Purcell.

The General Manager, as Returning Officer called for any further nominations. As there were none, nominations were closed.

The General Manager, as Returning Officer confirmed with Councillor Purcell that he accepted the nomination.

As there was only one nomination, **COUNCILLOR PURCELL WAS DULY ELECTED DEPUTY CHAIRPERSON FOR THE ENSUING YEAR.**

Note: As the Chairperson was not present in the Chamber, the Deputy Chairperson, Councillor Purcell then assumed the Chair.

ITEM 3 (continued)

ATTACHMENT 1

2 CONFIRMATION OF MINUTES - Finance and Governance Committee Meeting held on 10 March 2020

Note: The Mayor, Councillor Laxale left the meeting at 6.42pm and did not return. He was not present for consideration or voting on this Item.

RESOLUTION: (Moved by Councillors Pedersen and Clifton)

That the Minutes of the Finance and Governance Committee 2/20, held on 10 March 2020, be confirmed.

Record of Voting:

For the Motion: Unanimous

Note: This is now a resolution of Council in accordance with the Committee's delegated powers.

3 ITEMS PUT WITHOUT DEBATE

Note: The Mayor, Councillor Laxale was not present for consideration or voting on this Item.

RESOLUTION: (Moved by Councillors Clifton and Pedersen)

That the Committee adopt Items 4 and 5 on the Agenda as per the recommendations in the reports.

Record of Voting:

For the Motion: Unanimous

4 ADVICE ON COURT ACTIONS

Note: The Mayor, Councillor Laxale was not present for consideration or voting on this Item.

RESOLUTION: (Moved by Councillors Clifton and Pedersen)

That the report of the General Counsel be received.

Record of Voting:

For the Motion: Unanimous

Note: This is now a resolution of Council in accordance with the Committee's delegated powers.

ITEM 3 (continued)

ATTACHMENT 1

5 INVESTMENT REPORT AS AT 30 SEPTEMBER 2020

Note: The Mayor, Councillor Laxale was not present for consideration or voting on this Item.

RESOLUTION: (Moved by Councillors Clifton and Pedersen)

That Council endorse the Investment Report as at 30 September 2020.

Record of Voting:

For the Motion: Unanimous

Note: This is now a resolution of Council in accordance with the Committee's delegated powers.

4 ADVICE ON COURT ACTIONS

Note: This Item was dealt with earlier in the meeting as detailed in these Minutes.

LATE REPORT

5 INVESTMENT REPORT AS AT 30 SEPTEMBER 2020

Note: This Item was dealt with earlier in the meeting as detailed in these Minutes.

The meeting closed at 6.46pm.

CONFIRMED THIS 10TH DAY OF NOVEMBER 2020.

Chairperson

4 CONFIRMATION OF MINUTES - Ryde Central Committee Meeting held on 10 March 2020

Report prepared by: Civic Services Manager**File No.:** CLM/20/1/3/2 - BP20/266

REPORT SUMMARY

In accordance with Council's Code of Meeting Practice, a motion or discussion with respect to such minutes shall not be in order except with regard to their accuracy as a true record of the proceedings.

RECOMMENDATION:

That the Minutes of the Ryde Central Committee Meeting 2/20, held on 10 March 2020, be confirmed.

ATTACHMENTS

- 1 MINUTES - Ryde Central Committee Meeting - 10 March 2020

ITEM 4 (continued)

ATTACHMENT 1

**Ryde Central Committee Meeting
MINUTES OF MEETING NO. 2/20**

Meeting Date: Tuesday 10 March 2020
Location: Council Chambers, Level 1A, 1 Pope Street, Ryde
Time: 7.15pm

Councillors Present: Councillors Gordon (Chairperson), Kim, Pedersen and Purcell.

Apologies: Councillor Clifton.

Staff Present: General Manager, Director – Customer and Community Services, Director – Corporate Services, Director – City Works, Manager – Communications and Engagement, Civic Services Manager and Civic Support Officer.

DISCLOSURES OF INTEREST

There were no disclosures of interest.

1 CONFIRMATION OF MINUTES - Ryde Central Committee Meeting held on 11 February 2020

RECOMMENDATION: (Moved by Councillors Kim and Pedersen)

That the Minutes of the Ryde Central Committee Meeting 1/20, held on 11 February 2020, be confirmed.

Record of Voting:

For the Motion: Unanimous

Note: This matter will be dealt with at the Council Meeting to be held on **24 MARCH 2020** in accordance with the Ryde Central Committee Terms of Reference in Council's Code of Meeting Practice.

ITEM 4 (continued)

ATTACHMENT 1

2 ITEMS PUT WITHOUT DEBATE

RESOLUTION: (Moved by Councillors Purcell and Pedersen)

That the Committee determine all Items on the Agenda.

Record of Voting:

For the Motion: Unanimous

3 RYDE CENTRAL PROJECT UPDATE

RECOMMENDATION: (Moved by Councillors Purcell and Pedersen)

That Council receives and notes this report.

Record of Voting:

For the Motion: Unanimous

Note: This matter will be dealt with at the Council Meeting to be held on **24 MARCH 2020** in accordance with the Ryde Central Committee Terms of Reference in Council's Code of Meeting Practice.

The meeting closed at 7.18pm.

CONFIRMED THIS 27TH DAY OF OCTOBER 2020.

Chairperson

5 CITY OF RYDE COVID-19 RESPONSE AND RECOVERY ACTIONS AND INITIATIVES

Report prepared by: Chief Financial Officer

File No.: GRP/09/5/15 - BP20/926

REPORT SUMMARY

This report provides a consolidated response to the COVID-19 pandemic and brings together the actions and initiatives that Council is currently providing, together with those that are proposed to be provided in order to assist Council and the Community going forward. These actions and initiatives include:

1. A revised COVID-19 Financial Hardship Policy
2. A review of Fee Waivers;
3. A range of Community Support Programs that provide targeted assistance to our community;
4. Economic Development Programs that directly assist small business recovery;
5. The proposed establishment of a Chamber of Commerce Working Party with a view to developing initiatives that will assist the ongoing stimulation and recovery of small businesses throughout the City of Ryde;
6. Participation in a Business and Community Survey, initiated by NSROC, to help inform where support and focus could be directed;
7. Ongoing financial monitoring of the impacts COVID-19 is having on Council's Budget and long term financial sustainability; and
8. Ongoing organisational response and recovery actions and initiatives.

RECOMMENDATION:

That Council:-

- (a) Endorse the revised COVID-19 Financial Hardship Policy (September 2020).
- (b) Advertise the extension of the Jobseeker/Jobkeeper rate rebate for 28 days with a view to closing applications on 31 March 2021.
- (c) Establish a Chamber of Commerce Working Party to assist in the development of other small business initiatives.
- (d) Acknowledge the Economic Development Programs that are assisting small business.
- (e) Acknowledge the City of Ryde's participation in NSROC's Community and Business Survey.

ITEM 5 (continued)

- (f) Acknowledge the Community Support Programs that are assisting a wide range of our community members.
- (g) Acknowledge the financial and organisational response actions and initiatives that have been outlined in this report.

ATTACHMENTS

- 1 Draft Hardship Policy - COVID-19 - September 2020
- 2 Federal and State Government Business Support Programs and Initiatives
- 3 Fees and Charges Waiver Report
- 4 City of Ryde Business eNewsletter - August 2020
- 5 NSROC Business Survey
- 6 NSROC Community Survey

Report Prepared By:

Pav Kuzmanovski
Chief Financial Officer

Report Approved By:

Steven Kludass
Director - Corporate Services

ITEM 5 (continued)**Background**

In light of the current COVID-19 pandemic, Council has passed several resolutions with a view to assisting its local community. The content of this report deals with two principal resolutions passed by Council in recent months:

1. *That the establishment of a Ryde Relief Small Business Grant be deferred pending a report from the General Manager identifying appropriate funding sources and other options for small business support. (Resolution passed at Council Meeting of 26 May 2020), and*
2. *That the General Manager:*
 - a. *Prepare a City of Ryde Community Support Plan on how City of Ryde can support the Ryde Community to cope with the COVID-19 crisis focused on economically disadvantaged citizens. The report to be presented at the next Council meeting with recommendations for immediate implementation.*
 - b. *Prepare a City of Ryde Recovery Plan, to present to Council which includes:*
 - (i) *a financial recovery plan;*
 - (ii) *an organisational recovery plan; and*
 - (iii) *a community and economic recovery plan.*
 - c. *Report back to Council on any potential reform component to enhance service delivery to residents post COVID-19. (Resolution passed at Council Meeting of 22 September 2020)*

This report addresses both resolutions with a summary of actions and initiatives already undertaken together with a range of other proposed initiatives that are designed to assist our community recover from the current COVID-19 pandemic.

NOTE: Potential reforms to enhance service delivery to residents post COVID-19 (Resolution part 2c) will be the subject of a separate, later report to Council.

ITEM 5 (continued)**Discussion**Introduction

Since the very early stages of the COVID-19 pandemic, Council has offered a range of initiatives to support the community within the Ryde LGA. Some of the first initiatives introduced were a waiver of cancellation fees as social distancing regulations were mandated and the introduction of the 'Eastwood Small Business Hardship Fund' to assist small businesses within the Eastwood Town Centre who were among the first to be significantly impacted by the COVID-19 pandemic, including a targeted social media campaign against the Town Centre.

As the COVID-19 pandemic progressed and the nature of social distancing regulations were relaxed, additional measures such as a variety of Fee Waivers and a new COVID-19 Financial Hardship Policy were introduced to assist those in need.

These measures complement a range of Federal and State Government initiatives which have been introduced over the past 6 months.

The following commentary outlines Council's contribution towards the response to the COVID-19 pandemic, together with planned recovery actions and initiatives.

COVID-19 Financial Hardship Policy

At its meeting of 28 April 2020, Council adopted a COVID-19 Financial Hardship Policy that included a number of measures to assist those experiencing financial hardship. To ensure ease of application, a simple online form was developed to assist those experiencing hardship. In adopting the COVID-19 Financial Hardship Policy, it was anticipated that a review would be conducted in September 2020 to align with the State and Federal Government's developing response to COVID-19.

Since the adoption of the COVID-19 Financial Hardship Policy, and as part of adopting the 2020/21 Operational Plan, additional financial hardship relief has been resolved by Council, including:

1. A zero percent interest rate on overdue rates for the entire 2020/21 financial year; and
2. The formalisation of a one-off \$400 rate rebate for JobSeeker/JobKeeper eligible ratepayers (closing 30 September 2020) and funded by Council's Domestic Waste Management Reserve.

Current records indicate that over 320 applications for financial hardship have been registered, amounting to almost \$600,000 in deferred rates payments being granted and managed.

It is proposed to extend the existing provisions of the COVID-19 Financial Hardship Policy to 31 March 2021. This proposed extension aligns with the Federal Government's extension of the JobKeeper Package.

ITEM 5 (continued)

This will mean that all JobSeeker/JobKeeper recipients who have not already made application for a rate rebate can now do so up to 31 March 2021. It is proposed that any new applications for a rate rebate will have the financial benefit of a \$400 rate rebate applied to their fourth rates instalment which is due in May 2021.

Whilst this proposal will have no direct impact on Working Capital, as the rate rebate will be funded from Council's Domestic Waste Management Reserve, it should be noted, from a cashflow perspective, that deferred rate payments are likely to increase from approximately \$600,000 to almost \$1,000,000 by 31 March 2021.

The updated COVID-19 Financial Hardship Policy, which includes the proposed extension of the JobSeeker/JobKeeper rate rebate, is provided for in **ATTACHMENT 1**.

The COVID-19 Financial Hardship Policy has also seen significant benefit to commercial tenants who have lease/license arrangements with Council.

To date, approximately \$112,000 in fee waivers and approximately \$76,000 in deferred lease payments have been granted in favour of commercial tenants.

In summary, the COVID-19 Financial Hardship Policy has proven to be a considerable benefit for those who are experiencing financial difficulties during the current COVID-19 pandemic.

Given the benefits and take-up rate of the existing COVID-19 Financial Hardship Policy (including the JobSeeker/JobKeeper rates subsidy), it is recommended that the Policy be extended from 30 September 2020 to 31 March 2021.

The JobSeeker/JobKeeper rates subsidy would continue to be funded from the Domestic Waste Management Reserve.

There is a minor financial implication relating to the fact there is now zero (0) interest on deferred payments through to 30 June 2021 which amounts to \$24,000. This budget adjustment will be accommodated in the upcoming 2020 September Budget Review.

City of Ryde Small Business Support Options

Commentary on available options for small business support follows.

Ryde Relief Small Business Grant

The proposed establishment of a Ryde Relief Small Business Grant was intended to replicate the Eastwood Small Business Hardship Fund and apply it to the remainder of small businesses throughout the Ryde LGA.

The Eastwood Small Business Hardship Fund was originally established as an early response by Council to minimise the adverse effects on Eastwood Town Centre and its business community following a social media campaign targeting the Town Centre, and pre-dated any significant Federal or State Government financial assistance that has since come into effect.

ITEM 5 (continued)

Over the past 6 months, a number of Federal and State Government financial assistance programs and initiatives have been introduced to assist small business. Some of these programs and initiatives include:

- The Jobkeeper payment initiative
- The Boosting of Cashflow for Employers Initiative
- Access to Superannuation
- Relief for Renters
- Small Business Support Grants of up to \$10,000
- Small Business Stimulus Package
- Small Business Training and Education Programs, and
- Mental Health and Wellbeing Programs

There are approximately 12,000 registered small businesses in the Ryde LGA. If each of those small businesses were to receive a grant to the equivalent value as those small businesses in the Eastwood Town Centre, the total cost to Council would be approximately \$23 million.

Even applying the statistical take up rate from the Eastwood Small Business Hardship Fund to the remainder of the Ryde LGA, it is estimated that \$6.5 million would be required to ensure a similar amount of financial assistance is distributed to those eligible small businesses within the Ryde LGA.

In addition to this, it is anticipated that additional temporary administrative staff would be required to assist in administering the fund for a period of 3-6 months.

This option is not recommended for the following reasons:

1. *There are now Federal and State Government financial assistance packages and other initiatives that are available for small business that were not available at the time the Eastwood Small Business Hardship Fund was originally established.*
2. *The uncertainty surrounding the longer term financial impacts of COVID-19 means that Council's adopted 2020 – 2024 Delivery Program is under considerable pressure to remain balanced;*
3. *There are no uncommitted funding sources of this magnitude (ie \$6.5 million) available in the adopted 2020/21 Budget or Council's Internal Reserves; and*
4. *There are other feasible and more cost-effective options (outlined in this report) that have the ability to stimulate small business as they recover and ultimately grow from the COVID-19 pandemic experience.*

ITEM 5 (continued)**Review of Fee Waivers**

Since the initial COVID-19 outbreak, Council has introduced a number of fee waivers in response to social distancing recommendations and downturn in business activity throughout the Ryde LGA. Fee waivers were initially introduced to assist individuals and sporting groups by waiving cancellation fees relating to recreation activities and a number Library related fees.

As the social distancing regulations were relaxed, the emphasis has been on economic recovery for businesses within the Ryde LGA. A number of fee waivers were introduced in June 2020 (and retrospectively applied from March 2020) and have subsequently been extended until 31 March 2021.

These include:

- Food Inspections Fees, and
- Outdoor Dining fees

These fee waivers complement both State and Federal Business Support Programs and Initiatives. A list of these Programs and Initiatives are provided for in **ATTACHMENT 2**.

A full list of fee waivers (currently on public exhibition) is provided for in **ATTACHMENT 3**.

A budget adjustment of \$185,000 is required for the reduction in revenue beyond 31 December 2020 and will be funded by appropriate budget adjustments to be identified in the upcoming 2020 September Budget Review.

This option has been ratified by Council resolution and is subject to public exhibition and a final report which is due to Council in November. The financial implications of this resolution are estimated to be \$185,000 and will need to be funded from appropriate budget adjustments in the upcoming 2020 September Budget Review

Small Business Support – Economic Development Program

In recent months, the Economic Development Program has been refined to reflect the need to offer enhanced support for small business. The Program has pivoted, with its Capacity Building Programs moving from face to face workshops and events, to online webinars and live stream meet ups. To learn more about these Capacity Building Programs visit <https://www.ryde.nsw.gov.au/Business-and-Development/Business-Economic-Development/Training-Events>

Capacity Building Webinars delivered since May 2020 include:

- 'Mental Health';
- 'Social Media and Marketing in a Crisis';
- 'Government Support Programs'; and
- 'Tax Essentials'.

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To support the business community, a specific Council web page has been created to host this information in one convenient location.

<https://www.ryde.nsw.gov.au/Community/Coronavirus/Support-for-Small-Businesses-and-Organisations>

This web page highlights the support available to Small - Medium Enterprises (SMEs) by the Federal and State Governments. To promote this information, Council has used its Business eNewsletter data base to connect with over 19,000 registered ABNs.

A 'Back to Business' Program is focusing on three themes - 'Reboot, Recover and Reinvest', delivered through the following programs and initiatives:

- Digital Economic Activation Program
- Employment and Industry Engagement Project;
- Town Centre Business Revitalisation Program; and
- A suite of Webinars.

Council's Back to Business recovery plan forms a key component of Council's draft Economic Development Strategy which will be reported to Council as soon as practicable. The plan is flexible, evidence based and deliverable within the current resources and base budget for Economic Development. The Back to Business program is tailored and responds to our business community needs, unique competitive advantage, diverse business fabric from global iconic corporates to micro business owner/operators across a variety of industry sectors.

Digital Economic Activation Program:

The Digital Economic Activation Program is designed to boost and accelerate online visibility of businesses; simultaneously informing and instructing businesses on how to significantly improve their own online visibility at a low to no additional cost.

The Program is being trialled across the hospitality sector, with a focus on curating/tailoring an interactive food map for the City of Ryde.

This initiative could be replicated in other sectors across the City of Ryde, for example, Mechanical Services, Hair Dressing Salons etc. The Program is planned to be launched in October 2020 during 'Small Business Month' initiatives.

The key premise of this Program is to improve our SMEs digital literacy, as well as to inform and instruct them on how to use the FREE online tools offered by Google to:

- optimise online visibility and be found by potential and existing customers;
- increase customer acquisition as well as gain new and repeat sales without the hefty marketing spend; and
- enhance marketing impact while improving ROI in marketing spend.

ITEM 5 (continued)*Employment and Industry Engagement Project (Business Opportunity Accelerator):*

The Business Opportunity Accelerator project was piloted across the City of Ryde during September 2020. A key element of the Project was to match our local young graduates with industry; to deliver the skills, knowledge and talent SMEs require to operate and grow their businesses. This project was delivered in partnership with Practera (an experiential learning, educational and technology start-up) and Macquarie University.

Town Centre Business Revitalisation Program:

This Program will support Town Centres to reboot their local hospitality and Food Sectors as businesses reopen; in particular, Eastwood, West Ryde and Gladesville. The first initiative (once the economy has safely reopened) will be to pilot 'Korean Food Tours' in Eastwood.

If this Program proves to be successful, it will be expanded into other Town Centres such as West Ryde or Gladesville where there are clusters of hospitality/food offerings.

Webinars:

The Webinar Program will support SMEs with timely information on how to 'Reboot, Recover and Reinvest' their businesses.

These Economic Development Program initiatives will be delivered within the existing 2020/21 Economic Development Base Budget. Funding for any additional economic development initiatives that might assist small business recovery could be accommodated through future Quarterly Budget Reviews.

A copy of a recent City of Ryde Business e-newsletter is provided for as **ATTACHMENT 4.**

Establishment of a Chamber of Commerce Working Party

To provide further support to small businesses operating in the City of Ryde, it is proposed that a Working Party be established, comprising representatives from Council and the broader business community. The Terms of Reference (TOR) of the Working Party would be established at the first meeting, chaired by the Mayor or an appointed representative.

The establishment of a Chamber of Commerce Working Party can be accommodated within Council's existing 2020/21 Base Budget. Funding for any Chamber of Commerce Working Party initiatives could be considered through future Quarterly Budget Reviews.

ITEM 5 (continued)**Participation in the NSROC Survey**

The Northern Sydney Region of Councils (NSROC) recently conducted a survey of both our community members and the business sector to provide insights into the impacts faced by our region as a result of the pandemic. The summary details are noted below:

- Research consultant Micromex was engaged;
- 1,000 responses across the region were undertaken;
- Survey was circulated in late September 2020 with the final report due late October 2020;
- Each NSROC Council will be provided with the report which will include data relevant to their area.

The survey will provide research and insights into the concerns, needs and impacts the COVID-19 pandemic has had on our local community, including business and how best to assist in the Ryde and regional recovery following the pandemic.

The benefit of the results from the report will enable stakeholders from all levels of government, in addition to community groups, business leaders and chambers of commerce, service providers and decisions makers plan the path of support for the needs of our community. This is an important piece of data to inform the road-to-recovery for our community.

A copy of the NSROC Business Survey and NSROC Community Survey is provided for as **ATTACHMENTS 5 and 6**.

These survey responses would provide a valuable source of data and information for the Chamber of Commerce Working Party in establishing what additional economic development support Council might be able to offer. For example, an expansion of the support to identified key areas that could involve additional external and internal resources, including staff, depending on the scale of the expansion.

City of Ryde Community Support Plan**COVID-19 Community Support – Social Environment****Impacts of COVID-19:**

The City of Ryde recognises that the pandemic and related government restrictions have had significant impacts on its community. Due to the unfolding COVID-19 pandemic City of Ryde has and continues to deliver a range of initiatives and activities to support the community to respond and recover from this national health emergency.

ITEM 5 (continued)

City of Ryde staff have worked closely with community organisations, service providers and service networks to identify the impact of COVID-19 on the community. Based on this consultation the specific groups identified, as experiencing disproportionate impacts include; children and young people, seniors, people experiencing family violence, women and community members from culturally and linguistically diverse backgrounds.

A broad range of impacts on the wellbeing of the Ryde community has been identified, as follows:

- Social isolation
- Economic hardship
- Food insecurity
- Accommodation and tenancy vulnerability
- Domestic violence
- Racism
- Mental health
- Loss of income due to job losses and businesses closing
- International students and migrants on temporary visas and people seeking asylum who were not eligible for JobKeeper and JobSeeker payments.

Social isolation became an emerging issue with community organisations pivoting from their usual group activities and meetings to online platforms e.g. the Chinese Australian Social Service (CASS) based in West Ryde Community Centre provided online Zoom dance, craft, singing and information sessions to Chinese and Korean seniors.

During this period domestic violence support services reported an increase in domestic violence related assaults and hospitalisations. The support services noticed a reduction in demand and phone advice and believe this was due to victims being unable to contact services, as they were in lockdown with their perpetrators.

Organisations such as Relationships Australia have seen an increase in families reporting relationship stress. Housing services and family services have reported a significant increase in clients presenting with mental health issues.

There has also been an increased reporting of racist abuse and graffiti directed towards certain members of the community. This includes Asian international students with most incidents occurring on public transport and in shopping centres.

A lack of information about COVID-19 in community languages added to anxiety and confusion by Ryde's culturally and linguistically diverse communities with poor English language skills. This has had a significant impact in Ryde, as approximately 48% of residents speak a language other than English at home.

ITEM 5 (continued)

City of Ryde Response and Recovery Initiatives:

City of Ryde initiatives aim to build on the strengths of the community and support the communities to adapt, evolve and thrive. These initiatives have been designed based on social statistics and consultation with community organisations and community leaders.

Community initiatives include building the capacity of community groups and organisations. These initiatives are community-centred, responsive and flexible, engaging with the community and supporting them to move forward.

City of Ryde has embraced new ways of working to ensure that communities are informed, supported and connected. From the delivery of online programs, provision of community information and resources to the development of campaigns and platforms to share stories of positivity, resilience, community spirit and kindness, Council remains committed to working with and supporting its community.

Council has redirected initiatives and support to areas identified, as high risk or increased need due to the impacts of COVID-19.

City of Ryde acted quickly in responding to the COVID-19 crisis and with immediate effect put the following measures in place to support the community:

Key Initiatives	Action
Providing Information to the Community	<ul style="list-style-type: none"> - Council website updated with a 'Community Support' page including an extensive list of community organisations that are providing community-based services to help people in need and vulnerable community members. - Translated resources and information on Council's website. Listing of Translating and Interpreting Services. - Information and resources on Council's website on how neighbours can connect and support each other. - COVID-19 mental health resources listed on Council's website. - Listing of domestic violence prevention and support resources on Council's website.

ITEM 5 (continued)

Key Initiatives	Action
	<ul style="list-style-type: none"> - Developed a community support flyer that was distributed to clients of local not for profit organisations to promote services available to help people in need and vulnerable community members. - Make a Stand Against Abuse Podcast Series. - Providing local sports and community clubs with vital up-to-date information regarding COVID-19 restrictions and guidelines. - Link between state sporting organisations and local clubs to assist with information sharing.
Ensuring Peoples Immediate Needs are Met	<ul style="list-style-type: none"> - Home Modifications and Maintenance Service. - Immunisation Clinic. - Harris Farm 100 Boxes - Delivery of 100 hampers every weekday to help those most in need. - Established a Library Drop & Collect Service for members. - Minimised libraries shutdown to the NSW Government requested dates 25 March to 1 June 2020. - Increased the number of loans and the loan period for library members. - Improved access to online library memberships. - Expanded the Home Library Service eligibility criteria to include anyone over age 65. - Operated a Library2U free delivery service during the shutdown period. - Provided access to public computers and printing service at the libraries.

ITEM 5 (continued)

Key Initiatives	Action
	<ul style="list-style-type: none"> - Bookable study desks prioritising years 11 &12 and university at the libraries. - Library Services maintained local studies reference services throughout the closure. - Increased focus on online library collections to provide high standard of eCollections to meet community demand. - Extended library online magazine collections. - Reopened Council's for-hire community facilities as soon as permissible by the state government.
Supporting Local Community Organisations/Groups	<ul style="list-style-type: none"> - Grants webinar for not-for-profit organisations. - Webinar - Business planning through difficult times for not-for-profit organisations. - Support to City of Ryde Community Grants recipients to redesign projects to meet COVID-19 restrictions and extensions to timeframes for the delivery of projects. - Establishment of a website link for people wanting to register as volunteers for emergency support for vulnerable community members. - Listing of volunteering opportunities throughout Ryde on Council's website. - Distributing COVID-19 Health information to social housing tenants that do not have online access.
Supporting Young People	<ul style="list-style-type: none"> - Start A Small Business Online Workshop. - Youth Stories of COVID-19 Online Series. - Virtual Trivia Nights x 3 for young people.

ITEM 5 (continued)

Key Initiatives	Action
	<ul style="list-style-type: none"> - Nail Your Personal Brand Interactive Workshop. - Career Goal Setting & Planning Workshop. - Online webinar- Managing Money in Your 20s with Glen James. - Emerging Civic Leaders 10-Week Course – online. - Michael Carr-Gregg Webinars: <ul style="list-style-type: none"> • Parenting Teenagers Post Coronavirus Lock Down • Demystifying Adolescents • Managing the Final Year of School in the COVID-19 Era
Supporting Children and Families	<ul style="list-style-type: none"> - Storytimes and early literacy programs for parents. - School holiday programs in April and September/October including STEM learning opportunities. - Author talks for children and adults. - STEM learning for sessions for Primary aged children. - School holiday program – Kids Creative Writing x 2 (April). - Online Father’s Day Scavenger Hunt. - First Aid training for parents of babies and toddlers. - Cybersafety workshop for parents. - Michael Carr-Gregg Webinars: <ul style="list-style-type: none"> • Raising Resilient Kids in the Coronavirus Era • A Crash Course in Fathering in the COVID-19 Era

ITEM 5 (continued)

Key Initiatives	Action
Increasing Opportunities to Connect and Reduce Social Isolation	<ul style="list-style-type: none"> - Assistance to regular hirers of Council's for-hire venues to reconvene whilst meeting COVID-19 restrictions and health safety measures. - Dance Plaza - A celebration of local music through collaborative video clips, dance challenges and fun conversation. - Virtual Wraps exhibition for annual KNIT IN event.
An Inclusive and Diverse Community	<ul style="list-style-type: none"> - Racism Stops with Me Campaign <ul style="list-style-type: none"> • Incidents of racist graffiti in Ryde reported through the Asian Australian Alliance. • Publication of research findings from 2019 investigation into the experiences of discrimination and racism among international students. • Resources available on Council's website. • Flyers translated in community languages . - English conversation classes for CALD communities (2 sessions per week). - CALD Jobkeeper and Jobseeker online information sessions.
Financial Assistance	<ul style="list-style-type: none"> - Licence Fee abatements for 9 community organisations facing financial hardship to ensure they continue to provide essential services to vulnerable community members. - Waived the cancellation fee for sporting fields or parks for the period 01 March to 30 June 2020 inclusive. - Waived the Winter Sportsground Fees. - Waived the cancellation fee for swim schools and swimming carnivals for the period 1 January to 30 June 2020 inclusive.

ITEM 5 (continued)

Key Initiatives	Action
	<ul style="list-style-type: none"> - Waived the notice period required under Council's Venue Hire Application, for cancellations for the period 01 January to 30 June 2020 inclusive. - Waived library fines associated with the late return or loss of items for the period 1 April to 30 June 2020: <ul style="list-style-type: none"> • Daily overdue charge • Fast Reads overdue charge • Replacement processing charge - Financial hardship support to tenants of Parks buildings.

As restrictions ease and change, Council staff will continue to review the existing initiatives to consider what new programs are required to respond to changing community needs.

Supporting the Local Community Services Sector:

Community organisations have been adapting services and creating new ones: from running foodbanks and delivering emergency supplies, to moving their existing face-to-face services online.

City of Ryde acknowledges that these local organisations have responded and adapted to the crisis to ensure they continue to support community members in need and vulnerable community members.

The Ryde community sector continues to work tirelessly to support the community through this crisis. City of Ryde has an important role to play by advocating to State and Federal Governments to ensure that the community services sector continue to receive adequate levels of funding to support the community, the ability to pivot services to meet changing needs and address any financial hardship they may be experiencing.

City of Ryde has witnessed an unprecedented level of communities coming together to deal with the fallout from this pandemic, with new local partnerships emerging at pace and the sharing of information and resources across community settings.

Council has been actively involved in local activities through its existing partnerships and relationships; and promoting activities and facilitating networking opportunities.

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City of Ryde recognises how important it is to continue to connect with community groups and not-for-profit organisations, to work with these groups so Council can better support community members during this difficult period.

City of Ryde Recovery PlanFinancial Recovery Plan

From the outset, Council has been proactive in responding to the financial challenges the pandemic has presented. In April 2020, Council was informed of the potential budget impacts associated with the pandemic and was provided with an outline of the proposed financial response to ensure the budget remains balanced and that Council, as an organisation, remains a viable proposition moving forward, particularly from a cashflow perspective.

An incremental approach and ongoing monitoring role has been taken with regard to the financial challenges of the pandemic. Principally, quarterly budget reviews have been used to reassess council's financial position and determine whether any further budget adjustments are necessary and, if so, how those adjustments might be appropriately funded.

To date, this approach has served Council well. The estimated budget impacts identified back in April 2020 have been validated by actual results to date. Similarly, the financial strategies used to maintain a balanced budget have been prudent and have not had any adverse impact on the continuing operations of Council.

The issue, moving forward, is reliably estimating how long the pandemic will last and what financial impacts need to be factored into Council's budget as a result. An ongoing monitoring role will continue with longer term financial strategies considered as part of the 2021/22 Budget preparation process during February/March 2021.

Organisational Recovery Plan

A Business Continuity Plan was invoked by the General Manager in March 2020. As part of this Plan, a Crisis Management Team (CMT) was formed in response to a number of local events related to COVID-19. A sub-group of this CMT was established to focus on developing a COVID-19 Safe Plan and to provide advice regarding operational matters as they arose. A summary of key actions, initiatives and plans developed by these teams over the past 6 months follows:

Planning for COVID-19 cases in the workplace and isolation requirements.

On 18 March 2020, Council provided staff with a toolkit to inform staff about information received by the Department of Health and actions Council was taking to reduce the risk of potential exposure for staff to Coronavirus in undertaking their duties.

ITEM 5 (continued)

Staff were provided with information relating to COVID-19, on maintaining their health, how to report illness and/or suspected close or casual contact with a COVID-19 case and available working options, including leave entitlements.

As at 9 October 2020, Council has received 57 notifications from staff requiring isolation from the workplace whilst awaiting COVID-19 results for themselves or a person living in the same house. Fortunately, no staff member has tested positive for COVID-19 thus far.

Further to this, the Local Government COVID-19 Splinter (Interim) Award 2020, was approved by the NSW Industrial relations Commission in April 2020. Key provisions of the Award sought to ensure that permanent staff that were stood down due to closure of services, and who did not have access to other leave, continued to be paid at a minimum rate. Fortunately, City of Ryde has not been required to stand down any permanent staff member.

Facilitated staff to Work from Home in response to Public Health Orders

Following the Public Health Order issued 27 March 2020, Council took steps to explore and implement working arrangements that would assist Council in maintaining business continuity and reduce the risk of staff needing to self-isolate due to exposure to COVID-19. Examples of actions taken included:

- Working from home arrangements where operationally viable;
- Splitting of staff into teams that rotated through alternate work sites;
- Separation of Managers and Senior Coordinators where possible;
- Rostering of staff to provide for greater social distancing;
- Requesting staff with existing medical conditions (for example, respiratory illnesses, cancer, recent operations etc) that may make them a higher risk, to come forward so immediate plans to accommodate a working from home solution could be offered;
- Support for staff with elder care responsibilities and the ability to enable those staff to work from home; and
- Consultation with older staff regarding their requirements or need to work from home;

Whilst Council offices have remained open during this period, many office-based staff have worked from home at least a one or two days per week, or on rotation with other staff members to ensure ongoing engagement within the office environment.

Staff have demonstrated their ability to work remotely without any adverse impacts on productivity or performance results. In many cases staff have reported that working from home has increased their productivity due to them being able to undertake focused work without workplace distractions.

ITEM 5 (continued)**Major technology (business continuity) investment - device deployment to staff, remote access and connection**

In order to better support a mobile work environment, Council has brought forward some aspects of its Digital Workplace Transformation Plan. This has included the rollout of mobile devices such as laptop computers to all employees that require this equipment.

One of the key software products commissioned was MS Teams, which enabled staff to connect easily with their team members, other Council staff and external clients. The quick deployment of this software enabled a near seamless transition for employees into the mobile working environment.

Ongoing training and support continues to be provided to staff including ability to access and utilise more advanced features of the software.

Phasing the closure and reopening of front facing Council services

Front facing Council services such as Customer Service, Libraries and the Ryde Aquatic Leisure Centre have transitioned through a period of phased closing and then re-opening.

Whilst Council's Customer Service doors were closed for a short period, support for the community continued. Our Customer Service staff remained committed to providing a high-quality service to community members which was undertaken remotely during this period.

Library staff were deployed to other related administrative and project work. They remained committed to supporting our community through the provision of the Home Library Service and through online initiatives such as creating videos for children so that they could still participate in activities such as the Storytelling Program.

The nature of the services provided by the Ryde Aquatic Leisure Centre meant that their casual staff had become unemployed due to the closure. Council actively sought to provide longer term casual staff with ongoing employment. This was also an opportunity for staff to diversify their skill and knowledge and for some to share their unique talents with Council to benefit the Community. Some of the ways we supported our staff and community included:

- Staff were deployed to other departments to provide much needed administrative support and assistance;
- A number of our Aquatic staff took their love of recreation outside and worked in Council's Sportsgrounds Parks and Gardens Teams and Public Domain Teams to assist with the ongoing maintenance and beautification of our city. One of our staff enjoyed this so much that they have since taken up a horticulture apprenticeship in that team.

ITEM 5 (continued)

- We assisted local charities whose older volunteers had been required to self-isolate. As a result, some vulnerable members of our community continued to have home care services continue. Council staff also supported local community groups in the provision and delivery of food hampers;
- Aquatic staff and Council's Rangers supported older members of our community to continue to have access to our Library resources through the Home Library Service program;
- Staff within our Aquatic team created new artworks to brighten up the Ryde Aquatic Leisure Centre whilst it was closed for three months due to the COVID-19 restrictions.

Health and Wellbeing, hygiene and physical distancing

Council supported staff through ongoing messaging with regard to health and wellbeing, hygiene and physical distancing. Initiatives included and are not limited to the following:

Health and Wellbeing:

- We conducted Work & Wellbeing telephone check-ins with team members that were regularly working from home. This was so we could ensure staff were able to work and communicate effectively in their home work environment, that they were following safe work and wellbeing practices and to provide any additional resources or support where required;
- Staff were provided with guides so that they could make ergonomic assessments of their home work environment and make any adjustments that were required; and
- Staff were provided with other health and wellbeing resources such as a reminder of Council's Employee Assistance Program.

Supply of Personal Protective Equipment (PPE):

- Hand sanitiser is located at the entrances to Council premises and other key locations in addition to areas of high staff movement such as kitchens and meeting rooms;
- Relevant signage regarding hand sanitiser;
- Staff have been provided with access to face masks where they require these
- All drivers of Council vehicles have been provided with a hygiene pack including sanitiser and face masks to be kept in the vehicle. Operational vehicles have also been given these provisions; and
- Hand Sanitiser has been provided to all computer workstations.

ITEM 5 (continued)

Physical Distancing:

- The implementation of relevant signage at the entrances to Council premises and other key locations in addition to areas of high staff movement such as kitchens and meeting rooms; and
- Engagement of workplace design consultant Gapcom for the review of physical distancing requirements at Council workplaces and workstations. Clean screens (perspex screens) have been purchased and installed at Customer facing locations and also between staff computer workstations to ensure physical distancing is maintained.

Registered COVID Safe Business

In May 2020, in demonstration of Council's commitment to protecting staff and the community and preventing the spread of COVID-19, Council's Governance team developed a draft COVID Safe Business Plan. This initial plan was overarching, and each Department Manager was required to review with their team and advise of any additional actions required that were specific to their respective operations.

Whilst most actions that were required were implemented in the early stages of the pandemic, the COVID Safe Business Plan was finalised in August and Council was officially registered as a COVID Safe Business in early September 2020.

Pandemic Plan Recovery Phase

Council now finds itself moving towards the "Recovery and Review" stage. The rate of new infections in the community (both local and state-wide) are now relatively low and there is a growing impetus to return to a state of normality. There is a heightened level of vigilance given the possibility of further infection clusters or a "second wave of infections". There have been a small number of cluster outbreaks experienced in NSW (with much larger outbreaks and preventative measures occurring in Victoria). There is also continuing work on developing a vaccine for COVID-19 and this is worldwide. There continues to be a second wave being experienced in many other countries overseas.

There is a sense of having to work towards a compromised position of having to live and function alongside the virus which will mean the ongoing adaption of several preventative measures as outlined earlier.

In the recovery phase we are also experiencing;

- Relaxation of restrictions (progressively ongoing within NSW)
- Anticipated relaxation of border restrictions (interstate)
- Lower levels of anxiety
- Schools returning to normal
- Gradual return of employees to workplaces
- Normal transport services

ITEM 5 (continued)

- Reopening of public places
- Gradual holding of public events (with COVID safe restrictions)
- Normal supplies of products

In addition to this, Council is also;

- Continuing to move towards having the workforce fully re-engage with the physical workplace. This is being managed on a local basis, in accordance with health authority requirements and in accordance with COVID Safe Workplace Plans. It is recognised however that there may be some continuation of the Working from Home arrangements continuing after the pandemic;
- All Council offices and facilities including libraries are in operation (although operating in accordance with the relevant COVID Safe Workplace Plan)
- The majority of Council halls are open (again operating in accordance with COVID protocols for hall users)
- A number of events that have traditionally taken place in a physical sense are now being replaced this year by on-line versions of the event i.e. the Granny Smith Festival
- Advisory Committees are being reconvened utilising an on-line format
- Council has taken, and continues to take, several steps to support our local community and businesses through financial assistance, waiving or reduction of fees, ability to defer rate payments etc.

Financial Implications

A summary of recommendations and financial implications is illustrated in the following table:

Option	Working Capital Required	Recommended/Comments
Financial Hardship Policy Extension to 31 March 2021	\$24,000	Yes, to be funded from 2020 September Budget Review.
Review of Fee Waivers	\$185,000	Yes, to be funded from 2020 September Budget Review.
Small Business Economic Development Program	\$0	Yes, included within existing 2020/21 Base Budget.
Establishment of a Chamber of Commerce Working Group	\$0	Yes, included within existing 2020/21 Base Budget.
Participation in the NSROC Survey	\$0	Yes, the cost of the Survey is being funded by NSROC.
Community Support Plan	\$0	Yes, included within existing 2020/21 Base Budget.

ITEM 5 (continued)

It is important to note that Council's adopted 2020/21 Budget is under pressure with the ongoing impacts of COVID-19. With the likelihood that the financial implications of COVID-19 will extend beyond 31 December 2020, the upcoming September Budget Review will be an important gauge as to how the City of Ryde is travelling in terms of its 'actual' financial progress versus the estimates in the adopted 2020/21 Budget.

As such, a cautionary approach to all expenditure decisions should be observed to not only ensure the 2020/21 Budget remains balanced but, longer term, Council's financial sustainability is not compromised.

ITEM 5 (continued)

ATTACHMENT 1



 City of Ryde
Lifestyle and opportunity @ your doorstep



COVID-19

Financial Hardship Policy

Updated September 2020

ITEM 5 (continued)

ATTACHMENT 1

**COVID-19 FINANCIAL
HARDSHIP POLICY**

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Owner: Finance	Accountability:	Endorsed:
Trim Reference:	Review date: 31 October 2020 or Post-COVID- 19 Pandemic	By Council on XX

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ATTACHMENT 1

**COVID-19 FINANCIAL
HARDSHIP POLICY**

Scope

This policy applies to Council ratepayers, debtors and commercial/community tenants of Council owned properties seeking financial hardship throughout the COVID-19 pandemic period.

This version of the policy replaces the existing debt recovery and hardship provisions outlined in Council's adopted Rates and Non Rates Debt Recovery Policy until such time as the COVID-19 pandemic ceases by order of the Commonwealth or NSW State Government or 31 March 2021 (whichever occurs first).

Changes to Commonwealth or State legislation and/or administrative arrangements will take effect immediately and will take precedence over this Policy to the extent that this Policy is at odds with Commonwealth or State Legislative changes enacted during the COVID-19 pandemic. It must be noted that legislative and administrative changes are taking place from time to time to reflect the changing nature of impacts arising from the ongoing pandemic.

This will take effect from 1 October 2020 and will replace the previous version of the COVID-19 Financial Hardship Policy, noting that any arrangements captured under the previous version of the policy will continue to be honoured.

Purpose

The purpose of this policy is to provide a clear framework for responding to applications from ratepayers (both residential and business), commercial/community tenants of council owned properties and other debtors experiencing financial hardship during the COVID-19 pandemic period. It must be noted that other avenues of financial support provided by Council are not necessarily covered by this Financial Hardship Policy and may be provided under other considerations.

The objectives of this policy are to ensure those who are seeking financial hardship have access to and are informed of the:

- provisions of this policy;
- the commitment of Council to provide appropriate financial support during the pandemic
- the framework within which Council will consider such support
- the basic legislative limitations as they relate to rates;
- the financial hardship application process, and
- importance of ongoing dialogue between the Council and the applicant.

Owner: Finance	Accountability:	Endorsed:
Trim Reference:	Review date: 31 October 2020 or Post-COVID-19 Pandemic	By Council on XX

ITEM 5 (continued)

ATTACHMENT 1

**COVID-19 FINANCIAL
HARDSHIP POLICY**

Applying for Financial Hardship

In applying for financial hardship, applicants are required to complete an application form. Applications forms can be found on the Council website and can be downloaded, printed and submitted to Council via postage, email or online via Council's website.

Application forms will be processed by Council officers in accordance with the Financial Hardship Provisions of this policy (outlined below).

Financial Hardship Provisions

The following provisions have been established to assist in the consideration and assessment of financial hardship application requests.

Rates Debtors

Rates Debtors are those debts that arise from not paying Council rates as and when they fall due.

The eligibility criteria for financial hardship for Rates Debtors require the applicant to demonstrate that they have qualified for the JobKeeper or JobSeeker Federal Government assistance payment. Documentation from Centrelink, the Australian Taxation Office or the applicant's place of employment will be required to be provided upon application.

Applications for financial hardship will close 31 March 2021 (previously 30 September 2020).

- For all applications received up until 30 September 2020 (inclusive), a one-off rebate of up to \$400 per rateable property will be provided to all approved JobKeeper and JobSeeker applicants as part of the November 2020 rates instalment.
- For all applications received between 1 October 2020 and 31 March 2021 (inclusive), a one-off rebate of up to \$400 per rateable property will be provided to all approved JobKeeper and JobSeeker applicants as part of the May 2021 rates instalment.

All other ratepayers (ie those that do not qualify for the JobKeeper or JobSeeker Federal Government assistance payment) will continue to have access to rate relief via a mutually acceptable payment plan. During this time, no legal action will be pursued and no interest will be charged for the 2020/21 financial year on any overdue

Owner: Finance	Accountability:	Endorsed:
Trim Reference:	Review date: 31 October 2020 or Post-COVID-19 Pandemic	By Council on XX

ITEM 5 (continued)

ATTACHMENT 1

**COVID-19 FINANCIAL
HARDSHIP POLICY**

rates. Any successful applications of Financial Hardship will also have any interest accumulated for the period 1 February 2020 to 30 June 2021 also reversed. Any interest prior to 1 February 2020 periods will not be written off.

Eligible pensioners will also receive a one-off COVID-19 supplement of \$50 per rateable property in addition to the Voluntary and Statutory Pensioner Rebate of up to \$350. This supplement will be granted to all eligible pensioners on the same basis as the Statutory Pensioner Rebate from 1 July 2020.

Rates notices and reminder notices will continue to be issued in accordance with legislative provisions and the timeframes within those provisions.

Commercial & Community Tenants

Commercial & Community Tenants are debtors who currently have a lease/licence agreement (or other contractual agreement) to occupy a commercial or community space owned by Council.

For Commercial & Community lease/licence agreements, applications for financial hardship will be assessed on a case by case basis and guided by relevant legislation and administrative arrangements (such as those enacted through Federal Cabinet, from time to time). It must be noted that other avenues of financial support provided by Council are not necessarily covered by this Financial Hardship Policy and may be provided under other considerations, such as the National Cabinet Mandatory Code of Conduct SME Commercial Leasing Principles, together with the NSW Government Rental Assistance Package for commercial tenants affected by the COVID-19 pandemic.

Where financial assistance has been negotiated under the above arrangements for commercial/community tenants, these arrangements will be reviewed in October 2020.

Invoices and Statements will continue to be issued in accordance with contractual provisions and Council processes.

During this time, no legal action will be pursued on any overdue debtors. (Noting the Exclusions to Financial Hardship outlined below and/or significant breaches of lease / licence not relating to the payment of rent or fees).).

Interest does not accrue on debtors relating to 'Commercial and Community Tenants'.

Other debtors

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ITEM 5 (continued)

ATTACHMENT 1

**COVID-19 FINANCIAL
HARDSHIP POLICY**

All other debtors are individuals or organisations who owe Council monies and are not categorised as Rates Debtors or Commercial/Community Tenants. Applications for financial hardship will be accepted up until 31 March 2021.

Invoices and Statements will continue to be issued in accordance with Council processes in line with Council's Fees and Charges schedule.

During this time, no legal action will be pursued on any overdue debtors. (Noting the Exclusions to Financial Hardship outlined below and/or significant breaches of lease / licence not relating to the payment of rent or fees).

Interest does not accrue on 'Other Debtors'.

Exclusions to Financial Hardship

The following entities or activities are excluded from applying for financial hardship:

- State Government entities
- Commonwealth Government entities
- Other Local Government entities
- Utilities
- Telecommunications providers
- Restoration related activities
- Developers

Standard invoicing terms will apply for these entities or activities.

This policy also excludes any debts levied by Council but managed by third party statutory bodies, such as Penalty Infringement Notices managed by the Office of State Revenue.

References - Legislation

- Local Government Act 1993 and Local Government Regulations 2005
- State and Commonwealth legislation relating to the COVID-19 pandemic

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Trim Reference:	Review date: 31 October 2020 or Post-COVID-19 Pandemic	By Council on XX

ITEM 5 (continued)

ATTACHMENT 1

**COVID-19 FINANCIAL
HARDSHIP POLICY**

Document Version Control

Document Name:	Hardship Policy
Document TRIM Ref.:	XX
Document Status:	Adopted by Council on XXXXXX.
Version Number:	Version 1.0
Date:	28 April 2020
Author:	Pav Kuzmanovski, Chief Financial Officer
Authorised by:	Council on XXXXXXXXX
Distribution:	Council Website.

Change history

Version	Author	Issue Date	Endorsed by	Trim Ref.	Reason for change
1.1	Chief Financial Officer		Council		

Owner: Finance	Accountability:	Endorsed:
Trim Reference:	Review date: 31 October 2020 or Post-COVID-19 Pandemic	By Council on XX

ITEM 5 (continued)

ATTACHMENT 2

Federal Government Programs and Initiatives

INITIATIVE	DETAILS
Commonwealth Government	
JobKeeper	<p>The JobKeeper Payment supports businesses affected by coronavirus. It is a wage subsidy, which is paid to employers to help cover the cost of wages they have already paid to some employees.</p> <p>From 28 September 2020, the amount of JobKeeper Payment an employer can receive for an employee's wages is generally based on how many hours the employee worked.</p> <p>If an employee worked 80 hours or more in the relevant period, the employer will receive the higher tier 1 rate of \$1,200 per fortnight.</p> <p>If an employee worked fewer than 80 hours in the relevant period, the employee will receive a lower tier 2 rate of \$750 per fortnight.</p> <p>Effective 4 January 2021 the following JobKeeper rates will apply: Tier 1: \$1,000 per fortnight Tier 2: \$650 per fortnight</p> <p>The JobKeeper Payment ends on the 31 March 2021.</p>
JobSeeker	<p>Financial help if a person is between 22 and Age Pension age and looking for work. It's also for people when they are sick or injured and can't do their usual work or study for a short time.</p> <p>The JobSeeker Payment varies depending on a person's personal circumstances. The maximum payment rate each fortnight includes JobSeeker Payment and the Coronavirus Supplement. The supplement is a rate of \$250 a fortnight until 31 December 2020.</p> <p>From 1 January 2021 JobSeeker Payments will revert to the normal JobSeeker Payment rate.</p>
Relief for Renters	<p>The Government has announced a range of measures to help renters. This includes a temporary hold on evictions and a mandatory code of conduct for commercial tenancies to support small and medium sized enterprises (SMEs) affected by coronavirus.</p> <p>Evictions will be put on hold over the next 6 months for commercial and residential tenants in financial distress, who are unable to meet their commitments due to the impact of the coronavirus.</p> <p>A mandatory Code of Conduct outlines a set of good faith leasing principles for commercial tenancies.</p>
Access to Super	<p>Businesses (individuals) who are experiencing financial hardship are able to access \$10,000 in 2019-20 and a further \$10,000 in 2020-21.</p>
Boosting Cashflow for Employers	<p>Federal Grants between \$20,000 and up to \$100,000 for businesses which submit Business Activity Statements, and which meet certain criteria.</p>

ITEM 5 (continued)

ATTACHMENT 2

Economic Support Payments	A number of additional payments including one-off Economic Support payments of \$750 and a temporary payment of \$550 per fortnight, known as the Coronavirus Supplement.
JobTrainer Skills Package	The JobTrainer fund will provide for around 340,700 additional training places to help school leavers and job seekers gain the skills they need to get a job. A further \$1.5 billion will be made available to expand and extend the Supporting Apprentices and Trainees wage subsidy. Eligible employers can apply for a wage subsidy of 50 per cent of the apprentice or trainee's wages paid until 31 March 2021.
Small and Medium Enterprise (SME) Guarantee Scheme	Supporting up to \$40 billion of lending to SMEs (including sole traders and not-for-profits) by guaranteeing 50 per cent of new loans issued by participating lenders to SMEs.

State Government Programs and Initiatives

INITIATIVE	DETAILS
State Government	
Business Concierge	As part of the 'Easy to Do Business' Programme, a business Concierge service is provided by Service NSW. This service provides personalised advice across a variety of issues, including budgeting, cashflow, online services and grant access.
Small Business Support Grants	The NSW Small Business COVID-19 Support grant of up to \$10,000 is available to eligible NSW small business owners. To be eligible, businesses will need to: <ul style="list-style-type: none"> • Have between 1-19 employees and a payroll of below \$900,000 • Have an annual turnover of more than \$75,000 • Be highly impacted by the Public Health (COVID-19 Restrictions on Gathering and Movement) Order • Have experienced at least 75% decline in turnover • Use the funding for unavoidable business costs such as utilities, overheads, legal costs, paying creditors and financial advice.
Stimulus Package	The NSW Government has announced a stimulus package that includes the following initiatives for small business: <ul style="list-style-type: none"> • Payroll tax changes / Tax-free threshold increase from \$900,000 to \$1 million • Deferral of payroll tax for business with payrolls over \$10 million for 6 months • Deferral of gaming tax for clubs, pubs and hotels, and lotteries tax for 6 months • Deferral of the parking space levy for 6 months • Deferral of rents for 6 months for commercial tenants with less than 20 employees in all Government-owned properties • Licence, registration and permit fees will be automatically waived for 12-months on new applications and renewals lodged by eligible businesses.

ITEM 5 (continued)

ATTACHMENT 2

<p>Training and Education</p>	<p>TAFE NSW is offering a suite of 21 fee-free online short courses to assist job seekers and workers looking to diversify their skills, and businesses in hibernation to upskill their workers. Courses include:</p> <ul style="list-style-type: none"> • eMarketing for Small Business • Engaging Customers Using Social Media • Writing and Presentation Skills • Computing Skills • Team Leader Skill Set • Administration Skills for Team Leaders.
<p>Mental Health and Wellbeing</p>	<p>Beyond Blue has an online portal and 24-hour helpline available to support the mental wellbeing of Australians during the COVID-19 pandemic</p> <p>Access information and strategies to look after the wellbeing of yourself and your workers at Head to Health's COVID-19 support.</p> <p>For information about the things employers can do to minimise workplace mental health strain for workers during COVID-19, including how to support employees who are working remotely, visit COVID-19 pandemic: Mental health at work</p>
<p>Funding support for Temporary Visa Holders</p>	<p>\$4 million to support temporary visa holders and specialist migrant and settlement services during the COVID-19 pandemic.</p> <p>The funding will provide temporary visa holders with access to food and supplies, medical support, telecommunications, transport and essential housing during COVID-19. Funding is also available to support other services including:</p> <ul style="list-style-type: none"> • Culturally appropriate case and support workers • Transportation and outreach services to connect with isolated communities • Interpreting and translation services.
<p>Homelessness and Housing Support</p>	<p>An additional \$34 million to prevent and respond to homelessness in response to COVID-19. This includes \$20 million to accelerate pathways for existing clients of homelessness services and priority social housing applicants to secure stable housing in the private rental market opens in new window through Rent Choice Assist, Rent Choice Assist COVID-19, Start Safely and Rent Choice Youth.</p> <p>Department of Communities and Justice (DCJ) Housing, Community Housing Providers and Specialist Homelessness Services continue to provide accommodation and support.</p> <p>DCJ is working with Specialist Homelessness Services providers on local service continuity plans. This includes prioritising essential crisis accommodation and rough sleeper supports, assisting providers with additional staffing costs and supporting clients who need to self-isolate with Temporary Accommodation.</p>

ITEM 5 (continued)

ATTACHMENT 2

	<p>The Together Home program is a \$36.1m investment by the NSW Government that aims to support people who have been sleeping rough during COVID-19 into stable accommodation linked with wrap-around supports.</p>
<p>Domestic and Family Violence COVID-19</p>	<p>Domestic violence victim-survivors have vital help available during the COVID-19 pandemic, with the NSW and Federal Governments investing more than \$21 million to boost frontline services and other supports.</p> <p>The investment comprises \$12.8 million from the NSW Government and \$8.8 million from the Commonwealth Government.</p> <ul style="list-style-type: none"> • Funding for frontline specialist domestic violence services to respond to increasing demand and complexity of cases; • A boost for the 24/7 NSW Domestic Violence Line that provides crisis counselling and support referrals • Increasing staff at Legal Aid's NSW Domestic Violence hotline, while bolstering legal information available online • More service capacity at the Women's Domestic Violence Court Advocacy Services • Resources for targeted responses to especially vulnerable groups like Aboriginal and Torres Strait Islander communities, people with disability, multicultural communities and LGBTIQ communities
<p>Cost of Living Rebates (More than 70 rebates and savings available)</p>	<p>Examples of Rebates and Savings:</p> <ul style="list-style-type: none"> • Toll Relief to reduce the cost of living for owners of privately registered vehicles who are frequent toll road users. • The Family Energy and Gas Rebate helps NSW family households with dependent children cover the costs of their energy bills. • Energy Accounts Payment Assistance Vouchers - Helps people experiencing a short-term financial crisis or emergency with their electricity and gas bills. • The Seniors Energy Rebate is available for eligible independent retirees to help cover the cost of their electricity. • The Low Income Household Rebate helps low income NSW households cover the costs of their energy bills. • First or second year apprentices registered with the NSW Department of Education and Training can apply for a registration rebate to help with the costs of registering their vehicle. • \$100 voucher for children's creative and cultural activities. • \$100 voucher for children's sport, fitness and recreational activities
<p>Emergency Relief</p>	<p>The NSW government has teamed up with both Foodbank and the Rapid Relief Team to deliver emergency relief packages and food boxes to people in need.</p> <p>Emergency Relief packages and food boxes are provided to people who are in self-quarantine due to their vulnerability and who:</p> <ul style="list-style-type: none"> • have lost income or their job, or are on a low income such as a pensioner • have little or no support from friends or relatives • are struggling with meeting their cost of living bills • can't or are genuinely struggling to afford food and groceries

ITEM 5 (continued)

ATTACHMENT 2

	<ul style="list-style-type: none"> • are unable to access delivery services.
<p>Early Childhood Education and Care Sector Recovery Package</p>	<p>The relaxed activity test for families whose activity level has been impacted by COVID-19 will be extended to 4 April 2021.</p> <p>From 12 October, services at risk of imminent closure may be eligible for extra support through the CCCF Special Circumstances Grant Opportunity</p> <p>To apply you must show evidence that your service is:</p> <ul style="list-style-type: none"> • at risk of temporary or permanent closure due to COVID-19, and • operating in or servicing families from vulnerable and disadvantaged communities, or • operating in a community with limited or no other childcare services.

ITEM 5 (continued)

ATTACHMENT 3



Fees and Charges to be waived
For the period until 31st March 2021

ITEM 5 (continued)

ATTACHMENT 3

Fee Name	Jul - Dec 2020 Fee (incl. GST)	Jan - Jun 2021 Fee (incl. GST)
City of Ryde Health & Building and Environment Permits and Approvals		
Application Fee to Operate a mobile food vending vehicle in a public place (includes 1st inspection only)	\$232.00	\$239.00
Application Fee to Operate a Food Truck in a public place (includes 1st inspection only)	\$359.00	\$370.00
City of Ryde Health & Building and Environment Inspection Services Food Premises		
Retail and Food Service	\$82.00	\$84.50
Food stalls for temporary events (including local festivals)	\$53.50	\$55.00
Temporary Food Premises (at markets and community events)	\$82.00	\$84.50
Food Vending Vehicles (at markets and community events)	\$82.00	\$84.50
Food Truck	\$82.00	\$84.50
City of Ryde Health & Building and Environment Inspection Services Other		
Reinspection of premises subject to prohibition order (Public Health Act)	\$250.00	\$250.00
Reinspection of premises subject to prohibition order (Food Act)	\$263.00	\$271.00
Service station vapour recovery system – Inspection Fee per 30 minutes	\$74.50	\$84.50
City of Ryde Health & Building and Environment Food Act 2003		
Annual Administration Fee – Food Premises with 1-5 FTE	\$385.00	\$390.00
Annual Administration Fee – Food Premises with 6-50 FTE	\$693.00	\$715.00
Annual Administration Fee – Food Premises with more than 50 FTE	\$2,880.00	\$2,970.00
Administration Fee – Notification of new food business	\$55.00	\$56.50
City of Ryde Health & Building and Environment Public Health Regulation 2015		
Improvement notice fees - In the case of a notice relating to a regulated system	\$560.00	\$560.00
Improvement notice fees - In any other case	\$270.00	\$270.00
Prohibition order fees - In the case of an order relating to a regulated system	\$560.00	\$560.00
Prohibition order fees - In any other case	\$270.00	\$270.00
City of Ryde Health & Building and Environment Annual Fire Safety Statement		
Lodgement by due date	\$70.00	\$72.00
Late lodgement	\$140.00	\$144.00
Inspection of premises regarding Annual Fire Safety Statement	\$321.00	\$331.00

ITEM 5 (continued)

ATTACHMENT 3

City of Ryde Commercial Property Outdoor Dining Areas		Fee Name	Jul - Dec 2020 Fee (incl. GST)	Jan - Jun 2021 Fee (incl. GST)
	Annual fee is per m ² (All areas except Eastwood Plaza and Cox's Road areas)		\$185.00	\$191.00
	Annual fee is per m ² (Cox's Road)		\$218.00	\$225.00
	Annual fee is per m ² (Eastwood Plaza)		\$288.00	\$297.00

ITEM 5 (continued)

ATTACHMENT 4

Jan Bouhali

From: City of Ryde - Business <cityofryde=ryde.nsw.gov.au@cmail19.com> on behalf of City of Ryde - Business <cityofryde@ryde.nsw.gov.au>
Sent: Tuesday, 18 August 2020 2:01 PM
To: Jan Bouhali
Subject: City of Ryde Business News

No images? [Click here](#)



City of Ryde Business

We're back with another issue jam-packed with free events, initiatives and resources to support your business. With a great program of online events, this month we've also launched the pilot for our Business Opportunity Accelerator program with Macquarie University.

Don't forget to cast your vote for the Northern Districts Local Business Awards before this Thursday 20 August, and check out the Inclusion Award recognising business achievements in embracing inclusion.

For our SMEs, save the date for Small Business Month, with more details to come on events for small businesses this October.

All the best in business,

ITEM 5 (continued)

ATTACHMENT 4



Jan Bouhali
Economic Development Coordinator | City of Ryde



Training and Events

Stay up to date with a range of online events, workshops and expert talks to support our valued business community on our website. Below are a number of upcoming events.

[Learn More](#)



Copyright 101 for Artists and Creative Professionals

Creating art means creating copyright. Learn about owning, using and creating copyright. This is an online event.

[Book Now](#)



Get noticed on LinkedIn and Google My Business

Learn the basics of LinkedIn and Google My Business and if they are right for your business. This is an online event with Q&A.

[Book Now](#)

ITEM 5 (continued)

ATTACHMENT 4



Time Management for Creatives

Creatives can learn time management skills in this fun and informal workshop covering goal setting, motivation and more. This is an online event.

[Book Now](#)



How to Create a Content Strategy

Learn how to create a content strategy in line with your business goals and help build your brand and digital visibility. This is an online event with Q&A.

[Book Now](#)



Apartment Energy Efficiency - Online Workshop Series

Check out our series of free webinars and learn how you can substantially improve apartment building energy efficiency and save money while reducing your carbon footprint.

Bookings essential:

- 1 September: [Lighting for Apartment Buildings - Saving Money and Energy](#)
- 8 September: [Solar for Apartments](#)
- 15 September: [Ventilation for Apartment Buildings](#)
- 22 September: [More Efficient Hot Water Systems in Apartment Buildings](#)

ITEM 5 (continued)

ATTACHMENT 4



BUSINESS OPPORTUNITY ACCELERATOR

Business Opportunity Accelerator Program: Apply Now

In association with Macquarie University, we're running the Business Opportunity Accelerator (BOA) program for businesses in the City of Ryde.

Successful applicants to the program will be provided with a small student team from Macquarie University who will research post COVID-19 growth opportunities for your organisation and produce a tailored report with their findings and recommendations.

Spaces for the pilot program are limited, but a waiting list will be assembled and applicants contacted for any future run of the program.

[Learn More or Apply Now](#)



NORTHERN DISTRICTS LOCAL BUSINESS AWARDS

Northern Districts Local Business Awards: Voting closes soon!

The Northern Districts Local Business Awards are designed to celebrate, recognise and reward local business for all that they do for the local community and beyond. Vote for your favourite local business before this **Thursday 20 August**.

Inclusion Award

The City of Ryde, Hunter's Hill Council and Lane Cove Council have come together to offer an award in the Northern Districts Local Business Awards that recognises achievements in embracing inclusion.

ITEM 5 (continued)

ATTACHMENT 4

The Inclusion Award celebrates local businesses that welcome people of all backgrounds and abilities. Nominations close **Wednesday 30 September**.

[Learn More](#)

2019 Inclusion Award Winner

Hear from 2019 Inclusion Award Winner Hunt & Hunt Lawyers.

[Watch Video](#)



BUSINESS CONNECT PROGRAM

Business Connect Program

Business Connect is a dedicated and personalised NSW Government program that provides trusted advice to help you start or grow your small business.

[Learn More](#)

New Online Toolkit: Webinars, Training and More

Business Connect's new online toolkit includes business-related webinars, fact sheets and training videos. The webinars are all pre-recorded and can be watched for free at any time.

[Learn More](#)

Upcoming Business Connect Events:

ITEM 5 (continued)

ATTACHMENT 4

- 19 August: [Live Q&A with Kate Carnell, Australian Small Business and Family Enterprise Ombudsman](#)
- 25 August: [Business Planning Essentials](#)
- 26 August: [Implementing Change in Your Business](#)

[Learn More](#)



New Business Assistance

The Federal Government self-employment initiative New Business Assistance with New Enterprise Incentive Scheme (NEIS) helps eligible individuals set up and run their own small business. NEIS looks to provide participants with accredited training in small business, business advice and mentoring.

Sydney Business is the approved NEIS provider in Ryde, with specialist trainers, advisors and mentors. All training at Sydney Business is free and access to training materials is provided.

[Sydney Business](#)

[Program Information](#)



ITEM 5 (continued)

ATTACHMENT 4

Resources for Food Businesses

Our website has been updated with a number of important resources and FAQs for food businesses, including fact sheets and guidance materials prepared by the NSW Food Authority and industry specific resources designed to assist business and consumers.

[Learn More](#)

[FAQs](#)



Save the Date: Small Business Month

Reboot, upskill and connect this October. NSW Small Business Month is back, bringing hundreds of activities across NSW to help reboot your business.

Stay tuned for more details.

[Learn More](#)

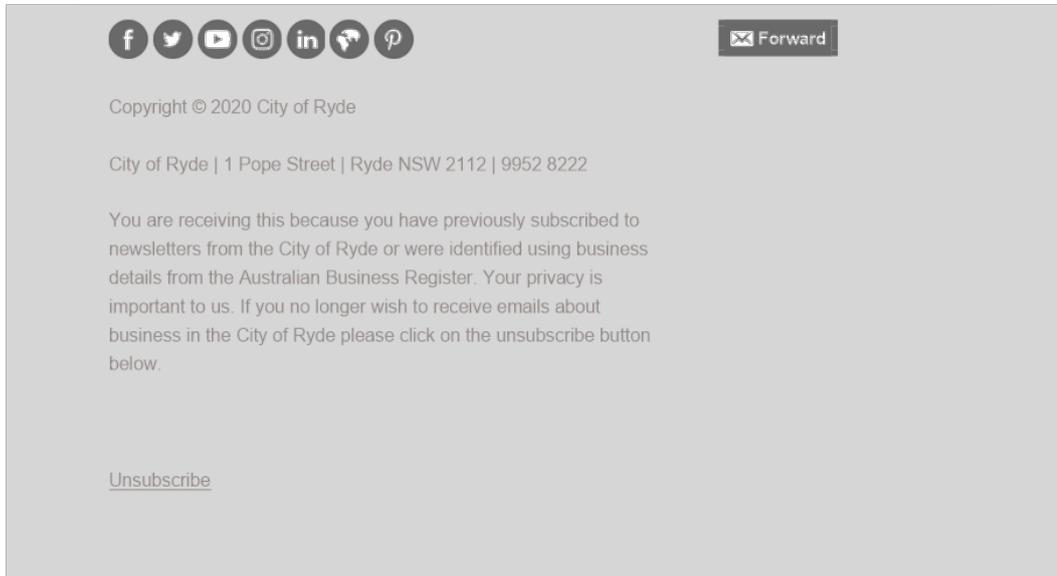


Lifestyle and opportunity @ your doorstep

You have received this email because you have subscribed to the City of Ryde Business Newsletter or you were identified using business details from the Australian Business Register which City of Ryde is authorised to access. For more information about the Australian Business Register, visit abr.gov.au

ITEM 5 (continued)

ATTACHMENT 4



City of Ryde

E CityofRyde@ryde.nsw.gov.au

W www.ryde.nsw.gov.au



Customer Service Centre 1 Pope Street, Ryde (Within Top Ryde City shopping centre)
North Ryde Office Riverview Business Park, Building 0, Level 1, 3 Richardson Place, North Ryde

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ITEM 5 (continued)

ATTACHMENT 5

Northern Sydney Regional Organisation of Councils
Covid-19 Business Survey
August 2020

Northern Sydney Regional Organisation of Councils is an association established to support the planning and advocacy of local government within the north district of Sydney. We work with local councils on regional priorities to create a better region.

We would like to understand the impact of COVID-19 on businesses within our region so we can better advocate for your needs.

Q1. Are you a:

- Business/organisation owner
- Senior manager of a Business/organisation
- Neither **(Terminate)**

Q2. In which LGA is your business located?

- Hunter's Hill
- Hornsby Shire
- Ku-ring-gai
- Lane Cove
- Mosman
- North Sydney
- City of Ryde
- Willoughby
- Other **(Terminate)**

Q3. Please select your industry.

- Accommodation
- Restaurants/café/catering
- Fitness and recreation
- Professional services
- Manufacturing
- Retail
- Arts and creative
- Beauty and personnel services
- Construction
- Other (please specify)

Q4. When did your business first start trading? (SR)

- Haven't started trading yet
- Less than 6 months
- Six months to one year
- Two years
- Three to five years
- Six to ten years
- 11 or more years

Q5. Thinking about the next twelve months, how confident do you feel about your business prospects? (SR)

- Extremely confident
- Fairly confident
- Neither confident nor concerned
- Fairly concerned
- Extremely concerned



ITEM 5 (continued)

ATTACHMENT 5

Q6. Please rate the impact of COVID-19 on your business to date.

	Highly negative impact	Negative impact	No impact to date	Positive impact	Highly positive impact
Staffing level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sales/revenue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cashflow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government restrictions on operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall impact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7. Is your business still operating since COVID-19 commenced?

- Yes – full capacity
- Yes – in limited capacity
- No – temporary closure
- No – permanent closure

Q8. Which, if any, of the following apply to your business now as a result of the Coronavirus situation? Please select all that apply.

- Have had to permanently lay off or stand down staff
- Have had to temporarily lay off or stand down staff
- Some or all staff are currently working from home
- Some or all staff currently have reduced hours of work
- Permanent staff are now doing some of the tasks previously done by casuals
- Some or all staff are currently taking either paid or unpaid leave
- We have increased the numbers of full time or permanent part-time staff
- We have increased the numbers of casual staff or contractors
- We have increased hours worked by some or all staff
- Another concern not listed (please specify)
- None of these

Q9. (Even if your business is currently closed), In which of the following ways, if any, has your business changed its business model or tried to find new opportunities as a result of the Coronavirus situation? (MR, Randomise)

- Closed our 'shopfront' to customers and relied on other approaches such as online or home delivery
- Established or expanded home delivery mode
- Moved into or exploring new markets and products
- Established or expanding online business
- Moved business from indoors to outdoors (e.g. fitness classes)
- Increased advertising and promotion
- Collaborate with or seek ideas from other business owners or business association
- Other (please specify)
- None of these



ITEM 5 (continued)

ATTACHMENT 5

Q10. Please select your top 3 business concerns right now.

- Paying rent and overheads
- Staying connected to customers
- Accessing information
- Managing staff and workforce
- Ensuring owners have income
- Paying salaries
- Adopting new practices
- Expanding into new markets
- Managing mental health concerns or stress, for you or your staff
- Avoiding catching the virus at work
- Other (please specify)

Q11. Which, if any, of the following challenges is your business currently facing as a result of the Coronavirus situation? Please select all that apply. (MR)

- (Do NOT ask if permanently closed on Q7)** Attracting/retaining customers
- Cancellation of orders/bookings
- Access to suppliers/stock
- Cashflow
- Paying staff
- Paying suppliers
- Paying utilities
- Bank/credit provider has been unsupportive
- Paying rent
- Landlord has been unsupportive
- Mental health concerns or stress, for you or your staff
- Fear of catching the virus at work
- Any other challenges? (please specify)
- None of these

Q12. Which of these support mechanisms have you accessed as a result of COVID-19?

Federal Government

- JobSeeker
- JobKeeper
- Apprentice and trainee wage
- Superannuation withdrawal for sole traders
- COVID SME guarantee scheme
- Boosting cashflow fund

NSW Government

- NSW small business support grant
- Payroll tax relief
- Free business advice (e.g. Business connect)
- Free online training (e.g. NSW TAFE course)

Local Government

- Business webinars
- Business newsletters
- Fee waivers outdoor dining
- Tenant lease waivers
- Council hardship relief
- Inclusion buy local campaigns
- Networks
- Other (please specify)



ITEM 5 (continued)

ATTACHMENT 5

Q13. What type of information and support do you require to continue to trade/reopen under COVID safe conditions?

- Business planning/mentoring
- Work Health and Safety
- Risk assessment
- Local procurement
- Marketing and promotion
- Equipment and supplies
- Legal and property advice
- Financial advice
- Digital skills development
- Access to grants
- HR/workplace advice
- Other (please specify)
- None, I already operate under COVID safe conditions

Q14. During this pandemic, what do you believe the Government (Federal, State and Local) should continue to do to manage the spread/impact?

- Limit the number of people at your home
- Increase the number of people at your home
- Close schools
- Reduce school capacity (e.g. partial attendance, increased online learning)
- Close restaurants
- Make restaurants takeaway only
- Close bars/clubs
- Close the poker machines (leave pubs/clubs open)
- Close gyms/fitness centres
- Close outdoor gym/fitness equipment
- Close playgrounds
- Make masks mandatory
- Provide detailed information on local cases/alerts
- Continue JobKeeper payments beyond March
- Continue JobSeeker payments beyond March
- Stop JobKeeper payments
- Stop JobSeeker payments
- Close state borders
- Interstate travel ban
- Allow international travel
- Stricter social distancing measures
- Relaxed social distancing measures
- Harsher penalties for non-compliance
- Continue to cover hotel costs for returning travellers
- Other (please specify)
- Don't know



ITEM 5 (continued)

ATTACHMENT 5

Demographics

Q15. What is your age?

- Under 20 years
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-79
- 80 years and over

Q16. What is your identified gender?

- Male
- Female
- Transgender
- Non-binary/third gender
- Prefer not to say

Q17. Do you speak a language other than English at home? Select one

- Yes
- No

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. This research has been conducted by Micromex Research on behalf the Northern Sydney Regional Organisation of Councils.



ITEM 5 (continued)

ATTACHMENT 6

Northern Sydney Regional Organisation of Councils
Covid-19 Community Survey
September 2020

Northern Sydney Regional Organisation of Councils is an association established to support the planning and advocacy of local government within the north district of Sydney. They work with local councils on regional priorities to create a better region.

This research is being conducted to understand the impact of COVID-19 on individuals within the region so they can better advocate for your needs.

Q1. In which Local Government Area do you live?

- Hunter's Hill
- Hornsby Shire
- Ku-ring-gai
- Lane Cove
- Mosman
- North Sydney
- City of Ryde
- Willoughby
- Other (terminate)

Q2. Thinking about your life and personal circumstances, overall, how would you rate your quality of life at the moment?

- Excellent
- Very good
- Good
- Fair
- Poor
- Very poor

Q3. What top 3 words would you use to describe how you're feeling at the moment?

- 1
- 2
- 3



ITEM 5 (continued)

ATTACHMENT 6

Q4. How has the COVID-19 pandemic affected you? Please select all that apply. (MR)

- Not being able to pay basic living costs (bills, rent, rates, childcare, strata fees, and loans)
- Not being able to access important services such as doctors, physios, counselling etc
- Lack of availability of daily essentials such as food and medicine
- Loss of income/employment
- Worrying about the security of my job
- Having to move house
- Homelessness
- Social isolation and feeling lonely
- Worrying about people who are important to me
- Not being able to do activities that are important to me
- Physical health concerns
- Wellbeing and mental health concerns
- Family violence
- Increased drug or alcohol use
- Discrimination or vilification
- Stress from children being at home more
- Stress from working from home
- Reduced access to the internet and online services and networks
- Stress caused by living and working in close proximity to others
- Other (please specify)
- Nothing

Q5. Thinking about the future, how concerned are you on a scale of 1 to 5, where 1 is not at all concerned and 5 is very concerned, about the following?

	Not at all concerned			Very concerned	
	1	2	3	4	5
The impacts on your overall wellbeing	<input type="radio"/>				
The impact on jobs and unemployment	<input type="radio"/>				
The overall economic impact	<input type="radio"/>				
Shortages of medications	<input type="radio"/>				
Shortages of food, toilet paper and other essentials	<input type="radio"/>				
Someone in your immediate family catching the virus	<input type="radio"/>				
Infections and deaths across the community	<input type="radio"/>				
Mental health impacts such as stress and anxiety	<input type="radio"/>				
Violent or inconsiderate behaviour in the community	<input type="radio"/>				
Closures or interruptions to schools and childcare facilities	<input type="radio"/>				
Regular health services not being available	<input type="radio"/>				
Impacts on the share market or your superannuation	<input type="radio"/>				
Events/travel plans cancelled	<input type="radio"/>				
Isolation/lock-down	<input type="radio"/>				
Difficulties accessing basic community services	<input type="radio"/>				
Difficulties accessing medical services	<input type="radio"/>				

Q6. What top 3 words come to mind when you think about positive things you have experienced during COVID-19?

- 1
- 2
- 3



ITEM 5 (continued)

ATTACHMENT 6

Q7. Apart from COVID ending, what support or information would make it easier for you to deal with the impacts of COVID-19?

.....

Q8. What is your current work status?

- Working fulltime for 35+ hours a week
- Working part time or casual less than 35 hours
- Retired
- Unemployed
- Studying at school, TAFE, uni
- Home duties
- Other (please specify)

Q9. (If working at Q8), Have your work conditions been impacted by COVID-19?

- Changed to working from home
- Reduction in hours/work opportunities
- Other (please specify)
- No change to working conditions

Q10. How do you perceive your career prospects to be in the future? Please select all that apply. (MR)

- I feel my career has taken a step back/been put on hold
- I do not feel I will progress further in my career
- There is less demand for my industry, therefore less prospects moving forward
- I have changed my mind on what I want my career to be
- I have been forced to change careers/industry
- I lost my job to the pandemic and I am not confident getting a job in the same industry
- I am optimistic/positive for my future (e.g. my business/industry has expanded)
- I have adjusted to changes/requirements (e.g. online, contactless business, innovative and forward-thinking practices)
- No change as a result of COVID-19



ITEM 5 (continued)

ATTACHMENT 6

Q11. During this pandemic, what do you believe the Government (Federal, State and Local) should be doing to manage the spread/impact? Please select all that apply. (MR)

- Limit the number of people at your home
- Increase the number of people at your home
- Close schools
- Reduce school capacity (e.g. partial attendance, increased online learning)
- Close restaurants
- Make restaurants takeaway only
- Close bars/clubs
- Close the poker machines (leave pubs/clubs open)
- Close gyms/fitness centres
- Close outdoor gym/fitness equipment
- Close playgrounds
- Make masks mandatory
- Provide detailed information on local cases/alerts
- Continue JobKeeper payments beyond March
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- Stop JobSeeker payments
- Close state borders
- Interstate travel ban
- Allow international travel
- Stricter social distancing measures
- Relaxed social distancing measures
- Harsher penalties for non-compliance
- Continue to cover hotel costs for returning travellers
- Other (please specify)
- Don't know

Q12. To what extent do you agree or disagree with the following statements:

	Strongly disagree		3	Strongly agree		DK
	1	2		4	5	
I am satisfied with my life as a whole	<input type="radio"/>					
My work is too demanding and stressful	<input type="radio"/>					
I am satisfied with my job	<input type="radio"/>					
I feel comfortable in public places	<input type="radio"/>					
Council acts on the community's behalf	<input type="radio"/>					
I feel I belong to my local community	<input type="radio"/>					

Q13. Do you feel that you are able to provide basic needs for your family (e.g. food, clothing)?

- Yes
- No

Q14. If you needed to, could you access or raise \$2,000 within two days in an emergency?

- Yes
- No
- Don't know



ITEM 5 (continued)

ATTACHMENT 6

Q15. In the last 12 months, how many times, if at all, has your household run out of food and could not afford to buy more? (SR)

- Once a week or more often
- Once a fortnight
- Once a month
- Less than once a month
- Never

Q16. During the past few weeks, how often, if at all, have you experienced positive emotions such as calmness, compassion, forgiveness, contentment and generosity?

- Often
- Sometimes
- Rarely
- Never
- Don't know

Q17. And during the past few weeks, how often, if at all, have you experienced negative emotions such as selfishness, jealousy, fear, worry, and anger?

- Often
- Sometimes
- Rarely
- Never
- Don't know

Q18. If you needed to, could you ask someone who does not live with you for any of these types of support in a crisis? Please select all that apply. (MR)

- Advice on what to do
- Emotional support
- Help in maintaining family/work responsibilities
- Provide emergency money
- Provide emergency food
- No, I couldn't ask someone for support **(Go to Q20)**

Q19. Who could you ask for these types of support in a crisis? Please select all that apply. (MR)

- Friend
- Neighbour
- Family member
- Work colleague
- Community, charity or religious organisation
- Local council or other government service
- Health, legal or professional service
- Other (please specify).....



ITEM 5 (continued)

ATTACHMENT 6

Demographics

Q20. What is your age?

- Under 20 years
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-79
- 80 years and over

Q21. What is your identified gender?

- Male
- Female
- Transgender
- Non-binary/third gender
- Prefer not to say

Q22. Do you speak a language other than English at home?

- Yes
- No

Q23. What is your family status? *Prompt*

- Single/living alone
- Single parent (children at home)
- Couple (children at home)
- Couple (no children at home)
- Group/shared household
- Living at home with one or more parents
- (Do NOT prompt) Prefer not to state
- Other (Do NOT prompt - specify)

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. This research has been conducted by Micromex Research on behalf the Northern Sydney Regional Organisation of Councils.



6 2019/2020 DRAFT FINANCIAL STATEMENTS

Report prepared by: Chief Financial Officer**File No.:** GRP/09/5/15 - BP20/1003

REPORT SUMMARY

The purpose of this report is to provide an outline of the Council's 2019/20 Draft Financial Statements and its associated statutory obligations.

Council is required to prepare Financial Statements in accordance with the Local Government Act and Regulations, Local Government Code of Accounting Practice and Australian Accounting Standards. At its 25 August meeting, Council resolved to release the audited 2019/20 Draft Financial statements for external audit.

The external audit is now complete and the 2019/20 Draft Financial Statements are required (by legislation) to be endorsed by Council and then placed on public exhibition. In addition to this, Council must ensure that its audited Financial Statements are lodged with the Office of Local Government no later than 30 November 2020 (extended due to COVID-19 from 31 October 2020).

Representatives from Audit Office will be available for questions during the discussion of this item.

RECOMMENDATION:

- (a) That the Mayor, a Councillor, General Manager and the Responsible Accounting Officer sign the 'Statement by Councillor and Management' for both the General Purpose and Special Purpose Financial Statements, as contained in the 2019/20 Draft Financial Statements.
- (b) That Council endorses the 2019/20 Draft Financial Statements to be placed on public exhibition with a view to tabling any community feedback at the 24 November 2020 Council meeting.

ATTACHMENTS

- 1 2019/2020 Draft Financial Statements - CIRCULATED UNDER SEPARATE COVER

Report Prepared By:

Pav Kuzmanovski
Chief Financial Officer

Report Approved By:

Steven Kludass
Director - Corporate Services

ITEM 6 (continued)

Discussion

2019/20 Draft Financial Statements

The 2019/20 Draft Financial Statements have been audited by Grant Thornton via the Audit Office (AO). The AO have provided Council with an unqualified audit opinion and have presented their findings and the conduct of the audit to Council's Audit, Risk and Improvement Committee (ARIC). A summary of Council's financial performance and position is provided below.

Income Statement and Statement of Financial Position

Council's Income Statement for the financial year discloses the following (with prior year comparatives):

	2019/20 \$(M)	2018/19 \$(M)
Operating Surplus (excluding Non-Monetary Asset Revaluations)	41.7	57.7
Less: Infrastructure Revaluation Decrement (non-cash)*	96.7	3.4
Operating Result	(55.0)	54.3
Add: Infrastructure Revaluation Increments (non-cash)*	116.3	0.3
Total Comprehensive Income	61.3	54.6

* Please note that these revaluation movements do not have an impact on Council's Working Capital Position.

As a part of the comprehensive asset revaluation undertaken in 2019/20, there were insufficient revaluation reserve funds to accommodate a downward revaluation of \$97 million for the financial year. This necessitated an equivalent adjustment to Council's Accumulated Surplus. Both the Revaluation Reserve and Accumulated Surplus are line items within Council's Statement of Financial Position (i.e. Balance Sheet). Importantly, the adjustment does not have any impact on Council's key financial performance indicators, nor does it adversely affect Council's Working Capital position.

These revaluations are accounting entries between Council's Statement of Financial Position and Council's Income Statement to ensure Council's complies with Australian Accounting Standards.

ITEM 6 (continued)

Council's Statement of Financial Position discloses net assets of \$1.55 billion, primarily made up of Infrastructure related assets of \$1.24 billion (net value). Council's Working Capital position remains at \$4.5m.

As a part of the March 2020 Quarterly Budget Review, Council forecast a reduction of revenue estimated to be approximately \$6.4 million relating to COVID-19 for the period until 30 June 2020. The reduction was partially offset by a reduction in expenditure (\$0.8 million) and the balance funded by reserve movements (\$5.6 million). These forecasts have materialised and the variances have been reported in the 'Material Budget Variances' note in the Financial Statements.

Key Financial Performance Indicators

The Key Financial Performance indicators are outlined in the Code of Accounting Practice. The indicators allow for Council comparisons to be made across the NSW Local Government sector. The indicators are as follows:

	Amounts (\$'000)	Indicators			Benchmark
		2020	2019	2018	
1. Operating performance					
Total continuing operating revenue ¹ excluding capital grants and contributions – operating expenses ²	6,988	5.23%	10.39%	12.99%	> 0%
Total continuing operating revenue ¹ excluding capital grants and contributions	133,710				

Council's operating performance ratio was 5.23% which is well above the benchmark of zero.

2. Own source operating revenue					
Total continuing operating revenue ¹ excluding all grants and contributions	124,851	74.41%	71.18%	77.30%	> 60%
Total continuing operating revenue ¹ inclusive of all grants and contributions	167,795				

Council's Own Source Operating Revenue ratio is above the benchmark of 60% which means that it has a relatively low reliance on grants to fund operating expenditure. This indicator assists when developing the budget to ensure that ongoing operations are funded from reliable and sustainable funding sources.

3. Unrestricted current ratio					
Current assets less all external restrictions	42,305	1.49x	2.73x	3.06x	> 1.5x
Current liabilities less specific purpose liabilities	28,351				

Council's Unrestricted Current ratio is marginally below the benchmark of 1.5. This benchmark will be used in the review of Council's Long Term Financial Plan to ensure that Council is financially sustainable and able to meet its ongoing short term financial obligations.

ITEM 6 (continued)

	Amounts (\$'000)	Indicators			Benchmark
		2020	2019	2018	
4. Debt service cover ratio					
Operating results ¹ before capital excluding interest and depreciation/impairment/amortisation (EBITDA)	27,282	51.67x	31.74x	33.20x	> 2x
Principal repayments (from the statement of cash flows) + borrowing interest costs (from the income statement)	528				

Council's Debt Service ratio is above the benchmark of 2 and is capable of servicing its existing loan obligations as they are secured against rates income and factored into the budget.

5. Rates and annual charges outstanding percentage

		2020	2019	2018	Benchmark
Rates and annual charges outstanding	3,699	3.72%	5.03%	3.88%	< 5%
Rates and annual charges collectable	99,488				

Council's Outstanding Rates and Annual Charges ratio is below the benchmark of 5%. Council has recently adopted a COVID-19 Hardship Policy that may have an impact on this indicator in the coming financial year.

6. Cash expense cover ratio

		2020	2019	2018	Benchmark
Current year's cash, cash equivalents + Term Deposits x 12	134,949 x	7.50	16.80	17.50	> 3
Payments from cash flow of operating and financing activities	215,912	months	months	months	months

Council's Cash Expense Cover ratio is above the benchmark of 3 months. This will track closer to benchmark in the next financial year as cash reserves are used to fund large capital projects.

¹ Excludes fair value adjustments, reversal of revaluation decrements, net gain/loss on sale of assets and net share/loss of interests in joint ventures

² Excludes impairment/revaluation decrements, net loss on sale of assets, and net loss on share of interests in joint ventures and associates

Infrastructure Performance Indicators

Council's Infrastructure asset indicators (found in Special Schedule 7) are a summary of Council's infrastructure asset 'conditions' for the financial year. Special Schedule 7 is not audited by the Audit Office.

ITEM 6 (continued)

Infrastructure Asset Performance Indicators	2019/20	2019/18	2018/17	Benchmark
Buildings Infrastructure Renewals Ratio	157%	219%	181%	>100%
Infrastructure Backlog Ratio (WDV)	2.00%	1.60%	1.80%	<2.0%
Asset Maintenance Ratio	91%	102%	93%	>100%
Infrastructure Backlog Ratio to Agreed Service Levels	1.20%	1.20%	1.30%	<2.0%

A summary of the indicators show that Council is performing well against benchmarks. Council is spending more on its renewals than it is depreciating but still has a backlog of approximately \$14 million that needs to be addressed. Funds have been allocated in the current 4 year Delivery Program to address this backlog.

Next Steps

The following timeframes for finalisation of the 2019/20 Draft Financial Statements are as follows:

Receive Independent Auditors Report from Audit Office	28 October 2019
Submit 2019/20 Financial Statements to OLG	30 October 2019
Final 2019/20 Financial Statements to Council (includes presentation to Councillors by External Auditors)	24 November 2019

Conclusion

Council remains in a strong financial position and has met or exceeded the vast majority of Financial and Infrastructure key performance indicators. The external audit process is now complete and there will be no other adjustments required to the Financial Statements. A final report will be tabled at Council on 24 November 2020 including any public submissions received. Council will continue to monitor its financial position through the Quarterly Budget Review Statement process.

7 ANNUAL DISCLOSURE OF PECUNIARY INTERESTS

Report prepared by: Governance Coordinator

File No.: GRP/09/5/15 - BP20/989

REPORT SUMMARY

This report provides a summary of the status of annual Pecuniary Interest Disclosure Returns that were required to be lodged for the period 1 July 2019 to 30 June 2020, in accordance with the *Local Government Act 1993* (the Act) and the *City of Ryde Code of Conduct* (*Code of Conduct*).

Under clause 4.21 of the *City of Ryde Code of Conduct – Standards of Conduct*, Councillors and designated persons are required to lodge an annual Disclosure of Pecuniary Interests Return by 30 September each year. In addition, clause 4.24 requires the General Manager to keep a register of the pecuniary interest returns that are required to be lodged, and of those that have been lodged.

RECOMMENDATION:

That the Register of Disclosure of Pecuniary Interest Returns is tabled as required under clause 4.25 of the *City of Ryde Code of Conduct – Standards of Conduct*.

ATTACHMENTS

1 Annual Pecuniary Interest Declarations 2019-20

Report Prepared By:

Alison Milne
Governance Coordinator

Report Approved By:

John Schanz
Manager - Corporate Governance

Steven Kludass
Director - Corporate Services

ITEM 7 (continued)**Discussion**

Clause 4.21 of the *Code of Conduct* requires Councillors and designated persons to lodge an annual Disclosure of Pecuniary Interests Return with the General Manager by 30 September each year.

Clause 4.24 of the *Code of Conduct* requires the General Manager to keep a register of the Disclosure of Pecuniary Interest Returns and to table these returns at the first Council meeting after 30 September.

Council is advised that 11 Councillors, 82 Council staff, four independent members of Council's Audit, Risk and Improvement Committee have completed returns. It should be noted that 2 Council officers were on extended leave and will be requested to lodge their return upon their return from leave.

In accordance with clause 4.25 of the *Code of Conduct*, the 2019-2020 Register of Disclosure of Pecuniary Interests Returns is tabled.

Additionally, 12 of 13 Ryde Local Planning Panel Members have separately lodged 2019-20 returns in accordance with the NSW Government's Code of Conduct for Planning Panel Members. One is on extended leave and will be requested to lodge their return upon their return from leave.

Financial Implications

Adoption of the recommendation will have no financial impact.

ITEM 7 (continued)

ATTACHMENT 1

Pecuniary Interest Returns 2019-2020	
Councillors	
Jerome Laxale	
Jordan Lane	
Christopher Gordon	
Edwina Clifton	
Bernard Purcell	
Trenton Brown	
Peter Kim	
Penny Pedersen	
Simon Zhou	
Sarkis Yedelian	
Christopher Moujalli	
Office of the General Manager	
General Manager	
Manager Strategic Property	
General Counsel	
Corporate Services	
Director Corporate Services	
Chief Financial Officer	
Team Leader Rates and Revenue	
Manager People and Culture	
Manager Corporate Governance	
Senior Coordinator Risk and Governance	
Chief Technology Officer	
Information and Records Manager	
Manager Procurement	
Tenders and Contracts Manager	
City Works	
Director City Works	
Manager Project Development	
Senior Coordinator Project Planning	
Program Delivery Manager	
Manager Assets and Infrastructure	
Senior Coordinator Asset Integration	
Manager Transport	
Senior Coordinator Transport Planning	
Senior Coordinator Transport Services	
Senior Coordinator Transport and Development	
Manager Business Infrastructure	
Senior Coordinator Resources Recovery	
Senior Coordinator Fleet Operations	
Construction Recycling Manager	
Manager Operations	
Senior Coordinator Buildings	
Manager Parks	
Customer and Community Services	
Director Customer and Community Services	
Manager Communications and Engagement	
Manager Ryde Aquatic Leisure Centre	
Manager Community and Ranger Services	
Senior Coordinator Ranger and Parking Services	
Team Leader Parking Enforcement	
Ranger Parking (Enforcement)	

ITEM 7 (continued)

ATTACHMENT 1

Ranger Parking (Enforcement)
Ranger Parking (Enforcement)
Ranger Parking (Enforcement)
Team Leader Compliance
Ranger Compliance
Ranger Compliance
Ranger Compliance
Ranger Compliance
Manager Library Services
City Planning and Environment
Director City Planning and Environment
Manager Business Improvement and Customer Relations
Senior Coordinator Building and Development Advisory Service
Manager Urban Strategy
Development Contributions Coordinator
Senior Coordinator City Activation
Senior Coordinator Strategic Planning
Senior Coordinator Land Information Systems
Manager Development Assessment
Senior Coordinator Technical Support
Senior Coordinator Assessment
Senior Coordinator Fast Track Team
Senior Coordinator Major Development
Senior Town Planner
Senior Coordinator Development Engineering Services
Manager Environment
Senior Coordinator Environment
Manager Health and Building
Senior Coordinator Environmental Health
Team Leader Environmental Health
Senior Environmental Health Officer
Environmental Health Officer
Environmental Health Officer
Senior Coordinator Building Compliance
Team Leader Building Certification
Building Surveyor
Building Surveyor
Team Leader Building Compliance
Enviro Protect and Development Compliance Officer
Enviro Protect and Development Compliance Officer
Enviro Protect and Development Compliance Officer
Audit, Risk and Improvement Committee
Chairperson from Nov 2019 & Member
Chairperson – until Nov 2019
Member
Member
Ryde Local Planning Panel
Chairperson
Alternate Chair
Alternate Chair
Independent Expert
Independent Expert
Independent Expert
Independent Expert

ITEM 7 (continued)

ATTACHMENT 1

Independent Expert
Independent Expert
Community Representative
Community Representative

8 REVIEW OF THE CITY OF RYDE COMMUNITY GRANTS PROGRAM

Report prepared by: Team Leader - Community Services
File No.: GRP/20/237 - BP20/369

REPORT SUMMARY

At its meeting of 8 October 2019 Council resolved:-

That a report is brought back to Council in the second quarter 2020 with the findings and the recommendations from the broader review of the Community Grants Program.

The City of Ryde Community Grants Program (the Program) is a strategic tool that supports community groups and organisations to build capacity and address community need in line with the 2028 Community Strategic Plan. The Community Grants Policy 2018 is a document that defines the guiding principles and standards for the implementation of the Program.

A review of the Program has been undertaken and the results were distributed to Councillors in September 2020, via an e-workshop. The e-workshop included recommendations to improve the design of the Community Grants Program and align the Program with current best-practice.

The Community Grants Program Policy 2018 has been updated based on the findings of the review and outlines the framework for the proposed Community Grants Program. The Policy includes the scope, purpose and guiding principles of the Program and the structure, categories and funding amounts (**Appendix 1**).

RECOMMENDATION:

- (a) That Council endorse the Community Grants Program Policy 2020.
- (b) That Council endorse the following timeframe for implementation of the Community Grants Program Policy 2020:
 - (i) December 2020-February 2021 (Round 1, Large and Small Grants open for applications) excludes Major Community Wellbeing, Sponsorship and Awards and Venue Hire Support.
 - (ii) May 2021- June 2021 (Small Grant Round open for applications)
 - (iii) July 2021- (Minor Awards and Donations open for applications)
 - (iv) August 2021- September 2021 (Round 2, Large and Small Grants open for applications including Major Community Wellbeing and Venue Hire Support categories).
- (c) That Council endorse the continuation of the following historical arrangements:
 - (i) Historical grants until 30/06/2021
 - (ii) Historical venue hire until 31/12/21

ITEM 8 (continued)**ATTACHMENTS****1 Community Grants Policy - 2020**

Report Prepared By:

Tania Gamble
Team Leader - Community Services

Report Approved By:

Sue Verhoek
Senior Coordinator - Social Development & Capacity Building**Lindsay Godfrey**
Manager - Community and Ranger Services**Angela Jones-Blayney**
Director - Customer and Community Services

ITEM 8 (continued)

Discussion

Current Community Grants Program and Historical Funding Arrangements:

The City of Ryde Community Grants Program is a strategic tool for Council to support not-for-profit organisations and community groups to implement projects that benefit the community. The Program objectives align with the 2028 Community Strategic Plan and other relevant Council Plans including the Social Plan and Creativity Strategy 2019-2024.

The Community Grants Program Policy provides the framework for the delivery of the Program including the categories and the amount of funding available. It also outlines the overarching framework for the delivery of the Program including the number of grant rounds each year. Currently there are 10 categories provided via four grant rounds each year.

In addition, Council also provides four annual historical grants as follows:

Historical Arrangement	Amount
Community Aid Grants	\$32,000 Christian Community Aid \$24,000 Presbyterian Aged Care \$24,000 Sydney Community Services
Ryde Eisteddfod Grant	\$8,000

The three Community Aid grants were endorsed by Council in June 2016 and are due for review in 2020. The Ryde Eisteddfod historical funding was allocated to the Community Grants Program budget in 2017.

Council also provides historical in-kind venue hire to eight community groups. The in-kind arrangements cover free or reduced fees for the hire of City of Ryde community halls and meeting rooms and/or venue hire services including security and cleaning. These arrangements were endorsed by Council in May 2017 and are due for review in 2020.

Review Process

A review of the Community Grants Program was undertaken throughout April and May 2020. The review of the Program included the analysis of the Community Grants Program Policy 2018, the Community Grants Program Guidelines 2020, the historical community grants and the historical in-kind venue hire arrangements.

The review was informed by consultation with internal stakeholders and the results of the annual grant applicants survey to ensure an understanding of applicants and recipients future needs.

ITEM 8 (continued)

Community grant programs from six other councils were analysed to identify best practice. This included identifying areas of improvement, insights into the strengths of the current grants program and to ensure City of Ryde is aligned with current trends and best practice for grants administration.

Key Findings

The Community Grants review revealed that there is an increasing demand for the Program. It is important to the community and provides a tool for Council to address areas of community need, as identified in the 2028 Community Strategic Plan and other Council documents.

The review identified several areas of improvement that, if addressed, would strengthen the Program for grant applicants and improve program outcomes. Following is an outline of the issues identified and the proposed responses:

Issue	Proposed Response
Requests outside of the grant rounds cannot be accommodated.	Implement a minor donation category, to provide eligible applicants with a quick response option for small amounts of funding outside of the formal grant rounds.
The difference between the small and community grant rounds are confusing for applicants.	Incorporate the two community grant rounds and the two small grant rounds into two large annual grant rounds. Add a third small grant round to provide additional opportunities for groups to apply.
No category to support the arts and culture sectors.	Introduce an Arts and Culture category aligned to the City of Ryde Creativity Strategy.
An increase in the number of event grant applications with insufficient funds to support.	Increase the recommended pool of funding available for the Event grant.
Requests to increase the amount of funds available to support larger community initiatives.	Continue to provide current amounts of funding per applicant plus add a major event and a major well-being sub-category. A matched funding/contribution model will be available for these larger initiatives. (Matched funding models are used by several other councils).

ITEM 8 (continued)

Issue	Proposed Response
Frequent requests from individual sports people that are currently not eligible for a community grant.	Implement a donation category for eligible individual sports people.
Some grant categories are confusing for applicants due to the number of categories and an overlap with criteria.	Combine the categories of Seniors, Social Inclusion, Social Support, Community Projects and Capacity Building into one Community Wellbeing category.
Currently only the historical community aid grant recipients are eligible to receive larger amounts of funding for projects. There are no opportunities for other community organisations to apply for larger grant funds.	<p>Introduce sub-categories into the Community Wellbeing Grant Category including Major, Medium and Small.</p> <p>The major sub-category will provide an opportunity for community organisations to apply for larger grant funds. Major projects require matched funding/contribution by the applicant.</p>
Not all historical grant arrangements sit under the Community Grants program. This does not align with best-practice principles for transparency and accountability.	As above, the Community Wellbeing (Major) category will provide a transparent and accountable grant process for groups to continue to be eligible for larger grant funds.
Limited number of Sport & Recreation grant applications due to the level of available funding- \$3,500 maximum per applicant.	Increase the amount of funding per applicant to \$5,000 to align with other similar grant categories.
Historical in-kind venue hire arrangements do not currently sit under the Community Grants program. Recipients are not required to provide evidence in relation to their need for ongoing support. This does not align with best practice principles for transparency and accountability.	Introduce a venue hire grant category. This will provide a transparent and equitable process and will assist other community groups requiring venue hire support.

ITEM 8 (continued)
Proposed Changes to the Community Grants Program

The proposed Community Grants Program includes seven grant categories and three donations categories. It is recommended that there will be two large grant rounds (combined community and small grant rounds) and one small grant round per year to provide adequate opportunities for community members to apply.

It is proposed that two donations categories (general and sports person) are open for applications throughout the year to respond to out-of-rounds grant requests. It is proposed that the School Excellence Awards donation category continue to be available once per year.

Proposed Grant Categories:

Category	Summary	Funding Amount	Recommended Funding Pool	No. of Rounds per Year
Community Wellbeing	Projects that increase the capacity of organisations to improve community wellbeing (<i>Align with Community Strategic Plan, Social Plan, Disability Inclusion Action Plan, Reconciliation Action Plan and Ryde Resilience Plan</i>) Major category provides matched funding.	Major- Up to \$15,000 (matched funding/ contribution) Medium- Up to \$7,500 Small- Up to \$2,500	\$200,000	2
Events	Events that are open to the public and encourage increased activation and connection within the community. Major category provides matched funding.	Major- Up to \$15,000 (matched/funding contribution) Medium- Up to \$7,500 Small- Up to \$2,500	\$100,000	2
Sport and Recreation	Projects that increase participation in sport and recreational activities in Ryde	Up to \$5,000	\$20,000	2
Arts and Creativity	Projects that create a more culturally engaged and vibrant community (<i>Align with Community Strategic Plan & Creativity Strategy</i>)	Up to \$5,000	\$20,000	2

ITEM 8 (continued)

Category	Summary	Funding Amount	Recommended Funding Pool	No. of Rounds per Year
Community Facilities and Equipment	Projects that require minor capital building works or equipment to improve the benefit to the community	Up to \$5,000	\$20,000	2
Venue Hire Support	Assistance for community groups to offset venue hire costs for Council community facilities	Up to \$5,000	\$20,000	2
Small Grants	Projects of community benefit which fall outside the criteria of the other grant categories/rounds	Up to \$2,500	\$20,000	3
School Excellence Awards	Annual awards to recognise the achievements of Ryde school students	\$100 primary school \$200 high school	\$5,000	1

Proposed Minor Donation and Awards Categories:

The minor donations and awards categories will be open throughout the year and will provide support for activities that fall outside of the community grants eligibility criteria but demonstrates a benefit to the community. Applicants must demonstrate that their project timeframe falls outside of the standard grant rounds.

These applications will be for one-off financial assistance. Funding under the minor donations and awards categories will be determined by the General Manager in accordance with the Community Grants Program Policy.

Category	Summary	Funding Amount	Total Funding Pool	No. of rounds per year
General	One-off requests for financial assistance between grant rounds	Up to \$500	\$2,500	Open all year
Sports Person	One-off funding for individuals who are representing a nationally recognised sport at a national or international level	Up to \$250	\$2,500	Open all year

ITEM 8 (continued)

Acquittal Requirements

The Community Grants Program Policy requires all grant recipients to submit an acquittal report at the completion of their project including a financial statement and project outcomes.

Timeframe for Implementation

The impact on grant recipients to deliver projects due to COVID-19 restrictions has been considered when developing the implementation timeframe for the new Community Grants Policy.

Historical grants and venue hire arrangements will continue into 2021 to minimise the impact for these groups. As such, the Venue Hire Support grant and the Community Wellbeing Major Category will not be offered in Round 1 of 2021. Groups receiving historical grants will be supported to apply for grants in Round 2, 2021 for implementation in 2022.

Information and support regarding the new Community Grants program will be offered to community members prior to implementation. This will include the availability of individual meetings, information sessions and new promotional materials.

Several promotional methods will be used to ensure the community is aware of the changes to the Community Grants Program. These methods include social media, Council's website, notices to local community organisations and community networks, emails to previous grant applicants, information in Council rates notices and advertisements in the local newspaper and cultural newspapers.

Date	Grant Round
December 2020-Feb 2021	Round 1, Large and Small Grants open for applications (excludes Major Community Wellbeing and Venue Hire Support categories)
May 2021- June 2021	Small Grant Round open for applications
1 July 2021	Minor Awards and Donations categories open for applications
August 2021- September 2021	Round 2, Large and Small Grants open for applications. Major Community Wellbeing and Venue Hire Support categories open for applications

ITEM 8 (continued)**Financial Implications**

The proposed Community Grants Program will provide the same level of funding to the community annually, which is \$410,000.

Conclusion

There continues to be an increased demand for the Community Grants Program by local organisations and community groups. The current program has too many categories and provides limited opportunities for organisations to apply for large scale community initiatives. The new enhanced Community Grants Program will provide a streamlined approach, which aims to provide additional opportunities for community groups and individuals to apply for City of Ryde Community Grants.

The new Community Grants Program will also improve transparency and streamline procedures to improve the outcomes of the program and continue to meet the needs of the City of Ryde community.

ITEM 8 (continued)

ATTACHMENT 1

**COMMUNITY GRANTS PROGRAM
POLICY**



Scope

The City of Ryde Community Grants are designed to provide financial funding to an applicant for a specified project or purpose, which results in a defined community benefit.

Donations are an arrangement where a financial contribution is provided to support a specified activity.

This policy provides a framework for City of Ryde grants and donations. Grant Guidelines are available in a separate document to provide applicants with detailed information on the application requirements for each category.

Purpose

This Policy aims to establish best-practice grant-making which aligns with Council's vision and goals. The following principles provide a framework for the design of the City of Ryde Community Grants and Donations:

- **Capacity Building** – aims to provide an opportunity to build the skills, networks and competency among individuals and organisations within the City of Ryde. This includes the development of partnerships and collaborations which will ultimately provide sustainable projects and activities within the City of Ryde.
- **Access and equity** – aims to support projects and programs representing a broad range of interests and needs within the community.
- **Outcomes focused** – aims to support projects that provide outcomes which align with the Community Strategic Plan, Social Plan Creativity Strategy and other relevant Council plans. The projects must clearly demonstrate how they will address these outcomes and how the projects will be evaluated.
- **Governance and accountability** - aims to have effective and efficient grant making processes where decisions are made in the public interest. We have application and acquittal requirements that are relative to the size of the grant provided.
- **Probity and transparency** - follows a clearly outlined process to assess applications within each round according to set criteria which is listed in the guidelines. Conflicts of interest are declared and addressed throughout the assessment process.
- **Value for money** - seeks to support grants that demonstrate good value for the level of money that has been requested. Projects should not duplicate already existing services. We aim to minimise administrative costs for Council, grant applicants and recipients through efficient grant management processes.

Community Grants Program Policy		
Owner: Community and Ranger Services	Accountability:	Policy Number: <i>Provided by Governance</i>
Trim Reference: D10/	Review date: October 2023	Endorsed: Date and Authority

ITEM 8 (continued)

ATTACHMENT 1

**COMMUNITY GRANTS PROGRAM
POLICY**

Guidelines / Procedures

- Separate guidelines are available, which outline the specific eligibility criteria for each grant and donation category.
- Assessment
 - Grants- Each application is assessed by a minimum of two council officers and recommendations are provided to Council for final approval.
 - Donations and Awards- Applications are assessed by a council officer with recommendations provided to the General Manager. Funding under the minor donations and awards categories will be determined by the General Manager. Approved donations and awards are reported to Council regularly.
- Funding agreements must be signed by all successful grant applicants prior to receiving funding.
- Recipients must meet acquittal requirements to be eligible for future grants.
- Organisations are eligible to submit one grant application per round and up to two grant applications per year (auspice arrangements are excluded).
- Organisations are eligible to receive funding for the same project no more than once per year.

Grant Rounds

- Two large grant rounds and one small grant round will be available each year. Applications can be submitted only when the grant rounds are open. Late applications will not be accepted.
- Applications for donations can be made at any time throughout the year and approval will be subject to the availability of remaining funds.

Community Grants Program Policy		
Owner: Community and Ranger Services	Accountability:	Policy Number: <i>Provided by Governance</i>
Trim Reference: D10/	Review date: October 2023	Endorsed: Date and Authority

ITEM 8 (continued)

ATTACHMENT 1

**COMMUNITY GRANTS PROGRAM
POLICY**

Grant Categories

Category	Summary	Funding Amount	Recommended Funding Pool	No. of rounds per year
Community Wellbeing	Projects that increase the capacity of organisations to improve community wellbeing <i>(Align with Community Strategic Plan, Social Plan & Disability Inclusion Action Plan, Ryde Reconciliation Action Plan, Ryde Resilience Plan)</i> Major category provides matched contribution.	Major- Up to \$15,000 (matched contribution) Medium- Up to \$7,500 Small- Up to \$2,500	\$200,000	2
Events	Events that are open to the public and encourage increased activation and connection within the community. Major category provides matched contribution.	Major- Up to \$15,000 (matched contribution) Medium- Up to \$7,500 Small- Up to \$2,500	\$100,000	2
Sport and Recreation	Projects that increase participation in sporting and recreational activities in Ryde.	Up to \$5,000	\$20,000	2
Arts and Creativity	Projects that create a more culturally engaged and vibrant community <i>(Align with Community Strategic Plan & Creativity Strategy)</i>	Up to \$5,000	\$20,000	2
Community Facilities and Equipment	Projects that require minor capital building works or equipment to improve benefit to the community.	Up to \$5,000	\$20,000	2

Community Grants Program Policy		
Owner: Community and Ranger Services	Accountability:	Policy Number: <i>Provided by Governance</i>
Trim Reference: D10/	Review date: October 2023	Endorsed: Date and Authority

ITEM 8 (continued)

ATTACHMENT 1

**COMMUNITY GRANTS PROGRAM
POLICY**

Category	Summary	Funding Amount	Recommended Funding Pool	No. of rounds per year
Venue Hire Support	Assistance for community groups to offset venue hire costs for Council's community Facilities.	Up to \$5,000	\$20,000	2
Small Grants	Projects of community benefit which fall outside the criteria of the other grant categories/rounds.	Up to \$2,500	\$20,000	3

Minor Donation and Awards Categories

Category	Summary	Funding Amount	Total Funding Pool	No. of rounds per year
General	One-off requests for financial assistance between grant rounds.	Up to \$500	\$2,500	Open all year
Sports Person	One-off funding for individuals who are representing a nationally recognised sport at a national or international level.	Up to \$250	\$2,500	Open all year
School Excellence Awards	Annual awards to recognize the achievements of school students in the Ryde area	\$100 primary school and \$200 high school	\$5,000	1

References - Legislation

Local Government Act (1993)- Section 356, 377 and 378.

City of Ryde Plans/Strategies: Community Strategic Plan, Social Plan, Disability Inclusion Action Plan, Creativity Strategy, Reconciliation Action Plan, Resilience Plan.

Review Process and Endorsement

This Policy will be reviewed every three years and any changes approved by Council resolution.

Community Grants Program Policy		
Owner: Community and Ranger Services	Accountability:	Policy Number: <i>Provided by Governance</i>
Trim Reference: D10/	Review date: October 2023	Endorsed: Date and Authority

9 COMMUNITY GRANTS PROGRAM - ALLOCATION OF FUNDING 2020, ROUND 2

Report prepared by: Team Leader - Community Services
File No.: GRP/20/237 - BP20/924

REPORT SUMMARY

Council's Community Grants Program is a strategic tool aimed at building community capacity and supporting innovation to address community need in line with the Ryde 2028 Community Strategic Plan. Round 2 of the 2020 Community Grants Program opened in July 2020 and closed in August 2020, with a total of 45 applications received.

This round of Community Grants consisted of eight categories, as follows:

1. Community Projects
2. Capacity Building (2 sub-categories)
 - a. Emerging/ Small Groups
 - b. General
3. Events
4. Sports and Recreation
5. Seniors
6. Social Support
7. Social Inclusion
8. Facilities and Equipment

The 2020/21 Community Grants budget is \$410,000. This funding covers two major community grant rounds, two small grant rounds as well as historical funding for the Community Aid Social Support grants and Ryde Eisteddfod. It also includes funding for the School Excellence Awards and any grants that are presented out of round via a Council resolution.

The budget for Community Grants Round 2, 2020 is \$142,917 plus \$80,000 for the historical Community Aid Social Support grants, totaling \$222,917.

RECOMMENDATION:

- (a) That Council endorse funding to the following organisations in Round 2 of the 2020 Community Grants as follows:

Community Projects:

Ref	Organisation	Project Title	Funding Requested	Funding Granted	Project Description	Other Comments
CP03	Macquarie Singers Inc.	Macquarie Singers community music program	\$5,000	\$5,000	Develop a comprehensive community outreach program of musical workshops.	

ITEM 9 (continued)

CP04	The Trustee for the Raise Foundation	In-school mentoring program	\$5,000	\$5,000	Youth mentoring program for 15 at risk students in Ryde	
CP08	Educar Foundation	Ryde/Epping Max Potential	\$4,830	\$4,830	Personal leadership coaching program for youth	
CP10	The Shepherd Centre for Deaf Children	Talk Together	\$3,157	\$3,157	An education and support program for parents of children with a hearing loss in Ryde	
CP11	Lady of Grace Fraternity Inc.	Italian Migrants of Ryde History	\$5,000	\$5,000	Research and document the history of Italian migrants in Ryde 1920-1960.	
CP12	NorthSide CALD Carers Network (Auspice CCA)	CALD carers support group	\$5,000	\$5,000	Supporting carers from various cultural backgrounds to sustain their mental and physical wellbeing	
CP13	Academy of Chinese Culture Inc.	Chinese cultural activities in Mandarin, Cantonese and English	\$4,600	\$4,600	Singing, poem recital, tai-chi and dancing in Mandarin, Cantonese and English	
CP14	Zoomers for Change (Auspice MYAN NSW)	Zoomers for Change	\$5,000	\$5,000	Youth social entrepreneurship program	
EV02	Reach Community Initiatives	Community Christmas Dinner	\$3,500	\$3,500	Christmas meal hampers for disadvantaged community members.	Moved from event category
Total			\$41,087	\$41,087		

Capacity Building:

Ref	Organisation	Project Title	Funding Requested	Funding Granted	Project Description	Other Comments
EM02	Australian Xiyangyang Orchestra Inc.	Community Showcase event	\$4,995.50	\$4,200	Music training (online or in-person workshops) and a community concert	Insurance is an ongoing operational cost and not eligible under the grants program.
Gen0 1	Ample Abilities Inc.	Build Up My Ability	\$4,400	\$4,400	A project to improve the capacity of people with disabilities through workshops	
Total			\$9,395.50	\$8,600		

ITEM 9 (continued)
Events:

Ref	Organisation	Project Title	Funding Requested	Funding Granted	Project Description	Other Comments
Em01	Nairi Choir (Auspice Hamazkiane Armenian Cultural Association Nairi Chapter Inc.)	Community Showcase event	\$4,500	\$2,500	Community choir showcase event to the local community.	Moved from emerging/small groups category. Funding for events with less than 1000 people is up to \$2,500.
CP02	The Rotary Club of Ryde Inc.	Light Up East Ryde	\$5,000	\$5,000	Christmas street market in East Ryde	Moved from Community Projects category
EV04	North Ryde Christian Church (Auspice Combined Assemblies Properties Inc.)	Carols in the Park	\$2,500	\$2,500	Carols in Pindari Park, 46 th annual Christmas celebration	
CP18	Message Church	Dream Concert	\$5,000	\$2,500	A concert to reunite performers back on stage after COVID.	Moved from Community Projects category. Funding for events with less than 1,000 people is up to \$2,500.
Total			\$17,000	\$12,500		

Community Facilities and Equipment:

Ref	Organisation	Project Title	Funding Requested	Funding Granted	Project Description	Other Comments
FE01	Riding for the Disabled Ryde (Auspice Riding for the Disabled Association NSW)	Installation of a zip hot water system	\$5,000	\$5,000	Installation of a zip hot water system for use by RDA participants and volunteers.	
FE05	The Northern Centre	Children's activity tables plus overhead projector	\$4,203.80	\$4,203.80	Equipment for supported playgroup activities attended by Ryde families	
FE07	West Ryde Community Church (Auspice Baptist Churches of NSW Property Trust)	Installation of safety glass panels	\$3,162.50	\$3,162.50	Safety upgrades for the community hall accessed by various local community groups.	
Total			\$12,366.30	\$12,366.30		

ITEM 9 (continued)
Seniors:

Ref	Organisation	Project Title	Funding Requested	Funding Granted	Project Description	Other Comments
Sen 01	Korean Harmony Culture Group	Seniors Activities	\$2,000	\$2,000	Weekly activities for Korean seniors including line dancing, karaoke, outings and meals	
Sen 02	CASS	Stay connected with zoom	\$2,000	\$2,000	Social networking for the Korean elderly especially during COVID restrictions.	
Sen 03	Baptistcare	Heart and Soul Community Choir	\$2,000	\$2,000	A choir open to all Ryde seniors. Ten rehearsal sessions with a professional instructor and a community performance during Inclusion week 2021.	
Sen 04	Eastwood Chinese Senior Citizens Club Inc.	Promote healthy high fibre eating among CALD seniors	\$2,000	\$2,000	Dietician workshop plus meal for seniors who primarily speak a language other than English.	
SS08	Armenian Relief Society Araz Chapter	Community development and self-sustainability	\$10,000	\$2,000	Supporting isolated community members and educating seniors on general health and hygiene. Functions to support the community and raise funds.	Funding for fundraising activities is not eligible under the Grants program.
Total			\$18,000	\$10,000		

ITEM 9 (continued)
Social Support:

Ref	Organisation	Project Title	Funding Requested	Funding Granted	Project Description	Other Comments
SS03	AASHA	Stay well live well- A Healthy Mind Lives in a Healthy Body	\$10,000	\$10,000	Mental health forum and ongoing activities for older people of CALD backgrounds	
SS05	Streetwork Australia Ltd	PRIDE Empowerment Program	\$10,000	\$8,000	Eight-week early intervention program for young people (11-18 years of age) at risk of mental health issues, homelessness, financial hardship, crime etc.	Already funded \$2,000 for this project in 2020 Small Grant Round 1. Eligible for one grant per year for the same project. As the project is eligible for the Social Support category funding of \$8,000 allocated.
SS07	Differently Abled People Association Inc.	Roving stall to attract and train local care workers in Ryde LGA	\$10,000	\$10,000	Roving stalls across Ryde to introduce people to disability services and training options. On the job training at DAPA will then be available for people who are interested.	
SS10	Good Friends Inc.	Counselling and Therapy for You	\$9,500	\$9,500	Art therapy, music therapy and support for people experiencing anxiety, domestic violence or family conflict due to COVID restrictions.	
SS13	The Men's Table Inc.	Ryde Communities of Men Project	\$10,000	\$10,000	Establish three "Men's Tables" groups within Ryde to address isolation, loneliness and mental health.	
Total			\$49,500	\$47,500		

ITEM 9 (continued)
Community Aid Social Support Grant:

Ref	Organisation	Project Title	Funding Request	Funding Granted	Project Description	Other Comments
HS1	Sydney Community Services	Supporting our Community More than Ever	\$24,000	\$24,000	Support for vulnerable groups- seniors, people with disabilities and those experiencing financial difficulties	
HS2	Presbyterian Aged Care (formerly North Ryde Community Aid)	Community Connections	\$24,000	\$24,000	Food relief program, multicultural mother's group, social support groups and support of volunteering	
HS3	Christian Community Aid	CCA's Impact during COVID-19	\$32,000	\$32,000	Connection and service provision to support vulnerable community members during COVID-19 pandemic	
Total			\$80,000	\$80,000		

Sport and Recreation:

Ref	Organisation	Project Title	Funding Requested	Funding Granted	Project Description	Other Comments
SR02	Ryde Pickleball in the Park	Promotion of the sport of pickleball	\$3,500	\$1,000	Advertising pickleball and providing opportunities for new members to participate.	Cost of equipment is not eligible. Informed of non-Council grant opportunities.
SR05	Sydney Cricket Club	Ryde Community Cricket Coaching Program	\$3,500	\$3,500	Training to upskill volunteer coaches and the overall development of participants.	
SR06	Macquarie Combined Sports Inc.	Promotion of grass roots sport	\$3,500	\$1,750	Promotion to juniors aged 5-14 via weekly activity sessions.	Cost of equipment and operational expenses not eligible. Informed of non-Council grant opportunities

ITEM 9 (continued)

SS07	Ryde Eastwood Hawks Touch Football Association	Introduction of Touch Football to Juniors	\$3,500	\$3,050	Eight sessions to introduce juniors to the sport. A professional coach will support and train the volunteers.	Cost of ground hire and uniforms not eligible
Total			\$14,000	\$9,300		

(b) That funding of \$ 222,917 is available from within the Community and Ranger Services budget to fund the recommended applications totaling \$221,353.30.

(c) That Council does not endorse the following applications:

Ref	Organisation	Project Title	Funding Requested	Funding Granted	Project Description	Other Comments
CP05	Hunters Hill High School P&C Association Pty. Ltd.	Hunters Hill High School Urban Farm	\$3,989	\$0	Establish an urban farm at Hunters Hill High School.	Funding for school activities is not eligible under the grants program. The project is not in the Ryde LGA
CP09	Friends of Lane Cove National Park	Mars Creek-Community Collaboration restoring an urban creek-line	\$4,968	\$0	108 hours of professional bush regeneration.	Not eligible, as this does not meet the aims of the Community Grants program, which is building the community capacity to address need.
CP16	Parkinson's NSW Ltd.	Online Parkinson's Aged Care Training Program	\$5,000	\$0	Develop, trial and refine an online learning module to train and educate care workers on how to care for residents living with Parkinson's disease.	Not eligible under the grants program, as this is a statewide program and does not primarily benefit people in the City of Ryde
CP17	Neighbourhood Watch Ryde District	Create a Neighbourhood Watch Ryde Website	\$3,000	\$0	Design and build a website for Neighbourhood Watch Ryde District.	Operational expenses not eligible under the grants program
CP20	Ryde/ Hunters Hill Child and Family Interagency (Auspice Relationships Australia)	Ryde/ Hunters Hill Child and Family Services Flyer	\$5,000	\$0	Develop and produce a Ryde Hunters Hill Child and Family Services flyer for community services and the wider community.	Not eligible, as it is a duplication of existing online resources
Em03	Korean Community of Commerce in the City of Ryde Inc.	Website production	\$5,000	\$0	Development of a formal chamber website	Operational expenses not eligible under the grants program

ITEM 9 (continued)

FE02	Ryde Secondary College P&C Association	Purchase of laser engraving machine	\$5,000	\$0	Contribution towards purchase of laser engraving machine for Technology students	Funding for school activities is not eligible under the grants program.
FE08	CareFlight Ltd.	Purchase of Pocket Monitor	\$4,700	\$0	Purchase of pocket monitor to conduct Laryngoscopy exams	Not eligible under the grants program, as this is a statewide program and does not primarily benefit people in the City of Ryde
SS02	Australian Association of Cancer Care	Online counselling support for cancer patients' mental health and well-being	\$10,000	\$0	Build online video counselling network infrastructure for cancer patients	Operational expenses not eligible under the grants program
SS04	Technical Aid to the Disabled	Solving Challenges and Reaching Goals in Ryde	\$5,000	\$0	Subsidise the cost of custom equipment for up to six people in Ryde.	Operational expenses not eligible under the grants program including staffing and equipment.
Total			\$51,657	\$0		

- (d) That the successful and unsuccessful grant applicants be informed in writing of the outcomes of their applications.

ATTACHMENTS

There are no attachments for this report.

Report Prepared By:

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Report Approved By:

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Lindsay Godfrey
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Angela Jones-Blayney
Director - Customer and Community Services

ITEM 9 (continued)**Discussion**

The City of Ryde Community Grants Program provides funding to local groups and organisations to build their capacity and address community needs, which align to the 2028 Community Strategic Plan. The community grants were advertised in local newspapers, social media, emails to previous applicants, via Council's website and promoted at local interagency meetings.

Applicants were able to book individual sessions with staff from Community and Ranger Services to assist with project development and general grant application support. A grant writing workshop was held to provide potential applicants with further grant writing support.

Applications were submitted via SmartyGrants, an online grant management system. Assistance was available for groups that were unable to access the internet or that required language support assistance.

All applications were assessed in line with Council's Community Grants Policy 2018 and the Community Grants Application Guidelines 2020. Each grant was reviewed by a minimum of two Council officers representing Community Services, Parks, Bushcare and Events.

A total of 45 applications were received totaling \$293,005.80 of requested funding. The number of applications recommended is 35, totaling \$221,353.30 of funding.

Letters to successful applicants will contain information about how Council can work with recipients if their project is impacted by COVID restrictions. Options such as extending the funding period or consideration of an alternative delivery model can be negotiated.

The current round of Community Grants incorporates eight categories, as follows:

1. Community Projects

Community Projects is an open category aimed at supporting eligible, one-off funding projects that meet an identified need in the community.

Priority is given to projects that:

- Have the capacity to develop sustainability
- Demonstrate that they are meeting an identified need in the local area

The Community Projects Grant provides up to \$5,000 per application. There was a total of nine applications recommended in this category totaling \$41,087.

ITEM 9 (continued)**2. Capacity Building**

This category intends to support local organisations to achieve community benefit by building an organisation's skills, governance and ability to sustain their activities. There are two sub-categories: emerging and general.

Priority is given to projects that:

- Address the emerging or current needs in the community
- Boost the potential of organisations/ groups to develop sustainable outcomes

The Capacity Building Grants provide funding of up to \$5,000 per application. There was a total of two applications recommended in this category totaling \$8,600 in funding.

3. Events

The events grant is open to groups/ organisations running community events in the City of Ryde.

Priority is given to events that:

- Connect people
- Promote cultural diversity and vibrancy
- Are mainly run by volunteers

The Events grant provides funding of up to \$7,500 depending on the number of attendees.

- \$2,500 for up to 1000 attendees
- \$5,000 for between 1001 and 5000 attendees
- \$7,500 for over 5000 attendees

There was a total of four applications recommended in this category totaling \$12,500 in funding.

4. Community Facilities and Equipment

This category aims to provide funding for local small capital works projects and equipment. The projects must have community support and demonstrate the benefit to the community.

The Community Facilities and Equipment grant provides funding of up to \$5,000 per application. Three applications were recommended for funding in this round totaling \$12,366.30 in funding.

ITEM 9 (continued)**5. Seniors**

The Seniors grant provides funding to support activities that benefit seniors in the City of Ryde.

Priority is given to projects that:

- Connect seniors and reduce social isolation
- Enhance the wellbeing of seniors
- Are mainly run by volunteers

The Seniors grant provides funding of up to \$2,000 per application. A total of five applications were recommended in this category totaling \$10,000 in funding.

6. Social Inclusion

The Social Inclusion grant provides funding for projects that improve inclusion for the broader community.

The Social Inclusion grant provides funding of up to \$5,000 per application (\$2,500 matched funding for small businesses). No applications were submitted in this category.

7. Social Support

This category intends to support projects which address social disadvantage within the community.

Priority is given to projects that:

- Link community members with support services
- Improve the living conditions of people who are vulnerable or isolated

The Social Support grant provides funding of up to \$10,000 per applicant. Five applications were recommended in this category totaling \$47,500 in funding.

This category also incorporated the three organisations which receive historical community aid grant funding. The three historical grants recommended in this category total \$80,000.

The total amount recommended for the Social Support Category is \$127,500.

8. Sport and Recreation

This category is open to sporting and recreational organisations in the area. It aims to increase participation in sport and recreation.

ITEM 9 (continued)

Priority is given to projects that:

- Are inclusive of a broad range of people of varying abilities

The Sport and Recreation grant provides funding of up to \$3,500 per applicant. Four applications were recommended in this round totaling \$9,300.

Financial Implications

The total Community Grants budget for 2020/21 is \$410,000. This includes funding for two large community grant rounds, two small grant rounds, the School Excellence Awards (\$5,000) and historical funding for the Ryde Eisteddfod (\$8,000). Out of round grants which have been approved by Council are also incorporated into this budget (currently \$10,000 has been approved this financial year).

The budget for this Community Grants round is \$222,917. The grant applications recommended in this round total \$221,353.30. It is recommended the variance of \$1,563.70 remain in the Community Grants budget to support the next 2020/21 grant round.

10 PROPOSED TREE REVIEW PROCESS AND SUBSIDISED PRIVATE TREE SCHEME

Report prepared by: Casual POM Officer
File No.: GRP/20/20 - BP20/1025

REPORT SUMMARY

The purpose of this report is to respond to the February 2019 Council resolution asking that staff undertake a review of the Tree Application Review Process. Feedback obtained in the subsequent Councillor Workshop conducted on 10 March 2020 has also been considered in the preparation of this report.

Recommendations are provided to Councillors on:

1. Amendments to the current Tree Review Process
2. A subsidy programme for eligible owners for tree works on private property.

The resolution asked that staff benchmark the City of Ryde's tree review process against other local government authorities. To do this, staff distributed a survey to 30 metropolitan LGA's to gain information on the processes in place for the review of tree determinations made by Council staff as well as details on whether they subsidised tree works on private property. A summary of the findings following the benchmarking exercise are provided for Councillors in **ATTACHMENT 1**.

The Council resolution also asked that staff undertake community consultation on the issue. This was done so in accordance with the City of Ryde's Community Engagement Model in mid-2019. It included the completion of a Have Your Say survey, which was prepared and made available to the wider community as well as those residents that property owners that had made a Tree Management Application in the preceding 12 months. Details of the feedback received through the community consultation process is provided in **ATTACHMENT 2**.

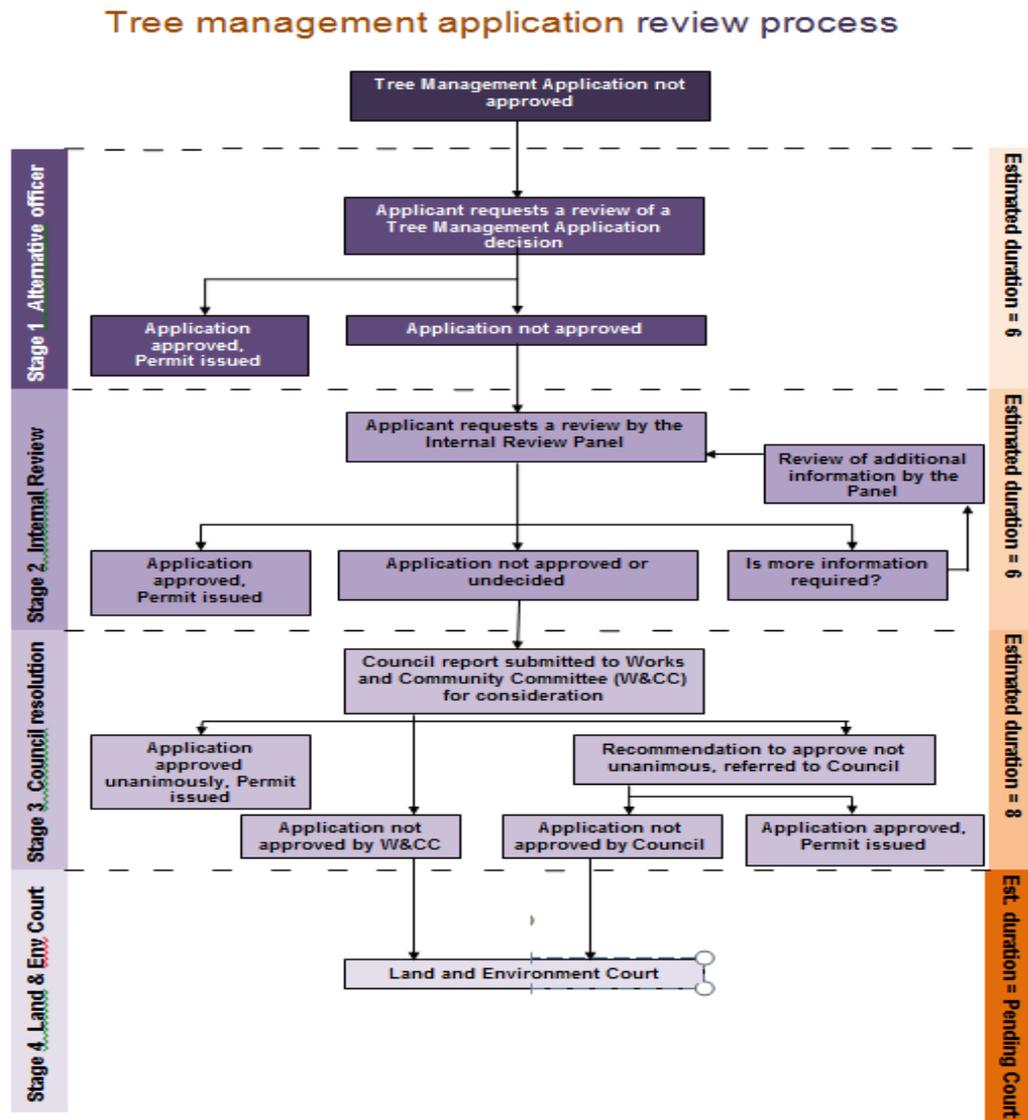
Tree Application Review Process

The current process that is utilised by staff was adopted by Council in mid-2012 and has provided the basis for residential and commercial owners to make application for the management of trees on their property as well as a providing a process for the review of decisions made by City of Ryde Tree Management Officers.

The current adopted CoR process for the review of a Tree Management Application (TMA) decision can undergo up to four stages, which includes several steps through the process. A flow-chart showing the current tree review process is set out in the following diagram.

ITEM 10 (continued)

Figure 1. Current Tree Review Process

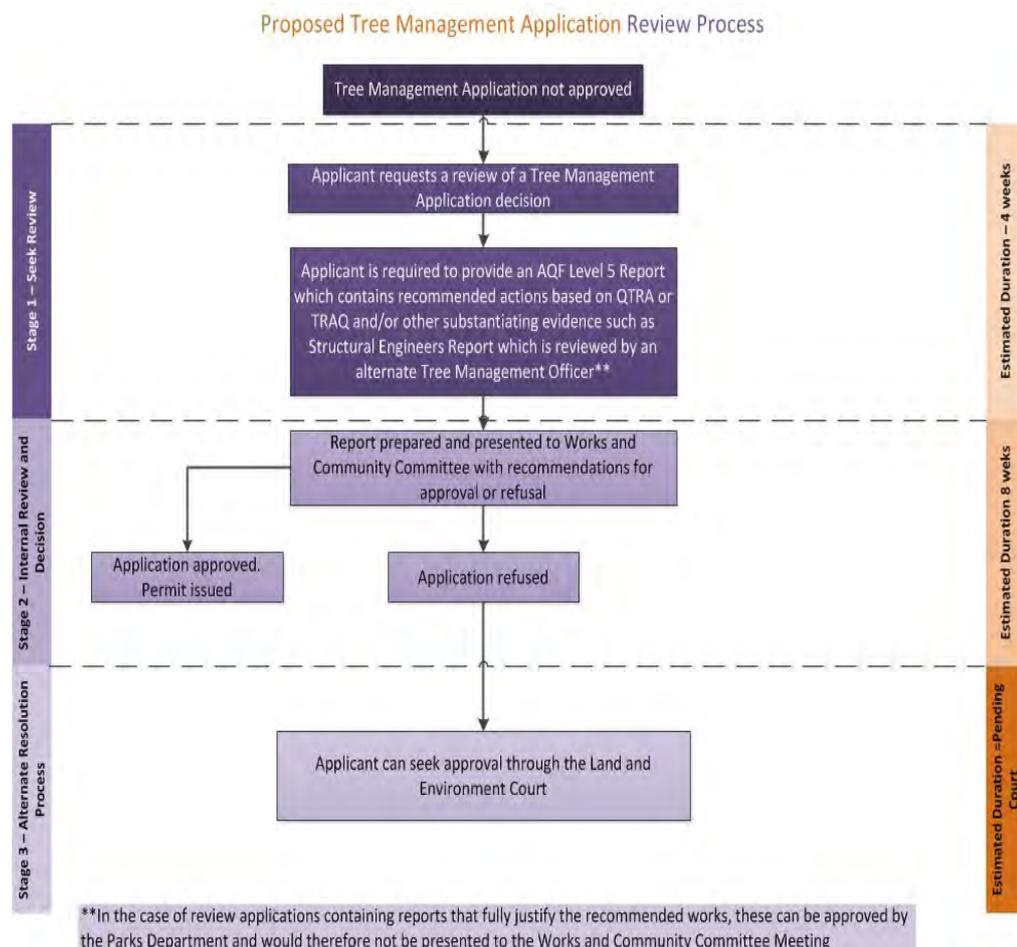


The Information received through the benchmarking of other metropolitan Councils, identified that a number of LGA’s rely on a tree inspection undertaken by a qualified Level 5 arborist to make a determination based on industry recognised technical standards for tree health and risk assessment. It also identified that several other Councils have minimal steps in the process for reviewing tree determinations.

Therefore, based on this information and feedback received during the Councillor Workshop, this report proposes to amend the City of Ryde’s Tree Review Process to be as outlined in the below diagram. It removes the number of steps in the process, simplifying it and provides both the residents and Council with a clear methodology for reviewing tree determinations based on industry recognised technical standards. Furthermore, by reducing the number of steps in the process it will assist to reaching a conclusion to the matter in a timely manner. It is not proposed to change the period from which the original determination is made (6 months) to the time which a review can be requested by the resident.

ITEM 10 (continued)

Figure 2. Proposed Tree Review Process



Stage 1

If the TMA application is refused based on a visual inspection by staff in accordance with Council's Development Control Plan – Tree Preservation (DCP), the applicant can either accept the decision or they may seek a review within 6 months from the original determination through a new application which must be supported by substantiating evidence such as:

- An Australian Qualification Framework (AQF) Level 5 arborist report with recommendations on the proposed works based on a recognised tree inspection system such as Quantified Tree Risk Assessment (QTRA) or;
- Tree Risk Assessment Qualification (TRAQ). These are objective industry recognised methodologies for the probabilistic assessment of tree-failure risk and/or
- Other substantiating technical evidence such as a Structural Engineers report

ITEM 10 (continued)

Staff will critically review the report provided as additional information by the applicant seeking the review. Should staff's assessment find this information fully substantiates the recommended tree works, then an approval permit will be issued. The use of the QTRA and TRAQ assessment methodologies is an industry recognised objective manner in which to assess the risk associated with limb drop or tree failure, as such this is the recommended method to determine the danger associated with a tree.

No application for review of the original determination will be considered without a supporting technical report.

Stage 2

If the report provided does not fully substantiate the recommended actions in the opinion of Council's qualified tree management team, a report will be prepared and presented to the Works and Community Meeting for determination

Stage 3

Should the Works and Community Committee refuse the review and the applicant still wishes to pursue the matter, the Applicant has a right to appeal the decision in the Land and Environment Court under the recently introduced State Environmental Planning Policy (Vegetation in Non-Rural Areas).

Should the proposed review process be adopted by Council, staff would provide this information to applicants and the community through updated Tree Application forms and on the City of Ryde website.

Subsidised Tree Works

The Council resolution also asked staff to consider a scheme for subsidised tree works on private property and as such staff have made enquiries with other metropolitan Council's to ascertain if any similar scheme has been implemented. These enquiries did not identify another local government authority that provides such a service. The closest being the Inner West Council that offers minor tree and shrub pruning on an hourly rate charge as part of their Home Maintenance Service to pensioners. Further details on the investigation undertaken by staff are outlined in the body of this report.

Giving consideration to the feedback received during the Councillor workshop, staff have developed the scheme on the basis of the details outlined below. Should Council resolve to implement this initiative it is recommended to be done so for a 12-month trial period to gauge its cost, popularity and effectiveness to meet the intended objectives.

ITEM 10 (continued)

The operational details of any subsidy scheme will be finalised by staff, however the intent would be:-

- To ensure the scheme targets those persons who would derive the most benefit, an eligibility criterion would apply where property owners will need to provide proof of a valid Pension Card.
- Any other claims for hardship, would need to be assessed on a case by case basis.
- That the scheme covers 50% of the cost of tree works to prune and retain a private tree. In instances where the findings of the AQF Level 5 Arborists report show that on-going maintenance of the tree is not viable and retention of the tree is not possible, Council would also cover up to 50% of the cost to remove the tree.
- Tree works subsidised under the scheme would be done so based on a Schedule Of Rates provided by the City of Ryde's existing arborist contractors who undertake works on park and street trees across the City. Should the property owner wish to engage a contractor that is not on our preferred list then the subsidy amount paid by Council would be capped at the amount detailed in the schedule of rates for the specified works.

Should Council resolve to proceed with the trial, it will be necessary to publicly exhibit the criteria and funding amount for the proposed scheme.

A responsible Council officer would need to administer the proposed scheme, liaise with the resident and contractors, ensure works are done to agreed standard and approve payment. This is proposed to be undertaken within the existing Council resources, however dependent on the popularity of the scheme, additional resources may be required with any costs identified in future quarterly budget reports.

It is recommended that Council re-allocate \$20,000 from the Street Tree Maintenance budget to cover the cost of the proposed subsidised private tree assistance scheme and that a further report be presented to Council at the end of the one-year trial. Full details on the proposed subsidised private tree scheme is set out in the body of this report.

This report has also provided Councilors with the option to not be involved in the process of tree determinations. This was the case in 70% of LGA's who responded to the benchmarking survey. In these scenarios staff with the relevant technical expertise make a determination on the tree and if the applicant is not satisfied with the outcome, they have the option to pursue the matter further through the Land and Environment Court.

ITEM 10 (continued)**ECOMMENDATION:**

- (a) That Council adopt the revised Tree Review Process as outlined in Figure 2 of this report.
- (b) That Council trial, for a period of one (1) year, the subsidised private tree assistance scheme on the principles detailed within this report.
- (c) That Council publicly exhibit for a period of twenty eight (28) days details of the criteria and funding available funding for the scheme and should no objections be received it proceed with implementing the scheme for the trial period.
- (d) That should any objections be received during the public exhibition period a report be prepared for Council prior to the implementation of the trial scheme.
- (e) That Council re-allocate \$20,000 from the Street Tree Maintenance Operational budget to meet the cost of the proposed subsidised private tree assistance scheme trial and that this is consolidated at the Quarter 1 budget review.
- (f) That a further report be presented to Council at the end of the one (1) year trial period detailing the outcomes of implementing a subsidised private tree assistance scheme.

ATTACHMENTS

- 1 Survey distributed to Tree Management Sections of Metropolitan Councils
- 2 Survey and dashboard results of the survey distributed to City of Ryde residents

Report Prepared By:

Vince Cusumano
Casual POM Officer

Report Approved By:

Simon James
Manager - Parks

Wayne Rylands
Director - City Works

ITEM 10 (continued)**Background**

At the Council Meeting held on 26 February 2019, Council resolved as follows:

- (a) *That the General Manager and key staff undertake a review of the Tree Application Review Process adopted by Council in 2012.*
- (b) *That this review provide Council with information on how other local government authorities approach this matter.*
- (c) *That a review of the tree assessment process also be undertaken to ensure it is meeting best practice with the review to also include how dangerous trees are dealt with.*
- (d) *That a report be prepared for Council's consideration outlining the results of the review of the City of Ryde Tree Application Review process.*
- (e) *That a have your say on line survey also be conducted with the results reported to the workshop and Council.*
- (f) *That a Councillor Workshop also be held prior to any report to Council.*
- (g) *That the removal of trees at the below five properties be referred to the April 2019 Works and Community Committee Meeting for consideration with a report(s) to be provided by staff:-*
 - *5 Sandra Street, Putney*
 - *1 Beach Street, Tennyson Point*
 - *32 Osborne Avenue, Putney*
 - *80 Crescent Avenue, Gladesville*
 - *9 Bank Street, Meadowbank*
- (h) *That as part of the review Council investigate an at cost and or subsidised tree service for pruning and maintenance for City of Ryde residents.*

In response to the Council resolution, staff undertook to gather and provide the requested information which is contained in this report.

Information from other Councils

In accordance with the Resolution from the Council meeting in February 2019 and subsequent Councillor Workshop held in March 2020, Council sought information from other Sydney Metropolitan Councils on how they undertake their review process for Tree Removal/Pruning Applications (TRA) and whether they subsidise application fees and/or tree works on private property.

ITEM 10 (continued)

A Survey was sent to 30 metropolitan Councils seeking information on their current Tree Preservation Order and Tree Review Processes. Of these, 10 Councils responded on line and a further two responded via telephone and e-mail.

A summary of the survey results is provided below:

- All Councils have some form of Tree Preservation Controls
- 40% have an internal Tree Review Process
 - 70% of these do not have Councillor involvement
 - 60% of those that have a review process do not charge a fee for the review
 - 40% charge some fee for a TRA review
- 30% have an Australian Qualification Framework (AQF) Level 5 arborist report with conclusive reasons and proof and approve via a Council report
- 30% do not review internally but advise applicants to make application through the Land & Environment Court under the Section 97 or State Environmental Planning Policy (SEPP) Vegetation provisions
- 50% provide subsidies to pensioners for Tree Applications only
- None of the Council's surveyed with the exception of Inner West Council that offers minor tree and shrub pruning on an hourly rate charge as part of their Home Maintenance Service to pensioners, undertake works on private property
- None subsidise major tree works such as large tree pruning or removals on private property.

Community Consultation

In undertaking a review of the current processes Council sought information from Tree Management Sections from Metropolitan Council and an on-line survey to residents in the City of Ryde.

Responses, via a Survey Monkey questionnaire to Councils which invited responses on the manner in which their respective Council handled the review of tree management requests, were received from 12 Councils. A copy of the questionnaire and results is attached to this report as **ATTACHMENT 1**.

The on-line survey to residents through Council's Have Your Say page and distributed to 423 owners that had made Tree Management Applications in the preceding year yielded 110 responses.

The survey asked for responses on a number of areas in relation to tree management issues focusing on their experiences with the current tree management process and their reaction to a number of proposed changes to the system. A copy of the on-line survey and dashboard results are attached to this report as **ATTACHMENT 2**.

ITEM 10 (continued)

A summary of the results of these surveys is set out below.

- Overall satisfaction with the current management of trees within the City of Ryde:
 - Public trees – 70%
 - Private trees – 43%

- Areas where the community felt some improvements could be made were:
 - Cost of tree pruning/removal 29%
 - Cost of the application 25%
 - Cost of arborist/plumber report 25%
 - Response time from Council staff 23%

- Other areas they commented on were:
 - Availability of information on trees 17%
 - Time to submit a tree application 12%
 - Information difficult to understand 12%

- In relation to a proposed subsidy for trees on private property, LGA's responding to the survey offered the following responses:
 - Rebate on the purchase of a replacement tree 32%
 - Rebate for keeping trees in a development application 28%
 - Subsidy for tree maintenance works such as pruning 28%
 - Subsidy for undertaking the tree removal works 25%
 - Subsidy for obtaining an arborist report as part of the application 24%
 - Subsidy for making a tree management application 11%

The survey appears to show that the community is mostly satisfied with the current service provided on trees. They also seem to show some support for some form of subsidy for works related to trees on their property.

Current Tree Application Review Process

Requests for Tree Management Applications (TMA's) are received directly from landowners on Council's standard application 'form' available on Council's website. Council's adopted Development Control Plan (DCP) – Tree Preservation sets out when an application is required the criteria it is assessed against.

Applications are normally processed within 28 working days. All TMA's are assessed through an individual site assessment and consideration of any supporting information provided. A determination is then made by a qualified Council officer based on an at-ground Visual Tree Assessment (VTA). Following the site assessment, applicants are informed of the decision in writing. It is the responsibility of the property owner to provide suitable information to support their application as Council's Officers cannot provide an arboriculture consultancy service to the resident.

ITEM 10 (continued)

A summary of the TMA's received in the preceding 2 years and the outcome of these is set out in the below table.

	<u>2017/18</u>	<u>2018/19</u>
Total applications received (TMA)	423	450
Removal applications	353	361
Approved	203	224
Refused	112	102
Partial approval	35	32
More information requested	1	2
Application cancelled	2	1
Pruning applications	62	66
Approved	59	63
Refused	1	2
Pruning refused/ removal approved	1	1
Application cancelled	1	0
Pruning / Removal applications	8	11
Approved	5	7
Refused	1	1
Part approved	2	3

Tree Application Review Process

The current adopted CoR process for the review of a TMA decision can currently proceed through up to four stages which include a number of steps and decisions. A flow-chart showing the current tree review process is detailed in the report summary.

Following a refusal from a Council Tree Management Officer, having conducted an on-ground inspection of the tree using Council's standard assessment criteria, the applicant can make application for a review of this decision:

ITEM 10 (continued)**Stage 1 – Carried out by an alternate Tree Management Officer**

- A review is subject to an additional fee - \$26.50 (\$13.25 for pensioners)
- A Review Application must include additional information such as specialist reports (Arborist, structural engineers and/or plumbers) and/or information requested by Council included in initial determination letter
- An alternative qualified Council officer will undertake an assessment and make a determination on the Review Application
- From lodgement, Council's response time is approximately 6 weeks.

If applicant is dissatisfied with the determination made they can request that the review proceed to the next stage through each one as detailed below.

Stage 2 – Carried out by an Internal Review Panel

- The Panel consists of the Manager Parks and 2 staff members including the Director City Works and a senior staff member from Planning Assessment Unit.
- Additional information such as an AQF Level 5 Arborist and/or a structural engineer report can be provided by the Applicant.
- From request date, Council's response time is approximately 6 weeks

Stage 3 – Council Resolution

- If the application is not approved by the Internal Review Panel, and the applicant is still not satisfied with the outcome, the decision and associated information in the form of a written request by the applicant is referred to the Works and Community Committee.
- If the decision is not unanimous, the matter is referred to Council.
- The Applicant must contact Council if they do not want the matter considered by the Works and Community Committee

Stage 4 – Land and Environment Court

- If the Applicant is still dissatisfied with the decision, Section 97 of the Environmental Planning and Assessment Act 1979 provides the Applicant with a right to appeal the decision in the Land and Environment Court.
- The Applicant also has a right to appeal the decision in the Land and Environment Court under the recently introduced State Environmental Planning Policy (Vegetation in Non-Rural Areas) 2017.

ITEM 10 (continued)

The table below summaries the reviews undertaken over the previous 2 years.

	2017/18	2018/19
Review applications	16	8
Overtured at Stage 1	12	7
Upheld	3	1
Cancelled (applicant withdrew application)	1	0

Revised Tree Review Process

The proposed new Tree Review Process is set out in the report summary in the Figure 2 diagram.

It is further detailed below and removes the number of steps in the determination and provides both the applicant and Council with a qualitative and quantitative methodology based on industry recognised standards.

1. If the TMA application is refused based on a visual inspection of the tree by Tree Management Officers using Council's standard assessment criteria, they can either accept the decision or;
2. The applicant can seek a review through a new application which must contain substantiating evidence such as:
 - An Australian Qualification Framework (AQF) Level 5 arborist report with recommendations on the proposed works based on a recognised tree inspection system such as Quantified Tree Risk Assessment (QTRA) or Tree Risk Assessment Qualification (TRAQ). These are robust industry recognised methodologies for the probabilistic assessment of tree-failure risk.
 And/or
 - Other substantiating evidence such as a Structural Engineers report

Councils Tree Management Officers will assess the veracity of the QTRA or TRAQ methodology used (full methodology justifying the recommended works is required within the report).

Should the Council tree management officer's assessment find the report fully substantiates the recommended tree works in accordance with the QTRA TRAQ or other substantiating evidence then approval will be granted.

If the assessment of the tree does not fully substantiate the recommended actions, a report will be prepared and presented to the Works and Community Meeting for determination

ITEM 10 (continued)

3. Should the Works and Community Committee refuse the review and the applicant still wishes to pursue the matter, the Applicant has a right to appeal the decision in the Land and Environment Court under the recently introduced State Environmental Planning Policy (Vegetation in Non-Rural Areas).

Enquiries through other Council's that have adopted this type of review system have shown that there have been very few cases of applicants proceeding to the Land and Environment Court. The majority, following receipt of the AQF 5 arborist report accept their recommendations on the proposed works.

Should the proposed review process be adopted, Council would provide this information to applicants and the community through updated Tree Application forms and information provided on trees found on the Council website.

Subsidised Tree Works on Private Property

The investigations made via a survey to 30 metropolitan Councils included questions targeted on subsidised tree works on private property. These revealed:

- 50% provide subsidies to pensioners for Tree Applications only
- None of the Council's surveyed with the exception of Inner West Council that offers minor tree and shrub pruning charged at an hourly rate as part of their Home Maintenance Service to pensioners, undertake works on private property
- None subsidise major tree works such as pruning and removal of large trees on private property.

Included in the Community Engagement undertaken through a Have Your Say survey, a number of respondents showed support for suggested subsidies being provided by Council for tree works on private property. For Council to undertake these types of works, a methodology on the assessment of those eligible for a proposed subsidised scheme and the costing of these works would be required.

Staff have therefore developed the following proposed scheme which if approved, would assist eligible property owners.

To ensure the scheme targets those persons who would derive the most benefit, an eligibility criteria has been developed whereby, property owners will need to provide proof of a valid Pension Card – this could be verified by Customer Service when processing their application.

Any other claims for hardship would need to be assessed on a case by case basis, as is the case with our Nature Strip Mowing Assistance Scheme. Final determination will be by the Director – City Works.

ITEM 10 (continued)

The purpose of the Development Control Plan Part 9.5 (Tree Preservation) is to:

- Maximise a sustainable Urban Forest canopy across the City of Ryde.
- Conserve trees of ecological, heritage, aesthetic and cultural significance.
- Protect and manage individual trees as an important community asset.
- Establish the procedural framework and requirements governing the pruning, removal and subsequent replacement of trees within the City of Ryde.

As a consequence, the proposed Subsidised Tree Works scheme would, in the first instance cover 50% of the cost to prune and retain, where possible, trees on private property. However in instances where the findings of the AQF Level 5 Arborists report show that on-going maintenance of the tree is not viable and retention of the tree is therefore not possible, Council would also cover 50% of the cost to remove the tree.

To assess the cost of works on private property, it is recommended that Council use a Schedule of Rates that would cover the list of works most commonly required on private property such as crown thinning, tree removals and tree works required after storm damage. Other works identified through the survey such as the planting of replacement trees would also be covered.

This would be market tested through a Request for Quotation from those tree contractors currently approved by Council and who presently undertake works on Council's park, reserve and street trees.

To ensure all works are checked for concurrence with the adopted Schedule of Rates, all works, including those which are currently exempt would need to be inspected prior to approval being granted for subsidised works. These include:

- Certain listed species
- Works within 4m of a dwelling or outbuilding
- 10% pruning within 12 month period

Eligible property owners wishing to avail themselves of the proposed tree subsidy scheme would need to make application to Council through the usual TMA process. The usual Pensioner 50% discount on these applications would still apply.

Using this proposed methodology, eligible residents using such as scheme would have some surety knowing that the works are being performed to Australian Standards by qualified and properly insured tree contractors, Council would also have the surety that the works are being charged at a competitive market tested price.

ITEM 10 (continued)

Should a resident wish to have the works undertaken by another contractor not on our preferred contractors list, the works undertaken would only be covered up to the cost indicated on our approved Schedule of Rates. This would also apply for exempt works such as those listed above.

A responsible Council officer would need to administer this service, liaise with the resident and contractors, ensure works are done to agreed standard and approve payment.

The proposed scheme would be a 50% subsidy as the cost to administer other schemes such as an interest free loan or other methodology would require additional staff and administrative costs and would be difficult to follow up on in instances of non-compliance.

To gauge the level of community support and the cost of the proposed subsidised private tree assistance scheme, as well as assess the level of staff resources required to administer the process, it is recommended that Council trial the effectiveness of the scheme for a period of one (1) year.

Financial Implications

As the costs of the tree works subsidy scheme is offset by a reduction in the Operational Budget for Street Tree Maintenance, there are no financial implications for adopting the recommendations of this report. The current Operational Budget for the Street Tree Maintenance Program is approximately \$1.1 million. The reduction in the budget for this program would represent less than 0.2% of the total maintenance budget and may have to be managed by reducing proactive tree maintenance works.

Summary

Based on the benchmarking exercise undertaking of the existing Tree Review Processes of other metropolitan Councils and the feedback received from the Councilor workshop, staff have recommended a simplified review process. This makes it as clear as possible for the community, staff and Councilors on what the process is and the requirements for determination reviews to occur.

Following consideration by staff and based on the feedback received during the Councilor Workshop staff have recommended a 12-month trial for a Tree management subsidy scheme. This scheme will be implement based on the principles identified in this report. This scheme will be funded via a reallocation of funds from from the Street Tree Maintenance Operational Budget. A further report be presented to Council at the end of the one year trial.

ITEM 10 (continued)**Option**

Councillors have the option to not be involved in the process for making determinations on tree applications. Of those LGA's that responded to the benchmarking survey, 70% of Councils had a process to determine tree applications that did not include Councillor Involvement. In this situation a determinations would be made by staff with the relevant technical expertise and if the applicant was not satisfied with this outcome, they would have the option to appeal to the Land and Environment Court.

That Council implement a tree review process that has staff with the relevant technical expertise make a determination on tree applications. Should the applicant not be satisfied with the outcome following the review by staff, the resident has the option to appeal the matter to the Land and Environment Court.

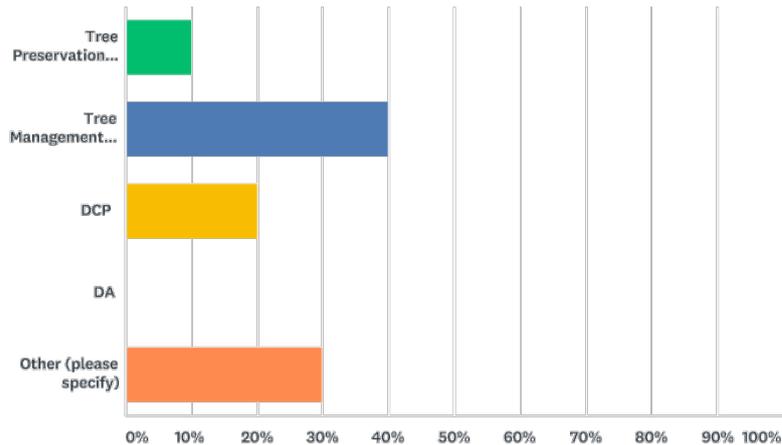
ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

Q1 What is the process your Council uses for a resident to make an application to have a tree removed or pruned?

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES
Tree Preservation Order	10.00% 1
Tree Management Application	40.00% 4
DCP	20.00% 2
DA	0.00% 0
Other (please specify)	30.00% 3
TOTAL	10

#	OTHER (PLEASE SPECIFY)	DATE
1	Tree inspection application	4/12/2019 11:44 AM
2	We use a combination based on the tree and planning legislation. A DA is required for heritage items, a tree pruning / removal application (still under the Vegetation SEEP) is required for everything else.	4/4/2019 7:36 AM
3	DA (removal) and Permit (pruning)	4/4/2019 7:27 AM

ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

Q2 Can you please advise what role in Council assesses the application?

Answered: 10 Skipped: 0

#	RESPONSES	DATE
1	Tree Management Officer	4/12/2019 11:44 AM
2	Must not be the officer who undertook the original inspection, usually this means the Environment and Conservation Services Manager (supervisor)	4/12/2019 10:15 AM
3	tree management officer	4/11/2019 11:34 AM
4	Tree Management Officer	4/8/2019 4:36 PM
5	Landscape Assessment Officer	4/8/2019 9:31 AM
6	Tree Preservation officer for general tree removal/pruning. Landscape Development Officer for DA related removals.	4/5/2019 9:01 AM
7	Tree Management Officer	4/4/2019 7:36 AM
8	TMO or AQF Level 5 consultant arborist	4/4/2019 7:27 AM
9	Tree Management Officer	4/4/2019 6:48 AM
10	Tree Management Specialist	4/3/2019 2:02 PM

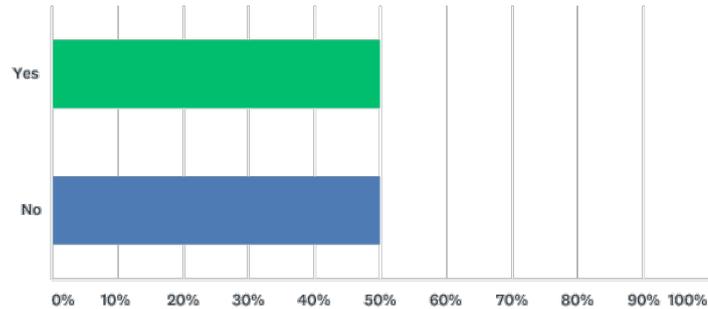
ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

Q3 Does your Council provide a guaranteed time frame to customers of when their application will be assessed? If not, what is the usual timeframe from lodgement to determination?

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	50.00%	5
No	50.00%	5
TOTAL		10

#	PLEASE SPECIFY TIME FRAMES	DATE
1	3 Weeks maximum if the application has been paid for	4/12/2019 11:44 AM
2	10 working days is the aim	4/12/2019 10:15 AM
3	28 days	4/11/2019 11:34 AM
4	10 days however is under review with 28 days as per SEPP being proposed	4/8/2019 4:36 PM
5	10 working days	4/8/2019 9:31 AM
6	2 weeks for a response (we may ask for further information)	4/5/2019 9:01 AM
7	28 days - as required under the SEPP, but not guaranteed	4/4/2019 7:36 AM
8	3 weeks	4/4/2019 7:27 AM
9	Council provides an estimated response time. This is dependent on volumes typically 4-6 weeks	4/4/2019 6:48 AM
10	!4 Working days	4/3/2019 2:02 PM

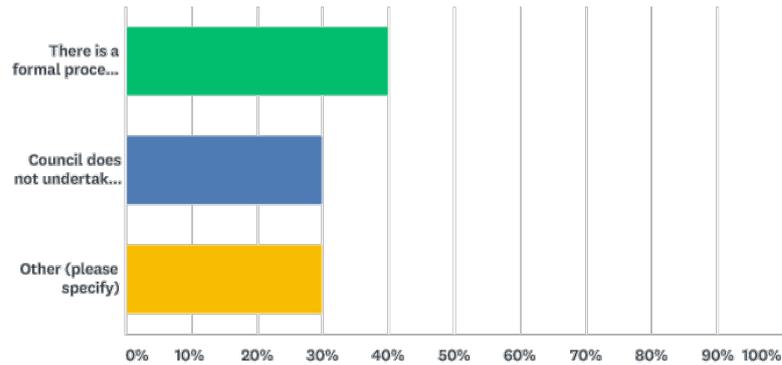
ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

Q4 Is there a review process available to applicants who disagree with the determination that has been given?

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES
There is a formal process that Council has and carries out	40.00% 4
Council does not undertake a review, it is referred straight to the Land and Environment Court	30.00% 3
Other (please specify)	30.00% 3
TOTAL	10

#	OTHER (PLEASE SPECIFY)	DATE
1	applicants are advised that the Land and Env Court is an option if applicants are still dissatisfied with the Review decision	4/12/2019 10:22 AM
2	Applications are not refused outright but are given a deferred status pending further information (AQF level 5 Arborist report etc) to be provided by the applicant which is often not forthcoming. If further information as requested is submitted Council may then approve the application with conditions or refuse outright. A recommendation for refusal would need to go to Council by way of a Council report.	4/8/2019 9:48 AM
3	The owner is instructed to obtain their own level 5 Arborists report	4/5/2019 9:08 AM

ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

Q5 If you indicated that there is a formal review process, please attach further information.

Answered: 1 Skipped: 9

#	FILE NAME	FILE SIZE	DATE
1	Application for Review of Tree Management Permit Determination.pdf	46.8KB	4/8/2019 4:44 PM

ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

Q6 Can you please list the ways that a customer can apply for a review of a determination?

Answered: 10 Skipped: 0

#	RESPONSES	DATE
1	1. re-apply to council with supporting information ie Arborist report 2. ITREA review - independent review by AQF 5 arborist not affiliated with council 3. LEC	4/12/2019 11:47 AM
2	Make an application on the prescribed form and pay fee	4/12/2019 10:22 AM
3	Review application Representations to councilor	4/11/2019 11:35 AM
4	Applications need to be lodged in person at the administration building with the scheduled fee.	4/8/2019 4:44 PM
5	They can lodge an appeal within 30 days.	4/8/2019 9:48 AM
6	obtain a level 5 Arborists report at their expense and submit it for review. If the report does not recommend removal for conclusive reasons the application is refused.	4/5/2019 9:08 AM
7	If they persist without going to the LEC, we encourage them to lodge a new application that a second officer will assess.	4/4/2019 7:36 AM
8	Apeal to LEC	4/4/2019 7:29 AM
9	Under the Veg SEPP the only formal review process is through L&E. Council will undertake informal reviews with the provision of a level 5 Arborist report	4/4/2019 6:52 AM
10	Letter to General manager	4/3/2019 2:09 PM

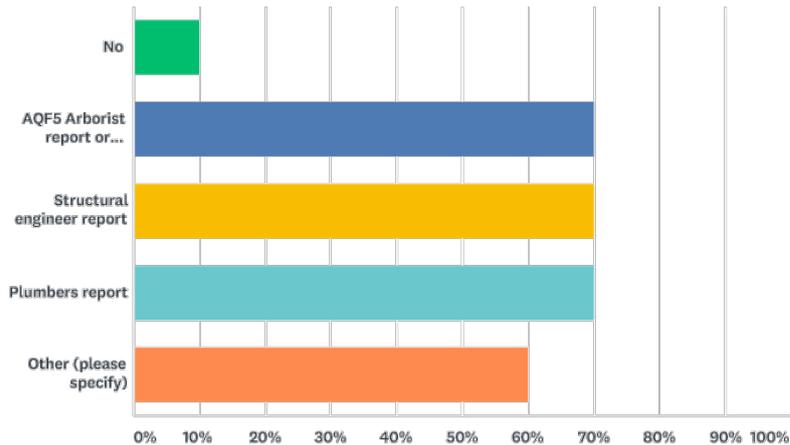
ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

Q7 Do you require supplementary documents or information with a review application?

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
No	10.00%	1
AQF5 Arborist report or equivalent	70.00%	7
Structural engineer report	70.00%	7
Plumbers report	70.00%	7
Other (please specify)	60.00%	6
Total Respondents: 10		

#	OTHER (PLEASE SPECIFY)	DATE
1	Depending on the issue, any of the above may be required	4/12/2019 10:22 AM
2	It is advised that an applicant may need to provide but it is not a requirement	4/8/2019 4:44 PM
3	See point 4.	4/8/2019 9:48 AM
4	They will be advised which if the above is required (if it is - it's not mandatory)	4/4/2019 7:36 AM
5	Geo technical reports	4/4/2019 6:52 AM
6	Could be any of the above if required	4/3/2019 2:09 PM

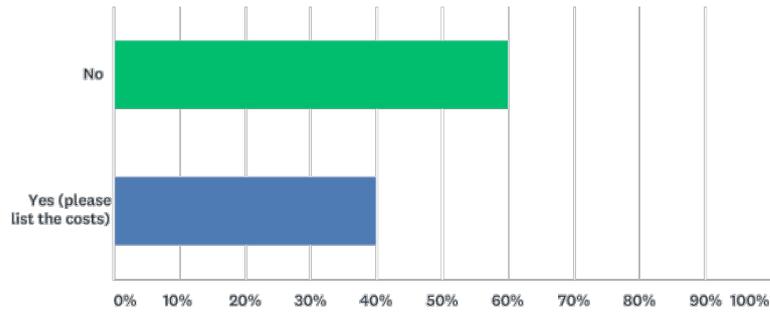
ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

Q8 Is there a fee for lodging a review application, and if so what are the costs?

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
No	60.00%	6
Yes (please list the costs)	40.00%	4
TOTAL		10

#	YES (PLEASE LIST THE COSTS)	DATE
1	\$75	4/12/2019 11:47 AM
2	\$37.50 (1/2 the original \$75 application cost)	4/12/2019 10:22 AM
3	\$160	4/11/2019 11:35 AM
4	\$38 currently under review	4/8/2019 4:44 PM

ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

Q9 Can you please advise what role in Council assesses the review application and provides a determination (including checks)?

Answered: 9 Skipped: 1

#	RESPONSES	DATE
1	Senior TMO reviews report and re-inspects tree, tree then discussed with all council arborists	4/12/2019 11:47 AM
2	Must not be the same officer who undertook original application, usually is the Environment and Conservation Services Manager (supervisor)	4/12/2019 10:22 AM
3	A different Tree Management Officer	4/11/2019 11:35 AM
4	a secondary officer if available or senior manager	4/8/2019 4:44 PM
5	Landscape Assessment Officer	4/8/2019 9:48 AM
6	Tree Preservation Officer	4/5/2019 9:08 AM
7	Tree Management officer (alternate to previous assessor if received within a year). Urban Forest Manager may review with TMO to assist in decision making	4/4/2019 7:36 AM
8	Typically an Officer not associated with original determination	4/4/2019 6:52 AM
9	Tree Management specialist and Horticultural Coordinator	4/3/2019 2:09 PM

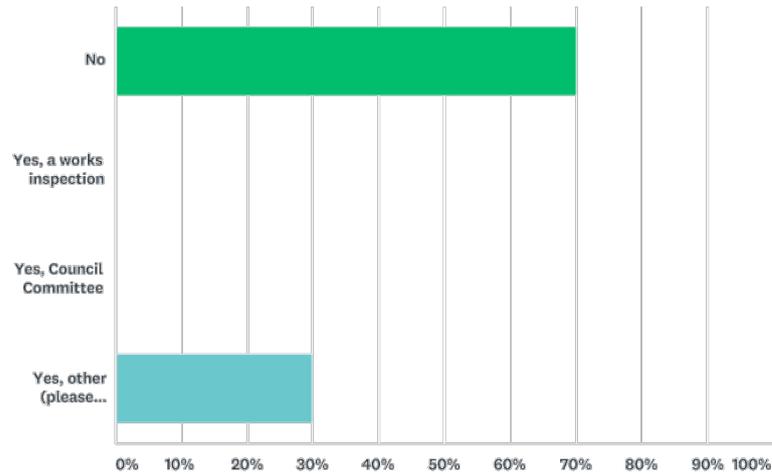
ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

Q10 Is there an opportunity for Councillors to have input into the review process?

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
No	70.00%	7
Yes, a works inspection	0.00%	0
Yes, Council Committee	0.00%	0
Yes, other (please specify)	30.00%	3
TOTAL		10

#	YES, OTHER (PLEASE SPECIFY)	DATE
1	Outright refusal after review must go to Council. See point 4.	4/8/2019 9:48 AM
2	If the owner is not happy with refusal a report to Council will be prepared for consideration	4/5/2019 9:08 AM
3	Through Council's internal Tree Notification Policy	4/4/2019 6:52 AM

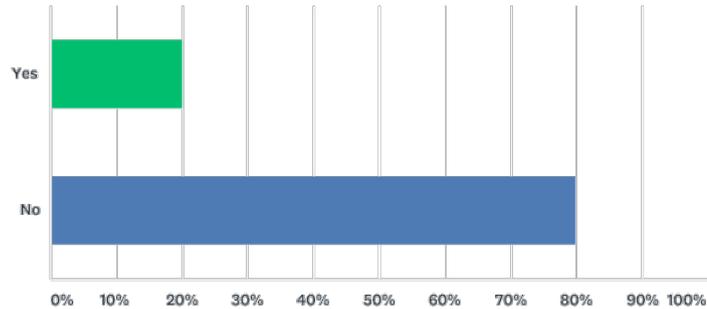
ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

Q11 Does your Council provide a guaranteed time frame to customers of when their review application will be assessed? If not, what is the usual timeframe from lodgement to determination?

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	20.00%	2
No	80.00%	8
TOTAL		10

#	PLEASE SPECIFY TIME FRAMES	DATE
1	no guarantee, but normally 2 weeks	4/12/2019 11:47 AM
2	Normally 10 working days	4/12/2019 10:22 AM
3	28 days	4/11/2019 11:35 AM
4	10	4/8/2019 4:44 PM
5	The report is generally sent to the next available Council meeting (within a month)	4/5/2019 9:08 AM
6	Depends on the type of application	4/3/2019 2:09 PM

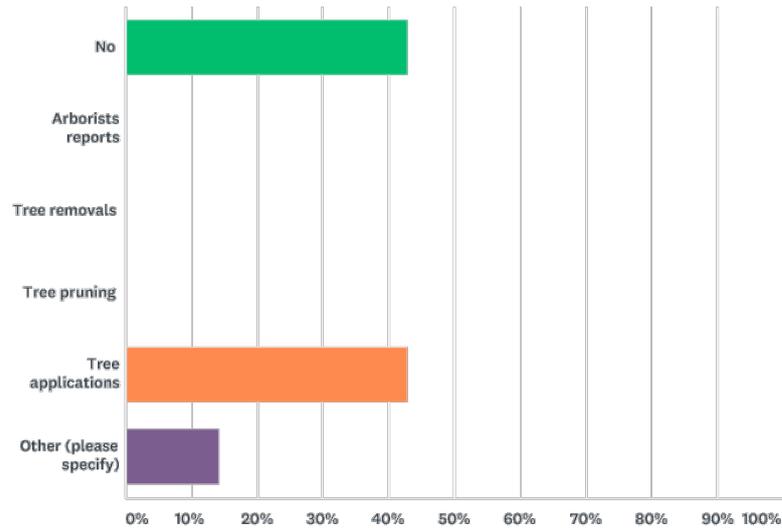
ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

Q12 Does your Council provide any financial assistance to pensioners or those who claim financial hardship for each of the following?

Answered: 7 Skipped: 3



ANSWER CHOICES	RESPONSES	
No	42.86%	3
Arborists reports	0.00%	0
Tree removals	0.00%	0
Tree pruning	0.00%	0
Tree applications	42.86%	3
Other (please specify)	14.29%	1
TOTAL		7

#	OTHER (PLEASE SPECIFY)	DATE
1	50% discount of application fees	4/12/2019 10:23 AM

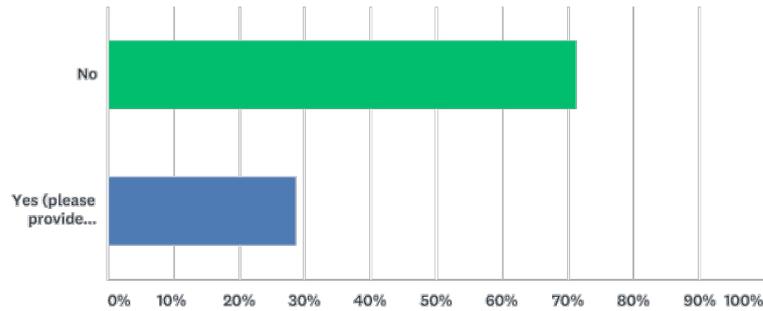
ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

Q13 Do Council's arborist team or Council appointed preferred contractors undertake approved tree works on private property?

Answered: 7 Skipped: 3



ANSWER CHOICES	RESPONSES	
No	71.43%	5
Yes (please provide details)	28.57%	2
TOTAL		7

#	YES (PLEASE PROVIDE DETAILS)	DATE
1	We prefer min AQF 3 Arborists to undertake the work, if a resident asks where to obtain arborist details we normally point them towards an internet search of reputable arborist associations	4/12/2019 11:50 AM
2	any approved works must be done by a qualified Arborist within AS 4373	4/5/2019 9:10 AM

ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

Q14 Do you have any further comments or information regarding your Councils tree review application process?

Answered: 2 Skipped: 8

#	RESPONSES	DATE
1	Refer Wollongong City Council website for further details	4/12/2019 10:23 AM
2	residents are referred to Arboriculture Australia or the Tree Contractors Association for qualified arborists for reports and to complete any approved work	4/5/2019 9:10 AM

ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

Q15 Please provide the following details about yourself:

Answered: 10 Skipped: 0

ANSWER CHOICES	RESPONSES	
Name:	100.00%	10
Role:	100.00%	10
Council:	100.00%	10
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address:	100.00%	10
Phone Number:	90.00%	9

#	NAME:	DATE
1	Louis Putnam Gray	4/12/2019 11:50 AM
2	Vanni De Luca	4/12/2019 10:24 AM
3	vanessa bailey	4/11/2019 11:36 AM
4	Keiran	4/8/2019 4:46 PM
5	John Nichols	4/8/2019 9:49 AM
6	Melanie Hamilton	4/5/2019 9:11 AM
7	Karen Sweeney	4/4/2019 7:36 AM
8	Harry	4/4/2019 7:31 AM
9	Greg Narker	4/4/2019 6:52 AM
10	Leslie Winch	4/3/2019 2:13 PM

#	ROLE:	DATE
1	Tre Management Officer	4/12/2019 11:50 AM
2	Environmnet an dConservation Services Manager	4/12/2019 10:24 AM
3	tree management supervisor	4/11/2019 11:36 AM
4	Tree Management Officer	4/8/2019 4:46 PM
5	Landscape Assessment Officer	4/8/2019 9:49 AM
6	Tree Preservation Officer	4/5/2019 9:11 AM
7	Urban Forest Manager	4/4/2019 7:36 AM
8	Tree management officer	4/4/2019 7:31 AM
9	Coordinator Tree Management	4/4/2019 6:52 AM
10	Tree Management Specialist	4/3/2019 2:13 PM

#	COUNCIL:	DATE
1	Lane Cove	4/12/2019 11:50 AM
2	Wollongong	4/12/2019 10:24 AM
3	Sutherland	4/11/2019 11:36 AM

ITEM 10 (continued)

ATTACHMENT 1

Tree Application Review Process Survey

4	Wollongong City Council	4/8/2019 4:46 PM
5	Liverpool	4/8/2019 9:49 AM
6	North Sydney Council	4/5/2019 9:11 AM
7	City of Sydney	4/4/2019 7:36 AM
8	Strathfield	4/4/2019 7:31 AM
9	Ku ring gai	4/4/2019 6:52 AM
10	Campbelltown City Council	4/3/2019 2:13 PM
#	ADDRESS 2	DATE
	There are no responses.	
#	CITY/TOWN	DATE
	There are no responses.	
#	STATE/PROVINCE	DATE
	There are no responses.	
#	ZIP/POSTAL CODE	DATE
	There are no responses.	
#	COUNTRY	DATE
	There are no responses.	
#	EMAIL ADDRESS:	DATE
1	treeofficer@ianecove.nsw.gov.au	4/12/2019 11:50 AM
2	vdeluca@wollongong.nsw.gov.au	4/12/2019 10:24 AM
3	vbailey@ssc.nsw.gov.au	4/11/2019 11:36 AM
4	kbartle@wollongong.nsw.gov.au	4/8/2019 4:46 PM
5	j.nichols@liverpool.nsw.gov.au	4/8/2019 9:49 AM
6	melanie.hamilton@northsydney.nsw.gov.au	4/5/2019 9:11 AM
7	ksweeney@cityofsydney.nsw.gov.au	4/4/2019 7:36 AM
8	h.diversi@strathfield.nsw.gov.au	4/4/2019 7:31 AM
9	gnarker@kmc.nsw.gov.au	4/4/2019 6:52 AM
10	les.winch@campbelltown.nsw.gov.au	4/3/2019 2:13 PM
#	PHONE NUMBER:	DATE
1	99113570	4/12/2019 11:50 AM
2	0417929659	4/12/2019 10:24 AM
3	42277 843	4/8/2019 4:46 PM
4	0417028958	4/8/2019 9:49 AM
5	99368223	4/5/2019 9:11 AM
6	9265 9173	4/4/2019 7:36 AM
7	9748 9940	4/4/2019 7:31 AM
8	0408 675 303	4/4/2019 6:52 AM
9	4645 4962	4/3/2019 2:13 PM

ITEM 10 (continued)

ATTACHMENT 2

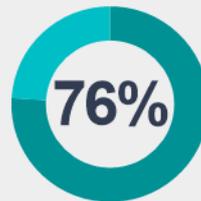


TREE MANAGEMENT APPLICATION PROCESS SURVEY JUNE 2019

How important is it to you:



'Very important' or 'Important' to achieve tree canopy coverage of 40% within the City of Ryde by 2030



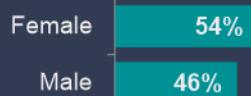
'Very important' or 'Important' to have tree canopy coverage in residential streets within the City of Ryde

Satisfaction with the current management of trees within the City of Ryde, on:

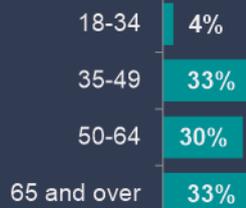


SAMPLE PROFILE (n=95)

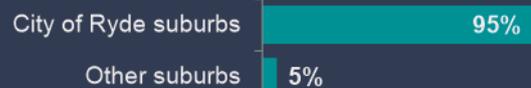
Gender:



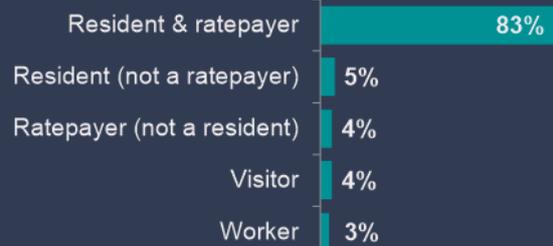
Age:



Suburb:



Connection to City of Ryde:



Note: Where possible, data is cleaned to remove duplicate responses (by the individual), within and across sources. Some sources are unidentifiable, hence, could not be de-duplicated.

ITEM 10 (continued)

ATTACHMENT 2

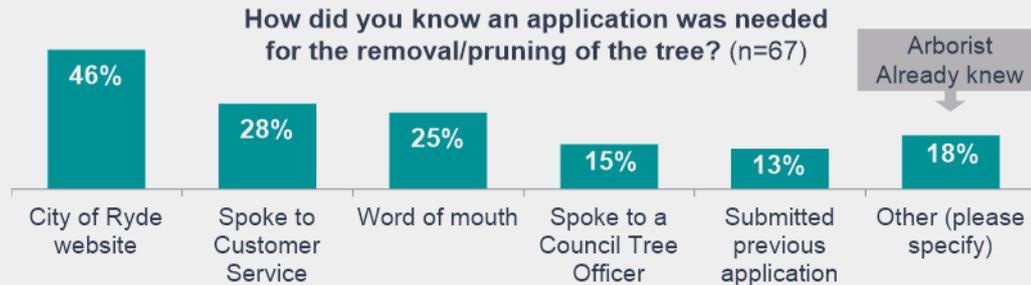


TREE MANAGEMENT APPLICATION PROCESS SURVEY JUNE 2019

MANAGEMENT OF TREES ON PRIVATE LAND



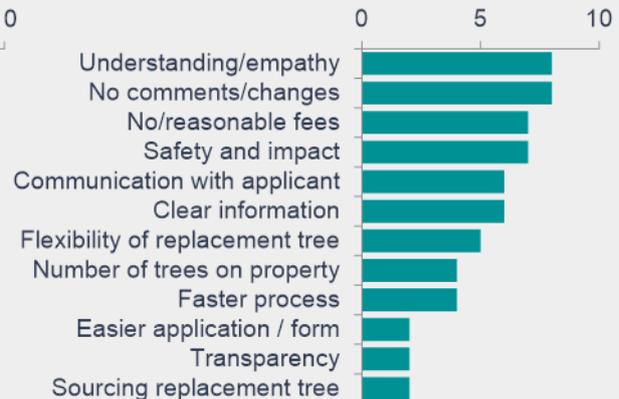
Of those who have submitted an application to Council:



Positive aspects of the process: (n=53)



Areas for improvements: (n=48)



ITEM 10 (continued)

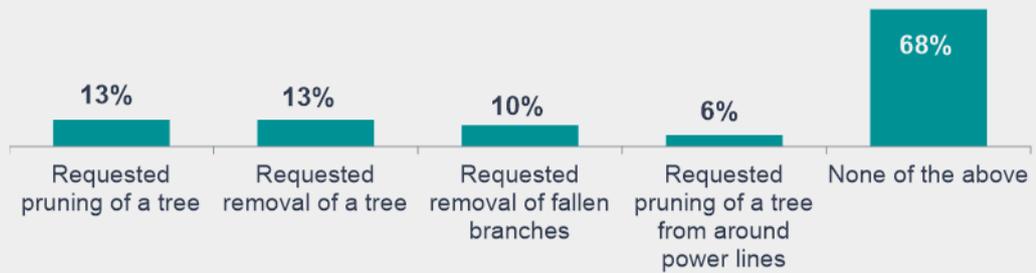
ATTACHMENT 2



TREE MANAGEMENT APPLICATION PROCESS SURVEY JUNE 2019

MANAGEMENT OF TREES ON PUBLIC LAND

In relation to trees on your own or your neighbour's property, have you ever had to: (n=105)

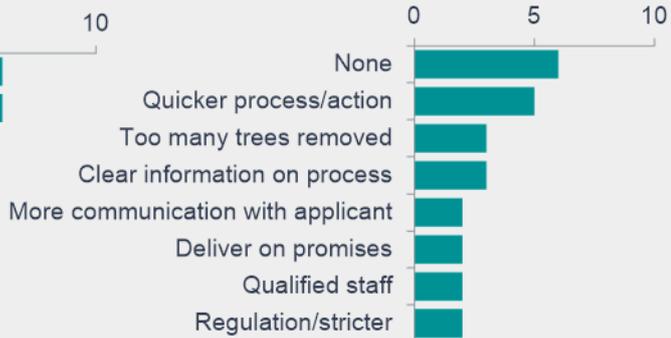


Of those who have submitted a request to Council:

Positive aspects of the process: (n=26)



Areas for improvement: (n=24)



ITEM 10 (continued)

ATTACHMENT 2

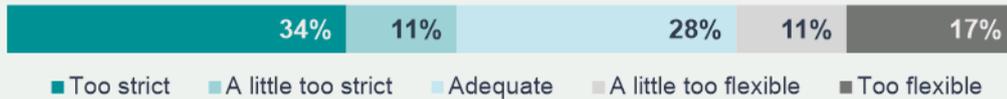


TREE MANAGEMENT APPLICATION PROCESS SURVEY JUNE 2019

Have you faced any barriers when dealing with trees on private property and/or public land in the City of Ryde? (n=100)



In your opinion, are Council's current tree management policies: (n=83)



What is your reason for giving this response? (n=96)



Note: Size is representative of theme frequency, reflecting themes ranging between n=12 and n=2.

ITEM 10 (continued)

ATTACHMENT 2

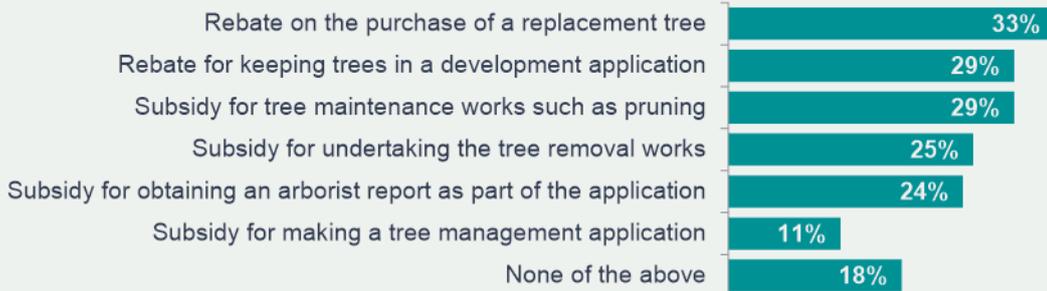


TREE MANAGEMENT APPLICATION PROCESS SURVEY JUNE 2019

If Council were to provide any of the following initiatives, which of the following would you be most interested in? (n=97)



If Council were to offer a means tested subsidy or rebate, which of the following would you prefer? (n=97)



Any further comments? (n=57)



Note: Size is representative of theme frequency, reflecting themes ranging between n=12 and n=2.

11 NEW LIBRARY MEMBERSHIP FEE

Report prepared by: Acting Manager - Library Services**File No.:** COR2007/1169 - BP20/1067

REPORT SUMMARY

At its meeting of 2 July 2020 Council resolved the following:-

- (a) *That Council endorses the establishment of a proposed new 'Out of Area Membership' fee for Hunters Hill residents to join Ryde Library Service at a cost of \$120 per annum.*
- (b) *That Council endorses a proposed new Children's category 'Out of Area Membership' fee that is free of charge for children up to 5 years of age with access limited to only borrowing from the children's collections.*
- (c) *That Council place the proposed new Fees and Charges on public exhibition for a period of 28 days as per Section 610(F) of the Local Government Act (1993).*
- (d) *That a further report be tabled at the July 2020 Council meeting to outline the submissions received during the public exhibition period and adoption of the proposed fees placed on public exhibition.*

This report follows the public exhibition of the proposed introduction of an Out of Area Membership fee for library services and outlines the submissions received by Council. Following consideration of the submissions, a recommendation has been made to adopt an Out of Area Membership fee as outlined in this report.

The Out of Area Membership fee was proposed in response to the cessation of the Joint Use Agreement with Hunter's Hill Council on the 30 June 2020 and the subsequent loss of the annual library subsidy contribution which was scheduled to be \$771,000 for 2020/21 which contributed extensively towards funding a proportion of the City of Ryde Library support services and programs, in particular the service provided at Gladesville Library.

The financial burden of COVID-19 has also brought about the need to address the budgetary impact as a result of the cessation of the Joint Library Services agreement with Hunter's Hill Council as a priority.

Based on the submissions received and following discussions with the State Library of NSW and consideration of the financial impacts, and preservation of the community resources for the City of Ryde, it is recommended that Council adopt an Out of Area Membership fee for Hunters Hill residents.

ITEM 11 (continued)**RECOMMENDATION:**

- (a) That Council Adopts the 'Out of Area Membership' fee for Hunters Hill residents to join Ryde Library Service at a cost of \$120 per annum (excluding Hunters Hill residents who work or study in the City of Ryde) to be included in the current Fees and Charges schedule.
- (b) That Council Adopts the new Children's category 'Out of Area Membership' fee that is free of charge for children up to 5 years of age with access limited to only borrowing from the children's collections to be included in the current Fees and Charges schedule.
- (c) That Council officers provide current Hunters Hill library members who are residents with one (1) month written notice of the new fee coming into effect.

ATTACHMENTS

- 1 Submission from Hunters Hill Council - letter dated 24 July 2020
- 2 Public Exhibition Online Submissions
- 3 Letter to Hunters Hill Council General Manager dated 29 September 2020

Report Prepared By:

Kathleen Allen
Acting Manager - Library Services

Report Approved By:

Angela Jones-Blayney
Director - Customer and Community Services

ITEM 11 (continued)**Discussion**

The proposed Out of Area Membership fee will apply to residents of Hunters Hill who wish to join the Ryde Library service and be able to borrow from the extensive Library Service collections that the City of Ryde offers.

Hunter's Hill Council does not have a reciprocal borrowing agreement with the City of Ryde and therefore are not eligible to receive reciprocal borrowing rights. However, through their newly formed fee for service Agreement with Lane Cove Council, Hunters Hill residents can utilise Lane Cove's Library Service for borrowing purposes.

During the public exhibition period which ran from 3 July 2020 until 2 August 2020, three submissions were received on the Have Your Say website and one submission was received via e-mail and is provided for in **(ATTACHMENT 1)**. A table outlining the submissions received can be found at **(ATTACHMENT 2)**.

Of the four submissions received, one was from a resident of Hunters Hill who said they would pay the membership fee, two submissions were from residents of Ryde (one suggested a lower fee and one opposed the fee and mentioned the disadvantage to children which has been addressed in the Children's category of the Out of Area membership which is free of charge). The fourth submission was from Hunters Hill Council regarding reciprocal membership.

The State Library of NSW has reaffirmed with the City of Ryde that there is no existing reciprocal membership agreement that entitles Hunters Hill residents free access to Ryde Library collections. Nor does the fee for service agreement with Lane Cove Council provide Hunters Hill with reciprocal membership to other library services other than Lane Cove. In addition, City of Ryde has responded to the Hunters Hill Council submission based on the SLNSW response **(ATTACHMENT 3)**.

To clarify, anyone can enter a public library and utilise their facilities without requiring membership. Library Memberships provide members with borrowing privileges for their collections. Library Memberships are essentially for residents and rate payers and are provided free of charge under the 1939 NSW Library Act. Most Council's extend this free membership to include non-residents that either work or study in their council areas.

There are however those who wish to use a library service that are not a resident or rate payer, nor do they work or study in the area. The Act provides the option to charge for non-residents in these categories. Alternatively, a reciprocal membership between councils provides non-residents with free membership with reciprocating councils.

ITEM 11 (continued)

Below provides further detail of the relevant sections of The Act, and more detail on Reciprocal Membership.

A) Free access to library services

Any persons under the provisions of the 1939 NSW Library Act section 10(b) are entitled to access any NSW public library free of charge.

The relevant section of the Library Act states:

10 (b) Any person (whether or not a member of the library) is entitled free of charge to access any library material of the library and any information forming part of the information service of the library (other than information excepted from free access by guidelines issued by the Council) for use on the library premises.

B) Free membership and membership fees

Whilst Councils are required to provide free access to anyone as part of the “information service”, this does not include membership or borrowing rights. Section 10A 3 (b) of the Library Act state:

[The service] must not differ, or have effect so as to differ, in its operation between members and non-members of the library (except as regards the payment of a charge by non-members).

The intention of this provision is to ensure that membership of the library for residents and ratepayers is provided free. The Library Act and Regulations allows the City of Ryde to refuse membership or charge for membership if a person is not a resident or ratepayer, and there is not a reciprocal borrowing arrangement in place with the person’s home council.

C) Reciprocal Membership

Reciprocal membership is enabled by the Library Act s10(3), which sets out that councils may enter into voluntary agreements with other councils to offer reciprocal library membership. A reciprocal agreement allows free membership to residents of other councils and visa-versa.

For convenience most councils have signed up to a state-wide reciprocal agreement. This was originally written in the 1960’s and has been renewed at least once. Ryde first signed the agreement on 14 November 1963 and reconfirmed on 27 May 1980. Only a few Councils did not sign the agreement these being Lithgow, City of Sydney and Hunters Hill.

ITEM 11 (continued)

A reciprocal agreement was binding between Councils with library services to allow free membership and borrowing privileges between residents of the other signatory councils. In this reciprocating agreement there was considered equity in exchange for the mutual benefits of each council's residents in accessing the other's Library services. It is presumed that as Hunters Hill Council did not have a council owned and operated library service, they most likely were not in the position to offer reciprocal membership. Under the City of Ryde Joint Service Use agreement, the residents of Hunters Hill were afforded joint use borrowing privileges.

At the Hunters Hill Council meeting held on 23 September 2019, a report was considered which articulated there was an expectation that City of Ryde will continue to provide reciprocal membership to Hunters Hill residents after the cessation of the Joint Library Services Agreement. This expectation was also referred to in a Hunters Hill Council letter dated 15 July 2019 to the City of Ryde that announced their Expression of Interest process.

With Hunters Hill establishing a new Joint Library Use agreement with Lane Cove Council, the State Library of NSW has confirmed that the City of Ryde is within their rights to charge a Non-Residents fee under the provisions of the 1939 Library Act. The City of Ryde has confirmed that an agreement between City of Ryde and Hunters Hill is required for reciprocal borrowing in the Expression of Interest response to Hunters Hill.

Under the Library Act Councils are not required to offer membership to residents outside of their LGA. It therefore would be reasonable to charge a non-resident membership fee (Out of Area Membership fee) where the City of Ryde's Library Services are being extensively used by Hunters Hill residents and their Council is not contributing to the operational costs.

Examples of other Councils charging non- membership fees:

Council	Type of fee
Blue Mountains Council	Non-resident
City of Sydney	Non-resident Special Membership
Central Coast Council	Temporary non-reciprocal
Richmond Tweed Regional Libraries	Reciprocal membership Visitor Membership

ITEM 11 (continued)**D) Fee calculation**

The new Joint Use Agreement between Hunters Hill and Lane Cove Councils as specified in the Hunters Hill Council meeting held on 23 September 2019 bases their contributions to Lane Cove Council on the 3,200 residents of Hunters Hill currently holding Library memberships with the City of Ryde. This report also outlines the total contribution to that Hunter Hill Council will be paying Lane Cove Council to be approximately \$380,000 annually. The proposed fee of \$120 is derived from the total contribution divided (\$380,000) by the number of residents holding membership (3,200).

The new Out of Area Membership fee is outlined as follows:

Out of Area Membership fee	\$120.00 per annum (=\$2.29 per week)
Out of Area membership fee - 5 years and under (Children's collections only)	Free of Charge

Libraries play an essential role in early literacy for communities. The Out of Area Membership fee - 5 years and under, clearly demonstrates the City of Ryde's ongoing advocacy for early literacy. This will allow families to still access and use the children's collections when visiting one of the free Storytime sessions across the City of Ryde.

Furthermore, the City of Ryde is a large employment hub as well as home to a large number of schools. Therefore, residents of Hunter's Hill that work or study in the City of Ryde will be excluded from any membership charges.

The Out of Area membership fee will contribute to the purchase of items for the collection to ensure equitable access to the collection based on the user group size. The present budget has been reduced to offset the loss of the Joint Library Agreement.

If the Ryde Library Service was to continue to be utilised by the Hunters Hill community without financial recompense, the dollar value of our collections budget is reduced against the demand.

Financial Implications

The total loss of annual revenue from Hunters Hill Council represents \$771,000 which has been partially offset by a reduction in expenditure. These financial implications have been factored into the 2020/21 budget.

ITEM 11 (continued)

If endorsed by Council, an additional revenue stream will be generated through the 'Out of Area Membership' fee commencing in December 2020. Due to the pending nature of this fee, no income forecasts have been incorporated into the 2020/21 budget.

The Out of Area Membership fee supports the current budget and its limited capacity to meet the demands of the City of Ryde Community. Income generated will be used to purchase items for our Library collections.

ITEM 11 (continued)

ATTACHMENT 1



Reference:

Mr. George Dedes
General Manager
City of Ryde
Via email:
general.manager@ryde.nsw.gov.au

HUNTER'S HILL COUNCIL

ABN 75 570 316 011
TOWN HALL, ALEXANDRA STREET, HUNTERS HILL 2110
PO BOX 21, HUNTERS HILL 2110
TELEPHONE: (02) 9879 9400
EMAIL: customerservice@huntershill.nsw.gov.au
WEB: www.huntershill.nsw.gov.au

22 July 2020

Dear George

Submission: New Library Membership Fees for Hunters Hill Residents

I am writing in response to the City of Ryde's proposal to establish a new 'out of area membership fee for Hunters Hill residents' to join Ryde Library Service and access library collections.

I note that at the City of Ryde Council's meeting held on 23 June 2020, Council considered a late report and subsequently resolved to place the proposal on public exhibition.

I wish to clarify some points in relation to statements made that have formed the rationale for this proposal.

The report stated that Hunter's Hill Council terminated the Joint use Agreement.

Hunter's Hill Council did not terminate the Joint use Agreement with the City of Ryde.

Hunters Hill Council undertook a review of its library service arrangements in 2019. This was in light of the, then, current Joint Use Agreement with the City of Ryde expiring on 30 June 2020.

As part of this review Hunter's Hill Council sought expressions of interest (EOI) from the City of Ryde, Lane Cove Council and the City of Canada Bay Councils for the provision of library services to the Hunters Hill community under a Joint use Agreement.

Following this EOI process, two expressions of interest were received, one from the City of Ryde and the other from Lane Cove Council.

Hunter's Hill Council considered these at its meeting held on 23 September 2019 and subsequently resolved not to seek a new Joint use Agreement at the conclusion of the term of the current Joint Use Agreement with the City of Ryde and that Council enter into a Joint Use Agreement, as per the Library Act, with Lane Cove Council for access to a library service.

On 27 September 2019 I confirmed this decision in writing with the City of Ryde. The timing of this advice enabled the City of Ryde to consider the financial impact of this decision as part of its preparation for the 2020/21 Operational Plan and Budget.

ITEM 11 (continued)

ATTACHMENT 1

2

Hunter's Hill Council does not have a reciprocal borrowing agreement

The City of Ryde report and exhibited proposal cites as one of the reasons for the proposal is that:

'Hunter's Hill Council does not have a reciprocal borrowing agreement with the City of Ryde, Council is proposing a new 'Out of Area Membership' fee for Hunters Hill residents to join Ryde Library Service and access library collections'. Council is proposing the following:

- *The establishment of a new 'Out of Area Membership' fee for Hunters Hill residents to join Ryde Library Service at a cost of \$120 per annum.*
- *A new Children's category 'Out of Area Membership' fee that is free of charge for children up to 5 years (restricted to children's collections only).*

The State Library NSW (SLNSW) has advised that: *'The entitlement for Hunters Hill residents and ratepayers to access free library services is established through Hunters Hill's participation in a s12 Library Act arrangement, formerly with Ryde, and now with Lane Cove.'*

I have attached the full advice from the State Library. The State Library advised that they have copied you on this letter and the General Manager at Lane Cove Council.

Therefore the rationale for this proposal is flawed.

Financial Imperative

The other reason cited for consideration of this proposal is a financial imperative.

According to SLNSW membership statistics 2018 – 2019 (<https://www.sl.nsw.gov.au/public-library-services/advice-and-best-practice/public-library-statistics>) the City of Ryde had 23,363 non-resident members, from a total of 71,716 members.

Of the total non-resident members approximately 3,200 are Hunters Hill residents.

Of these approximate 3,200 members, some members are already members of both the City of Ryde and Lane Cove Library Service.

It does not seem fair nor logical to only apply the user pay fee to the approximate 3,200 Hunters Hill resident members, if the proposal is motivated by a financial imperative.

As a result of the new agreement with Lane Cove Council, the community of Hunters Hill have access to the Lane Cove Library Services, under a Joint use Agreement.

However more importantly Hunters Hill Council is now, for the first time since 1861, able to offer a suite of library programs within its own local government area as a result of the partnership with Lane Cove Council.

We are launching The YARN in the Hunters Hill Village in September 2020.

This new space will host a range of library based programs including preschool story time, school holiday activities, local studies events and a variety of other programs.

Residents of the City of Ryde who choose to attend these programs will be welcome to do so at no cost and in the spirit of reciprocity, which is the way of local government.

Yours sincerely,



Lisa Miscamble
GENERAL MANAGER

2

ITEM 11 (continued)

ATTACHMENT 2

Have your say for New Out of Area Library Membership Fees

Online Submissions closed 2 August 2020

Receipt Number	Comments
2	If you're including the online library in the cost I would happily pay
3	I feel the fee of \$120 pa is a bit steep. I am a Ryde resident and a member of Ryde library as well as Parramatta. Parramatta library have not charged me any fees and I am grateful. Perhaps if it were necessary to impose a fee, something in the order of \$10 pa would be appropriate.
4	I am opposed to charging for out-of-area people from accessing Ryde libraries. I assume that previously there was no charges by either Hunters Hill or Ryde for their respective residents to use the other libraries? No case has been made that this is now necessary. Libraries should be free. The ratepayers of Ryde should show that they welcome other citizens in the use of our libraries. School students and people on limited income will be hardest hit. This proposal is mean spirited!

ITEM 11 (continued)

ATTACHMENT 3



Lifestyle and opportunity @ your doorstep

Ms Lisa Miscamble
General Manager
Hunters Hill Council
PO Box 21
HUNTERS HILL NSW 2110

29 September 2020

Our Ref: D2020/0160287

Dear Lisa

I refer to your letter dated 22 July 2020 regarding the New Library Membership fee for Hunters Hill residents.

City of Ryde (CoR) has been a long term partner of Hunters Hill Council with a Joint Library Service Agreement in place since 1957. For over 60 years, the agreement has provided both communities with a high-quality library service across all Council libraries, including the Gladesville Library. It is disappointing that Hunters Hill Council has chosen not to negotiate a new agreement with CoR.

The CoR had submitted a comprehensive Expression of Interest (EOI) to provide library services to Hunters Hill residents and ratepayers. Disappointingly, Hunters Hill Council did not respond to CoR's numerous requests to clarify the evaluation criteria for the EOI. Be that as it may, the CoR offered five (5) options including a comparable offering to Lane Cove Council's EOI, by providing a comprehensive Library service within the boundaries of Hunters Hill for the entire Hunters Hill community.

Option 5 in the CoR EOI submission, provided staffing, a 15,000 item collection, support services and community programs in a location provided by Hunters Hill for \$335,000 per annum as well as access to all five (5) CoR libraries and their associated extensive eBook collections and programmes.

The CoR is not motivated to leverage financially from Hunters Hill but only acts to protect and conserve resources for our own community. The current financial environment and what lies ahead will only increase the need to provide services to our community and therefore consideration must be given to the availability of funding, resources and these new demands.

ITEM 11 (continued)

ATTACHMENT 3



Lifestyle and opportunity @ your doorstep

The CoR notes the following extract from the Hunters Hill Council report dated 23 September 2020 that offers its justification for its decision to enter into the agreement with Lane Cove Council:

The base features of the service and contributions model from Lane Cove are:

- *The fee for library access and Lane Cove to act as the home library for the Hunters Hill community is based on a per library member rate. This allows for Hunters Hill Council to be charged for residents that are members of the library service rather than on a per head of population basis.*
- *The EOI is based on the current membership numbers of the Hunters Hill/Ryde shared library service, being 3,328 members. Under this proposal the number of members will be fixed for the first two years of the proposed arrangements to provide certainty with a review after this period.*
- *The cost of the access to the Central Library Service will be based on Council's annual overall expenditure budget for libraries, excluding costs associated with Greenwich Library, Lane Cove's Archives, Lane Cove Literary Awards, and any non –book related Capital items.*

The fee for access to the Library would be \$219,683 per annum set for two (2) years.

The cost of delivering this suite of programs is approximately \$70,654. In addition, there would be costs of approximately \$90,000 for rent and associated outgoings.

Therefore, the total cost of the Lane Cove Council proposal, that is a library access fee plus services delivered locally and the value add service of Book Delivery to your Door is \$380,337.

The report clearly indicates that a fee for service is being paid and is limited to 3,328 of the 14,900 Hunters Hill residents. Therefore, it is anticipated that the majority of ratepayers within the Hunters Hill LGA will continue to rely on the City of Ryde Library service without recompense and that as demand grows, coupled with the financial impact of COVID-19, will impinge on resource provision for the City of Ryde Community.

The CoR's proposed Out of Area membership fee has made provision to continue to support early literacy for Hunters Hill residents by introducing a children's Out of Area Membership fee category that is free of charge up to 5

ITEM 11 (continued)

ATTACHMENT 3



Lifestyle and opportunity @ your doorstep

years of age when they commence school and have access to the school library resources.

In addition, the CoR has sought advice from the State Library NSW following receipt of your letter and we have received confirmation from the State Library NSW via email on 31 August 2020 that the CoR's rationale for charging an Out of Area Membership for residents of Hunters Hill is a correct interpretation of the NSW Library Act 1939, contrary to the advice you provided in your letter to the CoR dated 22 July 2020 and contrary to your statement within that correspondence that *"the rationale for this proposal is flawed"*.

The rationale is outlined in the following:

- The agreement between Lane Cove Council and Hunters Hill Council referred to in your Letter is not an arrangement for conferring reciprocal library entitlements on the residents and ratepayers of their respective local government areas. It is rather a fee for service agreement contemplated under Section 12 of the Library Act 1939 (**Act**);
- The affected residents and ratepayers within the Hunters Hill Local Government Area could therefore not be considered to be residents or ratepayers of the Lane Cove Local Government Area as contemplated under Section 10 (3) of the Act; and
- Hunters Hill Council has never been a signatory to the "Reciprocal Membership Agreement between Local Public Libraries in NSW as amended 30 June 1997" (NSW Agreement).

Therefore, Hunters Hill residents are not automatically granted reciprocal entitlement rights to access the CoR's library facilities under the current agreement they hold with Lane Cove Council.

The State Library NSW also confirmed that the CoR could charge an annual fee to residents and ratepayers of the Hunters Hill LGA if they seek to borrow the CoR's library collections without the need to amend the existing NSW Agreement.

As you are aware, affected residents of Hunters Hill Council who were Library members under the former joint library agreement between CoR and Hunters Hill Council (Former Agreement), were notified by letter dated 1 June 2020 that the Former Agreement was to expire on 30 June 2020. In doing so, they were subsequently advised to contact Hunters Hill Council with respect to the new library service arrangement between your council and Lane Cove Council.

ITEM 11 (continued)

ATTACHMENT 3



Lifestyle and opportunity @ your doorstep

I wish to confirm that the CoR will continue to welcome ratepayers of the Hunters Hill LGA who choose to use our onsite services and programmes and we wish Hunters Hill Council all the best with the new agreement it has entered into with Lane Cove Council.

Yours sincerely,



George Dedes
General Manager

cc Cameron Morley Manager Public Library Services, State Library NSW

12 2020/2021 CHRISTMAS AND NEW YEAR ARRANGEMENTS - COUNCIL BUSINESS OPERATIONS

Report prepared by: Manager - People and Culture
File No.: GRP/09/5/15 - BP20/1032

REPORT SUMMARY

This report seeks Council's endorsement of the proposed business operations during the 2020/2021 Christmas / New Year Period, with Council's operations proposed to close from noon on Thursday, 24 December 2020 and recommence on Monday, 4 January 2021.

From noon on 24 December 2020, there will be a skeleton staff or staff on call throughout the Christmas / New Year period to ensure essential services are undertaken.

During this period Council's Ryde Aquatic Leisure Centre (RALC) and Library services will be operating on revised operating hours as detailed in the report.

There will be no end of year staff update event this year due to COVID and the inability to book a venue that can host all Council staff with physical distancing requirements maintained. Department Managers have been advised that they can arrange a Department lunch during December or at another time if this is more suitable for the relevant staff.

RECOMMENDATION:

- (a) That Council endorse the changes to normal City of Ryde business operations over the 2020/2021 Christmas and New Year period, as outlined in this report.
- (b) That the changes to normal business operations referred to in (a) above, be advertised in the Mayor's Column, on Council's website, through Social Media and by way of notice at the front of Council's customer service centres, Council's branch libraries and the Ryde Aquatic Leisure Centre.

ATTACHMENTS

There are no attachments for this report.

Report Prepared By:

Marnie Mitchell
Manager - People and Culture

Report Approved By:

Steven Kludass
Director - Corporate Services

ITEM 12 (continued)**Discussion**

In recent years, normal City of Ryde business operations, except Ryde Aquatic Leisure Centre (RALC) have ceased over the Christmas / New Year period. Throughout this period, skeleton staff have remained on duty, supported by staff on-call to continue essential services and to respond to urgent customer requests. This report seeks Council's endorsement for the proposed arrangements for Council's operations to close from 12 noon on Thursday 24 December 2020 and recommence on Monday 4 January 2021.

Library and RALC will be operating on revised business hours as detailed later in this report.

There will be no annual gathering of all staff this year due to COVID and the inability to host an all staff event that can ensure physical distancing measures can be adhered to.

During the shutdown period, the following service functions will remain operational with on-duty staff;

- Cleansing operations:
- Shopping Centres – streets, footpaths and bin collections.
- Parks – bin collections.
- Public Toilets.
- Urgent infrastructure repairs (public safety)
- General Parks Maintenance and mowing of Regional Parks.
- Rangers – normal patrols.
- Hall Hire – pre bookings.

The Shop Ryder Bus Service will operate as normal up to and including Thursday, 24 December 2020 and then cease operations from Friday, 25 December 2020 until Tuesday, 5 January 2021. Normal operations for this service will resume on Wednesday, 6 January 2021.

Ryde Aquatic Leisure Centre

It is proposed that the RALC will be closed between 23 and 26 December 2020 inclusive (Wednesday – Saturday) to allow essential maintenance and repairs to be carried out throughout the Centre.

ITEM 12 (continued)

The proposed RALC operation hours for this period are as follows:

Wednesday 23 to Saturday 26 December 2020	Closed	Remediation work to be undertaken during this period
Sunday 27 December 2020 to Sunday 3 January 2021	10:00am to 5:45pm	Open every day
Monday 4 January 2021	10:00am to 8:45pm	Resume normal Business Operations

The RALC returns to normal hours of operation on Monday 4 January 2021.

City of Ryde Libraries

The proposed Library operations are as follows:

Thursday 24 December	Closed from 1pm	Skeleton staffing
Friday 25 December to Friday 1 January 2021	Closed	All Libraries Closed
Saturday 2 January 2021	Reopen 9:30am	Ryde, West Ryde and North Ryde Libraries only
Monday 4 January	Open	Operating Hours as per advertised times on Council's Webpage

Note: West Ryde Library will be closed from Monday 14 December 2021 to Monday 4 January 2021 for roof maintenance.

On-Call Arrangements

A roster of on-call staff will be prepared for all departments and these staff will be available to respond to urgent matters if required. This will include Operations staff and other functions such as information systems (IT) support and Development Application (DA) notifications. All details of on-call staff will be provided to Councillors prior to the Christmas/New Year shutdown.

The normal after-hours call centre arrangements will apply during this period, whereby any customers calling Council's main phone number will speak to an operator who will then allocate the enquiry to the relevant officer for action.

The proposed changes to normal business operations for the Christmas/New Year period are proposed to be advertised in the Mayor's Column, on Council's website and by way of notice at the front of the Civic Centre, Council's branch libraries and the Ryde Aquatic Leisure Centre. It is also proposed to utilise Council's social media for notification.

ITEM 12 (continued)**Policy Implications**

There are no policy implications through adoption of the recommendation.

The arrangements proposed, will ensure the community is provided with appropriate levels of service throughout this period.

Financial Implications

Adoption of the recommendation outlined in this report will have no additional financial impact as the funding for staff resourcing over the Christmas and New Year shutdown period is already included in existing base budgets.

Conclusion

This report seeks Council's endorsement for the proposed arrangements for Council's operations to close from noon on Thursday, 24 December 2020 and recommence on Monday, 4 January 2021. Appropriate arrangements for essential services throughout the Christmas / New Year period will be in place, comprising skeleton staffing and staff on call, to ensure any disruptions to services are minimised.

NOTICES OF MOTION**1 DEFERRED NOTICE OF MOTION: RYDE FOODBANK - Councillor Dr Peter Kim****File Number: CLM/20/1/1/6 - BP20/953**

NOTE: This Item was deferred from the Council Meeting of 22 September 2020 which was reconvened on 20 October 2020**MOTION:**

That the Ryde Council:-

- (a) make a declaration that the City of Ryde will stand to fight the “food hunger”.
- (b) direct the General Manager to prepare a feasibility report, including a financial source, on establishing a ‘Ryde Foodbank’ at an appropriate location. The General Manager is to prepare the ‘Ryde Foodbank’ report for the November 2020 Ordinary Council meeting.

2 DEFERRED NOTICE OF MOTION: FIND THE ALTERNATE VENUE FOR THE COMMUNITY ORGANISATIONS FROM THE CLOSURE OF THE RYDE CIVIC CENTRE - Councillor Dr Peter Kim**File Number: CLM/20/1/1/6 - BP20/955**

NOTE: This Item was deferred from the Council Meeting of 22 September 2020 which was reconvened on 20 October 2020**MOTION:**

- (a) That the City of Ryde organise an alternate venue for existing individuals, groups or organisation that had their meetings and events bookings cancelled that have not found alternate venues.
- (b) That the City of Ryde after identifying those impacted and the quantum pay for any additional costings incurred as the result of these individuals, groups and organisations having to hire a new venue as the result of temperamental closure of the Ryde Civic Centre.
- (c) That the proposed resolution (as identified in Part (b) above be exhibited for a minimum period of 28 days with a further report being brought back to Council to determine the resolution and any other details following the public exhibition period.
- (d) That an appropriate source of funding be identified in the report after exhibition.

QUESTIONS BY COUNCILLORS AS PER POLICY

1 QUESTIONS WITH NOTICE - Councillor Dr Peter Kim

File Number: CLM/20/1/1/10 - BP20/995

A potential La Nina Event and Flood

The Bureau of Meteorology is expected to declare a La Nina Event is underway in the Pacific, underscoring climate influences that point to a wetter than usual end to 2020 across northern and eastern Australia. Source: SMH, 28th September 2020.

Question 1:

What is the worst case scenario of a La Nina Event affecting the City of Ryde?

Question 2:

What flood mitigating plans do we have for the City of Ryde?

Question 3:

What would the City of Ryde do to mitigate the property damages and loss from a La Nina Event?

CONFIDENTIAL COUNCIL REPORT

13 ADVICE ON COURT ACTIONS

Confidential

This item is classified CONFIDENTIAL under Section 10A (2) of the Local Government Act, 1993, which permits the meeting to be closed to the public for business relating to the following: (g) advice concerning litigation, or advice as comprises a discussion of this matter, that would otherwise be privileged from production in legal proceedings on the ground of legal professional privilege.

This matter is classified confidential because it contains advice concerning legal matters that are:-

- (a) substantial issues relating to a matter to which the Council is involved.
- (b) clearly identified in the advice, and
- (c) fully discussed in that advice.

It is not in the public interest to reveal all details of this matter as it would prejudice Council's position in any court proceedings.

Report prepared by: General Counsel
File Number: GRP/09/5/15 - BP20/1079
Page Number: 168

CONFIDENTIAL NOTICE OF MOTION

3 DEFERRED NOTICE OF MOTION: GENERAL MANAGER PERFORMANCE REVIEW - Councillor Dr Peter Kim

Confidential

This item is classified CONFIDENTIAL under Section 10A(2) of the Local Government Act, 1993, which permits the meeting to be closed to the public for business relating to the following: (a) personnel matters concerning particular individuals (other than councillors).

File Number: CLM/20/1/1/6 - BP20/764
Page Number: 176