

# Mastering your medium-sized business

Published on 27 June 2019



The City of Ryde is seeking expressions of interest from senior-level professionals to take part in a new and exciting program focused on personal and professional development.

[‘Applying the 3 Hat Model to your Medium Sized Business’](#) is a five-session program where participants will receive practical advice, methodologies and processes with proven outcomes for business growth, peer-to-peer support plus opportunities for personal and professional development and networking.

Valued at \$10,000 per person, the City of Ryde is offering this program free for just 15 senior business representatives, as part of its Business Mastermind series.

Each individual session will be delivered by three top industry professionals and focus on a key area. Those key areas are:

- Session 1: Manage risk in uncertain times
- Session 2: Structure your company for future growth
- Session 3: Applying the Value Gap Analysis
- Session 4: Increasing market share
- Session 5: 3 Hat Mastermind

The program will run in the City of Ryde from 16 July to 19 November 2019.

‘Applying the 3 Hat Model to your Medium Sized Business’ has received rave reviews by those who have undertaken the program.

## **Video testimonial - Gleuto Serafim**

Gleuto Serafim said the program has assisted him with a new business venture he has recently embarked on.

“I’ve been in business for 30 years having created an organisation which spans Australia, US, Israel, Europe and South America. I’m now two years into a new venture which is already international. I’ve found the program to be really valuable as we can share our experiences. The attendees are all open and honest about their issues, which is rare,” Mr Serafim said.

## **Video testimonial - Mark Baker**

Meanwhile, Mark Baker said the Mastermind program has changed the way he approaches his business.

“I’ve re-evaluated the value of my time and realised this differs greatly to how my team assesses it. The value perception gap is quite wide. The sessions covering the use of an Accountability Chart, Culture and Leadership were very valuable,” Mr Baker said.

Expressions of interest in the City of Ryde are open to professionals who are a managing director, CEO or senior manager of a company that employs more than 10 people and has a turnover of more than \$2 million per annum.

**FIND OUT MORE**

# Have your say on 'The New Heart of Ryde'

Published on 24 June 2019

Formal consultation on the new vision for the Ryde Civic Centre site commences this week, with the entire City of Ryde community encouraged to have their say on the new proposal.

Described as 'The New Heart of Ryde', the proposal endorsed by Council will deliver a four-fold increase in community facilities without the introduction of any residential development on the site.

The proposal is financially sustainable and will not result in increased rates or cuts to any services. Council will also retain complete ownership of the site.

City of Ryde Mayor, Clr Jerome Laxale, said The New Heart of Ryde would have dedicated space for performances, concerts, art and functions. It will also feature meeting rooms and spaces for members of the community to utilise such as mothers groups and cultural groups.

"The New Heart of Ryde is one of the most exciting projects undertaken by the City of Ryde in decades. It will be built for the community and owned by the community, without any residential development," Clr Laxale said.

"It will also activate the Ryde Civic Centre site and resolve the chronic shortage of community space that the City of Ryde currently faces."

Jessica Matthews, co-founder of Ryde District Mums, said The New Heart of Ryde had the potential to benefit everyone in the community.

"As a mother I know how hard it can be to find the appropriate space in Ryde to stage get-togethers for mothers groups. So to have new facilities where mothers groups can meet on a regular basis is terrific for the City of Ryde," Ms Matthews said.

"It will be great that certain community groups will also be able to access amazing facilities at subsidised rates as affordability is important to families in Ryde."

Clr Laxale said it was important that all members of the community took part in the formal consultation which begins this week.

"All feedback submitted during the formal consultation period will help shape the final design and report that will be submitted to Council later in the year."

Formal consultation opens this Wednesday 26 June, where the community can provide their feedback up until Sunday 25 August. Submissions can be made:

- Through an online survey at [www.ryde.nsw.gov.au/heart](http://www.ryde.nsw.gov.au/heart)
- By email at [cityofryde@ryde.nsw.gov.au](mailto:cityofryde@ryde.nsw.gov.au)

- By post to General Manager, City of Ryde, Locked Bag 2069, North Ryde NSW 1670.

In addition to receiving submissions, the City of Ryde will also undertake a wide range of communication activities during the formal consultation period including a community roadshow and displays at local shopping centres.

# No smoking trial at West Ryde Plaza

Published on 24 June 2019

A six-month trial in which smoking will not be allowed at West Ryde Plaza will begin on Monday, 1 July 2019.

As part of the trial, No Smoking Signs will be displayed within the plaza to inform the community. All existing cigarette butt bins will also be removed and relocated to the boundaries of the plaza to support the trial.

The trial at West Ryde Plaza follows the success of a similar trial at Eastwood Plaza.

In addition, a 2016 survey of the West Ryde community found that a large majority of the respondents strongly supported the West Ryde Plaza becoming a smoke free space.

The trial will run until 1 January 2020.

Throughout the duration, the City of Ryde is asking residents to have their say on the trial.

[Click here](#) for more information on the consultation and to make an online submission.

Following the completion of the trial, a report will be prepared for Council's consideration.

# City of Ryde refutes criticisms of Hunters Hill Library Agreement

Published on 21 June 2019

The City of Ryde has refuted misleading claims that it is charging an unfair rate to provide library services to Hunters Hill residents.

The claims were made after it was revealed that Lane Cove Council and Hunter's Hill Council were set to enter into a shared service arrangement. Under the arrangement, both councils would share key functions including library services, information technology, a works depot and senior staff.

The shared service arrangement is progressing despite a Joint Library Agreement being in place between Hunter's Hill Council and the City of Ryde since 1957.

As part of the Joint Library Agreement, the City of Ryde and Hunter's Hill Council operate the Gladesville Library for Gladesville and Hunters Hill residents.

Speaking to the Northern District Times about the new shared service arrangement with Lane Cove Council, Hunter's Hill Council Deputy Mayor Cllr Ben Collins said his council was "overpaying by several-hundred thousand dollars" due to the Joint Library Agreement. He added that Hunters Hill residents only use six per cent of the Gladesville library service.

In the same article, Lane Cove Deputy Mayor Scott Bennison claimed the City of Ryde was "gouging Hunters Hill".

The quotes attributed to both councillors are inaccurate and misleading.

The City of Ryde can confirm that Hunter's Hill Council's expenditure on library services is lower per capita than surrounding councils.

The most recent public library funding statistics released by the State Library of NSW for 2017/18 revealed that total expenditure for library services by Hunter's Hill Council was \$48.01 per capita. This is far lower than the expenditure for the City of Ryde (\$56.83) and Lane Cove (\$90.83).

| Per capita expenditure for library services 2016/17 |       |  |              |       |
|---|-------|--|--------------|-------|
| Ryde  | 56.83 |  | Willoughby   | 82.42 |
| Lane Cove   | 90.30 |  | Hunters Hill | 48.01 |
| Mosman  | 94.37 |  | North Sydney | 65.78 |

Not only does the City of Ryde have a higher per capita expenditure, it is arguably subsidising the cost of the library service it offers to Hunter's Hill Council.

In addition, the claim by Cllr Collins that only six per cent of Hunters Hill residents use the library service is based on the total book loans. This is not a reasonable basis for calculating the Hunters Hill contribution as there is no correlation to the total cost of providing the service.

The claim also fails to consider the full range of library services provided to Hunters Hill residents, including online library, school holiday activities, free Wi-Fi, home library service and community events.

Despite the Joint Library Agreement being in place for more than 60 years, the City of Ryde had not been consulted about the details of the shared service arrangement between Hunter's Hill Council and Lane Cove Council and has not yet been given an opportunity to negotiate a new agreement for library services.

While the City of Ryde is extremely disappointed about the lack of consultation, Council will need to consider its options for the site if the Joint Library Agreement is terminated by Hunter's Hill Council.

If the Agreement is terminated, the City of Ryde will need to consider the value of maintaining a service which is used by Hunters Hill residents particularly if their council was not contributing the operational costs.

In the event that Gladesville Library ceases operation and the shared service arrangement between Hunters Hill and Lane Cove councils was formalised, Hunters Hill residents would be forced to utilise Lane Cove Library and could lose access to the City of Ryde's extensive online library of eBooks, audiobooks and magazines.

It is the City of Ryde's aim to continue its successful relationship with Hunter's Hill Council to deliver the best outcome for both Hunters Hill and City of Ryde residents.

# City of Ryde wins Gold for its Annual Report

Published on 20 June 2019



The City of Ryde took away a Gold Award for the ninth year running at the 2019 Australasian Reporting Awards (ARA) for its [2017/18 Annual Report](#).

The ARA Awards recognise honest and transparent information provided by government departments, companies and not-for-profit organisations from across the Australasia region.

The annual ARA Awards are administered by an independent, not-for-profit organisation. Gold, Silver, Bronze and Special Awards are awarded to reports that are reviewed and deemed to satisfy all or most of the ARA's criteria, which include reports that:

- Provide a balanced and reasonable picture of their economic, environmental, and social performance
- Facilitate comparability, benchmarking and assessment of performance
- Address issues of concern to stakeholders.



# City of Ryde Council Meeting Summary - May Meeting

Published on 04 June 2019

Council held its latest Ordinary meeting on 28 May 2019. Here is a summary of the main outcomes from the meeting:

## **'THE NEW HEART OF RYDE' TO DELIVER ENHANCED FACILITIES FOR ENTIRE COMMUNITY**

The City of Ryde endorsed new plans to commence consultation on an exciting redevelopment of the Ryde Civic Centre site, with Council retaining complete ownership and not increasing rates for this project.

Described as 'The New Heart of Ryde', a redeveloped Ryde Civic Centre site will see a four-fold increase in community space without the introduction of any residential development on the site.

Half of the space will house public meeting rooms, offices, childcare facilities, commercial and retail facilities, a plaza and open space, on-site parking and Council chambers. The remaining half will be dedicated to a flexibly-designed cultural and community space that will cater to a large range of activities from concerts to theatre groups, dance classes, study groups, businesses and artists among others.

[Click here for more information.](#)

## **EMERGENCY SERVICES LEVY TO INCREASE**

Council supported a call from Local Government NSW for the State Government to cover the increase in the Emergency Services Levy for all NSW councils.

The above-inflation increase to the levy cost will have an \$180,000 impact on the City of Ryde's 2019/20 budget.

The Emergency Services Levy is a compulsory levy that all NSW councils must pay towards funding part of the NSW Emergency Services.

## **NEW MODEL CODE OF MEETING PRACTICE ADOPTED**

A new Model Code of Meeting Practice was adopted by Council. The new code will guide the conduct of all City of Ryde Council meetings and committee meetings.

The new code features a range of changes to the previous version including a requirement for all committee meetings to be audio visually recorded and made available on the City of Ryde website. In addition, motions which require an additional expenditure but do not identify a source of funding will need to be deferred pending a report detailing the availability of Council funds.

## **VOLUNTARY PLANNING AGREEMENT FOR EASTWOOD**

A Voluntary Planning Agreement was accepted by Council in relation to a development application at 152-186 Rowe Street and 3-5 Rutledge Street, Eastwood, which will accommodate retail, commercial and residential uses.

Under the terms of the VPA, Eastwood Plaza will be upgraded and five affordable housing apartments will be included in the development.

The development application will now be determined by the Sydney North Planning Panel.

### **RE-ELECTED MEMBERS OF PARLIAMENT CONGRATULATED**

The City of Ryde congratulated Prime Minister, the Hon. Scott Morrison, and Member for Bennelong, the Hon. John Alexander OAM, on their re-election to Federal Parliament.

### **CITY OF RYDE VOWS TO ADDRESS CLIMATE EMERGENCY**

Council acknowledged that there is a state of climate emergency that requires urgent action by all levels of government.

A report will be brought back to Council examining how City of Ryde plans, policies and work programs can address the climate emergency and ensure this is embedded in future strategic plans.

### **DECISION ON PARKING FINES**

A report was received by Council that analysed the potential impact opting into a State Government policy to reduce level 2 parking fines would have on local businesses and residents.

The City of Ryde resolved not to opt-in to the policy. In doing so, Council noted that 82 per cent of all level 2 fines in the City of Ryde are issued to non-residents.

### **TICKETED PARKING SCHEME FOR GLEN STREET CAR PARK TO BE INVESTIGATED**

A report investigating the cost and feasibility of a ticketed parking scheme at Eastwood's Glen Street Car Park will be prepared for Council.

Under the scheme being investigated, motorists would be able to park for a specified period of time in addition to the current two to three hours of free parking.

### **CONVEX MIRROR TO OVERCOME BLIND SPOT AT SYMONS RESERVE**

A convex mirror will be installed at the site of a blind corner on the Symons Reserve shared path in Denistone.

The work will be undertaken after concerns were raised by cyclists about numerous near-misses between cyclists and pedestrians on the shared path.

## **CITY OF RYDE RECOGNISED FOR DROUGHT FUNDRAISER**

Rural Aid presented the City of Ryde with a certificate of appreciation for Council's fundraising appeal to assist farmers living in drought affected areas of NSW.

The appeal raised more than \$26,000 for Rural Aid's Buy A Bale campaign which delivers hay and other essential items to farmers who have no feed left for their livestock.

## **KARAOKE SINGING COMPETITION PROPOSED TO HELP ISOLATED SENIORS**

The Federation of Korean Societies of Oceania Inc has been invited to apply for a grant through the City of Ryde's Community Grants Program for a proposed karaoke singing competition aimed at gathering isolated senior citizens together.

## **PEDESTRIAN FACILITIES NEAR OUR LADY QUEEN OF PEACE PRIMARY SCHOOL**

Council will ask the Roads and Maritime Services to investigate incorporating pedestrian facilities at the intersection of Victoria Road and Westminster Road, Gladesville, near Our Lady Queen of Peace Primary School.

## **NEXT MEETING**

The next Ordinary Council meeting will take place on Tuesday 25 June 2019.