

City of Ryde



Annual Report 2002



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Mayor's Message



Dear fellow citizen of the City of Ryde

It is with great pride that I present to you the Annual Report for the past financial year. Over the past year it has become evident that Ryde is experiencing major growth and fast becoming a 'Region' in its own right. The City of Ryde recognises the richness of cultural diversity of the local people and business communities and therefore the need for diversification in facilities and services.

In response to this growth, Council acknowledges the need to display continued leadership in responding to short and long term challenges. Whilst critical issues such as development control and environmental management will always receive Council's unwavering attention, initiatives such as the Living Centres Project, the Parramatta-Chatswood Rail link and the revitalisation of shopping centres will be a primary concern to ensure the entire community benefits.

The City of Ryde's recent management take over of the Ryde Aquatic Leisure Centre is a bid to restore financial stability to the Centre over the next twelve months. The Chief Executive is confident this will be achieved by using effective marketing and communication strategies and with the employment of professional Centre Management staff.

The Annual Report fulfills a statutory requirement and provides the community with an insight into the range and variety of services offered to the community.

My fellow Councillors and I applaud the initiatives, new work practices, capital improvements and the commitment of the staff and acknowledge the professional guidance and dedication of our Chief Executive and his team.

Together we will meet your needs and raise your expectations.

A handwritten signature in black ink that reads "Edna Wilde". The signature is fluid and cursive.

Councillor Edna Wilde OAM
Mayor of the City of Ryde

Chief Executive's Introduction



I am delighted to present the Annual Report for the City of Ryde. Over the past financial year there have been a number of projects completed with outstanding success. These have been highlighted in the Report. Looking to the future, the following projects will continue to contribute to the development of the 'City' to a 'Region' and improve the City's amenities:

- Implementation of the funding strategy for the commencement of the staged Eastwood Drainage Project.
- Pursuing concepts for a new community facility and library on the land adjoining the Civic Centre
- Expansion of the Ryde Summer Festival.
- Conservation of "The Parsonage" through a lease to ensure it remains in public ownership.
- Reviewing the options for the future of the Porters Creek site.
- Enhancements to the public space areas at Trim Place, Gladesville and West Ryde and Eastwood Shopping Centres.
- Improvements to drainage infrastructure in the Meadowbank area.
- The redevelopment by Woolworths of their West Ryde shopping complex to incorporate a new library facility, improved public parking, new infrastructure and an active town square.
- The continued financial stability of the City of Ryde.

The vision for the City of Ryde is one based on a strong link to the community. With your constant feedback, opinions and ideas we can collaborate to make the region of Ryde a vibrant, safe and economically sound place to live and work.

A handwritten signature in black ink, appearing to read "Michael G McMahon". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Michael G McMahon
Chief Executive

Councillors

West Ward



Clr Larry Chin
8800 6026 (ah)
Years of service
1999-



Clr Peter Graham OAM
9874 2037 (ah)
Deputy Mayor:
Sep 2000-Sep 2002
Years of service
1971-1977
1980-



Clr Terry Perram
9874 7904 (ah)
Deputy Mayor:
from Sep 2002
Years of service:
1987-



Clr Edna Wilde OAM
9888 1072 (ah)
Mayor:
from Sep 2002
Years of service:
1974-

Central Ward



Clr Victor Dominello
0410 570 913 (ah)
Years of service:
1995-



Clr John Lazzarini
9868 3863 (ah)
Years of service:
1987-



Clr Roslyn Lunsford
9887 1124 (ah)
Years of service:
1995-



Clr Connie Netterfield
9807 4682 (ah)
Years of service:
1999-

East Ward



Clr Andy Johnston
9888 5649 (ah)
Years of service:
1977-1995
1999-



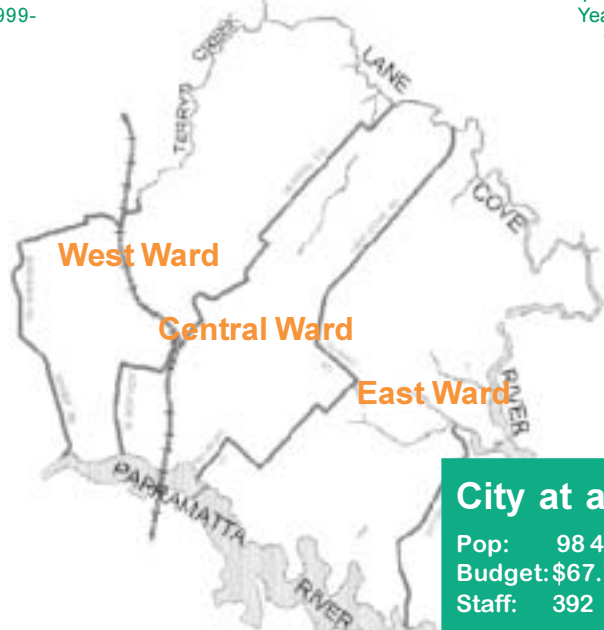
Clr Lyn Langtry
9888 5438 (ah)
Years of service:
1995-



Clr Gabrielle O'Donnell
9817 2019 (ah)
Years of service:
1995-



Clr Ivan Petch
9809 1847 (ah)
Mayor:
Sep 2000-Sep 2002
Years of service:
1977-1987
1995-



City at a Glance
 Pop: 98 447 (2001 est)
 Budget: \$67.74 million
 Staff: 392

Mayor and Councillor Fees, Expenses and Facilities

During the 2001/2002 year fees provided for the Mayor were \$24 500 and for Councillors totalled \$144 000.

Council has adopted a policy to provide the Mayor and Councillors with items necessary for the performance of their duties as an elected representative. These are in addition to the allowance set by the Council and include items such as conference fees, stationery, fax machines, transport, mayoral car, refreshments and executive support. This totalled \$214 492 for the year.

Overseas Visits

During July/August 2001 a group comprising Councillors Ivan Petch (Mayor), Larry Chin, Victor Dominello, Connie Netterfield and the Chief Executive visited the City of Jiading in China and signed a Friendship Agreement cementing the City's relationship with this region.

The visit was organised without incurring any costs to the City of Ryde.

Partnerships, Cooperatives and Joint Ventures

The City of Ryde is a member of the Northern Sydney Regional Organisation of Councils.

External Bodies

The Eastwood Plaza Management Committee, that comprises of representatives of Council and the community exercises functions delegated by Council. It has care, control and management of the Eastwood Plaza.



Civic Services (formerly Executive Group)

Customer Service

A customer satisfaction pilot survey was conducted in November for both the Customer Service Centre and the Call Centre. Fifty five people participated in the Customer Service Centre survey and 108 people took part in the Call Centre survey.

The results were very pleasing with 94.34% (Customer Service Centre) and 89.81% (Call Centre) of customers surveyed rating the overall handling of their enquiry as "excellent" or "good".

Freedom of Information

During 2001/2002 there were five requests under the Freedom of Information Act. (There were two in the previous year).

Three of these requests were granted in full, one was withdrawn and one was refused. The elapsed time for processing varied between four and 20 days, with processing hours varying between two and five hours per application.

The total fees paid in the year were \$90.00.

There were no requests under the Act by the Ombudsman and no appeals to the Administrative Decisions Tribunal.

The impact during the year of the FOI requirements on Council's activities, policies or procedures was that considerable assistance continued to be provided to persons seeking access to Council's documents and enquiries were able to be satisfied without the need for an FOI application.

Privacy and Personal Information

Council has adopted the Model Privacy Management Plan and Privacy Code of Practice for Local Government. No reviews under Part 5 of the Act were conducted during the year.

Library On Line Catalogue

Ryde Library has extended its services and accessibility to the community. Residents can now search, borrow, reserve and renew library items from the Library's collection of approximately 190 500 items via its online catalogue.

The collection includes books for all age groups and information needs, reference items, magazines and periodicals, language kits, books on cassette, CDs, videos, toys, and books in languages other than English.

Microfilm/fiche in Local Studies

While the Internet is being used increasingly to access information, some resources are still more common in microfiche and microfilm formats. This is the case particularly in the local studies and family history areas. To improve service delivery in this area, a new microfilm/fiche reader printer was purchased and located in the Local Studies/Family History area of Ryde Library. It has proved a welcome improvement for the many people researching their family or house history.

Internet Information Sessions for Seniors

Internet Information Sessions for Seniors held at the City's Branch Libraries throughout the year have proven to be extremely popular. It has been great that so many older people are gaining confidence in using the Internet, and for many, a computer for the first time.

Book Launch

In February, Library Services launched "A Wonderful Pair of Shoes – Oral Recollections of Ryde in the 1930s Depression" by Lesley Goldberg. The launch was attended by many of the people whose own recollections of the era are included in the book. "A Wonderful Pair of Shoes – Oral Recollections of Ryde in the 1930s Depression" is available for purchase from the City's Branch Libraries.

Ryde Summer Festival

The inaugural "Ryde Summer Festival" commenced with Australia Day and continued throughout summer with "Cinema in the Park".

Australia Day celebrations centred on a citizenship ceremony and the announcement of the Citizen and Young Citizen of the Year. Joint winners of the Citizen of the Year Award were Steve Perrin and Ruby Kargarian. Peter Dadd was presented with the Young Citizen of the Year Award.

Steve Perrin was chosen for his tireless service to the community in many local projects as a member of North Ryde Rotary since 1993. Ruby Kargarian was awarded for her work as founder of the association called 'Violence-free Society' Inc., which aims to free our society of violence. Peter Dadd was recognised for his leadership skills and his involvement in a myriad of service projects to assist the aged and needy in Ryde.



Citizens of the Year Steve Perrin and Ruby Kargarian, and Young Citizen of the Year Peter Dadd with Councillor Ivan Petch, Mayor of the City of Ryde

An audience of more than 15 000 attended the Australia Day Family Concert and fireworks display held at North Ryde Common. Sports commentator Gordon Bray was the City's official Australia Day Ambassador.

Many took the opportunity to bring along a picnic basket and blanket and enjoy free screenings of the latest blockbuster movies at "Cinema in the Park". Screenings were held at Eastwood Oval, Macquarie University and Morrison Bay Park.

Volunteer Recognition Awards

The valuable contribution volunteers make to our community was recognised with the annual Ryde Volunteer Recognition Awards.

The individual Award was presented to Joy Heber for her work with Christian Community Aid Service. The Volunteer Visiting Program at Gladesville Community Aid Centre was the recipient of the group Award.

Granny Smith Festival

The 16th annual Granny Smith Festival was again conducted in the streets and surrounds of Eastwood on Saturday 20th October. The event received great support from the community with over 60 000 people attending the day's activities which included four stages of entertainment, a street parade, over 270 market stalls, children's rides and amusements, and a family concert and fireworks.



Community Taskforces

Community Taskforces including the Interchurch Children and Youth, Heritage and Mayoral Prayer Breakfast coordinated various activities for the community.

The Greening of Ryde Taskforce undertook voluntary plantings, weeding and mulching at Mallee Reserve and Atkinson Reserve and coordinated street tree plantings throughout the City.

Guide to Ryde

The third edition of "Discover Ryde", the official guide to the City of Ryde was produced and distributed.

Sponsorship

The City of Ryde would like to thank the following local businesses for their sponsorship in the staging and enhancement of community events:

Australia Day Concert and Fireworks:

- North Ryde RSL Community Club Ltd
- Riverside Corporate Park

Ryde Summer Festival:

- Macquarie University
- Northern District Times
- Tom Kerr Auto Centre Ryde
- Top Ryde Shopping Centre

Granny Smith Festival:

- Ryde Eastwood Leagues Club
- Batlow Fruit Co-operative
- Eastwood Hotel

Council supported the local Small Business Awards by means of sponsorship.

Ryde Community Volunteers

Ryde Community Volunteers (RCV) previously known as Ryde/Hunters Hill Volunteer Referral Agency was officially launched in May. RCV is a community based service aimed at supporting local community groups and volunteers of the Ryde area.

The main objectives of Ryde Community Volunteers is to conduct interviews and refer volunteers to appropriate agencies, maintain a database of volunteers and their skills, maintain a database of local organisations and their volunteer requirements, encourage people from non English backgrounds to participate in volunteer work, and create community awareness of the benefits of volunteering.

It offers organisations assistance in the recruitment of volunteers and provides prospective volunteers with the

direction and knowledge to ensure that their experience is both valuable and fulfilling.



Volunteers such as these greening our community, make all the difference

Youth Activities

The "Holiday Boredom Busters" School Holiday Program was once again held for high school students. Some of the activities enjoyed included horse riding, film making courses, and for those who wanted a change of pace, go-karting. To celebrate Youth Week, events held included a Short Film Festival, Student Leadership Forum and Skate Day Out.

Directory of Services for Older People

The latest edition of the Directory of Services for Older People was launched. The Directory provides a guide to health and community services in the Ryde/Hunters Hill area.

The Directory provides information on a wide variety of services including retirement and aged care accommodation, counselling services, health and legal services, leisure activities, home support services, respite/day care and transport and is a valuable resource for both individuals and institutions. The Directory is available by contacting Martin Butcher - Community Project Officer Aged/Disability on 9952 8304.

Community and Cultural Grants

The City of Ryde allocated \$97 500 through the Ryde Community Grants Program to encourage and support the development of local community organisations, services and strategies which aim to meet the identified needs of the citizens of Ryde and the local area.

Recipients of community grants included Christian Community Aid Service Inc, Citizen Advocacy Ryde Hunters Hill, Computer Pals for Seniors – West Ryde Inc, Lions Club City of Ryde, Ryde Family Support Service Inc, Ryde Hunters Hill Community Transport, Gladesville-Hunters Hill-Ryde Combined Pensioners and Superannuants and Australian Red Cross NSW.

Through its Cultural Grants Program the City of Ryde allocated \$24 000 to community organisations seeking funds for the staging of a community event, purchasing of equipment, or assistance in the development of performance related skills.

Recipients of cultural grants included West Ryde Easter Festival, North Ryde Community Christmas Carols, Eastwood Multicultural Festival, Ryde Aquatic Festival and the City of Ryde Art Society.

- the Community Safety Working Group conducting an innovative 'Designing for Safety' seminar focusing on safety from an urban planning/design, crime prevention, health and social impact perspective; and
- the Pedestrian Safety Working Group implementing a speed monitoring project to reduce speed in the Ryde area.



Immunisation Program

Good attendance for the City of Ryde's immunisation program continued with more than 4 316 immunisations conducted. Vaccines are administered by a team consisting of fully accredited nurses with many years of immunisation experience as well as paediatric expertise. All parents are issued with an immunisation certificate on completion of their children's vaccination schedule.

Ryde Safe Communities

In an attempt to address safety in the Ryde area, the Ryde Safe Communities Project has initiated a number of innovative and successful projects over the last year through local working groups. These include:

- the most recent project on driveway safety "Who's behind your car? Look now!" which has raised awareness of the dangers to children when drivers reverse from driveways;
- the Sports Safety Working Group working with the City of Ryde to include sports safety guidelines in hire/lease agreements for the City's sporting grounds;

Access and Equity Activities

Target Group - Older People

Planned Access and Equity Activity	Objectives	Performance Target	Performance Indicators	01/02
Produce the Directory of Aged and Disability Services for Ryde/Hunters Hill Area	To enhance the provision of information to the older people in the local area in a variety of formats.	The updated directory published and widely distributed by October 2001	Number of copies distributed to the community Positive response from the clients/ community	<ul style="list-style-type: none"> Aged Directory completed and distributed to General Practitioners, Community Organisations and general community with positive response Community Information Database available on City of Ryde Website
Facilitate a variety of leisure activities for Seniors by organising the Seniors Week and other activities e.g. Information Forums, concerts, etc.	To enhance the opportunities for older people to participate in leisure, recreational and educational activities	A variety of quality programs organised for seniors	The number of seniors participating in the programs Positive feedback received	<ul style="list-style-type: none"> Information Expo with 80 stall holders, conducted during Seniors Week 2002 with good attendance Morning Tea for frail aged held with 105 attendees Seniors Concert held with 230 attendees
Resource and support the various local and regional networks/ interagency, e.g. HAOC Forum, Respite Action Group	To plan, co-ordinate and initiate services for older people	A better co-ordination of the service delivery	Number of issues raised and actions taken in the forums	<ul style="list-style-type: none"> 10 Forums held and well attended (30-35); issues raised and forums held on Mental Health, Commonwealth Carelink, HAOC Regional Planning, Respite, Homecare & Falls Prevention Needs Analysis of 85 HAOC Services undertaken

Target Group - People with Disabilities

Planned Access and Equity Activity	Objective	Performance Target	Performance Indicators	01/02
Council to develop a Disability Discrimination Act (DDA) Action Plan	To ensure people with a disability have equal access to all Council premises services and facilities	The DDA Action Plan developed by the end of October 2001	DDA Action Plan adopted and implemented by Council	<ul style="list-style-type: none"> Project Plan approved by Executive Team Draft DDA Action Plan developed with input from Access & Equity Strategy Steering Group
Resource and support local and regional networks and continue to identify local issues for people with disabilities, raising awareness and lobbying to meet these needs	To plan, co-ordinate and initiate services for people with a disability	Improved service delivery for local people with disabilities	Number of issues raised and actions taken	<ul style="list-style-type: none"> Facilitated 4 Disability Network meetings; approx 40 – 50 in attendance Issues identified and responded to – Viability of NGOs, Multicultural Disability Services, Disability Advocacy & OH & S Met with Department of Ageing, Disability & Home Care to lobby on recreational and respite needs
To produce mobility maps of Ryde for residents and visitors with a disability	To enhance the mobility of people with disabilities in Ryde	Mobility maps provided on the web site and in hard copy by October 2001	Availability of informative mobility maps. Copies of the map distributed Positive response from the clientele	<ul style="list-style-type: none"> Access Maps for Gladesville, West Ryde, Eastwood, North Ryde, Civic Centre and Top Ryde launched 12 June 2002 Access Maps distributed via hard copy and electronically

Target Group – Children

Planned Access and Equity Activity	Objective	Performance Target	Performance Indicators	01/02
Council to develop a concept plan on a proposed children's facility in West Ryde	To develop a service for families with children in West Ryde	A concept plan developed by September 2001	The concept plan adopted by Council.	<ul style="list-style-type: none"> A feasibility study was undertaken to determine the use of West Ryde Library & West Ryde Early Childhood. Architectural drawings commissioned
Review and re-allocation of existing resources to target children's services	To co-ordinate, resource and provide the wide range of essential children's services in Ryde	To maintain and develop networks. To advocate and support children's services.	Number of relevant issues re: children and families raised and addressed by the officer	<ul style="list-style-type: none"> Networks convened, training facilitated & professional speakers targeted to ensure continued support & resourcing of all children's services
		To ensure children and carers have access to affordable council facilities	A wide range of quality children's services available in the area	<ul style="list-style-type: none"> Assistance with evaluation of Children's services in the area & developing of project plan to ensure centres maintain feasibility

Target group - People from Culturally and Linguistically Diverse Backgrounds

Planned Access and Equity Activity	Objective	Performance Target	Performance Indicators	01/02
Continue to resource and support the Ryde/Hunters Hill Multicultural Network	To identify, advocate and address the needs of residents from culturally and linguistically diverse backgrounds	A dynamic and active network fully functioning to act on behalf of its clientele	Number of Issues and projects undertaken by the Network	<ul style="list-style-type: none"> Increase in attendance of network through development of promotional plan, relevant professional guest speakers and targeting services Facilitated and supported Multicultural Training Day (30 attendees) and Migrant Information Day (over 300 attendees)
Council to develop brochures re Council services in languages other than English	To fully inform residents from non-English speaking backgrounds about Council services	Residents from non-English speaking backgrounds are aware of and have access to Council services	Number of pamphlets in other languages produced and distributed Positive response from the ethnic communities	<ul style="list-style-type: none"> Establishment of the Access & Equity Strategy Steering Group to develop Access & Equity Policy inclusive of Translation protocols Information on relevant specific language needs and information gathered

Target Group – Women

Planned Access and Equity Activity	Objective	Performance Target	Performance Indicators	01/02
Resource the Ryde Safe Communities Project on activities addressing personal safety and safety in public space	To address the safety concerns expressed by the women in Ryde	Actual and perceived safer communities	Ongoing meetings of Safe Communities Project Wide participation by the key stakeholders in the area	<ul style="list-style-type: none"> • Continued facilitation & support of Ryde Safe Communities Project and working groups • Driveway Safety Working Group established with key stakeholders – launch of Driveway Safety Initiative April 2002 • Sports Safety Working Group conducted workshops with sporting groups
Resource and participate actively in the Domestic Violence Liaison Committee	To raise the public awareness of issues re domestic violence and provide adequate support to service providers assisting victims of domestic violence	The community more aware and informed of the issues re domestic violence Service providers and victims of domestic violence have access to support services	Ongoing meetings of the Committee Number of projects undertaken by the Committee	<ul style="list-style-type: none"> • Participation in the Domestic Violence Committee • Project options being examined • 'Domestic Violence is a Crime' booklet edited & republished with support of City of Ryde • Translation of 'Domestic Violence is a Crime' into 2 community languages

Target Group - Aboriginal People

Planned Access and Equity Activity	Objective	Performance Target	Performance Indicators	01/02
Participate in the development of a Northern Sydney Aboriginal Plan with NSROC	To raise the public awareness of the needs and issues confronting Aboriginal people in the area	Production of a plan which identifies a range of strategies.	To produce a plan acceptable to participating Councils within the desired timeframe.	<ul style="list-style-type: none"> • Northern Sydney Aboriginal Social Plan produced • Aboriginal site identification and protection – planning & construction of Aboriginal Heritage Walk completed • Heritage officer employed and developing Aboriginal Heritage issues and walks

Target Group – Young People

Planned Access and Equity Activity	Objective	Performance Target	Performance Indicators	01/02
Continue to resource and support the Ryde /Hunters Hill Youth Interagency	To address issues and concerns of service providers to young people	Develop a range of joint projects.	Number of joint projects and subsequent evaluation	<ul style="list-style-type: none"> Review of service provision in the Ryde LGA undertaken Interagency Strategic Plan developed for implementation
Facilitate and establish the development of a Youth Council	To assist the participation of young people in addressing youth issues.	Conduct a range of meetings and establish regular involvement by a core group of elected representatives.	Successful adoption of meeting procedures. Number of young people actively engaged.	<ul style="list-style-type: none"> Monthly Youth Council meetings held 40 young people involved in Youth Council Young people engaged in planning and implementation of Skate days, Granny Smith festival & Youth Week with over 1000 young people involved Youth Council assisted development of 'Youth Page' on City of Ryde website
To continue to provide after school, outreach and holiday activities and increase the range of activities available to young people.	To provide a variety of informal and formal activities in a range of venues for young people.	Develop a variety of activities in a range of venues.	Number of young people involved	<ul style="list-style-type: none"> Approx. 350 young people on youth mail list Approx. 40 young people per day attending a variety of school holiday activities inclusive of film making, make-up, skateboarding & video editing

Executive Group
City Promotions and Events

Objective	Strategy	Measures/Targets	Progress/Results
<p>1. To co-ordinate quality community events which reflect the demographic and cultural profile of the City of Ryde</p>	<p>1.1 Ensure efficient and effective management of events</p> <p>1.2 Review current mix of events and evaluate quality and appropriateness of each event</p> <p>1.3 Seek to develop joint ventures through corporate sponsorship to expand existing events and initiate new events</p>	<ul style="list-style-type: none"> • Project plan developed and approved for each event • Advertising for sponsorship of events undertaken by 30 September 2001 	<ul style="list-style-type: none"> • Events conducted • Deadline met and sponsors obtained
<p>2. To manage and review the allocation of funding through the "Cultural Grants Program" with respect to cultural activities and local community organisations</p>	<p>2.1 Review activities of groups supported financially by Council</p> <p>2.2 Provide practical and organisational support to community groups</p>	<ul style="list-style-type: none"> • Grants distributed by 30 September 2001 	<ul style="list-style-type: none"> • Received 16 applications for funding totalling \$31 190. Grants for the amount of \$24 000 were distributed to successful applicants

Executive Group

City Promotions and Events

Objective	Strategy	Measures/Targets	Progress/Results
3. To reduce the quantity of disposable waste at the 2001 Granny Smith Festival	<p>3.1 Develop Waste Management Plan for outdoor events in consultation with Council's Waste Section</p> <p>3.2 Ensure the provision of an efficient and effective means for waste collection at events</p>	<ul style="list-style-type: none"> Waste Management Plan developed by 1 September 2001 	<ul style="list-style-type: none"> Deadline met
4. To provide adequate and appropriate resources, guidance and co-ordination of Taskforces	4.1 Establish an annual work plan for each Taskforce	<ul style="list-style-type: none"> Work plans for Taskforces established by 31 August 2001 	<ul style="list-style-type: none"> Projects completed
5. To provide administrative support for the establishment and requirements of the Educational, Business and Cultural Links Taskforce	<p>5.1 Record minutes at Taskforce and Working Party meetings</p> <p>5.2 Undertake projects/research as directed</p>	<ul style="list-style-type: none"> Links established by 31 January 2002 	<ul style="list-style-type: none"> Administrative support provided and link with Jiading established
6. To raise the profile of City Promotions and Events program to Council staff and Councillors	6.1 Ensure that all Council Groups understand and utilise the services of the City Promotions and Events team	<ul style="list-style-type: none"> Develop guidelines for all Council publications and literature by 31 July 2001 	<ul style="list-style-type: none"> Under review, included in 2002/03 Management Plan for completion by 31/12/02

Executive Group

City Promotions and Events

Objective	Strategy	Measures/Targets	Progress/Results
7. To ensure Council meets its statutory obligations concerning the provision of information	7.1 Coordinate preparation of and where necessary desktop publish the Management Plan, Annual Report, State of the Environment Report and Social Plan	<ul style="list-style-type: none"> • All statutory information provided to relevant government departments by: <ul style="list-style-type: none"> – Annual Report – November 2001 – State of the Environment Report – November 2001 – Social Plan – November 2001 – Management Plan – June 2002 	<ul style="list-style-type: none"> • Deadline for publications met
8. To provide the community with a summary document highlighting Council's achievements	8.1 Publish a 'Report to the Community' annually	<ul style="list-style-type: none"> • 'Report' published by 30 September 2001 	<ul style="list-style-type: none"> • Deadline met
9. To provide a consultative service to all Groups within Council on the type/frequency/style of publications and for media releases.	<p>9.1 Encourage other Groups to use the expertise of City Promotions & Events for publication needs and coordination of layout/printing and distribution</p> <p>9.2 Ensure other Groups use City Promotions & Events for media liaison and media releases</p>	<ul style="list-style-type: none"> • Protocols documented by 31 August 2001 	<ul style="list-style-type: none"> • Under review, included in 2002/03 Management Plan for completion by 31 December 2002

Executive Group
Community Services

Objective	Strategy	Measures/Targets	Progress/Results
<p>Community Involvement</p> <p>1. To develop policies and programs in response to identified community needs and to determine the extent and involvement in the provision of community services by Council</p>	<p>1.1 Develop and promote volunteerism through the establishment of the Ryde Community Volunteers program</p> <p>1.2 Promote the concept of safe communities, injury prevention, crime prevention and encourage the involvement of key stakeholders</p>	<ul style="list-style-type: none"> • Establish Community Volunteers Service by 31 December 2001 • Develop a Crime Prevention Plan in consultation with Ryde Safe Communities Committee by 31 December 2001 	<ul style="list-style-type: none"> • 60 volunteer placements with over 120 interviewed. 30 Community organisations registered. RCV launched in May 2002. Volunteer software package implemented • Plan not progressed due to Police resourcing issues. Successfully attracted \$7,000 to convene a Community Safety Workshop. Successfully conducted a Design for Safety Seminar attended by approximately 120 participants. Successfully attracted \$4,000 sponsorship for Driveway Safety Working Group

Executive Group

Community Services

Objective	Strategy	Measures/Targets	Progress/Results
Community Development			
2. To act as a catalyst in the development of appropriate partnerships between the community, government and non-government organisations in identifying and responding to community needs	2.1 Provide community organisations and groups with additional funds through the Community Grants Program	<ul style="list-style-type: none"> Distribute funds by 31 December 2001 and evaluate the program and the value for money donated by 30 June 2002 Convene the Community Development Support Expenditure Scheme Committee and ensure distribution of the funds by 31 December 2001 	<ul style="list-style-type: none"> Advertised Ryde Community Grants Program within specified time frame. Received 97 applications requesting a total amount of more than \$1,100,000 CDSE committee operated within timeframe and guidelines and distributed CDSE grants in excess of \$375,000 by 31 December 2001.
Social Planning			
3. To conduct social research, employing a range of methods, techniques and processes to develop a comprehensive Social Plan	3.1 Monitor and report on the social impacts of developments and policies on the local community	<ul style="list-style-type: none"> Comprehensive consideration of community needs within the planning and development process review undertaken by 31 March 2002 	<ul style="list-style-type: none"> Conducted comprehensive survey among service providers to ascertain network needs involving 210 organisations. Through the Disability Network conducted a survey on needs analysis regarding disability issues involving 73 services. Access Development Control Plan approved for implementation

Executive Group
Community Services

Objective	Strategy	Measures/Targets	Progress/Results
<p>Children's Services</p> <p>4. To ensure that the interests of families with children are given appropriate consideration in the delivery of Council's services and facilities.</p> <p>5. To provide high quality immunisation services to meet community needs in an accessible and participatory manner in accordance with the regulations of NSW Health and the National Health & Medical Research Council.</p>	<p>3.2 Monitor and evaluate the Social Plan 2000 and ensure implementation of the recommendations through corporate strategic planning</p>	<ul style="list-style-type: none"> • Implementation of 75% of recommendations by 30 June 2002 	<ul style="list-style-type: none"> • 97% of recommendations successfully acted upon.
	<p>4.1 To monitor and review the level of service and access to community facilities for the target group</p>	<ul style="list-style-type: none"> • Review community use of Council facilities by 31 March 2002 	<ul style="list-style-type: none"> • Real Estate Strategy developed November 2001
	<p>5.1 To provide an efficient & accurate Immunisation service in a comfortable atmosphere with both a reminder system and record system</p>	<ul style="list-style-type: none"> • Achieve 200 letters mail out per fortnight one week prior to clinic • Accuracy of information collated and maintained to comply with the NSW Health recording guidelines by 30 June 2002. • Provide Chinese translations of pamphlet by 30 June 2002 	<ul style="list-style-type: none"> • Target achieved with 1833 children and 65 adults in attendance • 4251 vaccinations recorded and information forwarded to the Immunisation Register, as required • Chinese translation of immunisation brochure completed March 2002

Executive Group Community Services

Objective	Strategy	Measures/Targets	Progress/Results
<p>6. To ensure the provision of a high quality Vacation Care service which encourages the integration of all school aged children in the local community in a safe, fulfilling and caring environment</p>	<p>6.1 To maintain high levels of attendance at the Vacation Care Centres</p> <p>6.2 To maintain a high standard of casual staff in relation to skills, qualifications and ability and in consideration of the Child Protection Act</p> <p>6.3 To improve the facilities and standard of care available to Special Needs children</p> <p>6.4 To continue networking with other OOSH organisations and government departments to maintain up-to-date information</p>	<ul style="list-style-type: none"> • 50 enrolments per day at each centre • 70% level of staff employed having child-related qualifications • All staff to undertake 'Working with Children Check' training by 30 June 2002 • The successful implementation of a program specifically designed for Special Needs children by 30 June 2002 • Ensure compliance with DCS funding guidelines 	<ul style="list-style-type: none"> • Total of 2,346 enrolments. Daily program average enrolment of 81 children • 65 casual staff currently employed; 87% hold child-related qualifications. • Child protection training undertaken at information/training before each vacation period, all staff now undertake Child Safety check in line with Councils policy • 8 staff employed for support of Special Needs children, 9 Special Needs children integrated into Gladesville and Truscott Street Program • Participation in local OOSH Meetings, adherence to DOCS funding guidelines

Executive Group
Community Services

Objective	Strategy	Measures/Targets	Progress/Results
Youth Services			
<p>7. To provide quality services and outcomes for young people in response to identified needs and issues, in collaboration with young people, service providers, relevant organisations and government bodies</p>	<p>7.1 Encourage and facilitate greater participation by younger people in service planning and service delivery through the establishment of effective networks</p> <p>7.2 Provide well managed programs/activities to meet the needs of the young people in Ryde</p>	<ul style="list-style-type: none"> • Establish and sustain the Ryde Youth Council evaluation undertaken by 30 March 2002 • Develop Youth program for North Ryde/Macquarie by 31 December 2001 	<ul style="list-style-type: none"> • Youth Council Meetings convened each month. Youth Council presented aims and objectives to Council. Logo and workplan developed and Ryde team won the statewide Young Achievers' Award • Involvement with the Ryde Youth Interagency. Planned events and programs at Macquarie shopping centre, North Ryde. Over 1000 young people involved in Youth Week, skate days and workshops
Aged and Disability Services			
<p>8. To work together with the community, service providers, relevant organisations and government bodies to provide quality outcomes for older people, people with disabilities and their carers, in the Ryde community.</p>	<p>8.1 To enhance the provision of information to older people, people with disabilities and their carers in a variety of formats</p>	<ul style="list-style-type: none"> • Provision of Aged/Disability Directory in hardcopy and electronic formats by 31 December 2001 • Provide information in a variety of community languages by 30 June 2002 	<ul style="list-style-type: none"> • Aged Directory completed and distributed in October 2001 • Disability Directory completed in December 2001 • Developed Needs Analysis and Project Plan of specific language and information needs

Executive Group Community Services

Objective	Strategy	Measures/Targets	Progress/Results
9. To provide a quality Home Modification & Maintenance service to the frail, aged & people with disabilities & their carers living in the Ryde & Hunters Hill local government areas.	8.2 Resource the Ryde City Access Committee	<ul style="list-style-type: none"> Committee recommendations implemented by 30 June 2002 	<ul style="list-style-type: none"> Terms of Reference completed and Brochure developed. Access Maps completed in October 2001
	9.1 To provide a responsive, efficient service which meets customer needs.	<ul style="list-style-type: none"> Waiting time for work to be no longer than 12 weeks 	<ul style="list-style-type: none"> Waiting lists reduced and waiting time for work completion under 12 weeks reduced except for major modifications over \$5000 which are presented at the upper level of regional funding
	9.2 To subsidise customers who are financially disadvantaged	<ul style="list-style-type: none"> Provision of subsidies up to \$8000 for 2001/02. 	<ul style="list-style-type: none"> Provided \$23,370 of work subsidies due to an increase in funding
	9.3 To employ qualified sub-contractors.	<ul style="list-style-type: none"> Monitor quality of work completed by feedback from customers regularly 	<ul style="list-style-type: none"> Positive feedback from customers with 46 letters of satisfaction received during period
	9.4 To maintain an affordable fee structure to enable the client groups access to the service.	<ul style="list-style-type: none"> Ensure compliance with ADD funding guidelines 	<ul style="list-style-type: none"> ADD funding guidelines adhered to.

Executive Group
Customer Service Centre

Objective	Strategy	Measures/Targets	Progress/Results
1. To determine customer satisfaction levels	1.1 Develop and implement a pilot program for the in-house surveying of customers to obtain feedback and determine satisfaction levels 1.2 Engage survey company to undertake an independent assessment of customer satisfaction levels of the delivery of Council's products and services	<ul style="list-style-type: none"> • Pilot program developed, implemented and assessed by 31 December 2001 • Independent surveys completed by 30 June 2002 	<ul style="list-style-type: none"> • Pilot program conducted in November 2001 involving the surveying of 108 call centre and 55 counter customers. The results were very satisfactory • The undertaking of the surveys is subject to the creation of a comprehensive suite of service standards. Service standards are to be developed and implemented during 2002/03
2. To determine the feasibility of providing a service for payment of Rates over the telephone.	2.1 Determine demand for the provision of the service 2.2 Investigate costs and benefits of providing service 2.3 Conduct analysis and refer conclusions to Council for determination	<ul style="list-style-type: none"> • Report to Council by 31 December 2001 	<ul style="list-style-type: none"> • A specification for this service is to be incorporated into the tender documentation for banking services which is to be undertaken by Financial Services in late 2002

Executive Group
Customer Service Centre

Objective	Strategy	Measures/Targets	Progress/Results
<p>3. To supply accurate, current and complete information to Council's customers.</p>	<p>3.1 Identify key areas for training of Customer Service staff with emphasis on technical areas</p> <p>3.2 Develop, maintain and update annual training programs</p> <p>3.3 Facilitate training in accordance with programs.</p> <p>3.4 Facilitate six monthly reviews of information database with Managers of each product area confirming information currency and accuracy.</p>	<ul style="list-style-type: none"> • Annual training program completed by 30 June 2002. • Reviews completed by 31 December 2001 and 30 June 2002 	<ul style="list-style-type: none"> • A refresher training course covering the key skills in customer service was conducted in May 2002 for Customer Service Centre staff. Further training is to be arranged during 2002/03 to address specific areas of 'Armed Hold Up' and 'Dealing with Difficult Customers'. Regular training was conducted internally to provide information and updates on high volume and current customer enquiry issues • Information has been substantially updated as at 31 December 2001 and 30 June 2002.

Executive Group

Customer Service Centre

Objective	Strategy	Measures/Targets	Progress/Results
4. To provide customers with details of current service standards regarding requests for service	<p>4.1 Liaise with Product Managers to determine appropriate and achievable service standards for each product and service</p> <p>4.2 Enter agreed service standards on Customer Request Management System.</p>	<ul style="list-style-type: none"> Agreed service standards available to customers by 30 June 2002 	<ul style="list-style-type: none"> Project deferred and listed for completion by June 2003 in the next Management Plan
5. To report levels of performance against service standards	<p>5.1 Develop a suite of standard reports on Customer Request Management System</p> <p>5.2 Liaise with Group Managers and Product Managers to determine a process for reviews of reports and implementation of recommended improvements</p>	<ul style="list-style-type: none"> Service Standard reports and reviews operational by 30 June 2002 	<ul style="list-style-type: none"> Preparation of reports deferred and is to be undertaken following the documentation of service standards
6. To minimise waiting times for Call Centre customers	<p>6.1 Develop reports on call volumes, patterns and abandoned calls</p>	<ul style="list-style-type: none"> Reports produced/reviewed quarterly and rosters adjusted in response 	<ul style="list-style-type: none"> Regular reports were produced and staff rosters adjusted accordingly. Roster

Executive Group

Customer Service Centre

Objective	Strategy	Measures/Targets	Progress/Results
	<p>6.2 Monitor and reconcile call details against staff availability, shifts and capacity</p> <p>6.3 Adjust staff rostering to optimise availability relative to current resources</p>		<p>adjustments were also required at times to facilitate the recruitment and training of new staff</p>

Executive Group

Executive Support and Systems

Objective	Strategy	Measures/Targets	Progress/Results
1. To improve understanding of the operation of Council and Committee meetings for Councillors and the public	1.1 Prepare a draft Code of Meeting Practice 1.2 Review draft Code with Councillors	<ul style="list-style-type: none"> • Code of Meeting Practice adopted by 31 March 2002 	<ul style="list-style-type: none"> • Code of Meeting Practice was adopted by Council in September 2001
2. To comply with the requirements of the Local Government Act to have a comprehensive register of delegations	2.1 Determine Delegations register format 2.2 Review General Manager and Group Manager delegations 2.3 Review sub-delegations 2.4 Refer any necessary changes to a Council meeting 2.5 Prepare final document	<ul style="list-style-type: none"> • Delegations Register completed by 30 June 2002 	<ul style="list-style-type: none"> • The Delegations Register for Civic Services has been completed and is being used as a model for other Groups
3. To improve internal and public access to Council and Committee business papers through the use of Council's internal network and internet web site	3.1 Restructure the business paper production process to remove manual "cut and paste" procedures 3.2 Establish new format to be compatible with internal network and internet	<ul style="list-style-type: none"> • Business papers available on internal network and internet web site by 31 January 2002 	<ul style="list-style-type: none"> • Business Papers were made available on the internal network and Council Web Site in November 2001

Executive Group
Executive Support and Systems

Objective	Strategy	Measures/Targets	Progress/Results
4. To clarify Council's future direction	3.3 Implement changes 4.1 Review Council's Vision, Mission, Strategic Plan and Management Philosophy with Councillors and the community as appropriate	<ul style="list-style-type: none"> • Future direction established and documented by 31 March 2002 	<ul style="list-style-type: none"> • Workshops were conducted with the Executive Team (August), staff (January/February) and Councillors (February) • The Charter was documented including City Vision, Organisational Mission, Values and Corporate Business Strategy. The Values were launched with staff in May • Further work on City Vision and Strategy is planned for the next financial year including community consultation, Councillor workshops and staff workshops with strategy to be adopted by May 2003

Executive Group

Executive Support and Systems

Objective	Strategy	Measures/Targets	Progress/Results
<p>5. To assist Councillors to serve the community through an increased level of internal support</p>	<p>5.1 Assess Civic Centre accommodation availability for a Councillors room</p> <p>5.2 Determine with Councillors the extent to which computers and email can improve communication</p> <p>5.3 Review the Councillors Expenses and Facilities Policy if necessary</p> <p>5.4 Implement changes</p>	<ul style="list-style-type: none"> • Increased level of support as determined implemented by 31 December 2001 	<ul style="list-style-type: none"> • The proposal for a Councillors' room was not pursued following consultation with all Councillors • Ten Councillors were provided with PC's, printers and email and internet access. Two Councillors chose not to be provided with these facilities • The Councillors Expenses and Facilities Policy was updated accordingly, advertised and subsequently adopted
<p>6. To ensure the protection of personal information in accordance with the Privacy and Personal Information Protection Act</p>	<p>6.1 Review legislation, guidelines, codes of practice and model Privacy Management Plan</p> <p>6.2 Implement changes to documents and procedures</p>	<ul style="list-style-type: none"> • Compliance with Privacy and Personal Information Protection Act achieved by 30 June 2002 	<ul style="list-style-type: none"> • Compliance has been substantially attained. Councillors and staff have been advised of their obligations under the Act and information has been included in the induction program for new staff. Some documentation, in particular

Executive Group

Executive Support and Systems

Objective	Strategy	Measures/Targets	Progress/Results
			application forms is yet to be updated and this will occur as part of a new document control process

Executive Group
Library and Information Services

Objective	Strategy	Measures/Targets	Progress/Results
<p>1. To better serve the community in the short term by improving the Ryde Library Service physical accommodation</p>	<p>1.1 Identify options for short term relocation of the Ryde Library</p> <p>1.2 Identify costs</p> <p>1.3 Prepare recommendations for Council decision</p> <p>1.4 Relocate Ryde Library</p>	<ul style="list-style-type: none"> • Ryde Library relocated by September 2001 	<ul style="list-style-type: none"> • Following review of options and costs decision reached to not proceed with move and review option for new building on Civic Centre site
<p>2. To better serve the community in the long term by developing an overall strategy for the delivery of library services</p>	<p>2.1 Determine objectives and constraints</p> <p>2.2 Prepare and conduct project plan</p> <p>2.3 Prepare strategic plan</p>	<ul style="list-style-type: none"> • Strategic Plan prepared by January 2002 	<ul style="list-style-type: none"> • Plan deferred due to resourcing issues.
<p>3. To minimise the impact of potential damage which might be caused by flooding of the Eastwood Library by preparing a disaster preparedness/ disaster recovery plan</p>	<p>3.1 Establish risk</p> <p>3.2 Prepare evacuation procedures</p> <p>3.3 Prepare disaster preparedness plan</p> <p>3.4 Develop disaster recovery procedures</p>	<ul style="list-style-type: none"> • Disaster recovery plan prepared in accordance with level of risk by September 2001 • Staff trained in procedures by September 2001 	<ul style="list-style-type: none"> • Risks and procedures evaluated. The risk determined to not require disaster plan implementation. • Procedures for minimising damage developed

Executive Group
Library and Information Services

Objective	Strategy	Measures/Targets	Progress/Results
<p>4. To better serve the community by reviewing the opening hours across the Library Service</p>	<p>4.1 Document current hours</p> <p>4.2 Document current usage patterns</p> <p>4.3 Conduct user/non-user survey</p> <p>4.4 Develop recommendations on most appropriate opening hours</p>	<ul style="list-style-type: none"> • Recommendations on future opening hours prepared by October 2001 	<ul style="list-style-type: none"> • Deferred for further consideration as part of a wider review of library operations and procedures
<p>5. To ensure the most appropriate allocation of resources by reviewing the Toy Library</p>	<p>5.1 Document current usage, costs and issues</p> <p>5.2 Develop recommendations on future delivery of Toy Library services</p>	<ul style="list-style-type: none"> • Review of Toy Library completed by November 2001 	<ul style="list-style-type: none"> • Preliminary review commenced to be progressed in 2002/03.
<p>6. To identify potential cost savings and efficiencies by reviewing the current purchasing practices in relation to the book collection</p>	<p>6.1 Document current practices and procedures</p> <p>6.2 Identify options for more efficient and cost-effective methods</p> <p>6.3 Evaluate impact of any proposed changes</p>	<ul style="list-style-type: none"> • Review completed and new procedures implemented by December 2001 	<ul style="list-style-type: none"> • Initial review completed as part of organisational procurement review and purchasing policies being developed.

Executive Group

Venue Support

Objective	Strategy	Measures/Targets	Progress/Results
1. To document and market the Community Halls and Meeting Rooms for casual hire to maximize returns to Council	1.1 Prepare a draft Business Plan. 1.2 Review draft Business Plan	<ul style="list-style-type: none"> • Business Plan implemented by 30 September 2001 	<ul style="list-style-type: none"> • Work on plan deferred due to increase in number of venues managed. Plan to be completed in 2002/03
2. To administer and track hire agreements, documentation and invoicing procedures for casual hirers of halls	2.1 Review hiring/ booking procedures with associated administrative tasks 2.2 Document recommended changes.	<ul style="list-style-type: none"> • Options report prepared by 31 December 2001 	<ul style="list-style-type: none"> • Improvements to administrative procedures completed. Awaiting corporate decision on software purchase
3. To provide services to enable the Civic Centre to operate efficiently for the benefit of the occupants	3.1 Review delivery of services 3.2 Review Job Specifications and the required skills to provide a continuing implementation of a superior and economical level of service. 3.3 Provide a caretaking, catering and chauffering service economically	<ul style="list-style-type: none"> • Revised Job Specifications completed by 31 August 2001 	<ul style="list-style-type: none"> • Specifications completed by deadline

Executive Group
Venue Support

Objective	Strategy	Measures/Targets	Progress/Results
<p>4. To provide support to the City Promotions & Events Section with the coordination and supervision of events and the procurement of services for community events or celebrations</p>	<p>3.4 Prepare draft Job Specifications</p> <p>4.1 Assess requirements after consultation with the Manager – City Promotions & Events</p> <p>4.2 Source required services as required</p>	<ul style="list-style-type: none"> • Initial requirements determined by 31 December 2001 	<ul style="list-style-type: none"> • Options reviewed and support provided on an as-needed basis

Corporate Services

Human Resources

During the year Human Resources Unit (HR) was involved in a range of activities supporting the organisation's goals and functions.

A major area of support was provided in relation to consolidating our Occupational Health and Safety (OHS) program to ensure that we would meet the requirements of new legislation. The changes to the legislation were extensive and necessitated a coordinated and comprehensive response. OHS initiatives that were developed as part of our overall OHS system included the development and deployment of numerous OHS policies and procedures as well as the conducting of a number of information sessions.

OHS Policies implemented during the year included :

- OHS Policy
- OHS Consultation Policy
- Manual Handling Policy
- First Aid Policy
- Hazardous Substances Policy
- Incident/Hazard Reporting & Investigation
- OHS Risk Management Policy
- OHS Committee Constitution
- OHS Statements for Position Specifications/Job Plans

As mentioned 18 OHS information sessions were held for staff/managers/Executive which totalled approx. 450 training hours.

Reviews of other procedures covered areas involving:

- Confined Space Entry Permits
- Chainsaw Competency Assessments
- Incident/Hazard Reporting and Investigation Forms
- Hazard identification cards
- Hazardous Substances (Chemical) Register Forms
- Hazardous Substances Assessment Outline & Checklists
- Hazardous Substance Risk Assessment Records
- Chainsaw Competency Cards

Council Staff Profile

- Of the 392 employees, 52% are male and 48% female.
- 14% of staff have another language other than English as their first language.
- Of staff 8% are a person with a disability, 1.3% are Aboriginal/Torres Strait Islander and 17% are an ethnic or racial minority.

- Risk Assessment Worksheets
- Work Method Statements

As part of this overall commitment to OHS the City of Ryde closely monitors and is proactive in relation to worker's compensation to minimise accidents and their subsequent costs.

Other significant areas for HR included the implementation of a revised and comprehensive Equal Employment Opportunity (EEO) Management Plan in February 2001 which provides for a consistent and ongoing approach to enhance our policies, practices and reporting in this area.

Activities implemented under the City of Ryde's EEO Management Plan during the year include dissemination of the revised Plan, collection of EEO data from all staff, training of staff in relation to recruitment and selection practices, inclusion of an EEO statement in all job advertisements and consistent and equitable implementation of all HR policies and practices.

HR continued to update, enhance and develop the City of Ryde's policies, procedures and practices and during the year HR supported the following significant areas of review to improve efficiency and effectiveness:

- Salary Sacrifice for Superannuation Policy;
- Effective Management of Poor Performance Policy;
- Consultative Committee Constitution;
- Sick and Carer's Leave Policy;
- Exit Survey Procedures;
- Leave Application Procedures;
- Higher Grade Duties Payments Policy;
- City of Ryde Charter - Our Values;

- Occupational Health and Safety and Equal Employment Opportunity Statements/Annexures to Position Specifications
- Occupational Health and Safety Statements into Job Plans

Training and Development continued as a major commitment of resources in terms of computer training, operations training and occupational health and safety training to ensure managers and staff can undertake their roles efficiently and safely. Overall training and development provided to managers and staff included the following:

- Computer Training – 114 training days;
- Operations Training – 295 days;
- Occupational Health and Safety Training – 239 days;
- Management Training – 64 days.

Training costs (including staff salary costs) were \$267 266 for the financial year.

The Human Resource function of the City of Ryde is focussed on the delivery of quality HR support services and solutions that are innovative and responsive to client's needs and which support corporate goals. The following Human Resources activities are to be undertaken in the next year as outlined in the Management Plan 2002-2005.

Organisational Development System

The City of Ryde continues to develop and implement the Organisational Development System. The system is comprehensive and defines organisational policies and practices for Performance Development, Work Organisation and Remuneration. An extensive review involving wide consultation with staff and unions has been undertaken in relation to the process and system and changes are to be made in the next reporting year.

Following the major review the Organisational Development System will continue to be reviewed and developed on an ongoing basis to ensure its effectiveness as a management tool for achieving the City of Ryde's goals.

Human Resources Policies and Procedures

The development and delivery of specific human resource management policies and procedures is continuing and will enhance the City of Ryde's operations at all levels. Revised and new policies and procedures are planned in relation to Working from Home, Bushcare Volunteers Package and Induction Kit, Position Evaluation, Higher Duties Payments

Policy, Use of Mobile Phones, Prevention of Harassment Policy, Code of Conduct/Code of Behaviour, Child Protection Policies and four policies under the Organisational Development System.

Human Resource Practices

City of Ryde continues to adopt a consultative approach on a range of human resource practices and improved arrangements are implemented to ensure appropriate levels of service to the community are maintained.

Administrative processes are continually being reviewed to improve their relevance and efficiency.

Communication and Information

Better use of technology in communicating HR information is a clear objective. This is being achieved across a full range of HR activities through the use of email, intranet facilities, including on-line access to the internet web sites and internet advertising of vacant positions.

Overall, technology will continue to play a very important role with the ongoing enhancement of the Human Resource Information System. The system provides improved payroll processes and human resource information and reporting capabilities that will be used to improve human resource planning, monitoring and decision making.

Occupational Health and Safety

The development and delivery of specific occupational health, safety and rehabilitation policies and procedures is continuing and will enhance the City of Ryde's operations at all levels. The ongoing delivery of OHS programs in keeping with our OHS System and devolution of OHS responsibilities will have a significant impact on reducing workers compensation premiums.

Specific emphasis is being placed on revising policies and procedures and those currently being reviewed include Risk Assessments (on activities and plant), Safe Work Method Statements, Workplace Inspection, Confined Spaces, Working with Plant (including tagging of electrical equipment), Personal Protective Equipment Policy, Drug and Alcohol Policy, Customer Aggression/Violence Prevention Policy, Motor Vehicle Operation Policy, Emergency and Evacuation Policy, Working Alone Policy, Dangerous Goods Policy.

A significant priority is to extensively review workers' compensation insurance arrangements to enable the City of Ryde to focus on risk management to reduce workers' compensation claims and time/productivity losses due to injuries. A tender was prepared seeking

submissions from interested workers' compensation insurance companies to provide this service for the organisation. The arrangements with a new workers' compensation insurance provider apply in the next reporting year.

Equal Employment Opportunity Plan

City of Ryde's EEO Program is being enhanced with the introduction of a range of human resource (HR) policies and practices which have a significant and ongoing impact on equity. Numerous policies and practices are being developed as detailed above.

The EEO Management Plan was implemented effective 1 February 2001 and is formally revised annually in July each year.

City of Ryde's principal objectives are to:

1. improve access to information and human resource policies and practices;
2. create a diverse and skilled workforce;
3. improve employment access and participation by EEO groups;
4. promote a workplace culture displaying fair practices and behaviour.

The Plan addresses the needs, representation and development of EEO groups which include women, Aboriginal people and Torres Strait Islanders, people with a disability and people of a racial, ethnic and ethno-religious background.

In addition to the above objectives the City of Ryde has developed an Access and Equity Strategy with the development of our Multicultural Policy and Disability Discrimination Action Plan which complement our EEO strategies to ensure that the services and facilities we provide are appropriate and accessible for everyone in the community.

1. Access to Information – Human Resources Policies and Practices Objectives

Strategies

- Maintain framework for comprehensive review of human resources policies and practices.
- Undertake extensive review of employment practices and procedures and other human resource policies.
- Maintain a generic format for policies and practices to be issued using a quality approach.

- Distribute and deploy policies and practices to ensure issue of information and access available to all staff.
- Develop and deploy formal policies in relation to Part-time Work and Working from Home.
- Develop and deploy a Multicultural Policy and Disability Discrimination Action Plan, Access and Equity Strategy.
- Develop training programs/sessions to assist with deployment and understanding of revised policies and practices.
- Maintain arrangements for the ongoing review and updating of human resources policies and practices.

2. A Diverse and Skilled Workforce Objectives

Strategies

- Integrate equity into training courses and ensure relevant material is available to all employees.
- Monitor and evaluate EEO planning and reporting processes and strategies.
- Establish an accurate database and statistical analysis of EEO records.
- Maintain effective communication strategies and ensure information on EEO policies and procedures is distributed to all staff.
- Provide training on selection techniques and merit to staff who sit on selection committees.

3. Improved Employment Access and Participation for EEO Groups

Strategies

- Identified training and career development opportunities are available at all levels of the organisation as part of the Performance Management Process.
- Utilise and monitor records to ensure staff have equitable access to training resources and development opportunities.
- Provide support for adjustment in the design of a position and/or workplace, provision of

aids and equipment and access to City of Ryde facilities is in keeping with relevant policies and procedures.

- Inform all new staff through Induction Program of the City of Ryde's commitment to EEO and our Access and Equity Strategy.
4. A Workplace Culture Displaying Fair Practices and Behaviour

Strategies

- Include EEO responsibilities in position specifications and job plans of Managers/Work Group Leaders.
- Review employment practices and procedures to ensure equitable arrangements.
- Review Code of Conduct to ensure fair and equitable arrangements.
- Review, monitor and report on EEO Management Plan through the City of Ryde's Consultative Committee.
- Review progress of EEO initiatives and report to Chief Executive 6 monthly in August and February each year.
- Monitor deployment of the City of Ryde Charter which establish Our Values to ensure information is systematically provided to staff.
- Provide information to Managers and staff on equity and cultural diversity issues.
- Review Job Evaluation System and ensure Performance Management Process and Position Evaluation Process supports equitable outcomes for employees.
- Support Access and Equity strategies to ensure internal commitment to equity and cultural strategies which complement, the similar commitment to providing external services to the community.

Equal Employment Opportunity Management Plan

The City of Ryde's EEO Program is being enhanced and further refined with the introduction of a range of human resource (HR) policies and practices which have a significant and ongoing impact on equity. The EEO Management Plan was implemented effective 1

February 2001 and is formally revised annually in July each year.

The City of Ryde's principal objectives are to:

1. improve access to information and human resource policies and practices;
2. create a diverse and skilled workforce;
3. improve employment access and participation by EEO groups
4. a workplace culture displaying fair practices and behaviour

A summary of EEO outcomes in the reporting period ending 30 June 2002 is detailed below.

1. A number of new and revised policies and procedures were implemented covering Occupational Health and Safety (7 policies and procedures) Salary Sacrifice for Superannuation Policy, Effective Management of Poor Performance Policy, Consultative Committee Constitution, Sick and Carer's Leave Policy, Exit Survey Procedures, Leave Application Procedures and Higher Grade Duties Payments Policy.

Policies and practices changes are widely publicised, and staff are consulted (where appropriate) and information retained on the City of Ryde's intranet (Lotus Notes).

Information sessions were held in relation to the range of policies introduced.

In keeping with our EEO practices and arrangements in terms of policy development our policies are reviewed on an ongoing basis to ensure they are free from discrimination and are up to date.

2. Planning strategies have been emerging that can incorporate greater emphasis on equity initiatives. Care is taken to ensure committees are generally representative in terms of EEO groups wherever possible. ie female representation on selection panels is routinely arranged.

Examination of distribution of EEO groups is now possible with the collection of EEO information which is treated confidentially. Staff were surveyed and data covering 80% of employees is available and is produced in generic reports (not individual reports) to assist decision making.

City of Ryde policies and training in this area

are built upon the principle of equity and to recognise the relevance and importance of diversity. Staff are now regularly trained in staff selection. Staff turnover is impacted by many factors although it is generally acknowledged that improvements in selection techniques has a positive influence.

City of Ryde job advertisements now routinely appear with an EEO statement. These advertisements were also being published on our website from October 2001.

The City of Ryde now has in place an Access and Equity Steering Group which is developing strategies to ensure that our services and facilities are delivered to everyone in the community in a fair and equitable way. The access and equity strategies being developed complement the City of Ryde's EEO strategies.

3. The City of Ryde will make reasonable adjustments in the workplace as appropriate for a person with a disability. During the year a number of staff notified that they may require adjustments and these were addressed on an individual basis to meet the needs of the employee and the City of Ryde.

Exit surveys are being conducted to assist the City of Ryde in understanding the reasons for staff leaving the organisation so that action can be taken to identify and rectify any problems quickly to assist in maintaining our low staff turnover. Face to face exit interviews are also providing helpful information.

4. All staff are complying with Performance Management (PMP) and Position Evaluation (PEP) processes. All relevant staff had their performance evaluated under the PMP during the year with a number of staff having their positions evaluated under the PEP during the year.

EEO responsibilities being included in Job Plans is a priority for the City of Ryde and will need to be addressed in the near future. Staff have access to information by contacting human resources staff or by accessing the City of Ryde's intranet (Lotus Notes). EEO information is regularly distributed for the information of staff through circulars from the Chief Executive, Human Resources and through staff newsletters.

Property Services

Property Services continued its upgrade program of the City's community facilities. This included refurbishment of the new EnviroServe Operations Centre, The Parsonage, and North Ryde Hall; and painting of West Ryde Hall, Eastwood Pre-School Kindergarten, Eastwood Early Childhood Centre, Eastwood Occasional Childcare Centre, Westward Cottage, and Field of Mars Visitors Centre.

Ongoing conservation works at the heritage property Willandra were also undertaken. Refurbishment was also completed at the Eastwood Senior Citizens Centre to provide accommodation for Eastwood RSL Sub-Branch. This included provision for disabled access. The maintenance program for 2001/2002 financial year included maintenance works that were programmed cyclic, responsive (vandalism, graffiti, early failure of building components and services etc) and statutory works related to building services (air-conditioning, fire fighting etc).

The City of Ryde owns a range of buildings within its portfolios. In its building stock there are many buildings of historic and heritage significance. These buildings are old and one of them is in a dilapidated state. Cost of maintaining and upgrading historic and heritage buildings will run into thousands of dollars. The condition assessment done in 1997 is consistently updated to reflect the current situation in time for budget planning. List of outstanding maintenance are progressively programmed to be eliminated.



The Parsonage

Condition of Public Buildings

Current Values (\$) as at 30 June 2002

Category	Condition as at 30/06/2002	Estimate to bring to satisfactory condition (\$)	Estimate to maintain standard (\$) (responsive)	Maintenance program for 2002/2003 (\$ (programmed)	Category	Condition as at 30/06/2002	Estimate to bring to satisfactory condition (\$)	Estimate to maintain standard (respons
Amenities/Toilets on Parks	Satisfactory	See below ¹	118 000	80 000	Public buildings ²	Satisfactory		
Early Childcare Centres	Satisfactory	250000 ⁴	8 000	18 000	Willandra ³	Satisfactory		2 000
Kindergartens/Occasional Childcare Centres	Satisfactory		7 000	66 000	Westwood Cottage	Satisfactory		500
Community Aid Centres	Satisfactory		4 500	17 000	Argyle Centre ⁵	Satisfactory		5 500
Residences	Satisfactory	See below ⁶	5 900	0	The Parsonage	Satisfactory		500
Public Halls	Satisfactory		31 000	26 000	Brush Farm House	Unsatisfactory	3 000 000	500
Senior Citizens Centres	Satisfactory		1 000	19 200	Addington ⁸	Satisfactory		1 000
Womens Rest Centres	Satisfactory		1 500	330	Commercial			
Town Centre Toilets	Satisfactory		7 000	200	Shops and Offices	Satisfactory		500
Civic Centre ⁹	Satisfactory	200000	155 000	10 200	Rockend Cottage	Satisfactory		500
Libraries ¹⁰	Satisfactory		35 000	69 000	Community ¹¹			
Ryde Aquatic Centre	Satisfactory	New pool			Girl Guide Halls	Satisfactory ¹²	100 000	
Depots-Works/Parks/Porters Creek	Two depots to be demolished	See below ¹³	30 000	16 000	Scout Halls	Satisfactory	100 000	
Former Clubhouse					32 Princes Street	Unsatisfactory	250 000	

¹ The City is undertaking responsive approach to maintenance on these facilities arising from vandalism and graffiti. Some of the facilities are unsatisfactory. In some cases complete upgrading of toilets is required for health and safety reasons. Progressively, exterior facades are coated with durable anti-graffiti applications.

² These buildings are mostly of heritage significance.

³ The 2 single storey wings are nearly restored with main building needing repointing of bricks and exterior painting.

⁴ West Ryde Neighbourhood Centre is in a dilapidated state & functionally inappropriate for use as a pre-school facility. This building will need to be upgraded to bring it up to satisfactory standard. Structural engineer monitors the cracks in brick walls.

⁵ Argyle Theatre has many OH&S deficiencies. Some needs to be addressed by the tenant and the rest by the City.

⁶ The City is undertaking minimum maintenance on its residential buildings as these were originally bought for strategic land use purposes.

⁷ Exterior works to The Parsonage is complete. The interior is currently being upgraded.

⁸ A further \$45,000 should be spent to design and implement heritage garden including archaeological survey.

⁹ The Civic Centre complex is beset with age issues, window system leaking, facades deteriorating, concrete spalling. The condition of exterior façade and basement is unsatisfactory. The interior also needs to be substantially upgraded to meet modern working environmental standards.

¹⁰ The Centenary Library is ageing badly and West Ryde library is cramped and hopefully will be part of the future West Ryde redevelopment project.

¹¹ These buildings are tenanted and the maintenance is tenant's responsibility.

¹² Girl Guides halls are in need of major maintenance.

¹³ A new Operations Centre has been commissioned at 1 Constitution Road, Ryde.

Corporate Services

Corporate Information Services

Objective	Strategy	Measures/Targets	Progress/Results
Corporate Records Management Program			
1. Corporate Information Management Project Stage 1 completed	1.1 Project plan reviewed and modified as necessary 1.2 Tasks in revised project plan completed	<ul style="list-style-type: none"> • Project goals and objectives specified by 30 September 2001 • Resourcing negotiated by 30 September 2001 • Project milestones achieved by negotiated deadlines 	<ul style="list-style-type: none"> • Project discussed and objectives specified. • Project deferred to review Records Management System <ul style="list-style-type: none"> – Interim Recommendation September 2002 – Implementation Plan to be 31 December 2002
2. Information keeping system design project initiated and strategies for information keeping identified	2.1 Project specified 2.2 Specific record accountability requirements clarified and promulgated 2.3 Policies drafted in line with State Records Act principles 2.4 Standards and compliance requirements determined	<ul style="list-style-type: none"> • Project goals and objectives specified by 30 September 2001 • Resourcing negotiated by 30 September 2001 • Project milestones achieved by negotiated deadlines 	<ul style="list-style-type: none"> • This project will be incorporated into Item 1

Corporate Services
Corporate Information Services

Objective	Strategy	Measures/Targets	Progress/Results
<p>Document & Records Management Services [DRMS]</p> <p>3. Local Development Applications (LDA) and Principal Certifying Authority (PCA) file collection support capability installed</p>	<p>2.5 System functionality requirements assessed</p> <p>2.6 Information access determinations made</p> <p>3.1 Service level standards specified</p> <p>3.2 Collection status established e.g. size; condition; completeness; activity levels</p> <p>3.3 "In use" determinations (according to State Records Act) confirmed</p> <p>3.4 Storage requirements and constraints determined</p> <p>3.5 Culling program established</p>	<ul style="list-style-type: none"> • Project completed by 31 December 2001 	<ul style="list-style-type: none"> • Project completed January 2002

Corporate Services

Corporate Information Services

Objective	Strategy	Measures/Targets	Progress/Results
4. Relief for Civic Centre records storage problems in basement, Level 1 and Level 3 provided	3.6 File closure procedures established and followed 3.7 File closure procedures established and followed 3.8 Files boxed and migrated to secondary storage areas 4.1 Retention and "in use" determination issues assessed 4.2 Materials culled 4.3 Stock relocated / rearranged 4.4 Potential retrospective cataloguing assessed 4.5 Records catalogued 4.6 Temporary off site storage arrangements made	<ul style="list-style-type: none"> • Project completed by 30 June 2002 	<ul style="list-style-type: none"> • Project partially completed • Appointment of off-site storage supplier completed • Cull of materials at current off-site storage supplier in progress.

Corporate Services
Corporate Information Services

Objective	Strategy	Measures/Targets	Progress/Results
5. Micrographics preservation program initiated	5.1 Stocktake of existing microforms conducted 5.2 Details of stock recorded 5.3 Gaps identified 5.4 Other collection problems identified 5.5 Contingent/ corrective action to address collection problems initiated 5.6 Candidates for future microfilming established 5.7 Pre-microfilming preparation specifications developed and applied 5.8 Microfilming and micrographics storage standards specified and agreed	<ul style="list-style-type: none"> • Project completed by 30 June 2002 	<ul style="list-style-type: none"> • Preliminary works undertaken • Project to be addressed in 2002/2003

Corporate Services

Corporate Information Services

Objective	Strategy	Measures/Targets	Progress/Results
<p>6. Loose document control program established</p>	<p>5.9 Microfilming schedule developed and implemented</p> <p>5.10 Storage and access arrangements made</p> <p>5.11 Future budget implications assessed</p> <p>6.1 Loose document recovery procedure developed and applied for registered records</p> <p>6.2 Document securing procedures developed and implemented</p> <p>6.3 Shelf checking routines developed and applied</p> <p>6.4 Status of all registered file series except "legal documents" assessed</p>	<ul style="list-style-type: none"> • Subject and subject / property series treated by 31 August 2001 • No loose documents at home at same time as file container • Tidy and error free storage • No loose documents sitting at home for more than one month before enclosure within file container 	<ul style="list-style-type: none"> • Loose document program established and operational.

Corporate Services
Corporate Information Services

Objective	Strategy	Measures/Targets	Progress/Results
7. DRMS services marketed	7.1 DRMS product / service brochure produced 7.2 Staff induction manual reviewed for DRMS related content	<ul style="list-style-type: none"> • Brochure produced by 31 October 2001 • All existing and new staff (permanent and other) or relevant contractors to receive personal copies • All standard products and services described • 100% accuracy at time of printing and distribution • DRMS kept fully up to date of any required changes as soon as they are about to be applied 	<ul style="list-style-type: none"> • Brochure deferred • Focus on determining Records/Document Management System – Due November 2002 • Induction Manual not completed. Manual to be completed by December 2002
8. Document and records management services maintained	8.1 Documents filed and distributed 8.2 Outgoing mail despatched 8.3 Records secured 8.4 Records catalogued 8.5 Collections organised and maintained	<ul style="list-style-type: none"> • Deadlines and distribution procedures complied with • Conformance to standard procedures for completeness and accuracy • Conformance to standard procedures for 	<ul style="list-style-type: none"> • All services fully maintained and standards conform to appropriate standards

Corporate Services

Corporate Information Services

Objective	Strategy	Measures/Targets	Progress/Results
	8.6 User assistance provided 8.7 Research and record retrieval conducted 8.8 Records preserved 8.9 Records archived or destroyed	orderliness and condition <ul style="list-style-type: none"> • Immediate initial response with follow up response as negotiated with customers • Conformance to standard procedures and legal requirements • Conformance to standard procedures and legal requirements 	

Corporate Services
Corporate Information Services

Objective	Strategy	Measures/Targets	Progress/Results
<p>City Management Information Services</p> <p>9. To maintain the data within the Corporation's automated property systems</p>	<p>9.1 Continue Council's commitment to timeliness, completeness, accuracy and availability of data within the property systems by:</p> <p>(i) Ensuring that all property based data is entered into the spatial (GIS) and cadastral (AUTHORITY) systems</p> <p>(ii) Ensuring that all property based data is both complete and accurate</p> <p>(iii) Ensuring that all validated data is available to clients</p>	<ul style="list-style-type: none"> • 95% of all notifications regarding property based data entered into the systems within 10 days of receipt • 95% of data to be complete and accurate, at any time, by 30 June 2002 • Advice to clients within 3 days of validation 	<ul style="list-style-type: none"> • Met • Met • Met

Corporate Services

Corporate Information Services

Objective	Strategy	Measures/Targets	Progress/Results
<p>10. To maintain the Corporation's GIS operating system</p>	<p>10.1 Provide GIS software version control by:</p> <p>(i) Documenting enhancements requested by clients</p> <p>(ii) Implementing any upgrades to GIS software</p> <p>(iii) Customising any upgrades to Ryde specific needs</p> <p>(iv) Writing any scripts required for integration between the spatial and aspatial data</p>	<ul style="list-style-type: none"> • Membership of a users group and submission of required enhancements to the GIS provider • Test in a test environment to ensure that data interpretation is correct • Update against clients' original requirements • Validate that all scripts that relate spatial and aspatial data are 95% correct 	<ul style="list-style-type: none"> • Cadcorp users group met: 14/11/01 21/3/02 • Complete to latest version 4.6 • Met • Met
<p>11. To provide access to the GIS system and available themes</p>	<p>11.1 Provide high quality maps to internal & external clients by:</p> <p>(i) Preparing catalogue of available current 'standard' maps based on current validated data</p>	<ul style="list-style-type: none"> • Issue to clients by 30 April 2002; revise and re-issue each 3 months 	<ul style="list-style-type: none"> • Met – continual update

Corporate Services
Corporate Information Services

Objective	Strategy	Measures/Targets	Progress/Results
	(ii) Ensuring templates meet Corporate Legislative requirements	<ul style="list-style-type: none"> • Ensure that templates are FOI and copyright Legislation compliant 	<ul style="list-style-type: none"> • Complete
	(iii) Issuing of 'standard' maps	<ul style="list-style-type: none"> • Issue of 95% of all pre-defined 'standard' maps within 24 hours of receipt of request 	<ul style="list-style-type: none"> • Met
	(iv) Issuing of 'non standard' maps	<ul style="list-style-type: none"> • Issue of any 'customised' maps within 5 days of receipt of request or subject to quotation of delivery time 	<ul style="list-style-type: none"> • Met
	11.2 Provide regular information to clients on availability of data and themes by:		
	(i) Cataloguing data and themes presently available	<ul style="list-style-type: none"> • Catalogue completed by 15 April 2002 	
	(ii) Issuing the catalogue to Group Managers requesting comments as to whether additional data is required	<ul style="list-style-type: none"> • Catalogue issued by 30 April 2002 	

Corporate Services

Corporate Information Services

Objective	Strategy	Measures/Targets	Progress/Results
	<p>(iii) Keeping the catalogue current and available to clients</p> <p>11.3 Provide online access to the GIS system by:</p> <p>(i) Deploying client software to view selective data</p> <p>(ii) Documenting use of GIS functionality</p> <p>(iii) Training of staff on use of GIS</p>	<ul style="list-style-type: none"> • Catalogue reissued bimonthly • Catalogue available on the GIS Intranet system by 30 June 2002 • Latest software version and necessary workspaces installed to client satisfaction • Current documentation available through the GIS Intranet system by 30 June 2002 • All clients who have access to GIS adequately trained and all new releases supported by appropriate training within 5 days of the approved release date 	

Corporate Services

Corporate Information Services

Objective	Strategy	Measures/Targets	Progress/Results
12. To provide access to the GIS system and available themes	12.1 Provide street numbering for properties fronting public roads for which Council is the Roads Authority 12.2 Provide advice regarding spatial/aspatial information on development applications	<ul style="list-style-type: none"> • Advice provided within 2 days of request being received • Advice provided within 2 days of request being received 	

Corporate Services

Financial Services

Objective	Strategy	Measures/Targets	Progress/Results
1. Prepare long range and annual budgets that reflect Council's strategic objectives	1.1 Three year rolling budget prepared 1.2 Annual budget prepared	<ul style="list-style-type: none"> Adopted by 30 June 2002 	<ul style="list-style-type: none"> Management Plan containing annual & three-year budget adopted at Committee of the Whole meeting 4 June 2002
2. Monitor and report performance against budgets	2.1 Regular performance reports submitted to Council, Executive Team and Budget Managers	<ul style="list-style-type: none"> Results reported to Council as a Committee of the Whole within eight weeks of the end of the period. Reports provided to budget managers and the Executive Team within 6 working days of the end each month Written commentary on budget performance provided to the Executive Team within 10 working days of the end of each month 	<ul style="list-style-type: none"> Results reported each quarter within specified time frame Reports provided on a monthly basis within specified time frame Written report provided each month within specified time frame.
3. Prepare General Purpose Financial Reports	3.1 Annual reports prepared and available for audit	<ul style="list-style-type: none"> Referred for audit by Council by 31 October 2001 Audit completed by 30 September 2001 	<ul style="list-style-type: none"> Referred for audit on 24 August 2001 Audit completed by 25 August 2001

Corporate Services

Financial Services

Objective	Strategy	Measures/Targets	Progress/Results
4. Provide financial information, services and systems	4.1 General Ledger and Sub-Ledgers maintained	<ul style="list-style-type: none"> • Transactions posted within 2 days of notification 	<ul style="list-style-type: none"> • Met
	4.2 Authorisations tested within delegations	<ul style="list-style-type: none"> • Creditors processes weekly 	<ul style="list-style-type: none"> • Met
		<ul style="list-style-type: none"> • Creditors paid within commercial terms 	<ul style="list-style-type: none"> • Met
		<ul style="list-style-type: none"> • Staff paid in full on time 	<ul style="list-style-type: none"> • Met
		<ul style="list-style-type: none"> • Sundry Debtors raised within seven working days of receipt 	<ul style="list-style-type: none"> • Met
5 Maintain and develop Council's Chart of Accounts	5.1 Chart of Accounts revised to improve accuracy, understandability and performance of the Accounting System	<ul style="list-style-type: none"> • New Chart of Accounts available by 30 June 2002 	<ul style="list-style-type: none"> • Met
6. Securely and fully maintain all financial management records	6.1 Legislated record-keeping standards enforced	<ul style="list-style-type: none"> • Legal compliance audit completed by 31 December 2001 	<ul style="list-style-type: none"> • Met
7 Provide effective control over Council's assets, liabilities, revenue and expenditure	7.1 Sub ledgers and Balance Sheet reconciled	<ul style="list-style-type: none"> • Monthly 	<ul style="list-style-type: none"> • Met
	7.2 Trial balances produced	<ul style="list-style-type: none"> • Monthly 	<ul style="list-style-type: none"> • Met

Corporate Services

Financial Services

Objective	Strategy	Measures/Targets	Progress/Results
8. Support services supplied to Accounting System users	7.3 Monies received Banked	<ul style="list-style-type: none"> • Daily 	<ul style="list-style-type: none"> • Met
	7.4 Assets register maintained	<ul style="list-style-type: none"> • Upon acquisition 	<ul style="list-style-type: none"> • Met
	7.5 Physical stocktakes of inventory	<ul style="list-style-type: none"> • Half yearly 	<ul style="list-style-type: none"> • Stocktakes conducted bi-annually
	8.1 User training needs identified	<ul style="list-style-type: none"> • Authority training completed by 31 January 2002 	<ul style="list-style-type: none"> • Training deferred due to the implementation of a new chart of accounts
	8.2 Training Plan prepared	<ul style="list-style-type: none"> • BIS Training completed by 31 January 2002 	
	8.3 Attendees secured		
8.4 Training delivered			

Corporate Services

General Purpose Revenue

Objective	Strategy	Measures/Targets	Progress/Results
1. To collect outstanding rates and charges	1.1 Rates register maintained	<ul style="list-style-type: none"> Property and ownership particulars entered into rates register within 21 days of receipt 	<ul style="list-style-type: none"> Met
	1.2 Rates accounts issued	<ul style="list-style-type: none"> Rates accounts issued by 1 July 2001 Quarterly installment notices issued on time 	<ul style="list-style-type: none"> Accounts issued by 1 July 2001 Quarterly notices issued within legislative time frame
	1.3 Rates collected	<ul style="list-style-type: none"> Outstanding rates (excluding outstanding Pensioner Arrears) not to exceed 2.5% 	<ul style="list-style-type: none"> Outstanding rates below 2.5% for every quarter
2. To provide information about rates payable	2.1 Rates ledger posted	<ul style="list-style-type: none"> Transactions posted within 24 hours of incurrance 	<ul style="list-style-type: none"> Met
	2.2 Rating enquiries answered	<ul style="list-style-type: none"> Enquiries fully responded to within 14 days of receipt 	<ul style="list-style-type: none"> Met
3. Establish broad financial management policies that maximise returns to Council and minimise risks.	3.1 Surplus funds Investment Policy written	<ul style="list-style-type: none"> Adopted by 30 November 2001 	<ul style="list-style-type: none"> Adopted 12 June 2001

Corporate Services
General Purpose Revenue

Objective	Strategy	Measures/Targets	Progress/Results
4. Invest Surplus Funds	4.1 Surplus Funds Investment Policy requirements assessed 4.2 Investment Plan prepared 4.3 Surplus funds invested	<ul style="list-style-type: none"> • \$1.3M earned in the 12 months 1 July 2001 to 30 June 2002 	<ul style="list-style-type: none"> • \$1.7M earned

Corporate Services
Human Resources Management

Objective	Strategy	Measures/Targets	Progress/Results
<p>1. Organisational Development System Maintained</p>	<p>1.1 All existing staff trained and new staff trained in relation to Organisational Development System (ODS) through induction processes</p> <p>1.2 Regular review and updating of policies/arrangements in ODS undertaken</p>	<ul style="list-style-type: none"> • 100% of staff trained • All policies/procedures reviewed annually 	<ul style="list-style-type: none"> • All staff have been trained as part of our induction processes which provide initial instruction/advice on commencement and reinforcement at a later time through information sessions • Regular reviews of our ODS policies and procedures are undertaken and over the last 12 months extensive consultation with staff, managers and unions has resulted in revised arrangements being implemented for the next reporting year
<p>2. CHRIS (HR System) Developed</p>	<p>2.1 HR System requirements defined</p>	<ul style="list-style-type: none"> • System requirements defined by 30 November 2001 	<ul style="list-style-type: none"> • The general framework of requirements have been defined and enhancements to the system will be ongoing

Corporate Services

Human Resources Management

Objective	Strategy	Measures/Targets	Progress/Results
1. Industrial Relations Managed	2.2 Management reporting systems put in place	<ul style="list-style-type: none"> • Management reports prepared to customer requirements weekly/ monthly and as needed 	<ul style="list-style-type: none"> • A range of management reports in relation to staff turnover, overtime, annual leave, sick leave, RDO balances, training and development, occupational health and safety, workers compensation are regularly prepared for the Executive Team to assist in determining HR strategies
	3.1 Develop, negotiate and manage existing, new or enhanced industrial arrangements, policies and procedures including: - Organisational Development System;	<ul style="list-style-type: none"> • All enhancements negotiated and implemented to meet deadlines • All staff inducted – all staff reviewed annually 	<ul style="list-style-type: none"> • The deadlines for implementing changed arrangements have been met in accordance with any agreed positions where appropriate • All staff have been inducted into the ODS arrangements represented by 100% participation

Corporate Services
Human Resources Management

Objective	Strategy	Measures/Targets	Progress/Results
	<ul style="list-style-type: none"> - Job Evaluation; - OHS policies/procedures; 	<ul style="list-style-type: none"> • Policies/procedures enhanced/ implemented and submitted monthly to OHS Committee 	<ul style="list-style-type: none"> • A new process involving the use of internet based technology to access job evaluation methodology to evaluate positions was implemented during the period • The current agreed job evaluation arrangements are being reviewed to obtain further improvements • A wide range of OHS policies and procedures have been implemented during the year and submitted monthly to the OHS Committee as mentioned above

Corporate Services

Human Resources Management

Objective	Strategy	Measures/Targets	Progress/Results
	<ul style="list-style-type: none"> - RDO arrangements/retention in excess of maximum 3.2 Discipline and poor performance issues managed in keeping with Award and Council requirements 	<ul style="list-style-type: none"> • New arrangements negotiated by 1 July 2001 • Revised Management of Poor Performance Policy issued by 31 December 2001 • All discipline, poor performance and terminations managed effectively 	<ul style="list-style-type: none"> • New arrangements for the accrual of RDO hours was introduced in July 2001 and has been very effective in managing RDO balances • A new Effective Management of Poor Performance Policy was approved in May 2002 for implementation. • All discipline matters have been managed appropriately during the year in keeping with the Award and our policies and procedures

Corporate Services

Human Resources Management

Objective	Strategy	Measures/Targets	Progress/Results
4. Training & Development Enhanced	4.1 Establish, develop, maintain and deliver strategic training and development programs	<ul style="list-style-type: none"> • Training and Development Programs delivered within budget • Revised Training and development Policy issued by 30 June 2002 	<ul style="list-style-type: none"> • Training and Development is provided to staff using a planned and structured approach taking into account individual job requirements and ensuring programs are provided within specific budgets • A revised Training and Development Policy was issued in May 2001 and further amendments have been made recently with revised arrangements to be in place next reporting year
	4.2 Provide consulting service and training resource 'library'.	<ul style="list-style-type: none"> • All staff aware of policies and have access to training resources 	<ul style="list-style-type: none"> • This policy combined with the Organisational Development System arrangements and systematic dissemination of information provides high levels of staff awareness

Corporate Services

Human Resources Management

Objective	Strategy	Measures/Targets	Progress/Results
5. Employee Services Maintained	5.1 Provide a range of employee relations services including: <ul style="list-style-type: none"> - recruitment/terminations; - establishment; - staff/leave matters 	<ul style="list-style-type: none"> • Payroll/Award deadlines met and compliance with policy/audit requirements • Accurate information reported weekly/monthly and as needed to management • Staff and leave matters processed in accordance with established procedures 	<ul style="list-style-type: none"> • Employee relations services in terms of deadlines, audit requirements, processing and providing information have been met throughout the reporting year

Corporate Services

Human Resources Management

Objective	Strategy	Measures/Targets	Progress/Results
<p>6. Equal Employment Opportunity Practices (EEO) Developed</p>	<p>6.1 Develop and implement EEO strategy and action plan</p> <p>6.2 Update and implement management plan</p> <p>6.3 Baseline data collected, stored and reviewed regularly to compare Council's employment profile with community representatives</p>	<ul style="list-style-type: none"> • EEO Management Plan implementation commenced by 1 July 2001 	<ul style="list-style-type: none"> • A revised EEO Management Plan was introduced in February 2001 and has been reviewed regularly since that time to ensure the strategies remain effective and relevant to the staff and organisation
<p>7. Occupational Health & Safety (OHS) Program Implemented</p>	<p>7.1 Develop and implement policies and practices that are relevant and understood by staff and management</p>	<ul style="list-style-type: none"> • Policies and practices prepared and issued to staff and management and regularly reviewed (at least annually) to ensure compliance 	<ul style="list-style-type: none"> • The City of Ryde is committed to improving OHS policies and practices to ensure compliance with new OHS legislation. A wide range of OHS policies and procedures have

Corporate Services

Human Resources Management

Objective	Strategy	Measures/Targets	Progress/Results
	<p>7.2 Examine areas of risk and establish priorities to reduce exposure to unnecessary costs in terms of claims, and worker's compensation premium</p>	<ul style="list-style-type: none"> • Claims management practices continued to minimise premium costs • Worker's Compensation premium costs reviewed quarterly and reduced 	<p>been developed and implemented including OHS Policy OHS Consultation Policy, Hazardous Substances Policy, Incident/Hazard Reporting & Investigation and OHS Risk Management Policy. Annual reviews are conducted routinely</p> <ul style="list-style-type: none"> • Processes are in place to continually review worker's compensation costs through our OHS Committee and Executive to avoid accidents/claims and to reduce our costs. A significant review of our requirements in terms of workers compensation has been undertaken and enhanced processes are to be in place early next 2003

Corporate Services
Human Resources Management

Objective	Strategy	Measures/Targets	Progress/Results
8. Communications & Information Maintained	8.1 Provide advice on full range of human resource activities/ strategies to staff and management 8.2 HR information accurately maintained and stored securely	<ul style="list-style-type: none"> • Accurate advice provided in appropriate format when required • Information kept up to date and stored according to corporate requirements 	<ul style="list-style-type: none"> • Information is provided to staff, managers , Executive and externally in a range of formats ensuring a quality approach and accuracy in terms of information provided • Information of a confidential nature continues to be securely stored in HR in keeping with our policies and procedures and only accessible to relevant persons

Corporate Services

Information Technology and Telecommunications

Objective	Strategy	Measures/Targets	Progress/Results
<p>1. To acquire Information Technology & Telecommunications platforms that meet Council's operational objectives</p>	<p>1.1 Corporate electronic Information Management needs identified</p> <p>1.2 Operating systems, Host systems & PC based systems software requirements identified</p> <p>1.3 Broad systems sizing and configuration specifications prepared</p> <p>1.4 5 year IT & T Platform & Development program prepared</p> <p>1.5 Annual IT & T platform development program prepared & approved</p> <p>1.6 Annual IT & T platform development program implemented</p> <p>1.7 Respond to and implement solutions for unplanned projects</p>	<ul style="list-style-type: none"> • Sanderson's Quick Address electronic posting system installed by August 2001 • Electronic Business Paper processing system installed by February 2002 • Electronic Bookings system for hiring public properties installed by December 2001 • Council Chambers equipped with computer terminals for Councillors and 	<ul style="list-style-type: none"> • The installation of QAS was delayed due to the need for Authority 4.6 The pricing of QAS was also an issue and the funding was carried forward to 2002/3 to complete the project pending re-negotiation of pricing • This project was deferred until 2002/3. The funding was carried forward. It is being considered in conjunction with the EDMS project • This project deferred until 2002/3. The funding was carried forward. Potential systems are being evaluated for installation by March 2003 • Not required as the Business Paper project was deferred.

Corporate Services

Information Technology and Telecommunications

Objective	Strategy	Measures/Targets	Progress/Results
	as required within the organisation	<p>installed by February 2002</p> <ul style="list-style-type: none"> • Councillors supplied with portable computer facilities by November 2001 • Homepage & E-commerce Web server installed by October 2001 • Imaging system acquisition feasibility assessment completed by June 2002 • E-commerce system feasibility assessment completed by June 2002 • Prepare project plans & install the required platforms that satisfy user requirements and corporate standards 	<p>requirements will be re-assessed if the EBS project proceeds.</p> <ul style="list-style-type: none"> • Completed by October 2001 • Server installed February 2002. Site went "live" May 2002. • Imaging system to be implemented as a staged project in conjunction with the EDMS evaluation project. • The Civica e-Business solution to be implemented during the July-September 2003 quarter • Completed – IT capex

Corporate Services

Information Technology and Telecommunications

Objective	Strategy	Measures/Targets	Progress/Results
2. To operate and maintain an Information Technology & Telecommunications system that meets Council's operational objectives	Host Systems	<ul style="list-style-type: none"> • Minimal systems downtime (3%) during core business operating hours • No internal or external security violations 	<ul style="list-style-type: none"> • Downtime less than 1% • No security violations found. Assigned security tested by IT&T staff prior to access by the user
	2.1 Host systems installed/tested		
	2.2 Data configured within Host systems to the specification of the core system managers		
	2.3 Program updates downloaded and installed		
	2.4 Access authorisations administered		
	2.5 Login authorisations administered		
	2.6 Host systems started up, operated and shut down as required		
	2.7 Data backed up and stored		
2.8 Host systems documentation maintained			

Corporate Services

Information Technology and Telecommunications

Objective	Strategy	Measures/Targets	Progress/Results
	2.9 Host systems network maps maintained 2.10 Host systems performance monitored 2.11 Host systems operating problems diagnosed and resolved Operating Systems 2.12 Operating systems installed & tested 2.13 Operating systems started up, operated and shut down as required 2.14 Operating system updated downloaded and installed 2.15 Operating system problems diagnosed and resolved	<ul style="list-style-type: none"> • Minimal system down time (1%) during core business operating hours 	<ul style="list-style-type: none"> • Downtime less than 1%

Corporate Services

Information Technology and Telecommunications

Objective	Strategy	Measures/Targets	Progress/Results
3. To supply & maintain a telephone system that meets Council's operating objectives	General Maintenance		
	2.16 Prepare a systems maintenance program and specification		
	2.17 Implement a systems maintenance program		
	2.18 Software license register maintained		
	3.1 Ensure all features of the PABX system are operational i.e. Phone Control, Music on Hold & Voice Mail	<ul style="list-style-type: none"> • Minimal system down time (1%) during core business operating hours 	<ul style="list-style-type: none"> • Total system downtime for 2001/2 year was 30 minutes. This was due to an ISDN to on Ramp migration project instigated by Telstra
	3.2 Negotiate ongoing maintenance contracts		
	3.3 Administer ongoing maintenance contracts		
3.4 Keep the phone system configured to maintenance specifications			

Corporate Services

Information Technology and Telecommunications

Objective	Strategy	Measures/Targets	Progress/Results
4. To supply support services to IT&T users and operators	3.5 Allocate handsets & mobile phones	<ul style="list-style-type: none"> • All authorised changes to the internal phone directories are updated within 48 hours of receipt 	<ul style="list-style-type: none"> • Changes entered well within the agreed timeframe
	3.6 Administer the mobile phone allocation and usage database		
	3.7 Maintain & publish the internal telephone directories		
	3.8 Maintain the White Pages phone directory on-line		
	3.9 Allocate phone usage costs to users		
	4.1 Training requirements for users and operators of software upgrades identified	<ul style="list-style-type: none"> • Basic training supplied to all operators and users of proposed software upgrades prior to the upgrade becoming operational 	<ul style="list-style-type: none"> • IT&T staff provide basic user training where required. Training for software/ application upgrades to be incorporated with the testing phase and signed off before going live. • Service standards achieved for 95% of helpdesk calls logged.
	4.2 Operator and user basic training supplied		
4.3 Help Desk services supplied	<ul style="list-style-type: none"> • Help Desk service standards achieved and documented 		

Corporate Services

Property Services

Objective	Strategy	Measures/Targets	Progress/Results
<p>1. Designated Council properties tenanted</p>	<p>1.1 Suitable premises for commercial or community occupancy identified.</p> <p>1.2 Tenants secured for identified premises</p> <p>1.3 Documentation in accordance with relevant statutes, Plans of Management and detailing responsibilities of all parties executed</p>	<ul style="list-style-type: none"> • Agreed outgoings recovered from occupants within 30 days of payment by Council • Gross rentals return to achieve budgeted income of \$785 000 • Vacancy factor maintained at 0% 	<ul style="list-style-type: none"> • Outgoings, ie. water and land rates, recovered within timeframe • Gross rentals received within budget parameters. • Overall annual vacancy factor maintained at 0%.
<p>2. Council's buildings maintained to acceptable and statutory standards</p>	<p>2.1 Buildings surveyed</p> <p>2.2 Documentation prepared with required works analysed</p> <p>2.3 Rolling maintenance program developed</p> <p>2.4 Works programs agreed and approved</p>	<ul style="list-style-type: none"> • Approved 2001/2002 maintenance program implemented against budget and on-time 	<ul style="list-style-type: none"> • Maintenance programmes achieved.

Corporate Services

Property Services

Objective	Strategy	Measures/Targets	Progress/Results
3. Council's Property portfolio matched to Council's Strategic and Operational objectives	2.5 Service Level Agreements (SLA) developed, agreed and approved.	<ul style="list-style-type: none"> • Current SLAs in place with all key clients 	<ul style="list-style-type: none"> • All SLAs' currency maintained for all programmed buildings
	2.6 Relevant OH&S issues identified	<ul style="list-style-type: none"> • OH&S requests investigated and reported to OH&S Committee within 1 month of receipt by Property Services 	<ul style="list-style-type: none"> • OH&S issues included with works programmed as either statutory, programmed or responsive issues
	2.7 Documentation developed to ensure maintenance standards		
	3.1 Development of a property strategy to direct the acquisition and disposal of Council's properties	<ul style="list-style-type: none"> • Property strategy current at all times together with an approved implementation plan • Properties purchased and sold according to the Implementation Plan • Brush Farm House restoration strategy approved by Council by 31 December 2001 	<ul style="list-style-type: none"> • Property strategy in place and all property based activities accord with the strategy • Purchases completed through S94 plan and drainage strategies, that accord with the Property strategy • Strategy approved, however, formal commitment of Department of Corrective Service is yet to be gained

Corporate Services

Property Services

Objective	Strategy	Measures/Targets	Progress/Results
		<ul style="list-style-type: none"> <li data-bbox="847 443 1144 600">• The Parsonage disposal strategy approved by Council by 31 December 2001 <li data-bbox="847 638 1144 891">• Civic Centre office accommodation issues, including future directions for the Civic Centre complex presented to Executive Team by 30 June 2002 <li data-bbox="847 929 1144 1086">• Ryde Library relocation proposal presented to Executive Team by 30 June 2002 	<ul style="list-style-type: none"> <li data-bbox="1169 443 1466 600">• Council approval to the future leases of The Parsonage and Westward Cottage in place <li data-bbox="1169 638 1466 891">• Civic Centre redevelopment proposals presented to Council and a survey of the community undertaken. <li data-bbox="1169 929 1466 1317">• Future Ryde Library included as part of the Civic Centre redevelopment proposal. Will be a consideration in discussion with Councillors on 4 year Financial Plan – December 2002

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Environmental Planning

Development Control

The City of Ryde received 1 400 development applications (DAs), 592 construction certificates (CCs) and 100 complying development applications (CDAs). This was a significant increase on the previous year when 1 187 DAs, 586 CCs and 60 CDAs were received. The median gross assessment time for all development applications was 45 days. This was the same as the previous year.

Forty five complying development applications were received and the median assessment time was six days. Accredited certifiers also issued 47 complying development certificates. Median assessment time for development of a value less than \$100 000 (ie 60% of all development) was 32 days.

the Urban Housing DCP. It is anticipated that once the plans for the four selected locations are completed, then a further three locations will be selected.

The Urban Housing DCP is intended to reduce the density and improve the quality of medium density housing in the residential areas. This Plan is currently on public exhibition.

Heritage

The protection of our heritage was further enhanced with the adoption of a comprehensive Local Environmental Plan (LEP) No 125 to protect 130 individual items and four heritage conservation areas. The individual items include aboriginal sites, schools, churches, clock tower, fountains, factories, shops and houses. This LEP is now awaiting final approval by the Minister for Planning.

A Plan for the restoration of The Hermitage, the 1838 home of John Blaxland was also finalised. Council adopted an LEP which requires removal of the inappropriate former CSIRO buildings, the establishment of a 30 metre wide curtilage around the historic building and full restoration of the

Period	No DAs and CDAs Approved	Total Value (\$)	Median Value (\$)
2001/02	1 352	1 021 955 872	35 000
2000/01	1 218	534 000 000	32 000
1999/00	1 720**	480 362 462	30 000
1998/99	1 453**	643 348 975	25 400
1997/98	1 219*	193 592 386	29 000
1996/97	1 102*	200 558 000	25 000
1995/96	1 166*	123 604 082	26 000

* BAs
** Includes BAs, DAs and CDAs

Development worth \$1 billion was approved in 2001/2002. As shown in the table above, the growth in value of approved development has been eight fold since 1995 despite only a slight increase in the number of approved developments during the same time.

Hermitage and its gardens as the first stage of any further development. It is also proposed to allow medium density residential development outside the curtilage, similar to the form of existing buildings on the site. Final approval from the Minister for Planning is expected shortly.

Residential Controls Reviewed

This year the City has commenced the most comprehensive review of its policies for residential development. The first phase of this review includes development plans to protect both the heritage and character of four selected locations, and replacement of the villa homes Development Control Plan (DCP) with



Strategic Planning

The City of Ryde continued to finalise Masterplans and associated planning documents for three key locations – Meadowbank, Eastwood, and Top Ryde. Detailed Development Control Plans (DCPs), which will guide future development, was completed for these areas.

The Meadowbank Employment Area Masterplan commenced in 1998 and sought to change the area from a declining mixed industrial area to a vibrant, modern community where people will be able to live, work, shop and enjoy recreation activities. This is to be achieved by taking advantage of the location's unique qualities, such as the great access to public transport, rail, ferry and bus, foreshore access and views and a natural treed ridgeline. It is anticipated that over the next 12 months, up to \$50 million of new development will be approved. Final approval is now awaited for the Eastwood and Top Ryde Plans.

For the past three years, the City of Ryde has been reviewing the future of the Macquarie Park High Technology area (the area north of Epping Road). This year the State Government recognised the importance of the area to the economy of NSW and the potential impact of the proposed Parramatta to Chatswood rail line, with three stations proposed for this area of the City.

This State Government recognition led PlanningNSW to approach the City of Ryde to establish a partnership to create a planning vision for Macquarie Park. The first phase of this planning study has now been completed. It is anticipated that a Masterplan will be prepared and adopted next year.

Enforcement Initiative

Over 800 abandoned vehicles were removed from the City's streets in a generally reduced time.

An education program for people with home swimming pools to remind them of the requirements to adequately fence pools was undertaken.

This year was the last time dog owners were able to register their dogs under the old Dog Act. All dogs now require registration under the Companion Animals Act, which provides for once only lifetime registration. In enforcing responsibilities under the Companion Animals Act, 180 dogs were collected, of which 60 were returned to their owners and 120 impounded.

Parking fines in excess of \$100 000 were collected - a 96% parking fine collection ratio. It is anticipated that next year the City will take control of all parking activities throughout the area, with improved visibility and enforcement in local streets.



Environmental Planning Civic Policy

Objective	Strategy	Measures/Targets	Progress/Results
1. Identify and conserve buildings and sites of heritage significance	1.1 Put in place planning controls that conserve items that were identified in the 2001 review of the 1988 Heritage Inventory 1.2 Develop community awareness and appreciation of heritage items	<ul style="list-style-type: none"> • Draft LEP 105 gazetted by 30 June 2002 • DCP and LEP for "The Hermitage & Wollondilly" in place by 30 December 2001 • Co-ordinate and manage the Heritage Advisory Committee • Co-ordinate and manage the Heritage Advisory Service • Information sheets for owners of Heritage listed properties prepared for distribution by 30 June 2002 	<ul style="list-style-type: none"> • Section 69 report was referred to the Minister for Planning in April 2002 • Section 69 report was referred to the Minister for Planning in December 2001 • A total of 4 meetings were held of the Heritage Advisory Committee • Service offered via the assessment of development applications and the pre-lodgement service • Information sheets regarding the impact of the heritage LEP were prepared
2. Create integrated policies for areas identified for renewal	2.1 Complete planning instruments and planning strategies for Meadowbank	<ul style="list-style-type: none"> • DCP, LEP and Section 94 Plan adopted by Council by 31 August 2001 	<ul style="list-style-type: none"> • Plans were approved by the Minister for Planning on 17 June 2002, following adoption by the Council in November 2001

Environmental Planning

Civic Policy

Objective	Strategy	Measures/Targets	Progress/Results
3. Importance of North Ryde as an employment area protected and long term viability ensured	2.2 Complete planning instruments and planning strategies for Eastwood	<ul style="list-style-type: none"> • DCP, LEP and Section 94 Plan adopted by Council by 28 February 2002 	<ul style="list-style-type: none"> • DCP and LEP adopted by the Council in October 2001. Awaiting approval by the Minister for Planning.
	2.3 Complete planning instruments for Top Ryde	<ul style="list-style-type: none"> • DCP, LEP and Section 94 Plan adopted by Council by June 2002 	<ul style="list-style-type: none"> • Exhibition of the plans was completed in March 2002. An extended consultation process was undertaken in June and July. Finalisation of the draft plan is dependent upon comments from PlanningNSW and the RTA
	3.1 Work in partnership with the State Government in the Living Centres Program	<ul style="list-style-type: none"> • Commence consultation program by 31 July 2001 • Develop joint "Vision" by 31 August 2001 • Study briefs prepare by 30 September 2001 	<ul style="list-style-type: none"> • Consultation commenced in March 2001 • Vision finalised in February 2002 • Studies completed and placed on exhibition in July 2002

Environmental Planning Civic Policy

Objective	Strategy	Measures/Targets	Progress/Results
<p>4. Update and review key planning instruments to ensure that they are relevant and reflect community expectations and any legislative changes</p>	<p>3.2 Review planning instruments</p> <p>4.1 Identify key issues for the community and relevant state and federal legislation</p> <p>4.2 Assess proposals for the review of planning instruments</p>	<ul style="list-style-type: none"> • Draft Masterplans, LEPs and DCPs prepared by 30 June 2002 • Prepare Draft DCP to improve the accessibility for developments for older people and people with disabilities by 30 June 2002 • Review Section 94 plan by 31 December 2001 • Consolidated LEP adopted by Council by 30 September 2001 • Proposals assessed in accordance with Council policy 	<ul style="list-style-type: none"> • Mater Plan preparation to commence in November 2002 • Draft DCP has been prepared and has been referred to the access committee for comment • Project delayed • Consolidated LEP adopted by Council for Exhibition in November 2001. Currently awaiting outcome of Section 62 consultations and the approval of PlanningNSW for the Exhibition of the plan to be undertaken. • Seven rezoning proposals assessed.

Environmental Planning Civic Policy

Objective	Strategy	Measures/Targets	Progress/Results
5. Review the residential development strategy	5.1 Ensure that residential planning controls are site or area specific	<ul style="list-style-type: none"> • Prepare discussion document for medium density options for residential "A" zoned land and surplus lands by 30 October 2001 • Precinct based DCP prepared for 3 pilot areas by 30 June 2002 • Review of Villa Homes DCP presented to Council by February 2002 • Exemption to SEPP 5 granted by the State Government by 31 December 2001 	<ul style="list-style-type: none"> • Report presented to the Council in April 2002 • 3 draft documents prepared and one finalised. • Draft Urban Housing DCP presented to the Council in May 2002 • Guidelines regarding the process for achieving an exemption were not released by the State Government until 13 March 2002

Environmental Planning

Land and Property Use

Objective	Strategy	Measures/Targets	Progress/Results
<p>1. Assess and determine development applications and construction certificates in accordance with Council's obligations</p>	<p>1.1 Determine appropriate applications in accordance with authority delegated by Council.</p> <p>1.2 Refer applications that may not be determined by delegated authority to Council</p>	<ul style="list-style-type: none"> • Determine 80% of applications for development approval (that can be dealt with by delegated authority) within 40 days • Determine 80% of applications for construction certificates within 7 days of receipt of a complete application • Applications (not capable of being determined by delegated authority) referred to the first available meeting 	<ul style="list-style-type: none"> • Median assessment time for applications determined under delegation was 40 days (gross assessment time). 80% were assessed in less than 80 days. (gross assessment time) • Target met • Target achieved
<p>2. Assess and determine applications for subdivision certificates in accordance with Council's obligations</p>	<p>2.1 Determine appropriate applications in accordance with authority delegated by Council.</p>	<ul style="list-style-type: none"> • Determine 80% of applications for subdivision certificates within 7 days of building work being finalised to the satisfaction of Council or a Principal Certifying Authority 	<ul style="list-style-type: none"> • Target achieved

Environmental Planning

Land and Property Use

Objective	Strategy	Measures/Targets	Progress/Results
3. Increase the number of development applications processed by each staff member and reduce the median assessment time for development applications	3.1 Review report formats and the assessment process	<ul style="list-style-type: none"> Not less than 150 development applications determined by each staff member 	<ul style="list-style-type: none"> Average of 163 DAs determined per EFT staff member
	3.2 Streamline process without compromising quality of assessment or Council's obligations	<ul style="list-style-type: none"> Reduction in the median time for processing development applications to less than 40 days 	<ul style="list-style-type: none"> Median assessment time for all development applications was 45 days (gross time) or 39 days (net time)
4. Provide quality professional planning and building advice to internal and external customers	4.1 Review Pre-lodgement practices and the <i>Pre-assessment Team</i> format, process and documentation	<ul style="list-style-type: none"> 80% of development applications received have no additional requests for information 21 days after receipt. 	<ul style="list-style-type: none"> Reviewing tracking procedures to enable standard to be measured
5. Manage appeals to the Land & Environment Court & co-ordinate mediation to achieve alternate solutions where possible	5.1 Assess whether mediation may be an effective way of dispute resolution in appropriate cases	<ul style="list-style-type: none"> Comply with Court rules and deadlines 25% reduction in the number of appeals received which are required to proceed to a full hearing at Court 	<ul style="list-style-type: none"> All Court rules and deadlines met No appeals were considered suitable for mediation. While the number of appeals has not reduced, legal costs have remained static

Environmental Planning

Land and Property Use

Objective	Strategy	Measures/Targets	Progress/Results
6. Monitor the built environment to ensure adequate compliance with the development consent	6.1 Progress inspection of building construction	<ul style="list-style-type: none"> 100% inspected within 24 hours of request received 	<ul style="list-style-type: none"> Target met. Total of 3,754 inspections undertaken for the year
	6.2 Investigate complaints for non compliance with Council approval	<ul style="list-style-type: none"> Complaints investigated within 3 working days 	<ul style="list-style-type: none"> Urgent complaints investigated immediately
7. Essential Services audited and fire safety inspections undertaken	7.1 Inspect premises for levels of fire safety	<ul style="list-style-type: none"> Issue orders and monitor progress 	<ul style="list-style-type: none"> 25 fire safety audit undertaken and 13 fire safety notices were issued
	7.2 Assess existing developments for strata subdivision and compliance with Building Code of Australia	<ul style="list-style-type: none"> Inspection carried out and certificate issued prior to occupation 	<ul style="list-style-type: none"> Target met
	7.3 Record existing building stock to ensure that essential services are maintained	<ul style="list-style-type: none"> Certificates are correct and issued by appropriate people 	<ul style="list-style-type: none"> Target met
8. Swimming Pool Act Compliance audited	8.1 Existing pools inspected for compliance	<ul style="list-style-type: none"> Issue orders and monitor progress 	<ul style="list-style-type: none"> Target met
	8.2 Complaints about unfenced pools investigated	<ul style="list-style-type: none"> Complaints investigated within 24 hours 	<ul style="list-style-type: none"> Target met

Environmental Planning

Land and Property Use

Objective	Strategy	Measures/Targets	Progress/Results
9. Illegal building activities investigated	8.3 Community awareness promoted 9.1 Investigate complaints for illegal additions to dwellings and out buildings	<ul style="list-style-type: none"> • Advertisement placed in local newspapers twice a year • Complaints investigated within 5 working days 	<ul style="list-style-type: none"> • One advertisement published as State Government had run a similar program • Target met

Environmental Planning Ryde Certification Service

Objective	Strategy	Measures/Targets	Progress/Results
<p>1. Provide a competitive certification service for the people of Ryde</p>	<p>1.1 Provide a competitive Principal Certifying Authority (PCA) service</p> <p>1.2 Provide a competitive Construction Certificate (CC) issuing service</p>	<ul style="list-style-type: none"> • Progress inspection undertaken within 24 hours of booking • Fees market tested • CCs issued within 7 days of complete information provided to council • Fees market tested 	<ul style="list-style-type: none"> • All undertaken within 24 hours • Benchmarking with other Councils undertaken • 80% issued within 7 days of complete information being provided. • Benchmarking with other Councils undertaken.

Environmental Planning Standards Enforcement

Objective	Strategy	Measures/Targets	Progress/Results
1. Animal Control standards enforced	1.1 Maintain register of all dogs in Councils area	<ul style="list-style-type: none"> All dogs registered in accordance with Companion Animals legislation 	<ul style="list-style-type: none"> 2,191 dogs and 282 cats were registered under the Companion Animals Act
	1.2 Patrol public places and enforce regulations	<ul style="list-style-type: none"> Respond to complaints within 24 hours and issue penalties as required 	<ul style="list-style-type: none"> Target met
2. Carparking standards enforced	2.1 Patrol Council carparks and issue infringement notices	<ul style="list-style-type: none"> Respond to complaints within 24 hours Patrol carparks 10 times per week 	<ul style="list-style-type: none"> 1,371 parking infringement notices issued Target met
3. Street Activity enforced	3.1 Footway restaurants and building waste containers to comply with Council approval	<ul style="list-style-type: none"> Respond to complaints and enforce conditions of approval 	<ul style="list-style-type: none"> 28 complaints investigated
	3.2 Abandoned shopping trolleys removed from streets	<ul style="list-style-type: none"> Trolleys impounded and removed as per service protocol 	<ul style="list-style-type: none"> 22 complaints investigated, 82 trolleys impounded
	3.3 Provide an effective response to littering and dumping of rubbish	<ul style="list-style-type: none"> Respond to complaints within 24 hours 	<ul style="list-style-type: none"> 4 clean up notices, 20 litter infringements and 4 notices relating to large scale dumping were issued

Environmental Planning Standards Enforcement

Objective	Strategy	Measures/Targets	Progress/Results
4. Abandoned articles and vehicles impounded or removed	4.1 Undertake regular patrols and enforce regulation	<ul style="list-style-type: none"> Respond to complaints within 24 hours 	<ul style="list-style-type: none"> Target met
5. Pollution controlled	5.1 Enforce the Protection of the Environment Act and regulation	<ul style="list-style-type: none"> Respond to complaints and take appropriate action Respond to complaints from EPA and take appropriate action where pollution identified 	<ul style="list-style-type: none"> Council investigated 175 complaints Target met
6. Public Health Nuisances abated	6.1 Enforce the provisions of the Public Health Act	<ul style="list-style-type: none"> Immediate response to urgent complaints All nuisances abated 	<ul style="list-style-type: none"> Council investigated 258 complaints
7. Food Safety Program Conducted	7.1 Carry out routine inspection of premises and take necessary action	<ul style="list-style-type: none"> Compliance with food legislation 	<ul style="list-style-type: none"> Council conducted 440 inspections
	7.2 Conduct food handling education course in conjunction with Ryde TAFE	<ul style="list-style-type: none"> Positive behaviour change in food handling and preparation 	<ul style="list-style-type: none"> 2 food handling courses conducted
	7.3 Respond to urgent food recalls	<ul style="list-style-type: none"> Immediate response 	<ul style="list-style-type: none"> Council received 51 urgent food recall notices. Two required action

Environmental Planning Standards Enforcement

Objective	Strategy	Measures/Targets	Progress/Results
8. To ensure skin penetration premises meet relevant health standards	8.1 Maintain register of premises 8.2 Carry out inspection of premises and take necessary action as required	<ul style="list-style-type: none"> • Full compliance with relevant legislation and guidelines 	<ul style="list-style-type: none"> • There are 98 registered premises. • Council conducted 80 inspections
9. To ensure public and semi-public pools meet relevant health standards	9.1 Carry out inspections of pools and take necessary action and liaison with agencies as required	<ul style="list-style-type: none"> • Full compliance with relevant legislation 	<ul style="list-style-type: none"> • Council conducted 17 inspections.
10. Regulated systems registered and monitored	10.1 Maintain register of systems and prevent spread of legionella	<ul style="list-style-type: none"> • Full compliance with legislation 	<ul style="list-style-type: none"> • There are 195 registered systems

Environmental Planning

Statutory Information

Objective	Strategy	Measures/Targets	Progress/Results
1. To provide customers with accurate Planning Certificates in a timely manner	1.1 Ensure property attributes and outstanding notice registers are maintained and up to date	<ul style="list-style-type: none"> • 90% of Section 149 certificates (planning) checked and signed within two days of receipt by the Group • 90% of Section 735A & 121ZP Certificates checked and signed within 24 hours of receipt by the Group 	<ul style="list-style-type: none"> • 3,203 planning certificates issued. Target met • Target met
2. Provide customers with accurate Building Certificates in a timely manner	2.1 Certificate produced and issued with legal compliance	<ul style="list-style-type: none"> • Certificates issued with a median time of 15 working days 	<ul style="list-style-type: none"> • 203 Certificates issued at a median time of 21 calendar days

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Public Works and Services

Road Improvements

Road reconstruction occurred in Ashburn Place, Miriam Road Stage 2, Storey Street, Pearl Street, Princes Street and Pittwater Road between Cressy Road and Magdala Road.

A dedicated left turn lane for West Parade traffic turning into Victoria Road has also been constructed, leaving the two existing lanes for right turn traffic and a smoother traffic flow onto Victoria Road.

Rehabilitation of road pavements has been carried out in thirteen streets, with strengthening of the pavement by cement stabilisation and a new wearing surface to extend the life of the road.

\$400 000 was spent on the heavy patching program, where localised pavement failures have been repaired by the placement of a 200mm deep patch. This form of maintenance provides a stronger pavement, is quick to install and has a longer life.

A new innovation with the asphalt resheet program is the laying of a "residential mix" of asphalt, which has a higher bitumen content. The mix doubles the life of the asphalt and significantly reduces the need for road repair and replacement.

Footpath Improvements

In order to maintain the good condition of footpaths throughout the City of Ryde's major shopping centres, an Asset Officer was employed to regularly walk these areas noting locations requiring urgent attention. Whilst the repair needed far exceeds the available funding, this proactive approach is ensuring the City's footpaths are becoming more pedestrian friendly.

Stormwater Improvements

Several major upgrades to the stormwater system were conducted at various sites over the last year. The major stormwater project completed was the replacement of the Buffalo Creek culvert on Buffalo Road. Also carried out was stage 1 of a 4 stage project to upgrade the stormwater system between ANZAC Park and Herbert St, and reconstruction of the stormwater system between Addington Avenue and Shepherd Street. Hydraulic modelling for proposed drainage works in the Meadowbank Employment Area and Eastwood was

completed. Detailed drainage design is to commence in the near future for the Meadowbank and Eastwood projects, with Stage 1 of the Eastwood flood mitigation works scheduled for commencement this year.

Drainage audits of the existing network continued. The audits assist in the setting of priorities for the drainage maintenance and improvement programs.

In the Eastwood Central Business District, stormwater pollution control initiatives have been completed in a project funded by the Environment Protection Authority and the City of Ryde.

These include drain stencilling in Eastwood Plaza and carparks, provision of multilingual educational signage as part of a community education program and monitoring of the performance of Pollution Control Devices. Also, pollution control devices have been installed in three carparks in Eastwood to capture free-oil runoff from cars, sediment and gross pollutants before they enter Terry's Creek and the Lane Cove River.

Consultants conducted biological monitoring to assess water quality and the general health of a number of our creeks.

Staff were trained in the biological monitoring techniques so that in the future they can conduct their own monitoring.



EnviroServe Programs

EnviroServe as the service delivery arm of the City of Ryde's Public Works and Services Division has completed several major construction and maintenance programs.

The upgrade of Miriam Road was completed at a cost of \$580 000 following liaison with residents on aspects of the design and incorporation of significant property adjustments.

Blenheim Road Shopping Centre has been given a renewed image with the widening of the footpath, laying of a new paving surface, planting of street trees and the installation of new street furniture and drainage.

Improvements to the City's urban landscape includes tree planting and landscaping near Eastwood Station and in Glen Reserve as part of plans developed in conjunction with the Eastwood Public Space Improvement Steering Committee.

The construction of improved access through the passive recreation areas of Glades Bay Park and Field of Mars was also completed during the year. Natural sandstone pathways, boardwalks and viewing platforms have been constructed in Glades Bay Park following consultation with the Aboriginal Land Council and Macquarie University.

Access tracks into Field of Mars from Kennedy Street have been upgraded and major maintenance completed along the Great North Walk at Buffalo Creek. These improvements enable the community to continue to enjoy the natural bushland of the City.

EnviroServe construction works completed to the City's playing fields include restoration of Meadowbank Park following completion of the drainage tunnel, and renewal of the surface of two soccer fields.

Baseball and soccer fields at ELS Hall Park were also upgraded during the year. At Gannon Park subsoil drainage was installed to rectify major drainage problems that often left the surface unplayable.

The opening of the new EnviroServe Operations Centre in May has brought together all of the City of Ryde's construction and maintenance activities dealing with roads, footpaths, stormwater systems, parks, open spaces, playing fields and the truck and plant fleet. The amalgamation of the depots enables the old site at Parsonage Street to be returned to passive recreation and the Wellington Road site to be regenerated to natural bushland.

Ryde City Bikeway

A further link in the Ryde City Bikeway was constructed from Trevitt Road to Wilson Street. This now provides a continuous link between Macquarie Centre and Patricia Street for recreational and commuter cyclists.



Creek Rehabilitation

At Maze Park, West Ryde installation of gross pollution traps, revegetation of native species, design for creek rehabilitation, and community consultation was completed, and weed removal begun.

A gross pollutant trap was also constructed at Shrimpton's Creek.

Community consultation was also sought on remediation works designed for Miriam Creek.

Bush Fire Hazard Reduction

The NSW Fire Brigades performed 15 ecological/hazard reduction burns at various parks. The main focus of work occurred in Brush Farm Park, Portius Park, Glades Bay Park, Forrester Park, Burrows Park, Darvall Park, Kobada Park and Field of Mars. Three burns were in high fire risk areas.

The City of Ryde maintained 41 firebreaks. The Hazard Reduction/Ecological Burn Program has been submitted to the District Bush Fire Management Committee.

The District Bush Fire Management Plan (Operations) was completed in September 2001, and the Bush Fire Risk Management Plan was adopted in June 2002.

Putney Traffic Study

Implementation of the recommendations of the Putney Traffic Study commenced in 2001/2002. Roundabouts were constructed along Morrison Road at Meriton Street and Boulton Street, and in Mitchell Street at Frances Road and Phillip Road. Traffic calming was also carried out with the construction of roundabouts in Waterview Street at Charles Street and Douglas Street, and at Phillip Road and Douglas Street. These devices will make traffic movements in these areas safer for both motorists and pedestrians.

Traffic safety was also improved at the intersection of Quarry Road and Smalls Road with the construction of a roundabout in conjunction with a new entry to Yamble Reserve. The Reserve is being developed for wider community use, and access to the new car park has been integrated into the traffic management for the area.

Kissing Point Jetty

Design was completed during 2001/2002 for a recreational jetty adjoining the boat ramp in Kissing Point Park. Construction of the jetty will commence during the second half of 2002. The jetty will improve access to small craft for passengers enjoying the recreational benefits that the Parramatta River offers.

Bus Shelters

The final bus shelter with advertising supplied under the contract with Adshel Street Furniture was installed in Herring Road outside Macquarie Presbyterian Church. The shelter was located on Church land for engineering reasons. Through the Church and Council working together, the bus shelter has been provided for the residents of this area.

Bus shelters have also been constructed in Anzac Avenue, Balaclava Road and Parer Street.



Work on Private Land

Council resolved on 27 February 2001 to participate in the Graffiti Blaster Project with the assistance of a grant of \$25 000 from the Attorney General's Department. The project involves rapid removal of graffiti from both public and private land at no cost to the private land owner.



The trial project commenced in September 2001 and ran for 6 months. Council resolved on 16 April 2002 to continue the Program for the next 12 months and that in accordance with Section 356 (1) of the Local Government Act 1993, Council fully funded the removal of graffiti on private property during that time.

During the period September 2001 to 30 June 2002, 1 574 square metres of graffiti was removed from public property and 1 151 square metres was removed from private property at a total cost of \$46 116. Proportionately this equates to a full subsidy of \$19 478 for the removal of graffiti on private land. The actual cost to the City was offset by the \$25 000 government grant.

Works were also undertaken at St Charles Borromeo Parish by the City's EnviroServe Unit at a cost of \$5 109. The works comprised of construction and associated concrete works and turf restoration.

Condition of Public Works

Current Values (\$) as at 30 June 2002

Category	Condition as at 30/06/2002	Estimate to bring to satisfactory condition (\$)	Estimate to maintain standard (\$) (responsive)	Maintenance program for 2001/2002 (\$)
Bridges ¹	Satisfactory (average age 41 years)	nil	5 000	5 000
Footpaths ²	Satisfactory	Condition rating 3 – acceptable \$7 100 000	900 000	575 000
Kerb and Gutter ³	Satisfactory	Condition rating 3 – acceptable \$14 200 000	1 200 000	250 000
Urban Roads ⁴ including Regional Roads	Network average roughness = 112 Network average cracking = 9% Network condition – satisfactory	nil	5 000 000	3 882 000
Drainage	Poor	(a) Cost to reconstruct drainage systems to a Minimum ARI of 20 years = \$328M (b) Cost of additional Flood Control Measures, Creek Remediation and Water Quality Measures = \$330M (c) Total cost = \$658M	(a) To maintain drainage systems \$5M (b) For additional Flood Control Measures, Creek Remediation and Water Quality Measure = \$4M - \$6M (c) Total approx = \$9M-\$11M	1 260 000

¹ The City has eight bridges and culvert structures. These are not currently inspected on a regular basis. However, arrangements are in hand for this to occur. The bridges are considered to be in a satisfactory condition and maintenance is on a needs basis.

² The City's footpath network has a Current Replacement Values of \$42 800 000. The City has designed and implemented a Footpath Management System where every footpath is inspected and rated on a 1 (new) to 5 (replacement required) rating basis. This has been aligned to the 1 to 5 rating system in the Asset Accounting Manual. Footpaths with a Condition Rating of 3 or better are considered to be in a satisfactory condition.

³ The City has designed and implemented a Kerb and Gutter Management System with 100% of the network inspected and rated by December 2001. The Current Replacement Value is \$59 500 000. Using the same 1 to 5 rating system, it is known there are considerable lengths of kerb and gutter rated as Condition 5. As well, considerable lengths will require construction of street drainage systems as part of the work.

⁴ The City has adopted the use of a Pavement Management System (PMS) and condition rating data has been collected since 1991. Some 20% of the road network is condition rated each year. The Current Replacement Cost of road pavement is \$388 200 000. Innovative road pavement rehabilitation techniques have been adopted to reduce maintenance costs. These include recycling concrete, asphalt and road pavement materials, the adoption of Cement Stabilisation and Bitumen Stabilisation Pavement Rehabilitation Processes, the use of Bitumen Rejuvenators and the use of different asphalt types to extend the life of road pavements and surfaces.



Road Safety

Several road safety education projects have been conducted. The initial project was the "Drink/Walk Safely" campaign, which targeted patrons of hotels by drawing attention to the dangers in crossing the road after alcohol consumption.

Through the "Safety Before Convenience" campaign, schools and parents have been made aware of the impact of illegal and dangerous driving and parking around our schools on the lives of children.

Another road safety project where the City of Ryde is working with the community is the "U Turn the Wheel" Program organised by Rotary. This Program focuses on Year 11 students prior to obtaining their drivers licence, and provides information on insurance issues, legal responsibility and the effect of injuries that can be sustained by poor driving.

Road safety education in 2002/2003 will target issues of drink driving, speeding and fatigue.

Ryde Traffic Committee

The Ryde Traffic Committee with representatives from the NSW Police Service, Roads and Traffic Authority and Council met regularly during the year to resolve traffic matters in the City of Ryde.

Decisions from the Committee resulted in the construction of raised thresholds for pedestrian safety in Twin Road outside Ryde East School, Lakeside Road pedestrian refuge, Ashburn Place roundabouts, as well as routine linemarking and signage.

Waste Management

The frequency of residential clean up services increased to a collection every 20 weeks instead of the previous every 26 weeks. To assist informing residents of these changes a waste services collection calendar specific to each of the 20 waste collection zones within the City of Ryde was distributed to every household. The calendar also has information on the white goods collection that has been introduced and how to recycle correctly.

The City supports the Return Unwanted Medicines Project. The Project enables residents to take their unwanted pharmaceuticals to any pharmacy across Australia for free collection. These medicines are then disposed of in a strictly regulated, convenient, safe and environmentally friendly manner.

Various community groups participated in compost and worm farming demonstrations. These demonstrations highlight the ease at which each person can significantly reduce the amount of waste that goes to landfill. They also show the many benefits to residents that come with composting and wormfarming such as nutrient rich fertiliser.

Clean Up Australia Day was held on Sunday 3 March 2002. There was continued support with many community and corporate organisations taking part in the clean up of 20 nominated sites. In addition, 11 schools took part in the Schools Clean Up Day on Friday 1 March 2002.

Public Works and Services

Access Facilities and Services

Objective	Strategy	Measures/Targets	Progress/Results
1. To minimise the Environmental impact on construction and maintenance activities	1.1 Capture tree debris and other rubbish from road surfaces and drainage pits	<ul style="list-style-type: none"> • Continue Street Sweeping and gully pit cleaning to collect a minimum of 1000t of debris per year • Implement sedimentation controls as per EPA requirements for construction projects - 100% compliance • Continue separation of engineering materials from excavation waste and the recycling/re-use of these materials on Access projects • Continue planting of appropriate street trees on road reconstruction projects 	<ul style="list-style-type: none"> • Continuing process. Target to be due reviewed due to changed work practices • Achieved • Ongoing process that is being achieved • Being achieved
2. Manage Access Network to agreed standard in accordance with funding allocation	2.1 Construction and maintenance works provided in a cost efficient and effective manner	<ul style="list-style-type: none"> • Construction projects completed within budget and on time 	<ul style="list-style-type: none"> • Not achieved. Capital Works program adjusted to accommodate overruns

Public Works and Services
Access Facilities and Services

Objective	Strategy	Measures/Targets	Progress/Results
	2.2 Ensure the safety of Staff and the Public	<ul style="list-style-type: none"> • Maintenance works carried out progressively and in accordance with the overall maintenance budget and the designated maintenance standard • Management Plan for the following 3 financial years completed by mid-February incorporating the construction and maintenance of roads, footpaths, traffic facilities, bikeways, sea walls, street lighting, street sweeping and minor access facilities • 100% compliance with OH & S requirements for both Council projects and Asset construction by private developers on road reserves 	<ul style="list-style-type: none"> • Maintenance works carried out progressively • Achieved • Achieved

Public Works and Services
Access Facilities and Services

Objective	Strategy	Measures/Targets	Progress/Results
		<ul style="list-style-type: none"> • Traffic Management Plans prepared and implemented for all capital projects and specific maintenance works • Advisory Speed Limit Monitoring provided 	<ul style="list-style-type: none"> • Achieved • Achieved

Public Works and Services

EnviroServe

Objective	Strategy	Measures/Targets	Progress/Results
1. Provide construction & landscape services that will facilitate the procurement of Council's capital works programs in product areas: <ul style="list-style-type: none"> • Access • Stormwater • Urban Landscapes 	1.1 Maintain capability and resources	<ul style="list-style-type: none"> • Works only to proceed following Asset managers acceptance of designs and estimates 	<ul style="list-style-type: none"> • Designs and estimates accepted
	1.2 Undertake construction and landscaping projects	<ul style="list-style-type: none"> • Construction Projects completed within budget and on time 	<ul style="list-style-type: none"> • Completed within amended budgets & timeframes
2. Provide survey, design & technical services to asset managers	2.1 Undertake Survey, design and investigation	<ul style="list-style-type: none"> • Designs and estimates completed 6 months in advance of construction 	<ul style="list-style-type: none"> • Completed 3 months in advance of construction based on receipt of briefs
	2.2 Maintain Australian & industry standards	<ul style="list-style-type: none"> • Standards complied with 	<ul style="list-style-type: none"> • Compliance.
3. Provide a range of civil maintenance and cleansing services in the areas of, Roads, Footpaths, Bikeways and Drainage infrastructure.	3.1 Maintain Capability and Resources	<ul style="list-style-type: none"> • Service standards and budgets met. 	<ul style="list-style-type: none"> • Overall budgets met \pm 5%
	3.2 Undertake Maintenance Programs	<ul style="list-style-type: none"> • Maintenance cycles and agreed response times complied with 	<ul style="list-style-type: none"> • Compliance.
	3.3 Service standards to be agreed with the asset manager	<ul style="list-style-type: none"> • Service agreements reviewed annually • Variations documented. 	<ul style="list-style-type: none"> • Service agreements still to be developed • Partial documentation

Public Works and Services

EnviroServe

Objective	Strategy	Measures/Targets	Progress/Results
4. Provide a range of parks maintenance and cleansing services in the areas of, Parks, Sports Facilities, Gardens, Road Verges and Trees	4.1 Maintain Capability and Resources	<ul style="list-style-type: none"> After Hours Response documented Service standards and budgets met 	<ul style="list-style-type: none"> 24 hour response provided & documented Overall budgets met \pm 5%
	4.2 Undertake Maintenance programs	<ul style="list-style-type: none"> Maintenance cycles and agreed response times complied with 	<ul style="list-style-type: none"> Compliance
	4.3 Service standards to be agreed with the asset manager	<ul style="list-style-type: none"> Service agreements reviewed annually Variations documented Weekend ground staff provided as required 	<ul style="list-style-type: none"> 6 months implementation Documentation completed Roster implemented
5. Provide special project management services to Council and other stakeholders	5.1 Undertake projects	<ul style="list-style-type: none"> Projects managed and documented as per recognised procedures 	<ul style="list-style-type: none"> Projects completed as required
6. Operate Council depots and recycling activities	6.1 Ensure the safe, clean and efficient operation of council depots	<ul style="list-style-type: none"> Work cover requirements met 	<ul style="list-style-type: none"> Pro-active towards requirements
	6.2 Monitor and control security of depots and council plant	<ul style="list-style-type: none"> EPA requirements met 	<ul style="list-style-type: none"> Satisfactory EPA inspection and report received

Public Works and Services

EnviroServe

Objective	Strategy	Measures/Targets	Progress/Results
7. Maintain Council's plant & vehicle fleet	6.3 Manage Council's store and inventory	<ul style="list-style-type: none"> Store meets auditors requirements 	<ul style="list-style-type: none"> Store restructure
	6.4 Manage land fill and recycling activities at Porters Creek Depot	<ul style="list-style-type: none"> Recycled materials provided for Council projects at competitive prices 	<ul style="list-style-type: none"> implemented to meet procurement requirements Adequate materials supplied at competitive rates
	7.1 Provide plant and vehicle fleet maintenance capability	<ul style="list-style-type: none"> Availability maximised Operating costs minimised 	<ul style="list-style-type: none"> Optimum availability achieved Costs monitored
8. Provide Urban Services on a commercial basis to other customers within Ryde and its surrounding districts	7.2 Undertake relevant administration & costing	<ul style="list-style-type: none"> Customers requirements understood Customer requirements documented An average of 90% of all vehicles and equipment available for use on a daily basis 	<ul style="list-style-type: none"> Customer survey being developed In progress 90% achieved on majority of items
	8.1 Expand EnviroServe's market in high potential activities	<ul style="list-style-type: none"> Range of products and services specified Market research conducted 	<ul style="list-style-type: none"> Products and services specified

Public Works and Services

EnviroServe

Objective	Strategy	Measures/Targets	Progress/Results
9. Review CRMS System to maintain its desired outcomes	<p>9.1 Monitor all outstanding CRMS</p> <p>9.2 Review CRMS service standards to allow for any seasonal demand fluctuations and variations in available resources</p>	<ul style="list-style-type: none"> • Market participation decision made • Capability reviewed • Marketing plan implemented • Each month all CRMS not finalised within service standards reviewed, agreed upon and adjusted if necessary • Service standards reviewed twice yearly 	<ul style="list-style-type: none"> • Re-assessment of marketing initiatives following Procurement Review Project • Averaging higher than 85% finalisation each month • Service standards reviewed July 2001 and December 2001
10. OH&S and Environmental standards maintained	10.1 Provide a safe and clean working environment	<ul style="list-style-type: none"> • Workers' compensation and injury data tabulated • Hazard management system established • Environmental Procedures implemented 	<ul style="list-style-type: none"> • Workers' compensation monitored • Hazards identified, WMS established • Environmental procedures implemented on an ongoing basis

Public Works and Services

Plant and Fleet Management

Objective	Strategy	Measures/Targets	Progress/Results
1. To coordinate the provision of vehicle and equipment assets to meet the needs of the customer at least cost	1.1 Consult with users to meet requirements at minimal cost. 2.1 All vehicles and equipment to undergo regular maintenance	<ul style="list-style-type: none"> Progress against the Fleet Replacement Schedule reported to Council quarterly 	<ul style="list-style-type: none"> Fleet replacement on target. Car replacement: Budget \$2,795,157 Actual <u>\$2,495,541</u> \$ 299,616 Plant replacement: Budget \$1,033,200 Actual <u>\$1,150,015</u> \$ -122,815
2. To coordinate the maintenance of vehicle and equipment assets in good working order to support operational needs of all Groups	2.1 All vehicles and equipment to undergo regular maintenance	<ul style="list-style-type: none"> An average of 90% of all vehicles and equipment available for use on a daily basis. 	Vehicle availability: Cars 97.88% Trucks 96.96% Minor Plant 97.02% Major Plant 95.80%

Public Works and Services

Ryde Aquatic Leisure Centre

Objective	Strategy	Measures/Targets	Progress/Results
1. To provide a first class aquatic sports venue	1.1 Develop and maintain a swimming pool asset for competitive swimming and water polo	<ul style="list-style-type: none"> • Patronage greater than 600,000 per annum • Swim Squad Program in place • Water Polo Program implemented 	<ul style="list-style-type: none"> • Total annual patronage 420,000 • Achieved • Achieved
	1.2 Operate the facility in accordance with Public Health Guidelines	<ul style="list-style-type: none"> • 100% compliance with Public Health Guidelines 	<ul style="list-style-type: none"> • Achieved
	1.3 Retain the services of an Industry Recognised Coach	<ul style="list-style-type: none"> • Recognised Coach retained 	<ul style="list-style-type: none"> • Carlile Organisation retained under Access Agreement. To be reviewed in 2002/2003
2. To provide a first class aquatic leisure venue	2.1 Develop and maintain a swimming pool asset which incorporates leisure elements	<ul style="list-style-type: none"> • User Group surveys conducted on a quarterly basis • 100% compliance with Public Health Guidelines 	<ul style="list-style-type: none"> • 3 surveys conducted throughout the year. New program to be developed in 2002/2003 • Achieved
	2.2 Operate the facility in accordance with Public Health Guidelines	<ul style="list-style-type: none"> • Leisure programs developed and implemented by December 2001 	<ul style="list-style-type: none"> • Aquarobics Program implemented
	2.3 Develop relevant leisure programs		

Public Works and Services

Ryde Aquatic Leisure Centre

Objective	Strategy	Measures / Targets	Progress/Results
3. To provide a first class dry court facility	3.1 Develop and maintain a dry court asset which incorporates multiple sport elements	<ul style="list-style-type: none"> • School holiday programs developed and implemented • Sports program developed and implemented by July 2001 	<ul style="list-style-type: none"> • Implemented • Programs for basketball, netball, volley ball, badminton and indoor soccer implemented
4. To operate the facility on a commercial basis	4.1 Operate the facility utilising a private sector operator	<ul style="list-style-type: none"> • Patronage by sport reported quarterly • Commission a private operator by July 2001 • Fee structure bench-marked against local competitors on a quarterly basis • Operating surplus to exceed \$450,000 per annum 	<ul style="list-style-type: none"> • Total sports hall usage reported • RANS Management Group Pty Ltd appointed. Ceased operation on 30 June, 2002 • Achieved • Operating loss for 2001/2002

Public Works and Services

Stormwater Facilities and Services

Objective	Strategy	Measures/Targets	Progress/Results
<p>1. To establish a forward program of stormwater capital works</p>	<p>1.1 Group competing projects into approved categories</p> <p>1.2 Set project priorities using agreed range of essential factors</p> <p>1.3 Establish project rankings using project priorities</p> <p>1.4 Prepare accurate estimates of project costs and benefits</p> <p>1.5 Match cost of ranked projects against available funds.</p> <p>1.6 Recommend program to Council for approval.</p>	<ul style="list-style-type: none"> • Regularly review project priorities in forward program in response to competing demands from new projects 	<ul style="list-style-type: none"> • Program prepared and forms part of the Management Plan program adopted by Council.
<p>2. Achieve the Program targets within budget and on time</p>	<p>2.1 Ensure the best value for money through competitive tendering and other appropriate measures</p>	<ul style="list-style-type: none"> • Progress of program reviewed by Council on a monthly basis. 	<ul style="list-style-type: none"> • Programmed progress reviewed by Council

Public Works and Services
Stormwater Facilities and Services

Objective	Strategy	Measures/Targets	Progress/Results
3. To revalue stormwater assets	2.2 Closely monitor cost and timely performance		<ul style="list-style-type: none"> Costs monitored and reviewed at monthly Production Meetings
	2.3 Maintain detailed cost/time reporting system		
	3.1 Undertake revaluation on a catchment by catchment basis	<ul style="list-style-type: none"> Revaluation of Denistone and Charity Creek catchments completed by 30 June 2002 	<ul style="list-style-type: none"> Revaluation of Denistone Catchment nearing completion. Charity Creek not commenced
4. To establish floodplain management strategies	3.2 Ensure best value for money through use of internal and external resources.		
	4.1 Undertake flood modeling on a catchment by catchment basis	<ul style="list-style-type: none"> Flood modeling of two catchments completed by 30 June 2002 	<ul style="list-style-type: none"> Denistone and Charity Creek Catchments completed
	4.2 Ensure best value for money through use of internal and external resources.	<ul style="list-style-type: none"> Investigation of Eastwood CBD flood mitigation proposal completed by 31 December 2001 	<ul style="list-style-type: none"> Investigation not completed due to need for additional hydraulic modelling
	4.3 Recommend program to Council for approval	<ul style="list-style-type: none"> Design of Buffalo/Higginbotham Road microtunnel completed by 30 June 2002 	<ul style="list-style-type: none"> Project deferred until 2004 due to amended construction time table

Public Works and Services
Stormwater Facilities and Services

Objective	Strategy	Measures/Targets	Progress/Results
5. To provide maintenance and construction services in a cost efficient and effective manner	5.1 Services are provided at or below market rate to best industry practices	<ul style="list-style-type: none"> • Construction projects completed within budget and on time 	<ul style="list-style-type: none"> • Projects completed are Addington Avenue, Buffalo Road, Adam Street, Alexandria Avenue, Blaxland Road, Blenheim Road. Most projects were completed after scheduled completion date and for additional cost
	5.2 Service standards are set and agreed with the customer	<ul style="list-style-type: none"> • Establish and enter into Service Agreements with EnviroServe by 30 June 2002 • Service Agreements reviewed annually • Service Agreements met 95% of the time 	<ul style="list-style-type: none"> • Agreements not prepared • N/A • N/A
	5.3 Identify, implement and review options which provide value		
6. To reduce the amount of pollution entering environment	6.1 Increase capture of pollutants from the stormwater system	<ul style="list-style-type: none"> • Capture at least 200 tonnes of litter per annum by 2006 	<ul style="list-style-type: none"> • Pollutant capture increased with the provision of 5 additional GPTs. Total removed 2001/2002 = 31.1 tonnes

Public Works and Services

Stormwater Facilities and Services

Objective	Strategy	Measures/Targets	Progress/Results
	6.2 Reduce the impact of Council's stormwater maintenance and construction activities on the environment	<ul style="list-style-type: none"> • Review the schedule for maintenance of all stormwater pollution control devices and pit cleaning activities by 31 December 2001 • Confirm that all maintenance and construction activities conform with the procedures of Council's environmental management systems 	<ul style="list-style-type: none"> • Schedule reviewed and cleaning activities upgraded • Review for compliance undertaken on a regular basis

Public Works and Services
Urban Landscape Facilities and Services

Objective	Strategy	Measures/Targets	Progress/Results
1. Community land managed	1.1 Implement management as specified in adopted Plans of Management 1.2 Sign Service Agreements for community land maintenance with service provider	<ul style="list-style-type: none"> • Targets as per proposed performance in Plans of Management reviewed by December 2001 & June 2002 • Sign-off with Council's Enviroserve Unit completed by July 2001 • Undertake quarterly reviews of service 	<ul style="list-style-type: none"> • Generic Plan of Management adopted by Council November 2001. Targets Assessed against Service Agreement through quarterly Reports • Service Agreement signed Jan 2002. • Service reviewed monthly. Quarterly Reports produced and reviewed March 2002 and June 2002

Public Works and Services

Urban Landscape Facilities and Services

Objective	Strategy	Measures/Targets	Progress/Results
2. Community land Capital Works implemented	2.1 Project planning undertaken for major projects 2.2 Projects completed on time and budget	<ul style="list-style-type: none"> • Project planning Completed by August 2001 • Anzac Park Stage 2 completed by December 2001 • Yamble Reserve Stage 2 completed by April 2002 • Shepherds Bay Stage 4 completed by May 2002 • Buffalo Creek Stage 2 completed by June 2002 • Contract Bush Regeneration completed by June 2002 	<ul style="list-style-type: none"> • Project planning completed August 2001 • Project carried over due to extensive drainage works required to cater for surrounding developments. Drainage completed May 2002 • Stage 2 works completed June 2002 • Project carried over pending decommissioning of Council's former deport site • Stage 2 completed • Contracts completed

Public Works and Services

Urban Landscape Facilities and Services

Objective	Strategy	Measures/Targets	Progress/Results
3. Road Reserve areas maintained	3.1 Sign Service Agreements for road reserve maintenance with Service Provider	<ul style="list-style-type: none"> • Sign-off with Council's Enviroserve Unit by August 2001 • Undertake quarterly review of service 	<ul style="list-style-type: none"> • Service Agreement signed January 2002 • Reviews undertaken
4. Street trees maintained	4.1 Sign Service Agreements for street tree maintenance with Service Provider	<ul style="list-style-type: none"> • Sign-off with Council's Enviroserve Unit by August 2001 • Undertake quarterly review of service 	<ul style="list-style-type: none"> • Service Agreement signed January 2002 • Reviews undertaken
5. Street tree planting program Implemented	5.1 Street tree planting program developed for road reconstruction projects, community requests and collector roads	<ul style="list-style-type: none"> • Program identified by August 2001 • Minimum twenty streets implemented by June 2002 	<ul style="list-style-type: none"> • Target met • 16 streets completed. 584 trees planted. Budget expended
6. Tree Preservation Order implemented	6.1 Review TPO Policy	<ul style="list-style-type: none"> • Review undertaken by July, 2001 	<ul style="list-style-type: none"> • Review undertaken • Draft Significant Tree Policy prepared
	6.2 Assess applications efficiently and consistently	<ul style="list-style-type: none"> • Applications processed within 28 days • Approvals Register reviewed quarterly 	<ul style="list-style-type: none"> • 82% processed in 28 days • Average 145 TPO applications received per quarter

Public Works and Services
Urban Landscape Facilities and Services

Objective	Strategy	Measures/Targets	Progress/Results
			<ul style="list-style-type: none">Average 253 notices of intent received per quarter

Public Works and Services

Waste Services

Objective	Strategy	Measures/Targets	Progress/Results
<p>1. Contribute to maintaining the health of the area's occupants by ensuring residents and businesses are able to dispose of their waste in an environmentally acceptable manner</p>	<p>1.1 The provision of a reliable and efficient weekly household waste collection service</p> <p>1.2 The provision of a reliable and cost effective service for the collection of commercial waste</p>	<ul style="list-style-type: none"> • The weekly collection and correct disposal of waste material from the 34,700 garbage containers used by residents on the nominated service day with customer complaints not exceeding one per 1,000 services rendered. • The cost of the service being within budget • The cost of the service being within budget • The collection of commercial waste in accordance with the individual customer service agreements and with operational costs being equal or less than the services income. 	<ul style="list-style-type: none"> • Weekly waste disposal carried out according to the contract with an average of 1 complaint per 2,000 services which is less than targeted. • Cost of service came in under budget. • Commercial waste collected within contract agreements with operational costs coming in well below income.

Public Works and Services

Waste Services

Objective	Strategy	Measures/Targets	Progress/Results
2. To assist residents to reduce the quantity of their disposal waste as required by the State Government's	1.3 The provision of a reliable and efficient twice yearly service for the free collection of discarded household material.	<ul style="list-style-type: none"> • A bulk waste collection and disposal service being provided to all residential premises at least twice yearly on the nominated collection dates with the cost of the service being equal to or less than the budget, with customer complaints being less than one per 1,000 services rendered • All complaints received being satisfactorily attended to within the designated service standard 	<ul style="list-style-type: none"> • The bulk waste collected twice yearly had less than 1 complaint per 1,000 • Generally complaints attended to within 2 days
	1.4 Investigation of provision of a 3 rd collection per annum	<ul style="list-style-type: none"> • Negotiations with contractor by September, 2001 	<ul style="list-style-type: none"> • 20 week cycle for cleanup implemented in May, 2002
	2.1 The provision of a reliable and efficient fortnightly recycling collection service.	<ul style="list-style-type: none"> • A recorded increase in the quantity of collected recycling material conveyed to reprocessing facilities compared to previous years 	<ul style="list-style-type: none"> • Total recyclable material collected remained similar to last year

Public Works and Services

Waste Services

Objective	Strategy	Measures/Targets	Progress/Results
<p>Waste Minimisation Strategy</p> <p>1. To enhance the Waste Management and Waste minimisation role of Council as attached within the local Waste Management Plan</p>	<p>2.2 To implement the Local Waste Management Plan for the collection of waste and recyclables</p>	<ul style="list-style-type: none"> • Increase recycling to 82 kg/person by year 2002 	<ul style="list-style-type: none"> • Total recyclables collected 81.88 kg/per person
	<p>2.3 An education campaign to target medium density and high density housing</p>	<ul style="list-style-type: none"> • Program implemented by March, 2002 	<ul style="list-style-type: none"> • Program targeting recycling in units carried out via identification of correct materials in sticker form placed on the lids of recycling bins
	<p>3.1 To meet the recycling reduction and recycling participation targets described in the Plan</p>	<ul style="list-style-type: none"> • Waste reduced by 340 kg/person by year 2002 	<ul style="list-style-type: none"> • Target met. Waste reduced to 317.78kg/person
	<p>3.2 Develop and disseminate waste minimisation awareness material for Council and its residents</p>	<ul style="list-style-type: none"> • Relevant section of Council's State of Environment Report prepared by November, 2001 	<ul style="list-style-type: none"> • State of Environment Report completed

Public Works and Services

Waste Services

Objective	Strategy	Measures/Targets	Progress/Results
<p>4. To regularly review Customer Request Management System (CRMS) to maintain its desired outcomes</p>	<p>3.3 Review and improve the waste reporting requirements of Council</p>	<ul style="list-style-type: none"> • Quarterly report to Council on waste figures • Waste figures prepared for the regional waste board on a quarterly basis 	<ul style="list-style-type: none"> • Quarterly reports submitted as required • Waste figures submitted to EPA as required
	<p>3.4 Education material and services will be provided in formats understood by those with NESB</p>	<ul style="list-style-type: none"> • At least one brochure per year prepared and distributed on waste minimisation topics • Waste minimisation seminars held for staff and residents as required 	<ul style="list-style-type: none"> • Distributed a waste collection calendar detailing correct waste and recycling procedures • Workshop held to update Customer Service Staff on waste issues
	<p>4.1 Monitor all outstanding CRMS for the department</p>	<ul style="list-style-type: none"> • Each month, all CRMS not finalised within the service standard brought to the attention of the responsible Group Manager 	<ul style="list-style-type: none"> • CRMS answered and resolved accordingly

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Financial Report

Council of the City of Ryde

GENERAL PURPOSE FINANCIAL REPORTS

CERTIFICATION

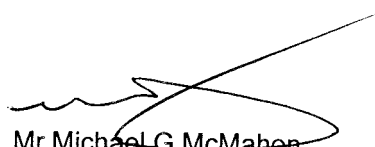
The undersigned declare:

- (1) that, pursuant to the provisions of Section 413 of the Local Government Act 1993, the Council of the City of Ryde has prepared financial reports for the year ended 30 June 2002.
- (2) that the Council of the City of Ryde has formed an opinion that the financial reports for the year ended 30 June 2002:-
 - (i) present fairly the financial position of Ryde City Council and the result for the year ended 30 June 2002.
 - (ii) have been prepared in accordance with the Australian Accounting Standards the Local Government Code of Accounting Practice and Financial Reporting and the Local Government Asset Accounting Manual
 - (iii) accord with the Council's accounting and other records and policies
 - (iv) satisfy the relevant provisions of the Local Government Act 1993 and associated Regulations.
- (3) that we do not know of anything that would make the financial reports for the year ended 30 June 2002 false or misleading in any way.

Signed



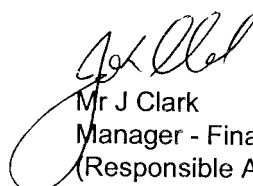
Councillor I J Petch
Mayor



Mr Michael G McMahon
Chief Executive



Councillor P J Graham, OAM
Deputy Mayor



Mr J Clark
Manager - Financial Services
(Responsible Accounting Officer)

Council of the City of Ryde

STATEMENT OF FINANCIAL PERFORMANCE for the year ended 30 June 2002

Original Budget* 2002 (\$'000)	Notes	Actual 2002 (\$'000)	Actual 2001 (\$'000)
EXPENSES FROM ORDINARY ACTIVITIES			
17,675	Employee Costs	17,432	15,830
644	Borrowing Costs	503	456
14,981	Materials and Contracts	13,246	14,453
14,039	Depreciation	14,116	13,263
6,502	Other expenses from ordinary activities	10,670	7,166
-	Loss from the disposal of assets	-	25,916
53,841	TOTAL EXPENSES FROM ORDINARY ACTIVITIES	55,967	77,084
REVENUE FROM ORDINARY ACTIVITIES			
36,836	Rates & Annual Charges	36,625	35,289
5,415	User Charges & Fees	5,949	5,133
1,347	Interest	1,777	2,113
1,169	Other revenues from ordinary activities	1,255	4,023
4,199	Grants & Contributions provided for non-capital purposes	4,460	4,413
1,186	Gain from sale of assets	2,288	-
50,152	REVENUES FROM ORDINARY ACTIVITIES BEFORE CAPITAL AMOUNTS	52,354	50,971
(3,689)	SURPLUS (DEFICIT) FROM ORDINARY ACTIVITIES BEFORE CAPITAL AMOUNTS	(3,613)	(26,113)
2,797	Grants & Contributions provided for capital purposes	31,970	27,233
(892)	SURPLUS (DEFICIT) FROM ALL ACTIVITIES	28,357	1,120

* Original budget as approved by Council - Refer Note 16

Council of the City of Ryde

STATEMENT OF FINANCIAL POSITION
as at 30 June 2002

	Notes	2002 (\$'000)	2001 (\$'000)
CURRENT ASSETS			
Cash Assets	6	31,303	29,423
Receivables	7	2,633	2,703
Inventories	8	246	420
Other	8	500	235
TOTAL CURRENT ASSETS		<u>34,682</u>	<u>32,781</u>
NON-CURRENT ASSETS			
Cash Assets	6	5,791	2,609
Receivables	7	200	238
Property, Plant and Equipment	9	1,276,328	1,251,057
TOTAL NON-CURRENT ASSETS		<u>1,282,319</u>	<u>1,253,904</u>
TOTAL ASSETS		<u><u>1,317,001</u></u>	<u><u>1,286,685</u></u>
CURRENT LIABILITIES			
Payables	10a,b	4,882	3,853
Interest Bearing Liabilities	10a,b	3,557	2,810
Provisions	10a,b	1,523	1,436
TOTAL CURRENT LIABILITIES		<u>9,962</u>	<u>8,099</u>
NON-CURRENT LIABILITIES			
Payables	10a	2,546	2,616
Interest Bearing Liabilities	10a	8,490	9,773
Provisions	10a	4,477	3,029
TOTAL NON-CURRENT LIABILITIES		<u>15,513</u>	<u>15,418</u>
TOTAL LIABILITIES		<u><u>25,475</u></u>	<u><u>23,517</u></u>
NET ASSETS		<u><u>1,291,526</u></u>	<u><u>1,263,168</u></u>
EQUITY			
Accumulated Surplus		1,291,526	1,263,168
TOTAL EQUITY		<u><u>1,291,526</u></u>	<u><u>1,263,168</u></u>

Council of the City of Ryde

STATEMENT OF CASH FLOWS
for the year ended 30 June 2002

	Notes	2002		2001	
		(\$'000)	(\$'000)	(\$'000)	(\$'000)
CASH FLOWS FROM OPERATING ACTIVITIES					
Receipts					
Rates & Annual Charges		36,670		35,427	
User Charges & Fees		6,025		5,451	
Interest		1,721		2,101	
Grants and Contributions		10,670		7,936	
Other		3,947		3,497	
Payments					
Employee Costs		(16,961)		(14,113)	
Materials and Contracts		(14,554)		(15,075)	
Interest		(505)		(509)	
Other		(10,855)		(8,875)	
Net cash provided by (used in) Operating Activities	11(b)		16,158		15,841
CASH FLOWS FROM INVESTING ACTIVITIES					
Receipts					
Sale of Investments		-		-	
Sale of Real Estate Assets		-		-	
Sale of Property, Plant and Equipment		3,862		1,417	
Sale of Interests in Joint Ventures/Associates		-		-	
Other		-		-	
Payments					
Purchase of Investments		-		-	
Purchase of Real Estate Assets		-		-	
Purchase of Property, Plant and Equipment		(14,422)		(17,393)	
Purchase of Interests in Joint Ventures/Associates		-		-	
Other		-		-	
Net cash provided by (used in) Investing Activities			(10,560)		(15,976)
CASH FLOWS FROM FINANCING ACTIVITIES					
Receipts					
Borrowings and Advances		-		-	
Other		-		-	
Payments					
Borrowings and Advances		(1,033)		(432)	
Other		(318)		(318)	
Net cash provided by (used in) Financing Activities			(1,351)		(750)
Net Increase (Decrease) in Cash Assets Held			4,247		(885)
Cash Assets at beginning of Reporting Period	11(a)		30,687		31,572
Cash Assets at end of Reporting Period	11(a)		34,934		30,687

Council of the City of Ryde

STATEMENT OF CHANGES IN EQUITY for the year ended 30 June 2002

	2002 (\$'000)			2001 (\$'000)			
	Accum Surplus	Asset Revaluation Reserve	Council Equity Interest	Accum Surplus	Asset Revaluation Reserve	Council Equity Interest	Total Equity
Balance at the beginning of the reporting period	1,263,169	-	1,263,169	1,262,049	-	1,262,049	1,262,049
Change in Equity recognised in the Statement of Financial Performance	28,357	-	28,357	1,120	-	1,120	1,120
Adjustments due to compliance with revised Accounting Standards	-	-	-	-	-	-	-
Transfers to asset revaluation reserve	-	-	-	-	-	-	-
Transfers from asset revaluation reserve	-	-	-	-	-	-	-
Distributions to/from Outside Equity Interests	-	-	-	-	-	-	-
Balance at the end of the reporting period	1,291,526	-	1,291,526	1,263,169	-	1,263,169	1,263,169

NOTES TO THE FINANCIAL STATEMENTS

Note 2(g)

FUNCTIONS

REVENUES, EXPENSES AND ASSETS HAVE BEEN DIRECTLY ATTRIBUTED TO THE FOLLOWING FUNCTIONS / ACTIVITIES.
DETAILS OF THESE FUNCTIONS / ACTIVITIES ARE PROVIDED IN NOTE 2(b)

FUNCTIONS/ACTIVITIES	EXPENSES FROM ORDINARY ACTIVITIES		REVENUES FROM ORDINARY ACTIVITIES		OPERATING RESULTS FROM ORDINARY ACTIVITIES BEFORE SHARE OF OUTSIDE PROFITS & CORRECTIONS			GRANTS INCLUDED IN REVENUES FROM ORDINARY ACTIVITIES		TOTAL ASSETS HELD (CURRENT AND NON-CURRENT)	
	Original Budget 2002 \$'000	Actual 2002 \$'000	Original Budget 2002 \$'000	Actual 2002 \$'000	Original Budget 2002 \$'000	Actual 2002 \$'000	Actual 2001 \$'000	2002 \$'000	2001 \$'000	2002 \$'000	2001 \$'000
FUNCTIONS/ACTIVITIES											
PUBLIC WORKS and SERVICES											
Access Facilities and Services	11,931	12,773	2,875	3,782	-9,056	-8,991	-9,815	545	527	220,310	230,526
Enviroserve	1,412	1,631	270	312	-1,142	-1,319	-910	25	25	2,884	3,257
Plant and Fleet Management	0	51	0	4	0	-47	0			51	0
Ryde Aquatic Leisure Centre	1,057	1,381	835	26,547	-222	25,166	-320	130	329	26,868	130
Stormwater Facilities and Services	4,977	6,743	225	2,778	-4,752	-3,966	-4,133	130	122	109,124	95,167
Urban Landscape Facilities and Services	6,253	6,546	2,161	2,358	-4,092	-4,188	-4,507	233	202	918,601	919,262
Waste Facilities and Services	7,553	7,201	7,747	7,854	194	653	851	200	202	5,274	5,009
	33,183	36,326	14,113	43,634	-19,070	7,308	-18,833	1,133	1,205	1,283,113	1,253,350
Total Functions & Activities	52,172	54,501	19,862	50,780	-32,310	-3,721	-30,352	1,660	1,737	1,315,873	1,285,527
Shares of gains in associates & joint ventures using the equity method											
Fundamental error											
General Purpose Revenues*	1,669	1,466	33,087	33,544							
Surplus/(Deficit) from all activities	53,841	55,967	52,949	84,324	-892	28,357	1,120	3,775	3,806	1,317,001	1,286,685

NOTES TO THE FINANCIAL STATEMENTS

Note 2(a)

FUNCTIONS

REVENUES, EXPENSES AND ASSETS HAVE BEEN DIRECTLY ATTRIBUTED TO THE FOLLOWING FUNCTIONS / ACTIVITIES. DETAILS OF THESE FUNCTIONS / ACTIVITIES ARE PROVIDED IN NOTE 2(b)													
FUNCTIONS/ACTIVITIES	EXPENSES FROM ORDINARY ACTIVITIES			REVENUES FROM ORDINARY ACTIVITIES			OPERATING RESULTS FROM ORDINARY ACTIVITIES BEFORE SHARE OF OUTSIDE PROFITS & CORRECTIONS			GRANTS INCLUDED IN REVENUES FROM ORDINARY ACTIVITIES		TOTAL ASSETS HELD (CURRENT AND NON-CURRENT)	
	Original Budget 2002 \$'000	Actual 2002 \$'000	Actual 2001 \$'000	Original Budget 2002 \$'000	Actual 2002 \$'000	Actual 2001 \$'000	Original Budget 2002 \$'000	Actual 2002 \$'000	Actual 2001 \$'000	2002 \$'000	2001 \$'000	2002 \$'000	2001 \$'000
CORPORATE SERVICES													
Corporate Services	64	1,034	56	64	144	46	0	-891	-10	0	0	1,360	625
Leased Properties	506	466	600	427	436	544	-79	-30	-56			13,305	9,273
Property Services	1,228	70	45	1,425	2,382	98	198	2,312	53			2,478	7,229
	1,797	1,570	701	1,916	2,962	688	119	1,391	-13	0	0	17,143	17,126
ENVIRONMENTAL PLANNING and ENFORCEMENT													
Civic Policy & Environmental Policy	700	550	446	0	33	6	-700	-517	-440			427	361
Land and Property Use	4,059	3,813	3,560	1,300	1,613	1,276	-2,759	-2,200	-2,284			3,262	3,093
Ryde Certification Service	804	729	1,007	354	253	283	-450	-476	-724			626	887
Standards Enforcement	1,412	1,307	1,195	226	238	229	-1,186	-1,069	-966			1,139	1,043
Statutory Information	199	152	126	403	459	413	204	307	287			136	137
	7,174	6,551	6,334	2,283	2,596	2,207	-4,891	-3,955	-4,127	0	0	5,590	5,522
EXECUTIVE GROUP													
City Promotions	795	806	0	57	79	0	-738	-728	0			638	0
Community Services	2,138	1,980	2,142	646	552	634	-1,492	-1,428	-1,508			1,575	1,812
Corporate Policy	0	0	21	0	0	0	0	0	-21			0	16
Customer Service	0	1	4	0	1	4	0	0	0			205	221
Executive Support and Systems	2,692	2,703	2,862	10	19	13	-2,682	-2,684	-2,849			2,062	2,246
Library and Information Service	4,126	4,262	3,678	686	733	669	-3,440	-3,529	-3,009			5,275	5,052
Venue Support	267	302	152	151	206	160	-116	-96	8			274	182
	10,018	10,054	8,859	1,550	1,589	1,480	-8,468	-8,465	-7,379	527	532	10,028	9,528

Council of the City of Ryde

STATEMENT OF FINANCIAL POSITION BY BUSINESS ACTIVITY

as at 30 June 2002

(\$'000's)

	Domestic Waste Management (Category 1)		Property Leasing (Category 2)		Ryde Certification Service (Category 2)		Commercial Waste Management (Category 2)		Enviroserve Commercial Works (Category 2)	
	2002	2001	2002	2001	2002	2001	2002	2001	2002	2001
CURRENT ASSETS										
Cash Assets	1,239	398	2	3	20	48	1	-	2	14
Investment Securities	-	-	-	-	-	-	-	-	-	-
Receivables	272	324	9	6	-	-	114	206	31	-
Inventories	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
TOTAL CURRENT ASSETS	1,511	722	11	9	20	48	115	206	33	14
NON-CURRENT ASSETS										
Investment Securities	-	-	-	-	-	-	-	-	-	-
Receivables	-	-	-	-	-	-	-	-	-	-
Property, Plant and Equipment	55	55	8,775	8,925	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
TOTAL NON-CURRENT ASSETS	55	55	8,775	8,925	-	-	-	-	-	-
TOTAL ASSETS	1,566	777	8,786	8,934	20	48	115	206	33	14
CURRENT LIABILITIES										
Payables	271	169	9	-	-	-	16	11	3	-
Interest Bearing Liabilities	-	-	-	-	-	-	-	73	-	-
Provisions	21	20	3	5	31	80	1	2	3	7
TOTAL CURRENT LIABILITIES	292	189	12	5	31	80	17	86	6	7
NON-CURRENT LIABILITIES										
Payables	-	-	-	-	-	-	-	-	-	-
Interest Bearing Liabilities	-	-	-	-	-	-	-	-	-	-
Provisions	62	22	10	5	91	81	4	3	9	7
TOTAL NON-CURRENT LIABILITIES	62	22	10	5	91	81	4	3	9	7
NET ASSETS	1,212	566	8,764	8,923	(102)	(113)	94	117	18	-
EQUITY										
Accumulated Surplus	1,212	566	8,764	8,923	(102)	(113)	94	117	18	-
Asset Revaluation Reserve	-	-	-	-	-	-	-	-	-	-
TOTAL EQUITY	1,212	566	8,764	8,923	(102)	(113)	94	117	18	-

Council of the City of Ryde

STATEMENT OF FINANCIAL PERFORMANCE OF BUSINESS ACTIVITIES
As at 30 June 2002
(\$'000's)

	Domestic Waste Management (Category 1)		Property Leasing (Category 2)		Ryde Certification Service (Category 2)		Commercial Waste Management (Category 2)		Enviroserve Commercial Works (Category 2)	
	2002	2001	2002	2001	2002	2001	2002	2001	2002	2001
EXPENSES FROM ORDINARY ACTIVITIES										
Employee Costs	248	163	41	40	388	598	17	6	41	49
Materials and Contracts	6,115	5,866	165	96	317	350	227	261	89	60
Interest Charges	-	-	-	-	-	-	-	-	-	-
Depreciation	3	3	132	136	-	-	-	-	-	-
Loss On Asset Disposal	-	-	131	66	-	-	-	-	-	-
Taxation Equivalent Payments	-	-	131	167	-	-	-	-	-	-
Other expenses from ordinary activities	449	464	260	245	24	59	19	24	11	22
Total Expenses From Ordinary Activities	6,815	6,496	729	750	729	1,007	263	291	141	131
REVENUE FROM ORDINARY ACTIVITIES										
Rates & Annual Charges	7,235	6,872	-	-	-	-	-	-	-	-
User Charges & Fees	-	-	-	-	240	275	388	408	-	-
Interest	19	21	-	-	-	-	-	-	-	-
Other revenues from ordinary activities	7	4	436	392	13	8	-	-	210	150
Grants & Contributions provided for Non-Capital Purposes	200	202	-	-	-	-	-	-	-	-
Gain On Asset Disposal	-	-	-	-	-	-	-	-	-	-
Revenue from Ordinary Activities before capital amounts	7,461	7,099	436	392	253	283	388	408	210	150
Surplus(Deficit) from Ordinary Activities before Revenue for Capital Purposes	646	603	(293)	(358)	(476)	(724)	125	117	69	19
Grants & Contributions provided for Capital Purposes	-	-	-	-	-	-	-	-	-	-
Surplus(Deficit) from Ordinary Activities after capital amounts	646	603	(293)	(358)	(476)	(724)	125	117	69	19
Correction of Fundamental Error	-	-	-	-	-	-	-	-	-	-
Surplus(Deficit) from All Activities before Tax	646	603	(293)	(358)	(476)	(724)	125	117	69	19
Corporate Taxation Equivalent (30%) [based on Operating result before capital]	194	205	-	-	-	-	38	40	21	6
Surplus(Deficit) After Tax	452	398	(293)	(358)	(476)	(724)	88	77	48	13
Dividend Payment (non restricted activities) [Percent of Surplus after tax]	0%	0%	0%	0%	0%	0%	148	0%	51	19
Surplus(Deficit) After Dividend Payment	452	398	(293)	(358)	(476)	(724)	(61)	77	(3)	(6)
Opening Retained profits	566	(37)	8,923	4,595	(113)	0	117	-	-	-
Subsidy from Council	-	-	3	292	487	611	-	-	-	-
Equity Contributions	-	-	-	4,226	-	-	-	-	-	-
Adjustments for Amounts Unpaid:-	-	-	-	-	-	-	-	-	-	-
Dividend Payment	-	-	-	-	-	-	-	-	-	-
Taxation Equivalent Payments	-	-	131	167	-	-	-	-	-	-
Corporate Taxation Equivalent	194	205	-	-	-	-	38	40	21	6
Closing Retained Profits	1,212	566	8,764	8,923	(102)	(113)	94	117	18	-
RETURN ON CAPITAL (%)	1209%	1538%	-3%	-4%	N/A	N/A	N/A	N/A	N/A	N/A
SUBSIDY FROM COUNCIL	-	-	3	292	487	611	-	-	-	-

Contracts Awarded

The following contracts for more than \$100 000 awarded during the year are outlined in the tables below.

Contractor	Description	Awarded	Period	Total Value	Paid Jan 02
Beach Constructions Pty Ltd	Refurbishment to Operations Centre	18-Sep-01			1,314,102.82
Collex Waste Management Pty Ltd	Garbage Collection & Recycling	22-Aug-95	10 Years	32,506,000	4,090,975.00
Hunter Holden Ryde	Supply of Holden Cars/Light Commercial on Gov. Contract T21/2001	6-Jun-01	5 Years	11,626,907	2,234,208.42
Pan Civil	Miriam Creek Rehabilitation	23-Apr-02	8 Weeks	182,550	0

Payments Not Under Contract	Description	Awarded	Paid Jan 02
Australia Post	Postage		122,010.60
Blake Dawson Waldron - Law yers	Legal Services		1,843,735.06
Boral Construction Materials Group	Concreting		134,099.09
Broadlex Cleaning Australia	Cleaning Civic Centre/Civic Hall & Library		232,162.92
Budget Car & Truck Rental	Car & Truck Hire		200,723.08
Cess Hill Industries Pty. Limited	Plant Repairs		135,946.48
Corp Sole EPA ACT 1979	Contribution		184,270.00
CSR Emoleum Road Services	Laying of Asphaltic Concrete		307,979.99
CSR Humes - Blacktown	Pipes Supplier		200,307.20
Cumberland Newspaper Group	Advertising		229,711.80
Department of Planning	Consultancy		108,942.95
Energy Australia	Supply Electricity		1,666,292.67
G & R D Chong Pty Ltd	Plant Hire		125,723.04
GIO Workers Compensation (NSW) Ltd	Workers Compensation Insurance		823,709.12
H Bell & Co	Plant Hire		241,810.40
Hartex Engineering	Mechanical Workshop - Fitout		117,347.83
Hickey's Earthmoving Pty Ltd	Earthmoving		200,916.10
Indigenous Regeneration Co.	Bush Regeneration		109,341.80
James Bennett Pty Ltd	Supply of Books		204,404.61
Jardine Lloyd Thompson	Insurance		106,399.78
Land & Property Information Centre	Valuation Fees		100,470.53
Metropolitan Business Machines P/I	Supply of Computer Equipment		352,190.51
Micromania	Supply of Computer Equipment		108,879.60
New South Wales Fire Brigades	Contribution		1,326,890.00
Noel Hall	Consultancy		108,649.08
NSW Department of Public Works	Contribution		184,270.00
Packer Earthmoving	Plant Hire		130,512.09
R J Smith & Partners	Legal Services		118,264.65
Rans Management Pty Ltd	Aquatic Centre Management		505,884.53
Rescrete Industries Pty. Ltd.	Precast Concrete Products		106,359.06
Ryde Toyota	Supply of Vehicles		128,056.70
Sam The Paving Man Pty Ltd	Block Paving Services		108,556.50
Sanderson Australia Pty Limited	Software Maintenance & Support		206,834.09
Spectrum Employment Services	Casual Staff		353,462.91
Star - Tech Communications	Supply of Communications Equipment & Data Cabling		194,416.30
Statewide Mutual	Insurance		467,909.97
Sydney Bush Regeneration Company	Bush regeneration		101,934.54
Sydney Training & Employment Ltd	Apprentice Staff		101,959.47
Sydney Water	Water Supply		229,711.80
Telstra	Telecommunications		420,828.21
The Weekly Times	Advertising		148,640.80
Turspec Pty Ltd	Sports Field Regeneration Services		282,120.00
W & D Elliott Earthmoving Pty Ltd	Excavation		145,098.25
Waste Recycling & Processing	Waste Services		173,280.28
Waste Service NSW	Waste Services		2,836,922.59
Schedule of Rates Contracts	Description	Awarded	Paid Jan 02
A Gubert Concrete & Building	Concreting	29-May-01	249,865.66
A J Paving	Deeplift & Heavy Patching	23-Jul-01	1,675,941.63
Ally Property Services Pty Ltd	Concreting	29-May-01	258,525.03
Boral Asphalt (Contract ME/78/01)	Laying of Asphaltic Concrete	23-Jul-01	976,663.33
Breeze Plumbing Services Pty	Plumbing Works	1-Jul-02	166,035.70

Payments Not Under Contract	Description	Awarded	Paid Jan 02
C W Contracting Pty Ltd	Concreting	29-May-01	178,231.97
F T Contracting	Concreting	29-May-01	143,485.78
Guidance Road Management	Line Marking	29-May-01	110,867.00
J D Concrete Services Pty Ltd	Concreting	29-May-01	113,878.81
Kelbon Pty Ltd	Concreting	29-May-01	371,604.42
Pavement Salvage Operations Pty	Cement Stabilisation of Road Pavements	29-May-01	201,741.63
Spies Electrical Services Pty Ltd	Electrical Works	1-Jul-01	201,007.70
V & M Contex Pty Ltd	Concreting	29-May-01	342,484.60
Wayne Oxford Building Pty Ltd	Building Alterations & Extensions	14-Nov-01	169,537.50
Western District General	Concreting	29-May-01	195,296.24

Legal Expenses

Legal expenses incurred by the City during the year are outlined in the table below and on the following page. There were no contempt of court proceedings.

	Actions Initiated by City of Ryde		Actions Defended by City of Ryde	
	Compliance Enforcement	Appeals Against City's Decision	Other Proceedings	
Outcome				
Number of Cases	5	9		
Upheld		4		
Dismissed		3		
Settled out of court				
Withdrawn		1		
Consent Orders/Mediated		1		
Amounts Paid				
Council Costs (\$)	8 161	123 835		
Costs against Council				
Judgements against Council	1	4		
Out-of-court settlements against Council				
Amounts Received				
Costs Awarded to Council (\$)	2 824			
Judgements to Council	4	3		
Out-of-court settlements to Council				
Rates Recovery				
Number of Cases	1	4		
Number of Cases	415			
Requested (\$)	473 256			
Paid (\$)	402 267			
Costs* (\$)	94 363			

* Costs recovered from defendants

Land and Environment Court Appeals

	Address and Description	Result	Legal Costs
1.	6-6A Hillview Street, Eastwood – alterations and additions to Club	Appeal dismissed – application refused	\$24,302.36
2.	53-63 Badajoz Road, North Ryde – SEPP 5	Appeal upheld – application approved	\$14,619.00
3.	194 Blaxland Road, Ryde – Residential Flat Building	Appeal upheld – application approved	\$16,620.00
4.	79-81 Herring Road, Marsfield – villa development	Appeal upheld – application approved	\$12,163.61
5.	61 Anzac Parade, West Ryde – home industry	Appeal dismissed – application refused	\$11,886.59
6.	11-13 Clanalpine Street, Eastwood – health centre	Appeal dismissed – application refused	\$24,066.60
7.	87 Champion Road, Tennyson Point – dwelling	Consent Orders negotiated	\$7,830.59
8.	585 Blaxland Road, Eastwood – subdivision	Section 34 Conference refusal upheld	\$4,980.70
9.	30 Clanwilliam Street, Eastwood – subdivision	Withdrawn	\$7,366.00

Ryde Local Court

Address and Description	Result	Legal Costs
1. 6 Reserve Street, West Ryde Prosecution for unlawfully transporting waste	Fined and convicted	\$610.00 (\$600.00 recovered in fines & costs)
2. 9 Stuart Street, Ryde Prosecution under the Roads (General) Regulation 2000 for placing items on Stuart Street, Ryde likely to restrict or endanger public.	Fined and convicted	\$591.00 (\$608.00 recovered in fines & costs)
3. 8/1 Lakeside Road, Eastwood (Eastwood Fruit Market Place) Prosecution under the Roads (General) Regulation 2000 for placing items on footpath likely to restrict or endanger public.	Fined and convicted	\$1,214.60 (\$658.00 recovered in fines & costs)
4. 2 Dolan Street, Ryde Prosecution under the Companion Animals Act 1998 (Section 21)	Fined and convicted	\$971.00 (\$758.00 recovered in fines & costs)

Parramatta District Court

Address and Description	Result	Legal Costs
1. 9 Stuart Street, Ryde 'Appeal' Prosecution under the Roads (General) Regulation 2000 for placing items on Stuart Street, Ryde likely to restrict or endanger public.	Appeal dismissed, upheld the Orders imposed and ordered to pay further costs in respect of the appeal.	\$559.20 (\$200.00 recovered in costs)

Prosecutions – Failure to Comply with an order pursuant to S124 Local Government Act

Address and Description	Result	Legal Costs
1. 6-6A Hillview Street, Eastwood – alterations and additions to Club	Appeal dismissed – application refused	\$24,302.36
2. 53-63 Badajoz Road, North Ryde – SEPP 5	Appeal upheld – application approved	\$14,619.00
3. 194 Blaxland Road, Ryde – Residential Flat Building	Appeal upheld – application approved	\$16,620.00
4. 79-81 Herring Road, Marsfield – villa development	Appeal upheld – application approved	\$12,163.61
5. 61 Anzac Parade, West Ryde – home industry	Appeal dismissed – application refused	\$11,886.59
6. 11-13 Clanalpine Street, Eastwood – health centre	Appeal dismissed – application refused	\$24,066.60
7. 87 Champion Road, Tennyson Point – dwelling	Consent Orders negotiated	\$7,830.59
8. 585 Blaxland Road, Eastwood – subdivision	Section 34 Conference refusal upheld	\$4,980.70
9. 30 Clanwilliam Street, Eastwood – subdivision	Withdrawn	\$7,366.00

West Ryde Drainage Tunnel Court Case

Address and Description	Result	Legal Costs
1. West Ryde Drainage Tunnel	Case lost	\$1 823 400

Rates and Charges

During the reporting year \$1 763.19 in rates and \$906.45 in charges were written off under Section 585 of the Local Government Act 1993.

Senior Staff Remuneration

During the twelve months ended 30 June 2002 there were five positions designated as senior staff positions.

The total annual remuneration package of each of these positions as at 30 June 2002 is outlined in the table below.

Position	Service	Annual Package Value
Chief Executive	1/7/01 to 30/6/02	\$207 582
Group Manager Public Works & Services	1/7/01 to 30/6/02	\$158 543
Group Manager Environmental Planning	1/7/01 to 30/6/02	\$146 034
Group Manager Civic Services	20/7/01 to 30/6/02	\$138 912
Group Manager Corporate Services	3/9/01 to 30/6/02	\$138 912

Controlling Interest in Companies

The City of Ryde held no controlling interest in any company.

Category 1 and Category 2 Business Activities

The City of Ryde has identified domestic waste removal as a Category 1 business.

Property leasing, Ryde Certification Service, Commercial Waste Removal and EnviroServe Commercial Waste have been identified as a Category 2 business.

Information on the City's Category 1 and Category 2 Business activities is contained within the Financial Statements.

Competitive Neutrality

The City of Ryde has a policy on competitive neutrality. Competitive neutrality pricing policy was applied to the City's Category 1 business activities.

The City also has a complaints handling system for competitive neutrality issues. The policy is available on request.

Information on a comparison of the performance of the City's Category 1 business activities measured against the 2001/2002 Management Plan is contained within the Key Performance Indicators for Public Works and Services.

No competitive neutrality complaints were lodged during the year.

Contacting Council

In person

Visit us at the Ryde Civic Centre located at 1 Devlin Street, Ryde. It is open between 8.30am and 4.30pm Monday to Friday.

Write

Address your correspondence to the Chief Executive who will direct it to the appropriate person for action. The postal address is the City of Ryde, Locked Bag 2069, North Ryde NSW 1670.

Telephone

Telephone 9952 8222 between 8.00am and 5.30pm, Monday to Friday.

Fax

The City of Ryde's general fax number is 9952 8070.

Email

Email the City of Ryde at cityofryde@ryde.nsw.gov.au

Visit our Web Site

The City of Ryde's web address is www.ryde.nsw.gov.au