

 City of Ryde

[Annual Report 2005 - 2006]



Contents

Welcome to the City of Ryde. Council respectfully acknowledges the Wallumedegal as the original owners of this land.

About this Report

The City of Ryde presents the 2005/2006 Annual Report on the performance and achievements of our Council for the period 1 July 2005 to 30 June 2006. The report is intended to inform all Council stakeholders including ratepayers, residents, businesses, community and interest groups, news media, all levels of government, Council staff and the wider general community, and reflects our commitment to performance reporting. Information for the development of this report was sourced from our Management Plan for 2005/06.

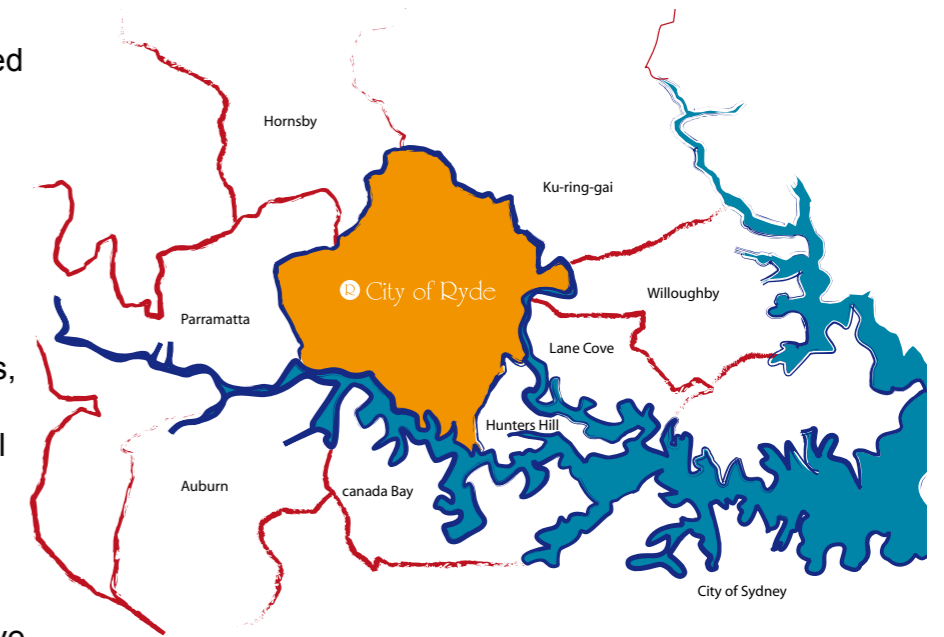
This Annual Report has been prepared in accordance with Section 428 of the Local Government Act 1993.

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Ryde profile

Location

The City of Ryde is located 12 kilometres west of central Sydney and is easily accessible by bus, train or ferry. The central location is what residents like best about the City of Ryde, along with great employment opportunities, parks, foreshores, shopping and educational opportunities.



Its suburbs occupy the divide between the Parramatta and Lane Cove rivers and include Chatswood West (Willoughby), Denistone, Denistone East, Denistone West, East Ryde, Eastwood (Hornsby), Gladesville (Hunters Hill), Macquarie Park, Marsfield, Meadowbank, Melrose Park (Parramatta), North Ryde, Putney, Ryde, Tennyson Point, and West Ryde.

The residential population for the City of Ryde, as at the 2001 Census, was estimated at 95,744 but statistics show that the figure is now exceeding 100,000. The largest age group in the community is adults in their prime working age from 25–54 years who make up 46% of the population.

Ryde Today

The community of Ryde has changed in the last 20 years to become far more culturally diverse. In the last census some 63% of Ryde's people were born in Australia with 37% born overseas.

While 66% of Ryde's people speak only English in their homes, 34% speak another language. The most commonly spoken languages in 2001 were Cantonese, followed by Italian, Mandarin, Korean, Armenian, Arabic/Lebanese and Greek.

Ryde's urban landscape is mostly made up of residential dwellings, being predominantly separate houses as well as a growing number of walk-up flats/units and townhouses.

The City of Ryde has many dining, shopping and entertainment precincts with major shopping centres in Top Ryde, North Ryde, West Ryde, Eastwood and Gladesville. The largest shopping centre is Macquarie Centre located in Macquarie Park. The areas of Putney and Meadowbank provide a village atmosphere to the City.



The Macquarie Park area is a national centre of technology-oriented land uses and is the most important employment area within the city and is now the second largest commercial business district in New South Wales.

The natural bush setting, beautiful parks, including Lane Cove National Park and 207 other reserves as well as the waterways of Parramatta and Lane Cove Rivers ensure a range of outdoor activities including bushwalking, cycling and water activities.

These are characteristics that we are committed to protect while we deal with the pressures of increasing population and motor vehicle traffic, threats to our natural resources and increasing demands on public infrastructure and services.

Many important educational and special use establishments are located in Ryde, including Macquarie University, Ryde and Meadowbank Colleges of TAFE, the CSIRO, the Australian Film and Television School, and the New South Wales Corrective Services Academy. The Ryde Hospital, the Gladesville Macquarie Hospital, the Royal Rehabilitation Centre, and the Children’s Cochlear Implant Centre are all located in the City of Ryde area allowing residents close access to specialist health services.

The “Granny Smith Festival”, held in the Spring leads a busy calendar of art shows, community and sporting events and festivals throughout the year, ensuring that residents and visitors to the area are entertained.

The Ryde Aquatic Leisure Centre, constructed as a venue for the Olympic Water polo events and a training facility for the Paralympics Games, is a world class swimming and sporting facility enjoyed by families and sporting enthusiasts alike.

Ryde caters for all sporting and leisure interests including golf, soccer, cricket, netball, tennis, squash, fitness, walking, swimming, ice skating, bowling and numerous other organised sports. The City of Ryde also owns and operates five libraries which are open for all to use.

Highlights for 2005/2006

- Successful engagement with the community to review partnership for the Gladesville Joint Library Service
- Opening of the new West Ryde Library introducing new technology with automated self check
- Water harvesting initiatives at Meadowbank, Christie and Monash playing fields
- City of Ryde’s Immunisation Service receives the SMH Management Excellence Award for Service to Community within Local Government)
- City of Ryde’s Client Management Services received the SMH Management Excellence Award for Management Excellence in Client Management Strategy.
- Vacation Care Service awarded successful accreditation through the National Child Care Accreditation Council
- Awarded 2005 AUSTSWIM NSW Swim School of the Year
- Youth Week – Battle of the Bands
- Tune Out to Racism campaign
- Seminars such as Parenting Skills, Learning Tolerance, Working with Men, Walking to Safety (for seniors) and Motorised Wheelchair and Scooter Safety Awareness
- Christmas in the Bush event for Aboriginal families
- Introduction of new Waste services of over 100,000 services, including new garden vegetation service and enhanced recycling services and the removal of 70,000 old bins
- Successful application for \$500k funding under the National Heritage Investment Initiative for Brush Farm House restoration
- Successful completion of the West Ryde Precinct Project Tender
- Adoption of new Public Domain Plan for Ryde Town Centre
- Funding obtained for ePlanning project which will deliver an on-line tracking system for development applications for our community
- Successfully winning a DEUS Water Savings Fund Grant of over \$430K to implement water saving actions including Ryde Aquatic Leisure Centre to save over 27,557 kilolitres of water each year
- Ryde Town Centre LEP gazetted and the Development Control Plan and Public Domain Plans were adopted
- Successful in obtaining the Community Water Grant for \$50K towards flood mitigation and stormwater quality improvement work at the North Ryde Golf course
- Delivered the 1st series of 6 community sustainability workshops under the Greenhome program, 150 community participants
- Established a one-stop shop for pet registration at Customer Service Centre. The first in the State of NSW

Highlights 2005/2006

- Formulation and adoption of the Long Term Financial Strategy
- Improved returns on interest on investments realizing at 0.51% above benchmark equating to an additional \$250K for the 2005/2006 year
- 2005/2006 Year End Statements showing improved cash flows and wealth with no qualifications from the Independent Auditor
- Establishment of a private-public partnership to deliver access ramps under and pedestrian bridges over Devlin Street, Ryde.

Introduction

Mayor - City of Ryde

Clr Ivan Petch



It is with pleasure that I write this introduction to the 2005/2006 City of Ryde Annual Report.

The Annual Report provides an overview of Council's entire working brief and measures our achievements against our stated goals.

The past year has been a busy one. As a Council we have seen the completion of several major projects, including the opening of the West Ryde Library. It has also heralded the commencement and progression of some very exciting challenges, most prominently the redevelopment of Top Ryde and West Ryde shopping precincts.

This Report does not only look at the big ticket items. It also shows how Council has responded to the community in terms of providing services that assist and enrich our lives, from local festivals and volunteer programs, to improved access, energy conservation, to streamlining statutory requirements.

A lot of these achievements were completed only through the assistance of many people living in our City, to which we are indebted.

My thanks to my fellow Councillors for their dedication and good advice, and to the staff for their excellent work.

Mayor, Clr Ivan Petch



General Manager - Michael Whittaker

I take pleasure in presenting the City of Ryde Annual Report for the financial year 2005-2006. This Report details the City's performance against outcomes as set out in its Management Plan focusing on Triple Bottom Line Reporting.

The Annual Report is not simply a document that focuses on economic performance. It records the many initiatives Council has undertaken on behalf of the community and highlights the wide range of services and amenities that service this vibrant and diverse City.

Partnering

Council works collaboratively with a wide range of business, educational, statutory, environmental and community groups to achieve improved outcomes for our City and its citizens. These include:

- Public-Private Partnerships and extensive community consultation have delivered excellent outcomes for the City of Ryde notably the Ryde Town Centre LEP gazettal



leads the way for the redevelopment of Top Ryde Shopping Centre. The opening of the new West Ryde Library and the appointment of the tender for the next stage of the rejuvenation of West Ryde town centre.

- Successful partnerships with neighbouring Councils, including Joint Library Services at Gladesville (Hunters Hill), Safe Homes (Hornsby), Field of Mars Noxious and Environmental Weeds (Ku-ring-gai & Dept of Environment & Conservation)
- A variety of projects with Macquarie University ranging from Social Mapping to help determine future service requirements and the development of environmental policies.

Environment

Council has delivered solid environmental outcomes with major improvements in waste services, conservation of resources and environmental management.

- New Waste Service rolled out to approximately 40,000 households including new greenwaste bins and increased capacity for recycling
- Awarded 3-star rating in "Every Drop Counts" program with 19% reduction in water usage
- 10% Green Energy now purchased for Civic Centre and Civic Hall
- 10% reduction in fuel consumption from 2004/05 figures for Council's vehicle fleet
- Bikeways extended and New Ryde Cycleway Map produced
- A \$430K DEUS Water Savings Fund Grant of over \$430K will allow water saving actions at Ryde Aquatic Leisure Centre, Meadowbank, Christie and Monash playing fields to save over 27,557 kilolitres of water each year
- Development of Clean Air program which set targets of 20% reduction in corporate emissions (on 2003/04 levels) by 2012/13, and a 20% reduction per capita of Community emissions (at 2001 levels) by 2010. Development of Local Greenhouse Gas Reduction Action Plan – in progress

People

Providing for the social, cultural, educational and safety expectations of the community Council delivered a wide range of services from road safety programs to youth activities, like the highly popular Battle of the Bands.

- An increasingly popular calendar of events involving all sections of the community ran throughout the years, including Granny Smith Festival, Inaugural White Ribbon Day, Carols in the Plaza, Australia Day Family Concert, Cinema in the Park, Harmony Festival, Inaugural Chinese New Year Celebrations in Eastwood Plaza, Korean Festival Heritage Week and Children's Week activities
- Various community action plans were adopted or reviewed, including a Social Justice Charter, Disability Action Plan, Language Aid program and Graffiti Action Plan
- 200 Volunteers were involved in a variety of community programs including Bushcare and Meals on Wheels
- 95,183 people contacted Council via the Call Centre with 79% requests resolved at point of contact

Economic/Assets

Rates and annual charges netted \$46.794 million to enable the City to maintain, plan and carry out many of its major infrastructure and development initiatives.

- 96% of the \$20m Capital Works Program completed, including roadworks, traffic facilities, footpaths, shopping centre upgrades, stormwater reconstruction, bikeways and associated minor works
- Successful application for \$500K funding under the National Heritage Investment Initiative saw the commencement of Brush Farm House restoration works
- Stage 1 of Ryde Park Redevelopment and Blenheim Park Redevelopment Stages 1, 2 and 3 commenced.
- Planning in place for major Public Domain upgrades in our Town Centres
- An increase in the operating surplus (before capital items) by \$1.723 million.
- The debt service ratio reduced to 3.16%
- The level of investment increased to \$52.647 million

Recognition

- City of Ryde's Immunisation Service receives the SMH Management Excellence Award for Service to Community within Local Government
- City of Ryde's Client Management Services receives the SMH Management Excellence Award for Management Excellence for Client Management Strategy
- Vacation Care Service awarded successful accreditation through the National Child Care Accreditation Council
- The Ryde Aquatic Leisure Centre was awarded 2005 AUSTSWIM NSW Swim School of the Year

The City of Ryde is a vibrant and growing community hub, with a diverse mix of people, businesses, infrastructure and assets with the 2nd largest CBD in NSW located at Macquarie Park

Council has endeavoured to meet the needs and wishes of all members of the community through consultation and open governance.

Together we have worked through many important issues and we thank all those individuals and groups who have provided feedback or have given their time, knowledge and resources to achieving the outcomes.

Your efforts, along with the commitment of the Councillors and dedication of the Council's staff have contributed towards ensuring that the City of Ryde is a great place to live and work.

We look forward to another exciting and challenging year ahead.

General Manager

Michael Whittaker

Your Councillors

July 2005 - June 2006



Clr Michael Butterworth
West Ward
Years of Service:
2004 -



Clr Maha Melhem
Central Ward
Years of Service
2004 -



Clr Terry Perram
West Ward
Years of Service:
1987 -



Clr Vic Tagg
East Ward
Years of Service:
2004 -



Clr Nicole Campbell
Central Ward
Years of Service:
2004 -



Clr Connie Netterfield
Central Ward
Years of Service:
1999 -



Clr Ivan J Petch
Mayor
East Ward
Years of Service:
1977 - 1987
1995 -



Clr Edna Wilde OAM
West Ward
Years of Service:
1974 -



Clr Tom McCosker
East Ward
Years of Service:
2004 -



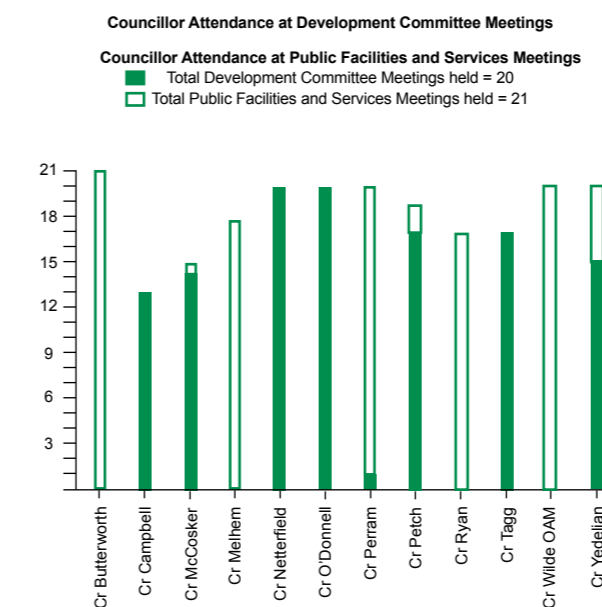
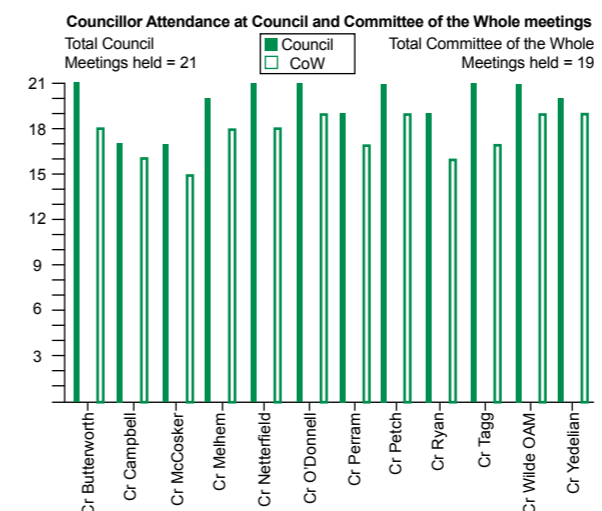
Clr Gabrielle O'Donnell
Deputy Mayor
East Ward
Years of Service
1995 -



Clr Terry Ryan
West Ward
Years of Service:
2004 -



Clr Sarkis Yedelian
Central Ward
Years of Service:
2004 -



Mayor and Councillor Fees, Overseas Visits

During 2005/2006 there were no overseas visits by Councillors or City of Ryde staff as representatives of the Council.

Expenses and Facilities

During 2005/2006 fees provided for the Mayor were \$40,909.50 (in addition to the councillors fee), Deputy Mayor \$4,545.50 (in addition to the councillors fee) and for Councillors totalled \$17,110 each. The total amount paid to Mayor, Deputy Mayor and Councillors was \$250,775

Council has adopted a policy to provide the Mayor and Councillors with items necessary for performance of duties as an elected representative. These are in addition to the allowance set by the Council and include conference fees, stationery, fax machines, mobile phones, transport, mayoral car, refreshments and executive support. This totalled \$149,974 in 2005/2006.

Please Note:

Committee Elections were held in September 2005. The following appointments were made:

- **Development Committee** - Clr Campbell, Clr McCosker, Clr Netterfield, Clr O'Donnell, Clr Tagg and Clr Yedelian
- **Public Facilities and Services Committee** - Clr Butterworth, Clr Perram, Clr Melhem, Clr Ryan and Clr Wilde OAM.

Councillor N Campbell was approved Leave of Absence for maternity reasons from 7 June 2006 - 4 Sept 2006.

The Mayor is Ex-Officio Member of both the Development and Public Facilities and Services Committee.



Executive Team

General Manager
Mr Michael Whittaker



Appointed as General Manager in November 2004.

Mike's career reflects his strong focus on delivering outcomes for a sustainable community. Mike has contemporary management practice skills from being the Chief Executive/General Manager of four different organisations and is particularly skilled in strategic and business planning, town centre redevelopment, infrastructure construction, financial management, customer service and a focus on quality and a commitment to team work and staff development. His wide-ranging experience in local government throughout Australia as well the state government public sector brings to the City of Ryde a commercial hands-on, open door, community approach that is increasingly important for the sustainability of local government.

Group Manager
Community Life
Ms Sue Coleman



Appointed in July 2005.

Sue's career spans across a wide range of community services in the non-government and public sectors including community development, health, children and youth services, recreation and community facilities. Sue has more than fifteen years experience in local government including policy planning, service delivery and change management initiatives.

Group Manager
Public Works
Mr Kim Woodbury



Appointed in July 2005

Kim has over twenty-two years experience in project management, asset maintenance, service operations and strategic management of infrastructure for both the public and private sectors. Kim's experience includes skills in financial and contract management, developing operational systems and people management.

Group Manager
Corporate Services
Mr Roy Newsome



Appointed in Sept 2001.

Throughout his career Roy has gained extensive experience across all aspects of an organisation's operations. Supporting the organisation to deliver quality and timely service to the community has been his key focus. Roy has in excess of 30 years experience in Local Government which has covered the broad area of Governance including the key areas of finance, information systems, human resources and procurement.

Group Manager
Environment and Planning
Ms Sue Weatherley



Appointed in Jan 1996.

Sue's career reflects her strong personal commitment to the importance of local communities and the role that local government and urban planning can have in creating great places to live and work. Sue has over 14 years experience in public sector management and prior to commencing at Ryde she had worked in local, regional and state government in Queensland, Victoria and the Northern Territory.

Partnering Programs

- City of Ryde and Hunters Hill Council have a successful partnership with the delivery of a Joint Library Service at Gladesville.
- City of Ryde and Macquarie University's Centre for Research on Social Inclusions (CRSI) has a partnership project developing the Social Data Mapping for the City to assist social planning processes and determination of future service requirements
- Macquarie University projects such as Social Mapping, ARC Longitudinal Study
- Safe Home Hosting in conjunction with Hornsby Shire Council and the Roads and Traffic Authority
- North Ryde Community Aid in the field of Strategic Planning
- Christian Community Aid in delivery to the community through Meals on Wheels
- Community Organisations providing ongoing support and volunteer referrals
- Harmony Festival in partnership with Ryde Public School and other local schools to create an exciting and culturally diverse festival
- Community Harmony Reference Group with the aid of multicultural organisations and churches
- Chinese speakers needs study utilising Chinese Australian Social Services
- Ryde Safe Communities working with NSW Police, Health Promotion and the Department of Education and Training on initiatives
- Sports Safety programs being promoted with the help of Ryde Sports Foundation, Department of Health and Youthsafe
- City of Ryde and members of the Eastwood Community including local residents, real estate agents, representatives from Chambers of Commerce and community groups in Eastwood have worked together on a project known as "Eastwood Flows to the River" targeting environmental education to reduce stormwater pollution entering the Eastwood Stormwater canal
- NSROC - City of Ryde works collaboratively with Lane Cove, Hornsby, Ku-ring-gai, North Sydney, Willoughby and Hunters Hill on regional issues of environment, purchasing, community services etc.
- Department of Planning with the development of Macquaire Park
- Roads and Traffic Authority on road enhancements and traffic calming measures
- Department of Lands in the provision of open space to the Community
- Kindergarten Union in the provision Child Care Services
- Community development initiatives through the provision of land and buildings to numerous Community Groups
- In 2005/2006, the City of Ryde provided subsidised rental and hire to 22 Community and Government organisations across 30 Council owned sites as part of its ongoing commitment to partnering



Water and Energy Savings at the City of Ryde

“Every Drop Counts” program

Target 15% below 2004 base year

Achieved 3 star rating and reduced water usage by 19%

10% Green Energy now purchased for Civic Centre and Civic Hall

10% reduction in fuel consumption from 2004/05 figures

Developed Ryde Cycleway Map and constructed 450m of new bikeways

Developed Local Greenhouse Gas Reduction Action Plan – Set targets of 20% reduction in corporate emissions on 2003/04 levels by 2012/13 and a 20% reduction per capita of Community emissions at 2001 levels by 2010

“The City of Ryde supports the CCP™ programme and is committed to achieving sustainable reductions in greenhouse gas emissions and improved air quality wherever practicable. The City will work through the program’s tangible performance-based milestones framework as quickly as is reasonably possible to develop a programme of cost-effective and sustained greenhouse abatement for the benefit of our local environment and the wider community.”

Message from Mayor, Cllr Ivan J. Petch

City Vision Community feedback

In November 2005 Council conducted consultation with the community to assess if Council was heading in the right direction. Questions relating to residents’ priorities for Council spending were surveyed.

The key results were the importance of issues such as infrastructure, parks and transport and that 57% of the community want the council to spend more on existing services. There was some emphasis on the need to increase spending on parks, transport and library services. 50% of people would rather pay for this increased spending by increasing rates, than spending less on other services. Overall, however people were not too keen on increased rates and it is clear that council cannot rely on this as the sole means of increasing revenue.

Interestingly, people were far less prepared to have their rates increased to pay for what they perceived are new services. The responses also indicated that residents chose to live in the City of Ryde because it was centrally located, convenient and housing was relatively affordable.

The changes residents desired were less traffic, better shopping and less high density housing. Additionally, they would like better transport, more green areas, trees and parks in the future. Findings indicate that safety, cleanliness and “greening” are the highest priorities for the future.

Council intends to survey residents regularly to guide its expenditure on products and services.

Statements

Vision

Ryde will be a dynamic City, a leader in environmental, economic and social sustainability.

Mission

The City of Ryde Council will work with the community to provide essential services and to promote a vibrant place to live.

Values

Professionalism

We deliver helpful and effective services to the community with consistent decision making

Teamwork

We work together with respect, co-operation and support

Leadership

We promote leadership, clear direction, encouragement and open communication

Ethical

We are ethical, honest, responsible and accountable for our actions

Pride

We take pride and have satisfaction in our work

Recognition

We have a sense of belonging through appreciation and acknowledgement of our achievements



Consultation

The City of Ryde is currently reviewing and developing its Community Consultation Strategy to ensure it is providing effective governance that is transparent and involves the community. Our aim is to improve our communication with the community and increase awareness and understanding of Council's decisions by the community. As we work towards developing this strategy we will continue to engage on projects and initiatives and provide feedback to the community.

Some major consultations for the year included:

- ✓ Budget 2006-07 – extensive consultation including public meetings with residents, chambers of commerce and businesses
- ✓ City Vision – self completion and telephone survey to residents with 2,035 responses
- ✓ Ryde Town Centre LEP 143, Development Control Plan 56 and Public Domain Plan – information postcards, website, public displays with over 180 submissions
- ✓ Gladesville Masterplan – 3,000 brochures, public displays and website with over 265 submissions
- ✓ Primrose Hill design forum report with over 250 submissions
- ✓ Macquarie Park Development Control Plan – consultation with residents and businesses
- ✓ Ryde Park Masterplan and Plan of Management – series of public meetings and public displays
- ✓ New Waste Service – extensive consultation that commenced in 2004 for the introduction of a new waste service, consultation included surveys, newspaper advertisements, information kits, website, flyers and bus shelter notices
- ✓ Parking Demand Study for Macquarie Park and Ryde Aquatic Leisure Centre involving residents and businesses within those areas regarding strategies for managing on street parking demand.
- ✓ Capital Works program
- ✓ Council, Committee of the Whole, Development Committee and Public Facilities and Services Committee meetings
- ✓ Special Rate increase application
- ✓ Website information
- ✓ Development Applications
- ✓ Councils Recreation and Leisure Centre

Our Performance

Working towards sustainability

