



## 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



# People

The City of Ryde is committed to becoming a socially sustainable City through effective community participation and the active application of social justice principles. A City in which its citizens work together to improve the quality of life and enhance community well being through improved networks and services.



## Achievements

- Conducted popular and successful calendar of events such as: 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, Heritage Week and Children's Week activities.
- Cultural Grants of \$31,000 for financial support for local projects.
- Ryde Park Masterplan completed and Plans of Management completed for Ryde Park and Shepherd's Bay Park.
- Improvements to playing fields at Pioneer Park, Dunbar Park, Marsfield Park, Magdala Park, Eastwood Park, ELS Hall, Morrison Park and Brush Farm Park.
- Social Plan Needs Paper completed and Social Planning Framework developed.
- Social Justice Charter developed and adopted by Council
- Disability Action Plan reviewed and a new plan developed for the City of Ryde.
- Language Aid program reviewed.
- Graffiti Action Plan and strategy developed.

## Challenges

- Some plans of management for significant natural areas such as the Field of Mars, Brush Farm and Lambert Parks have taken longer than anticipated in order to allow opportunities for extensive community consultation.
- Council has been unable to identify a suitable location of a skatepark and two Development Applications were withdrawn due to resident opposition.
- The operations of the RALC kiosk will be outsourced to a contractor to maintain a high level of customer service and financial performance.
- Management of Council's bushland, in particular weed management.

## Progressing Ahead

- Major park improvements include Ryde Park and the River Foreshore, rehabilitation of playing fields at Meadowbank and new initiatives in water harvesting at playing fields.
- Develop Parks on Track for People 2027 masterplan to guide development of Ryde's parks and open spaces.
- Playground upgrades at North Ryde Park, Jennifer Park, Acacia Park and Santa Rosa Park.
- Expanding Volunteers Program to support local community services.
- Celebrating 60 years of Ryde Library Service with new programs, facilities and planning for a new Ryde Library.
- Implement priority projects arising from the Social Plan and Disability Action Plan.
- Capital improvements at the RALC to improve air handling, install UV systems and recovery of backwash water.

## CITY OUTCOMES

- A vibrant City that is healthy, physically attractive, and engages the community through cultural and social activities.**
- A City that plans for people by identifying their diverse needs and involving them in decision making to improve their quality of life.**
- A harmonious community by having a culturally enriched and respectful society.**

**Culture**

Action	Target	Comment	Result
A cultural audit, that identifies community cultural resources and recognises the diversity of our community, conducted.	June 2006	Public consultation completed. Discussion paper to Council in September 2006. Not completed on time due to extensive community input.	50%
The new library at West Ryde completed and promoted.	June 2006	Complete	100%
Ryde Cultural Grants program reviewed and evaluated.	June 2006	2005/2006 Grant Program distributed and 2006/2007 program reviewed.	100%
Council's current event calendar evaluated and maximum promotion and coverage in the local media ensured.		Annual Calendar developed	100%
Includes: Granny Smith Festival Australia Day Children's Week Ryde Summer Festival Harmony Festival Seniors Week Heritage Week Youth Week Volunteer Recognition Awards			

**Equity**

Action	Target	Comment	Result
Action strategies for each recommendation of the Needs Papers in Social Plan 2005 identified and developed.	June 2006	Social Plan Framework and Action plan completed	100%
Northern Sydney Aboriginal Social Plan adopted	June 2006	City of Ryde has produced its own Aboriginal Needs Paper as part of Social Plan 2005	100%
Action Strategies in Disability Discrimination Act (DDA) Action Plan 2003-2005 completed and reported upon.	December 2005	Completed	100%
DDA Action Plan 2006-2008, identifying practices that may discriminate (intentionally or unintentionally) against a person with a disability, completed.	April 2006	DDA Action Plan evaluated and new plan prepared and adopted by Council	100%
Quarterly meetings of the Access and Equity Strategy Steering Group (AESSG) conducted so as to make recommendations and implement improvements to all City services and work practices to guarantee that they are fairly and equitably distributed.	Policy Review completed by September 2005 AESSG reports to Council yearly November 2005	AESSG Meets Quarterly AESSG reports quarterly to the Community Harmony Reference Group and reports to Council on outcomes. The AESSG has reported on the Translation Protocol and the Language Aide Review.	100%

### Health, Recreation and Leisure

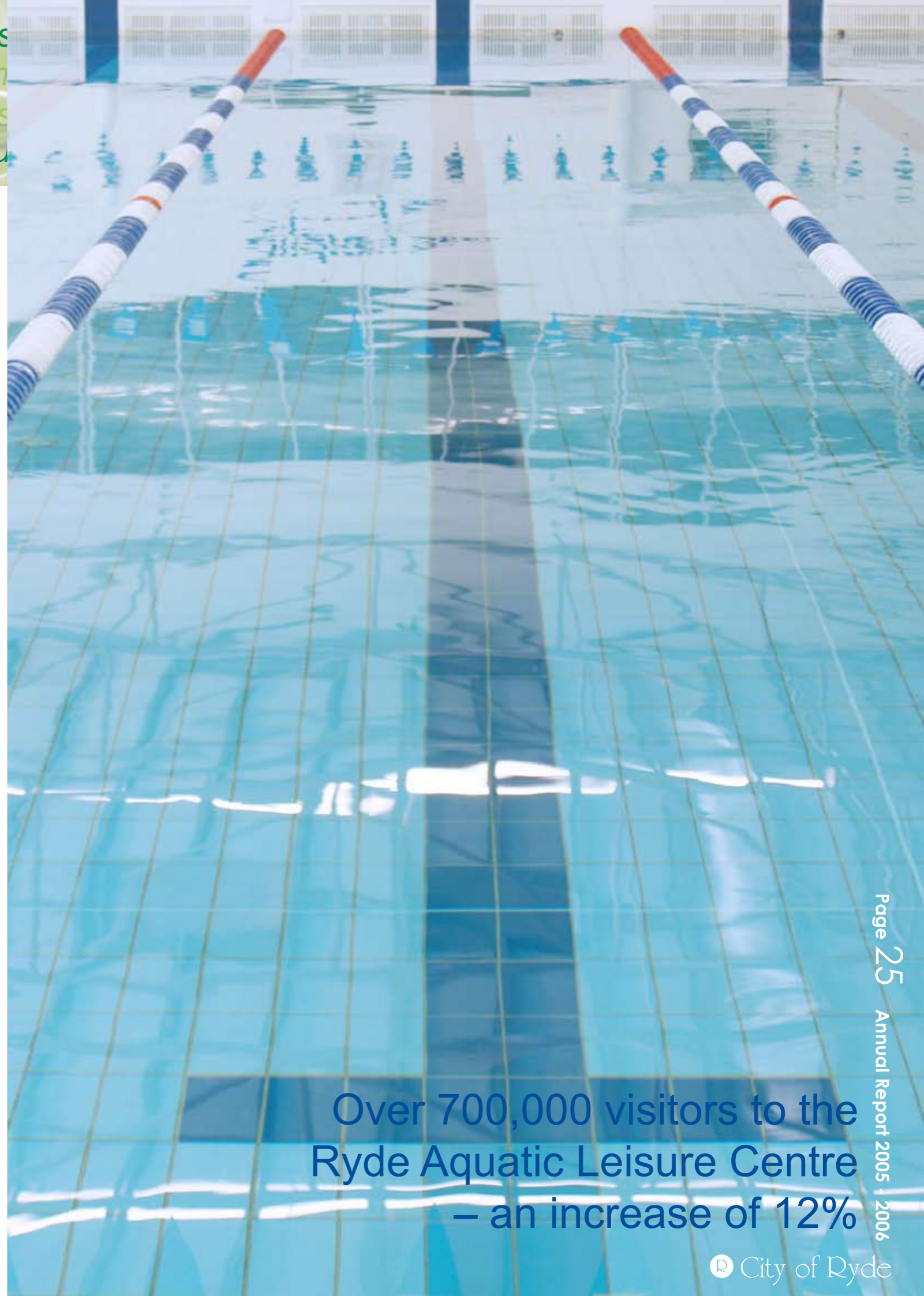
Action	Target	Comment	Result
The data collected via the Leisure Needs Study 2005 utilised to identify gaps in service and opportunity provision.	June 2006	Leisure Needs Study completed May 2006 provided the basis for Parks on Track project.	100%
A Liquor Accord developed with Police, Licensees and other key stakeholders to ensure the responsible service of alcohol.	June 2006	Forum convened with key stakeholders who decided to maintain the current approach through the Liquor Consultative Committee.	100%
Accurate and timely information provided to the community to assist with healthy lifestyle choices.	Collation of health and injury data through Ryde Safe Communities Project - State of the Community Report completed by June 2006	Data collated to inform the Ryde Safe Communities Steering Committee Leisure & Healthy Lifestyle Directory finalised by December 2005.	100%
Accessible public areas that promote variety and diversity to attract maximum use designed.	Implementation of Ryde Park Masterplan Skate Facility Strategy developed by December 2005	Plan of Management completed and construction commenced	100%
		Skate Facility Strategy developed. Sites identified not supported by community.	50%

### Social Capital

Action	Target	Comment	Result
Local views and challenges for ongoing community capacity building work considered.	Strengths and deficits in community support identified by June 2006	Social Planning Framework developed and used to inform on the strengths and deficits in community support.	100%
Community organisations encouraged to seek grants to offer services and activities.	December 2005	Ryde Community Grants including CDSE grants were distributed on time.	100%
Awareness of the importance of citizen participation raised and effectiveness improved.	May 2006	Consultation Committee formed and protocol under review.	30%
Community harmony projects as identified by the Community Harmony Reference Group implemented.	Data collected on number of residents consulted by June 2006	Involvement and consultation on projects involving over 350 residents.	100%
A volunteer policy and implementation process developed.	June 2006	Draft Policy completed and implementation ongoing.	75%

**Key Performance Indicators**

Key Performance Indicators	2004 - 2005	Target 2005 - 2006	Actual 2005-2006
Number of volunteers on community projects.	100 contacts	110 contacts	219
Level of subsidies/ grants provided to organisations.	\$110,000	\$110,000	\$110,000
Usage of Council facilities/services.	600,000 Visitors	12% increase over 2004/05 levels in visitor numbers at the Ryde Aquatic Leisure Centre (to 630,000).	759,161
	123,000 Visitors	25% increase over 2004/05 level in visitor numbers at West Ryde Library (to 165,000).	155,971
Participation levels in community events.	13 nationalities represented at the Harmony Festival.	25% increase over the 2005 level of nationalities represented in the Harmony Festival (to 16).	2,000 people 20 ethnic groups represented



Over 700,000 visitors to the Ryde Aquatic Leisure Centre – an increase of 12%

# Assets

The City of Ryde is committed to the delivery and maintenance of quality infrastructure throughout the City which contributes to the lifestyle of the community.



## Achievements

- Completion of 96% of Capital Works Program.
- Commencement of Brush Farm House restoration works
- Australian Standard service levels for all roads, parks, stormwater and buildings maintained.
- Planning in place for major Public Domain upgrades in our Town Centres.

## Challenges

- Resolving drainage issues in Ann Thorn, Meadowbank Catchment and Railway Parade through to First Avenue, Eastwood.
- Attracting and retaining appropriately skilled and qualified staff in a tight employment market.

## Progressing Ahead

- Major reviews of Asset Management Systems in the areas of roads, footpaths, buildings, drainage and parks.
- Reviewing business processes and Service Unit reviews.

## CITY OUTCOMES

- **Well built streets and paths where motorists, cyclists and pedestrians feel safe.**
- **Well designed places and spaces that minimise personal harm and where people interact with each other, so that crime is reduced.**
- **Attractive streets, public places and buildings which is responsive to community expectations and our local environment.**
- **A high standard of visual appearance where there is no litter or graffiti and we care for our public infrastructure**

**Access (roads, footpaths, traffic, etc)**

Action	Target	Comment	Result
Capital Works Program for \$6.4M for roadworks, traffic facilities, footpaths, shopping centre upgrades, bikeways and associated minor works implemented, including: A footpath construction program. Road reconstruction, rehabilitation, re-sheeting and repair program. Blaxland Road – reconstruction of retaining wall.	30 June 2006	96% completed by 30 June 2006. Remaining projects delayed to the following year.	96%
Programs developed in accordance with agreed Service Levels and Budget.	July 2005	Service Level Agreements finalised.	100%
Programs delivered in accordance with Service Level Agreements.	30 June 2006 with monthly and quarterly reviews against service levels.	Program 100% completed.	100%

**Community Buildings**

Action	Target	Comment	Result
Capital Works Program for \$4.9M implemented including:  West Ryde Library – completion and commissioning. Brush Farm House – Restoration Stage 1. SES Headquarters – new building.	30 June 2006	West Ryde Library Completed and opened December 2005. Brush Farm House Conservation works on Phase 1 commenced in May 2006 and due for completion in Feb 2007. SES Headquarters – complete.	60%
Building Task Force with Councillors established to guide the development of an Administration Building / Council Chamber and Library.	30 June 2006	The Civic Precinct Committee met once in 2005/2006 but disbanded due to the Minister's modifications to LEP No. 143.	Nil
Options for a multi-purpose cultural centre which supports the performing arts and the youth of the City investigated and developed.	30 June 2006.	Planning for Ryde Civic Precinct delayed by LEP 143. Arts review underway including assessment of facility needs. Discussion paper due to Council.	20%
Programs developed in accordance with agreed Service Levels and Budget.	July 2005	Service Level Agreements finalised.	100%
Programs delivered in accordance with Service Level Agreements.	30 June 2006 with monthly and quarterly reviews against service levels.	Completed	100%

## Land

Action	Target	Comment	Result
Capital Works Program for \$2.45M implemented including:  Ryde Park – Redevelopment Stage 1. Blenheim Park – Redevelopment Stages 1, 2 and 3. Monash Park – Pilot water harvesting project.	30 June 2006.	Ryde Park upgrade underway. Blenheim Park upgrade underway. Monash Park Stage 1 completed, Stage 2 in Development Application process.	30%
“Parks on Track for People 2025” Master Plan developed.	30 June 2006 with monthly and quarterly reviews.	Draft Master Plan in progress.	50%
Programs developed in accordance with agreed Service Levels and Budget.	July 2005	Service Level Agreements finalised.	100%
Programs delivered in accordance with Service Level Agreements.	30 June 2006.	Completed	100%

## Stormwater Infrastructure

Action	Target	Comment	Result
Capital Works Program for \$2.9M implemented which includes: <ul style="list-style-type: none"> <li>• First Avenue micro-tunnel.</li> <li>• Ann Thorn catchment – Stage 1 – stormwater upgrade.</li> <li>• Shaftsbury Road – Stage 2 – stormwater upgrade.</li> <li>• Herbert Street – stormwater upgrade.</li> <li>• Archers Creek – Stage 3 – remediation.</li> </ul>	30 June 2006.	Herbert Street and Archer’s Creek projects completed. Shaftsbury Road substantially completed. First Avenue and Ann Thorn project designs nearing completion, construction works carried over to 2006/2007.	96%
Programs developed in accordance with agreed Service Levels and Budget.	30 June 2006 with monthly and quarterly reviews against service levels.	Completed	100%
Surveys, hydraulic modelling and community consultation to develop floodplain management strategies.	30 June 2006 with monthly and quarterly reviews against service levels.	Catchment Management Strategy developed in Nov 2005, survey, modelling and consultation undertaken as required.	100%
Eastwood Floodplain Risk Management Committee established.	30 June 2006.	Established with first meeting on 26 July 2006.	100%



**Key Performance Indicators**

Key Performance Indicators	2004 - 2005	Target 2005 - 2006	Actual 2005-2006
Delivery of Capital Works Program on time and budget.	Program delivered to within 10% of revised budget and within time. Note: A small percentage of works to be carried over to 2005/2006.	Program delivery with maximum variances of 10% on detailed design estimates for time and cost.	96% Revised budget
Percentage (%) of road network assessed in at least satisfactory condition.	100%	100%	100%
Length of road network reconstructed and upgraded.	7862m	7599m	7244m 95%
Length of new footpath constructed.	3931m	3302m	1090m Target exceeded
Area of City affected by overland flow.	640ha	Achieve Reduction	2.1ha Reduction achieved
Length of stormwater network replaced or augmented	770m	980m	935m 95%
Delivery of Maintenance programs in accordance with agreed Service Levels.	Service Agreement Performance Criteria Set	Performance levels met at least 95% of the time.	95%
Responsiveness to Traffic and Stormwater advices on Local Development Applications.	Within 15 working days of receipt of request	Within 10 working days of receipt of request.	7 working days Target exceeded
Percentage (%) of Council buildings assessed in at least satisfactory condition.	Heritage Buildings 80% Other Buildings 95%	Heritage Buildings 85% Other Buildings 95%	Heritage Buildings 80% Other Buildings 90%

812,863 visitors to library services – an increase of 5.6%  
 993,794 library issues – an increase of 7.9%  
 101 media releases  
 99.5% satisfaction rating for Home Modification and Maintenance Services  
 Immunisation covering 94% of children 12-15 months with Ryde LGA

# Environment

The City of Ryde is committed to becoming an ecologically sustainable City through the professional management of our City's natural and physical environment and the conservation of natural resources to ensure the health, diversity and productivity of the local environment is maintained and enhanced for the benefit of future generations.



## CITY OUTCOMES

- **Clean air through protection of natural resources and better integrated transport systems.**
- **Clean water through control of pollution entering our waterways and through protection of these waterways.**
- **Protected ecological systems and processes that support life and the environment through actions that safeguard them.**
- **Preserved natural areas which are enhanced and maintained.**
- **A leafy City through parks, gardens, trees and the built environment.**
- **Sustainable practices in buildings, waste management, transport, energy systems and water use through community commitment.**
- **Strong links to the past through protection and conservation of our heritage.**

## Achievements

- Parking Demand Study for Macquarie Park and the Ryde Aquatic Leisure Centre were completed. Macquarie Park adopted by Council.
- Support obtained from Macquarie Park Corridor businesses for Special Rate Variation and the proposal for the Land Owners Management Group.
- Consolidated Development Control Plan for the City of Ryde was prepared, exhibited and adopted by Council.
- Macquarie Park Corridor Business and Employment – draft Development Control Plan was prepared and exhibited and plans for a Civic Heart proposal are underway.
- Public Domain – policy development for Banners Policy, Funding Policy and Outdoor Dining Policy developed.
- Currently developing a Public Domain Manual for the whole City commenced.
- Established the City of Ryde Water and Energy Savings Team (CORWEST) to formulate water and energy savings plan and oversee implementation.
- Resulting from “Every Drop Counts” Program measured 19% decrease water usage savings across Council properties.
- Developed and implemented a Parking Enforcement Policy.
- Investigated and developed program for Personal Digital Assistant.
- Planning framework and documentation to redevelop Ryde Town Centre.

## Challenges

- Finalising the planning directions for Macquarie Park Corridor, North Ryde and completion of Section 94 Plan.
- Integrating Aboriginal Heritage into our Heritage program.

## Progressing Ahead

- Completion of the City wide consolidating LEP (with new template) for the City.
- Finalising the planning direction for Gladesville Town Centre.
- Managing the redevelopment of the Ryde Town Centre.

## Air Quality

Action	Target	Comment	Result
Local Air Quality Management Plan (LAQMP) implemented in conjunction with the Cities for Climate Protection Program.	July 2005 LAQMP implemented to program	Quarterly audits completed. Proceeding to program.	100%
Audit program targeting automotive businesses in West Ryde and Meadowbank undertaken.	Twenty (20) automotive businesses in West Ryde and Meadowbank audited by June 2006	Audit program not completed. Focus was complaints under Protection Of Environment Operation Act.	30%
Energy Smart Water Wise DCP No. 45 and the new BASIX requirements reviewed and their uptake through the Development Consent process monitored.	December 2005	BASIX superseded Energy Smart Water Wise DCP No. 45. Implemented as a support document.	100%
Participation in the Cities for Climate Protection Program applied for and a Greenhouse Gas Reduction Program developed and implemented.	Milestone 1 by August 2005 Milestones 2 & 3 by December 2005	Milestone 2 Targets completed. Milestone 3 Action Plan.	100%
Actions that reduce Greenhouse Gas Emissions from the City's transport activities developed and implemented.	Milestone 3 from CCP Program by December 2005	Integrated Transport Strategy developed.	100%
Initiatives that reduce greenhouse gas emissions from Council owned and operated buildings developed and implemented.	Corporate Sustainability Strategy developed and implemented by December 2005	Energy and Water audits completed. Strategy in progress.	80%

## Bushland and Biodiversity

Action	Target	Comment	Result
Volunteer Bushcare Program and Bush regeneration program implemented.	June 2006.	Completed	100%
Faunal Survey of local reserves undertaken.	June 2006	Plan of Management for North Ryde Common has not commenced. Fauna and Flora Study, in progress.	50%
Feasibility of establishing a local bush walking program undertaken.	June 2006	Noted in the Parks on Track project. Feasibility will be addressed by Recreation Co-Ordinator.	50%
Fox sand plot monitoring at Field of Mars Reserve and Brush Farm Park undertaken and rabbit habitats in Field of Mars removed.	Quarterly reports to Council	Completed	100%
Pilot program for trapping of Myna birds in Darvall Park undertaken.	June 2006	Traps received, no trapping to date.	No Trapping to this date
Native Flora Conservation Plan prepared.	June 2006	Fauna & Flora study (see above) for 3 reserves in progress. Findings will inform relevant Plan of Management.	60%
The Brush Farm Noxious Weed Community Program replicated on private properties surrounding Darvall Park.	December 2005	Noxious Weeds Act 1993 was amended with control categories and actions. Council developing control actions and plans for Class 4 Noxious Weeds.	On Hold

### Bushland and Biodiversity (cont)

Action	Target	Comment	Result
Joint project with the Department of Environment and Conservation, Ku-ring-gai Municipal Council and the City of Ryde to address noxious and environmental weeds during a backyard information program of selected private properties adjacent to Field of Mars Reserve implemented.	June 2006	Completed	100%

### Human Settlement and the Built Environment

Action	Target	Comment	Result
Draft Local Environmental Plan and Development Control Plan for Gladesville Town Centre prepared.	December 2005	Masterplan adopted	100%
Planning documents for West Ryde Town Centre, Eastwood Town Centre and Meadowbank reviewed.	Eastwood Town Centre by March 2006 West Ryde Town Centre and Meadowbank by June 2006	Work progressing on Eastwood and West Ryde and Stage 1 analysis completed. Eastwood DCP 39A exhibited. Eastwood Centre site design workshops with applicants commenced as per Council resolution. West Ryde DCP 18 (Amendment 1) complete. Meadowbank – discussions initiated with land owners.	60%
Planning instruments for the Ryde Town Centre finalised.	December 2005	Completed	100%
Section 94 Contributions Plan reviewed.	September 2005		

### Human Settlement and the Built Environment (cont.)

Action	Target	Comment	Result
Residential Development Strategy, Dwelling House and Duplex Development Control Plan and Urban Housing Development Control Plan reviewed.	DCPs by March 2006 Residential Development Strategy by June 2006	Dwelling House and Duplex Development Control Plan – inhouse initial analysis complete. Expressions of Interest distributed mid March 2006. Consultant appointed. Urban Housing Draft DCP is off exhibition but not effective.	50%
Landscaping control for new developments prepared.	March 2006	Landscaping controls being included in individual Town Centre planning documents and Public Domain Plans.	100%
A Local Environmental Plan, Development Control Plan and Section 94 Plan to implement the Macquarie Park Corridor Master Plan developed	June 2006	LEP gazetted in January 2006. DCP exhibition complete. Public Domain review commenced.	80%
Continued development of the city wide consolidating plan <i>For Now and the Future</i> .	Ongoing in partnership with DIPNR	Preliminary draft prepared.	100%
Study of Neighbourhood Retail Centres undertaken.	March 2006	Deferred pending City wide strategy.	On Hold
Heritage Development Control Plan prepared	June 2006	Focus on the Outlook Estate and Denistone Character Area. Heritage DCP will form part of comprehensive review for DCP 2006.	On Hold
Community based heritage study for the ongoing identification of sites, buildings and features that may be of heritage significance undertaken.	June 2006	Project deferred	On Hold
Indigenous Peoples Needs Paper for the Social Plan completed	November 2005	Plan adopted by Council.	100%

### Human Settlement and the Built Environment (cont.)

Action	Target	Comment	Result
Aboriginal Heritage items incorporated on the Heritage LEP No. 105 reviewed.	June 2006	Project under review.	On Hold
Northern Sydney Aboriginal Heritage Plan adopted.	June 2006		
Most appropriate collection procedures for the collection of waste, recycling and household cleanup determined.	June 2006	Reviewed in Waste Management Strategy and implemented from 1 May 2006 with new service.	100%
Butts Out Bins installed at busy bus stops to reduce cigarette butt litter.	Bins installed to 15 bus stops by June 2006	Ash Bins installed at 60 locations.	100%
Illegal Dumping and Littering enforced	25 % reduction (based on 2004 rates) in illegally dumped material outside home units achieved	Approx 40% reduction in illegally dumped material outside home units was achieved.	100%
The reduction of plastic bags from supermarkets encouraged through education campaigns	March 2006	Education campaigns conducted.	100%
Development Control Plans reviewed to ensure any noise generating activities are properly managed at the development consent stage	March 2006	Relevant DCP's and standard consent conditions relating to noise are subject to ongoing review.	On going
School Education Strategy prepared to renew school talks on mosquitoes	December 2005	Completed	100%
Greywater Reuse Policy Developed	June 2006	DEUS to release guidelines. Applications currently under local approvals policy.	50%

### Soil and Land

Action	Target	Comment	Result
Acid Sulphate Soil (ASS) Management Policy developed	By June 2006	Project deferred	On Hold
Contaminated Land Policy developed	By June 2006	Project commenced due for completion in December 2006	70%

### Water Quality

Action	Target	Comment	Result
Water conservation issues included in environmental education program	June 2006	Completed and now part of routine Enviro Ed Team Strategy and promotion program	100%
Sydney Water's 'Every Drop Counts' Program' joined and implemented.	By June 2006	Completed and implementing program. Diagnostic completed March 2006. Findings 3 star	100%
Water quality monitoring strategy undertaken	Strategy implemented for Spring 2005 and Autumn 2006	Completed	100%
Methods of incorporating WSUD into policies and programs implemented.	June 2006	Ongoing. Waster Saving Action Plan completed and is awaiting DEUS approval. Environmental management requirements relating to WSUD are being included in relevant town and neighbourhood centre master plans and related planning instruments..	100%
Water Conservation Scoping Report completed	June 2006	Water Saving Action Plan completed 31 March 2006 and is awaiting DEUS approval.	100%
Community education programs on the prevention of stormwater pollution continued.	June 2006	Incorporated into Enviro Ed Team Strategy.	100%

### Water Quality (cont)

Action	Target	Comment	Result
Stormwater Management Program of Works including the implementation of Stage 2 of the Maze Park Creek Rehabilitation Project and completion of the Dunbar Park Detention Storage enlargement	March 2006	Stage 2 Maze Park Creek Rehabilitation completed to program Enlargement of Dunbar Park Storage Capacity completed.	100%
Audits of automotive businesses in West Ryde and Meadowbank targeting stormwater pollution and awareness undertaken.	Twenty (20) automotive businesses in West Ryde and Meadowbank audited by June 2006	Completed. Environmental Health Officers audited 35 businesses in pursuit of a stormwater pollution incident and completed follow up compliance inspections.	100%
Streamwatch programs in local high schools supported	December 2005	Sponsorship offered to three (3) high schools in the local area.	100%
Erosion/Sediment Control for construction sites improved	September 2005	Achieved	100%

### Key Performance Indicators

Key Performance Indicators	2004 - 2005	Target 2005 - 2006	Actual 2005-2006
Hectares of bushland preserved.	164 ha (existing)	164ha with Native Flora Conservation plan completed by June 2006.	Completed
Number of trees planted by Council.	355 Due to the drought reduced plantings for year	410	234 (reduced due to drought)
Garbage (tonnes per annum).	31,000	29,000	30,123
Recycle (tonnes per annum).	9,000	9,200	10,007
Re-use of Council construction and demolition waste (tonnes per annum).	19,600	18,000	14,557
Number of missed Services.	Garbage 370 Recycling 370	Garbage 80 Recycling 380	Garbage 470 Recycling 335 (new service)
Illegal dumping incidents.	520	500	618
Number of Education Programs run per annum.	Waste 10 Environment 8	Waste 10 Environment 10	Waste 28 Environment 15
Use of renewable fuels by the City of Ryde.	10% of total electricity supply purchased as 'Green Energy'.	10% of total electricity supply purchased as 'Green Energy'.	10% Civic Centre and Civic Hall
Fleet average fuel consumption by the City of Ryde.	Diesel -164,200 litres ULP - 358,700 litres LPG - Nil	10% reduction on projected 04/05 figures	Diesel - 169,719 ULP - 379,716 LPG - Nil (new vehicle policy starts 1/7/06)
Local rail passenger journeys in Ryde local government area.	5,161,000	5,191,000	3,764,151
Length of new bikeways/walking trails.	New Bikeways 600m	New Bikeways 530m New Walking Trails - 0	New Bikeways 450m New Walking Trails - 0
Number of Heritage Buildings demolished.	One - approved by Land and Environment Court	Nil	Nil
Gross pollutants removed (tonnes per annum)	75	82.5	63.42
Length of Creekbed remediation Remediated	Nil	50m	130m
Value (\$) of approved development in Town Centres and Macquarie Park	Meadowbank Employment Area \$35 million Eastwood \$1 million West Ryde \$3 million Macquarie Park \$350 million	Meadowbank Employment Area \$25 million Eastwood \$10 million West Ryde \$10 million Macquarie Park \$200 million Ryde \$50 million	Meadowbank \$29,239,088 Eastwood \$4,667,707 West Ryde \$12,787,300 Macquarie Park \$430,170,945 Ryde \$1,166,215

By 2011, we aim for a reduction in car use in Ryde and increased use of more sustainable modes, such as public transport, walking and cycling

*Draft Integrated  
Transport Strategy for Ryde 2006*

*95,183 people contacted Council via the Call Centre with 79% requests resolved at point of contact.*

*On average, over 1,000 people per day used our community halls and meeting rooms*

*Over 2,000,000 hits were made on Council's web-site*

*6,764 rate payments recorded via Council's website*

*The City of Ryde in 2005/2006 received 3,026 change of addresses for rating purposes, 2919 Property Sales and 1323 Transfers of Property*

# Governance

The City of Ryde is committed to ethical and effective decision making processes that ensures transparency and involvement of its community.



## CITY OUTCOMES

- **Improved communication with the community and increased awareness and understanding of council's decisions by the community.**
- **Incorporation of best practice approaches in the delivery of services to the community and within the organisation.**
- **A safe and harmonious working environment with skilled and motivated staff who embrace the organisation's vision and values.**
- **Compliance with all legislative requirements and statutory obligations.**
- **An efficient and effective regulatory environment**

## Achievements

- Community involvement in the establishment of Bushland and Environs Committee and Sports Council.
- Introduction of Electronic Document Management System.
- Commenced the development of Social Data Mapping Project in partnership with Macquarie University's Centre for Research on Social Inclusion (CRSI) to assist social planning processes and determination of future service requirements.
- Development of a 5 Year Human Resource Strategy well advanced for the organisation. Key Focus Areas include Leadership Management, Employee Performance, Employee Relations, Employee Healthline and Well Being, Workplace.
- Implemented change to Workers Compensation Insurers resulting in significant financial saving.
- Co-ordinated and implemented Council's Health and Wellbeing Program for staff.
- Implemented new cash collections contractor forecasting significant annual savings.
- Established Internal Audit Committee and terms of reference.
- Improved Procurement system and documentation.
- Successfully introduced extension to Customer Services at West Ryde Library.
- Conducted an independent Customer Contact Review identifying key issues for future development.

## Challenges

- Gaining suitable level of funding to meet the shortfall (\$5.6 million for 2005/2006) to meet the costs of bringing all infrastructure up to a 'satisfactory' standard.
- Maintaining Council's financial position and meeting community needs/expectations.
- Maintaining and providing a standard of information management system to the organisation, that keeps pace with technological changes and community expectations.

## Progressing Ahead

- Development of Corporate Communications Plan.
- On-going enhancement to the City's Long Term Financial Strategy.
- Further enhancement to Council's Web site, including enhancement to E Business transactions including certificates, debtors and commencement of e-planning to allow monitoring of development applications.
- Building stronger links with Macquarie University.
- Finalisation and implementation of Human Resources Strategy.
- Reviewing and market testing of Council's core information management systems.
- Finalisation and implementation of five (5) Year Strategic Information Technology Plan.
- Advancing governance framework including providing detail of all available policies, documentation, Council's website.
- Complete review on extension of other possible customer service access points.



### Community Consultation

Action	Target	Comment	Result
Corporate communication plan for the City of Ryde reviewed, developed and implemented	December 2005	Internal communications plan reviewed. All major initiatives incorporated into plan as at 1 June 2006. Development of Plan and Implementation in 2006/2007.	50%
Existing web site enhanced to increase business to business transactions	March 2006	Website being enhanced to incorporate additional business transactions of certificates, debtors, and e-planning. Due to be available early 2007.	50%
Calendar of Events enhanced to reflect annual program	July 2005	Calendar developed and placed on website.	100%
New Resident Welcome Kit enhanced	September 2005	Achieved	100%
Councillor Help Desk created	July 2005	Achieved	100%
Discussions with Macquarie University initiated by General Manager to establish a partnering Workshop	August 2005	Current University Master Plan is under consideration. Partnering Workshop to be reviewed in 2006/07.	Completed
“Council Directions” setting out Council’s major initiatives prepared and published	September 2005 (and then annually)	Achieved through 2006-2009 Management Plan process.	100%

### Performance and Compliance

Action	Target	Comment	Result
Revenue Generation Group established and options developed	November 2005	Achieved through 2006-2009. Management Plan process.	100%
A five (5) year Human Resource strategy to support our staff is developed	March 2006	Strategy will be finalised in August 2006.	75%
Use of salary bonuses and market component as part of Council’s Organisational Development System ratified	July 2005	Revised Remuneration Practices (salary Scale and Market Variable Component) Policy was endorsed by Council.	100%
Training opportunities reviewed and upgraded, with focus on management skills and more development opportunities	October 2005	Included in the HR Strategy which will be finalised in August 2006.	75%
Corporate Management Reporting systems reviewed and implemented	March 2006	System reviewed and reports modified To be included in the Core Systems Project to ensure centralisation of data across all applications. July 2007.	In Progress
Monthly Financial Reports to Council produced	On a monthly basis excluding Quarterly Report (produced 4th week of month)	Achieved	100%
Quarterly Budget/Management Plan reports produced	September and December 2005 and March and June 2006 (produced 4th week of month)	Achieved	100%
A whole of organisation five (5) year Strategic Information Technology Plan developed	March 2006	Draft Strategy in development stage. Due in late 2006.	70%

## Performance and Compliance

Action	Target	Comment	Result
Occupational Health and Safety and Injury Management Systems enhanced and improved to qualify for Premium Discount Scheme	August 2005	Successfully met all the benchmarks for Audit 2 of the Premium Discount Scheme. Retaining the \$75,000 from Workcover.	100%
An Internal Audit Committee established	October 2005	Committee established.	100%
Project Management standard for the Organisation developed and implemented	December 2005	Standard developed and used for Capital Works program. Further rollout planned for 2006/2007.	70%
Whole of Council Budget process enhanced and incorporated into Council's Strategic Management Framework with clear outcomes	May 2006	2006-2006 Management Plan adopted by Council.	100%
Libraries investigated as potential extension points for Council services	December 2005	Successful pilot at the West Ryde Library. Future planning underway for other potential Customer Service access points.	100%
Review schedule developed for endorsement of Council policies	September 2005	Policy Register is currently being developed. Review commenced in August 2006. The Policy Register will be an active document on Council's website.	In progress
Strategic planning framework implemented through a working group for the development of a strategic direction for the City of Ryde	December 2005	Developed through 2006-2009 Management Plan process.	100%

## Regulatory Framework

Action	Target	Comment	Result
Development applications assessed in a way that reflects a balanced consideration of all legitimate interests and concerns	1,100 Local Development Applications determined	Target exceeded – 1,194 Local Development Applications determined.	100%
Applicants and other people with a legitimate interest in a development application kept informed on the progress and outcome of development proposals	June 2006	Completed	100%
Planning instruments that properly reflect State & Federal law and community expectations developed	LEPs and DCPs prepared in accordance with consultation protocol	Planning instruments reviewed in accordance with consultation strategies.	100%
Regulatory services that ensure public safety and protect the local amenity provided	All regulated services inspected at least once per year. Urgent matters investigated within 24 hours	Target exceeded by 12% - total of 769 shop inspections. Inspections also carried out on all public swimming pools and cooling towers in the main commercial areas and registered clubs. Target met – all complaints being investigated within 24 hours.	100%



### Key Performance Indicators

Key Performance Indicators	2004 - 2005	Target 2005 - 2006	Actual 2005-2006
Working Capital	\$4.962 million	\$1.268 million	\$5.46 million
Debt service ratio	3.3%	3.0%	3.1%
Outstanding rates and annual charges	2.50%	2.50%	2.35%
Return on investments	6.0%	Exceed UBSW Index (%)	Exceeded UBSW Index by 0.44%
Local Development Application turnaround time	48 days (median)	45 days (median)	42 days (median)
Responsiveness to complaints/requests	1400 complaints investigated with 80% within 7 days	1400 complaints investigated with 90% within 7 days	2560 complaints investigated with 80% within 4 days



**Our people**  
 Motivated, Smart, Safe and  
 Productive Workforce

## Our people

### Human Resource Strategy

Council has developed a 5 year strategy to establish a strategic planning framework to enable Council to have a "Motivated, Smart, Safe and Productive Workforce". The outcome based Strategy focuses on eight key areas of human resource management and was developed with significant input from key stakeholders. The strategic actions and initiatives arising from the Strategy will be implemented from 2005/2006 onwards.

### Policies and Procedures

During the year, Council reviewed a number of policies and procedures, including:

- Performance Management Process Policy
- Payment for Higher Level Duties Policy
- Remuneration Practices (Salary Scale and Market Component) Policy

The Staff Establishment register and reporting format was improved, including a new position numbering system and position approval process.

A trial Transport Assistance Policy to encourage staff usage of public transport to commute to and from work was developed for implementation in 2006/2007.

### Training and Development

Training and development provided to staff included:

- Bullying and Harassment Prevention/Awareness Training
- Sun Protection/Skin Cancer Awareness training
- Records Management (TRIM) training
- Various Computer training modules
- Professional seminars and conferences
- Operational training
- Access to Study Assistance in the form of fee reimbursement and study leave

### Equal Employment Opportunity (EEO) Management Plan

The framework for the City's EEO Plan is based on a range of Human Resource policies, practices and initiatives designed to have ongoing impact on equity.

The EEO Management Plan is formally reported on in February and August each year.

The objectives of the Plan are to:

- Improve access to information and human resource policies and practices
- Create a diverse and skilled workforce
- Improve employment access and participation by EEO groups
- Promote a workplace culture displaying fair practices and behaviour

Staff have access to information and Human Resource policies and practices on the City's intranet or by contacting their Group Leader or Human Resources Unit. This information is

## Our people (cont)

also regularly distributed to staff through circulars and staff newsletters.

Selection committees are generally representative in terms of EEO groups whenever possible. For example a balance of female/male representation on selection panels is routinely arranged. Selection Committee training is carried out regularly.

EEO statements are placed in all job advertisements.

Training and course material is prepared ensuring equity and diversity issues are taken into account.

### Occupational Health & Safety (OH&S)

On 1 August 2005, Council moved its Workers Compensation insurance from a WorkCover based private insurer to the local government industry owned StateCover Mutual Ltd. In the first year this move resulted in a premium saving of \$36,500 together with a rebate of \$154,000 returning to Council.

Another key activity for the Human Resources Unit was the development of an OH&S policy review schedule and model process for implementation through the OH&S Committee. To test the model process, the Smoke Free Workplace Policy was successfully reviewed in late 2005/2006, with further OH&S policies scheduled to be systematically reviewed in 2006/2007 and 2007/2008.

In addition, Council developed a consistent approach to Risk Assessment and Hazard Identification for all Groups and Service Units, with significant progress achieved towards the establishment of a Council-wide Risk Register for high risk tasks and hazards by the end of 2005/2006.

### Human Resources Activities to be undertaken

Planned initiatives for the Human Resources Unit include the investigation and/or development of the following:

- New EEO Management Plan
- Leadership Development Program
- Staff Mentoring policy
- Project Management training for a new Project Management Standard
- CHRIS 21 Kiosk module
- Strategy for technological enhancement of operational HR systems
- Review of Council's Employee Assistance Program