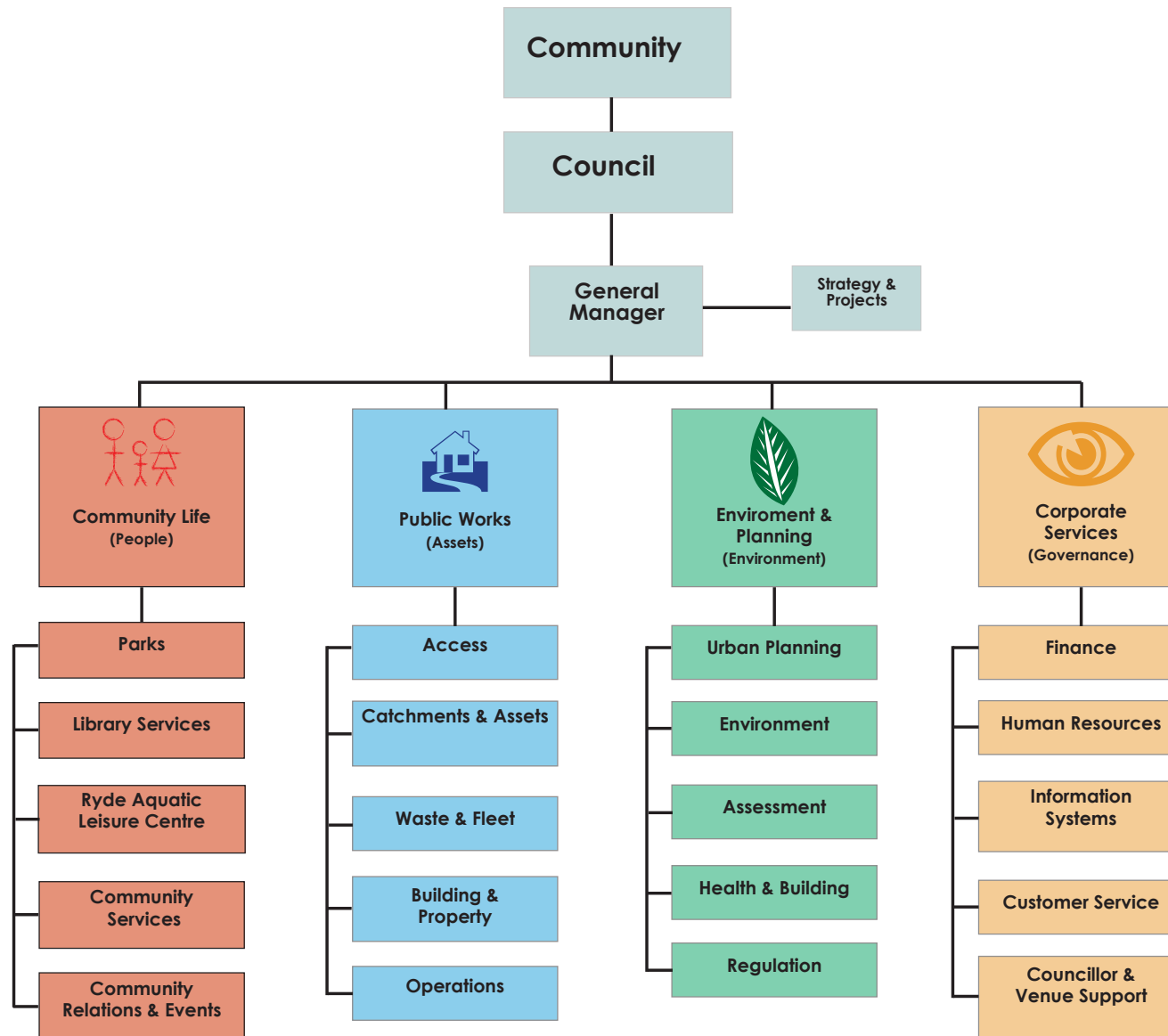


Our Organisation



Our Executive Team

General Manager – Michael Whittaker

MBA , B.Bus , DEnvHlth , GAICD

Michael has held senior executive positions for 15 years and has been the Chief Executive/General Manager at three different cities and a State Government Department.

His wide ranging experience across three States of Australia brings to the City of Ryde an experienced performer in creating sustainable organisations.

His focus within the organisation has been to enhance customer service and financial management through the strengthening of operational management processes, team work and developing the skills of individual staff.

Michael is highly skilled in asset management, financial management, strategic planning, town centre redevelopment and environment management.

Michael has been acknowledged in the Local Government industry for creating positive commercial opportunities for the organisations he has worked with



(Top left to top right) Kim Woodbury, Sue Coleman and Roy Newsome.
(Bottom left to bottom right) Michael Whittaker and Sue Weatherley



Group Manager Community Life – Sue Coleman

B.SocStud, MM, GAICD

Sue came to the City of Ryde in July 2005. Her career spans 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 – Kim Woodbury

B.Eng, M.Litt, GAICD

Kim brings to the City of Ryde over 22 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 Environment & Planning – Sue Weatherley

MUP, MBA, BTRP, GDipAppSc(Computing)

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. She has over 14 years' experience in public sector management and prior to commencing at the City of Ryde, Sue worked in local, regional and state government in Queensland, Victoria and the Northern Territory.



Group Manager Corporate Services – Roy Newsome

Assoc.LG Admin GACID

Roy brings to Council over 30 years' experience in Local Government. 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's experience has covered the broad area of Governance including the key areas of finance, information systems, human resources and procurement.



The leadership, knowledge, skills, innovation, commitment, and culture of Council staff are our most valuable assets and have been the driving force behind our many achievements during the last twelve months.

Our Values

Professionalism

We deliver effective services to the community, with honest and consistent decision making.

Teamwork

We work together with respect, co-operation and support.

Leadership

We promote clear direction, encouragement and open communication.

Ethics

We are honest, responsible and accountable for our actions.

Pride

We have satisfaction in our work.

Recognition

We have a sense of belonging through acknowledgement of our achievements.

25+ Years of Service

Harry Politis, Leading Hand Carpenter in the Buildings and Property Unit, and John Poole, Asset Officer in the Access Unit, both started work at Ryde Council in May 1982.

Harry's first job was working on the fit-out and construction of the North Ryde Library and Community Hall. He recalls that in those days power tools were not supplied by Council and many of his jobs had to be done with hand tools. Harry is a cabinet maker by trade and the quality of his work has always been of a high standard. He has trained numerous young carpenters over the years with his patient and quiet approach and has instilled in them the pride he takes in his work.

John, after many years working as a carpenter, now has responsibility for liaison with building owners and developers on various matters impacting on Council. He is recognised as someone always ready and willing to help and can often be seen working with his clients at all hours - John epitomises Council's customer service ethic.



John Poole

Motivated, Smart, Safe and Productive Workforce

The City of Ryde has 650 Employees (475 Full Time Equivalents (FTE)).

Our Employee turnover rate in 2006/07 was 13.26%.

Human Resources Strategy

Council continues to work through the five year Human Resources Strategy (2006 – 2010), designed to build a “Motivated, Smart, Safe and Productive Workforce”. Eight key focus areas for Human Resource Management changes have been identified, and outcomes set.

- Leadership and management
- Employee performance
- Employee relations
- Employee health and wellbeing
- Workforce planning
- Attracting employees
- Retaining employees
- Human resource management support and services

Organisational Culture

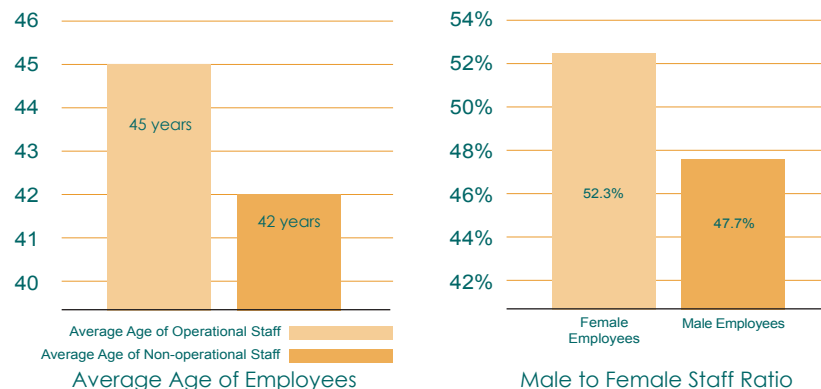
The City of Ryde is transforming its culture into that of a customer driven organisation. This is done through organisational services, training, performance management, technology and leadership.

Leadership and Management

All 21 service unit managers undertook training in the leadership program in November 2006. Service Unit Plans will be reviewed annually in line with the integrated planning framework.

Employee Performance

Our performance management program encourages employees to participate in their own professional development. Council exceeded its target of 3.5% of the salaries and wages expenditure on training and development activities in 2006/07.



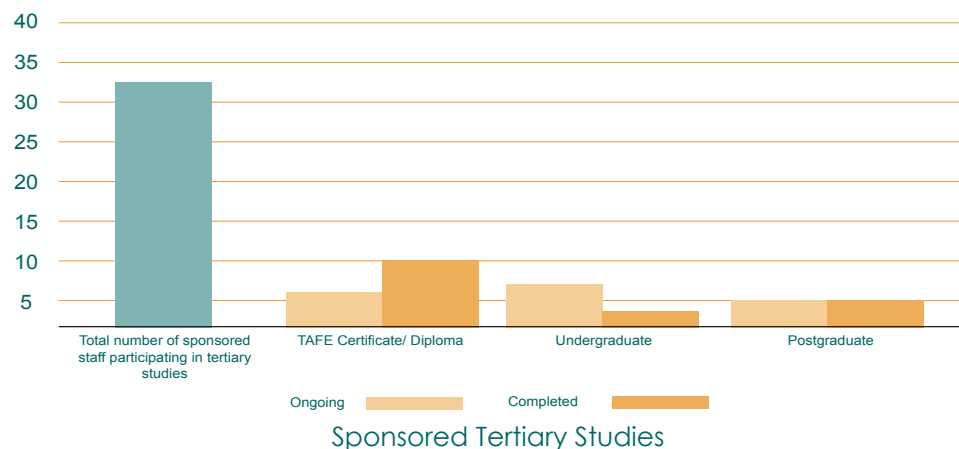
Training and Development

A key training achievement in 2006/2007 was the development of the City of Ryde Project Management Methodology and the subsequent training of 110 members of staff. A project methodology and standard templates were developed to establish a consistent approach to managing projects. Nine training sessions covering the methodology and project management principles were delivered.

We have 33 employees who are currently assisted with studies at university and TAFE courses.

Employee Relations

Our Consultative Committee held a total of 15 meetings throughout 2006/07.



Employee Health and Wellbeing

Ryde Health Line Program

In September 2006, Council implemented the Ryde Health Line program to provide employees with information and advice about health and well-being. This program includes access to registered nurses for employees when they take sick/carer's leave and an online health 'portal' providing current information and research on health topics of interest.

Workplace Safety

Our management, staff and unions, in conjunction with our return to work coordinators, are united in facilitating and supporting staff to return to work as quickly as possible following an injury. This approach resulted in a \$67,700 reimbursement to Council from our insurance company.

In addition, staff who are injured outside the workplace are assisted to return to work, either in their substantive positions, alternative roles or in their substantive position with modified roles. As a result of this coordinated and integrated approach, a number of our staff have been able to continue value adding and contributing to Council within a role that meets their skills and work restrictions.

Council was rewarded with a refund of \$44,000 from our Workers Compensation Insurer, StateCover, through our participation in the annual The Occupational Health and Safety (OH&S) self-audit in 2006/07. This is part of an incentive scheme run by the insurer to assist in further improvement of OH&S systems and practices. The OH&S audit was conducted throughout various parts of Council. The continued improvement of the systematic process will enhance Council's sustained effort in reducing injuries and workers compensation costs. See page 55 for more information.

The employee OH&S Committee continues to meet on a monthly basis to discuss and assist with improvement in OH&S across Council. The Committee continues to sample workplaces throughout Council, undertaking audits on a regular basis.

At the local level, managers and supervisory staff undertake formal workplace inspections in each area of Council. New Health and Safety representatives were elected to the Committee, along with the reappointment of some existing employee representatives.

Employee Relations

Council has a Consultative Committee whose role of which is to facilitate consultation between management and employees on workplace relations and human resource matters. Our Consultative Committee held a total of 15 meetings throughout 2006/07 to discuss and resolve issues affecting staff.

What is Governance?

Corporate governance refers to an organisation's ability to determine both organisational purpose and style of operation to complete its requirements and fulfill its mission.

Good corporate governance results in organisational effectiveness and sustainability through achieving desired results in an appropriate way.

Corporate governance forms a framework through which the City of Ryde is accountable for continually improving the quality of services and safeguarding high standards by creating an environment in which excellence in service flourishes.

It seeks to combine managerial and professional approaches to quality management, such as quality assurance and quality improvement, and make available opportunities for innovation and progress to ensure the City of Ryde is at the forefront of corporate governance.

Our progress towards continuous improvement is steady, we have a program of change in place and are working towards achieving good governance.

Code of Conduct

The City of Ryde has established a good reputation based on probity and transparency. The Code of Conduct provides the foundation upon which these standards are built and applies equally to Councillors and employees, volunteers and contractors. The Code of Conduct was last reviewed in June 2006 and the next review is pending release of new guidelines from the Department of Local Government. The Code of Conduct can be viewed on the City of Ryde website at www.ryde.nsw.gov.au.

Access to information

The City of Ryde values the importance of open and transparent decision making. On a daily basis, staff facilitate access to records of Council to assist members of the public with their enquiries. Although access to some documents is restricted, we are able to facilitate most requests in a timely manner. Only two Freedom of Information (FOI) applications were required to be lodged in 2006/07 and this clearly demonstrates that all attempts are made to facilitate access to information without the need for a formal FOI application.

Information technology systems

One of the key areas that will drive the cultural change program and Council's continuous improvement, is its investment in information technology and systems.

Over the past year, Council has set a clear direction with the adoption of its Information Management and Technology (IM&T) Strategy and delivery program.

Through more efficient and effective technology and improved systems Council will not only will improve its effectiveness in customer service delivery but will also improve its processes, tighten controls and increase productivity.

The City of Ryde is undergoing major investment in its technology which includes major information systems upgrades and replacement of key core systems.

Audit Committee

The Audit Committee has met on four occasions during the year: August 2006, November 2006, April 2007 and a special meeting in May 2007.

The major focus of the Committee and the Internal Audit function has been the completion of a detailed risk assessment and evaluation plan and the formulation of an Internal Audit plan for the 2007/2008 financial year and beyond.

Other areas of focus of the Audit Committee were:

- Monitoring the progress of the Interim Internal Audit plan for December 2006 to June 2007. This has been completed.
- Review and consideration of the outcomes of the External Audit.
- Review the clearance of correspondence received from any regulatory authorities such as ICAC, NSW Ombudsman's Office or Department of Local Government.
- Promotion of the functions of the Audit Committee and Internal Audit to staff.

Risk Management

Council is currently managing risk through a combination of measures:

- Through actions of management and staff. These include individual risk assessments for all major projects and safe work method statements for all operations of Council
- Through the Internal Audit function. Council has recently conducted an organisation-wide risk assessment and identified a number of auditable activities that represent risks to Council
- Through the Risk and Insurance function. Council has recently engaged a Risk and Insurance Coordinator in a newly formed position. One of their key roles will be to build upon the recent organisation-wide risk assessment and develop, implement and maintain an integrated Risk Management strategy across Council. They will work closely with the Internal Audit and OH&S functions
- Through Council's ongoing OH&S system of implementing, updating and monitoring compliance with sound OH&S practices across all functions of Council
- Through the management of Council's Insurances and Public Liability claims.

Community Engagement

The City of Ryde currently engages the community in many ways, such as:

- Public meetings
- Advisory committees
- Public notices
- Newspaper advertisements
- Public displays
- Letterbox drops
- Community surveys
- Website
- Community newsletter
- Councillor Saturday morning interviews
- Forums and Workshops
- Customer Service Centre and Call Centre.

As part of our continuing program to improve engagement the City of Ryde broke with tradition and held a Committee of Whole meeting in Macquarie Park, outside of Council offices, on 10 April 2007.

Reviewing our Engagement Processes

During the next two years, the City Ryde will undertake significant steps to strengthen our capacity to undertake effective community engagement.

Extensive research will be conducted with the community and within Council's Service Units to establish where consultation improvements could be made and to explore new ways of engaging with the community and stakeholders.

The resulting outcome of this review will be a revised Council policy, development of an engagement framework and procedures. This change will provide us with the foundation for our community engagement process.

Community Survey October 2006

Council conducted a Community Survey during October and November 2006 which provided a report card on Council's performance. The survey was distributed to 28,000 households with 2,190 returns. In addition, a telephone survey was conducted for 452 residents.

The survey aimed to provide Council with a comprehensive understanding of the community's perception of Council's performance overall and for the full range of services and facilities provided by Council. This survey provides a broad measure of the community's perception of performance for all services, and produced a pleasing result for Council with the Community's overall satisfaction rated at 75%.

Each of the services and facilities surveyed has allowed Council to gather information and insight about where the City of Ryde should be directing efforts and to assist in the development of the 2007/10 Management Plan. The results provide the City of Ryde with ample substance for planning the organisation's strategic objectives and operational goals.

Our strengths are our professionalism, fairness and equity and our weakness is in responding to enquiries in a timely manner.

Traditional services and facilities such as waste, roads, parks, safety and access all ranked highly.

The seven most important services listed by the respondents are:

- Garbage collection
- Road maintenance and repairs
- Drains maintenance and repairs
- Parks and sports ovals
- Street lighting
- Footpaths and bikepaths
- Library services

What services got the tick of approval?

- Waste management
- Child immunisations
- Library services
- Parks and sports ovals
- Ryde Aquatic Leisure Centre

Looking forward

Respondents told us we need to have more focus on the following top six services:

- Footpath maintenance and repairs
- Road maintenance and repairs
- Trees
- Planning process
- Car parking
- Public toilets

Our Management Plan 2007/10 reflects our progress towards these focus areas.

Our Volunteers

Community volunteering is a personally rewarding activity that delivers invaluable social and service benefits to the community. Council provides a volunteer referral service for potential volunteers who would like provide their time to assist many of the community services delivered within the City of Ryde. In 2006/07, our referral service received 423 enquiries. Of these, 290 were from potential volunteers, with an additional 91 from potential CALD community volunteers, and 42 were from organisations or corporate.

This year Council organised a number of Volunteers Week activities to honour the vital contribution of volunteers across the City of Ryde. The activities included our Annual Volunteer Awards ceremony conducted in May 2007.

2007 Annual Volunteer Awards



Winner Individual Award – GREGORY BLAXELL

Gregory Blaxell is a well-known historian, writer, academic and heritage advocate.

Gregory Blaxell



Winner Group Award – NORTH RYDE ROTARY CLUB

North Ryde Rotary Club has shown outstanding commitment to a range of community services.

Pat Perrin, North Ryde Rotary Club

In Focus - Bushcare Volunteers

City of Ryde Bushcare Program



It has been another exciting and productive year for all of the Volunteers in the City of Ryde Bushcare Program. Three new groups formed through the year, bringing the total number to nineteen. All groups meet at least once a month, accumulating over 2,800 volunteer hours a year spent in natural areas.

The past financial year has also seen the City of Ryde Bushcare Program embark on a training program which is progressing well with 39 Volunteers attending a Bushcare Essentials Course at Ryde TAFE. On successful completion of the course each volunteer received a Statement of Attainment in Conservation and Land Management. Twenty-two of these

volunteers have gone on to complete further Bushcare Skill Enhancement Training to improve their skills in plant identification and site assessment. This training, coupled with training received onsite is creating a very strong knowledge base and a deeper understanding of bushland management issues.

The work carried out by Bushcare Volunteers has also been complemented by the activities of corporate volunteers during regular Community Partnership Days. Throughout the year 313 volunteers from PricewaterhouseCoopers, Novartis Pharmaceuticals, Novartis Animal Health, AC Nielsen, Lucca Leadership, Westpac and Ryde TAFE have helped to revegetate

areas and carry out primary weed removal. In total 112m³ of mulch has been spread, and 7,000 trees, shrubs, grasses and groundcovers planted.

- The City of Ryde's expenditure in Bushland management in 2006/07 was \$602k.
- All Parks entire staff are being trained in Bushland regeneration - to date 2 staff have undertaken the training
- Bushland Management Team has worked closely with National Parks and Wildlife Service, Fire Brigade, DECC to maximise the value of the City's bushland.