

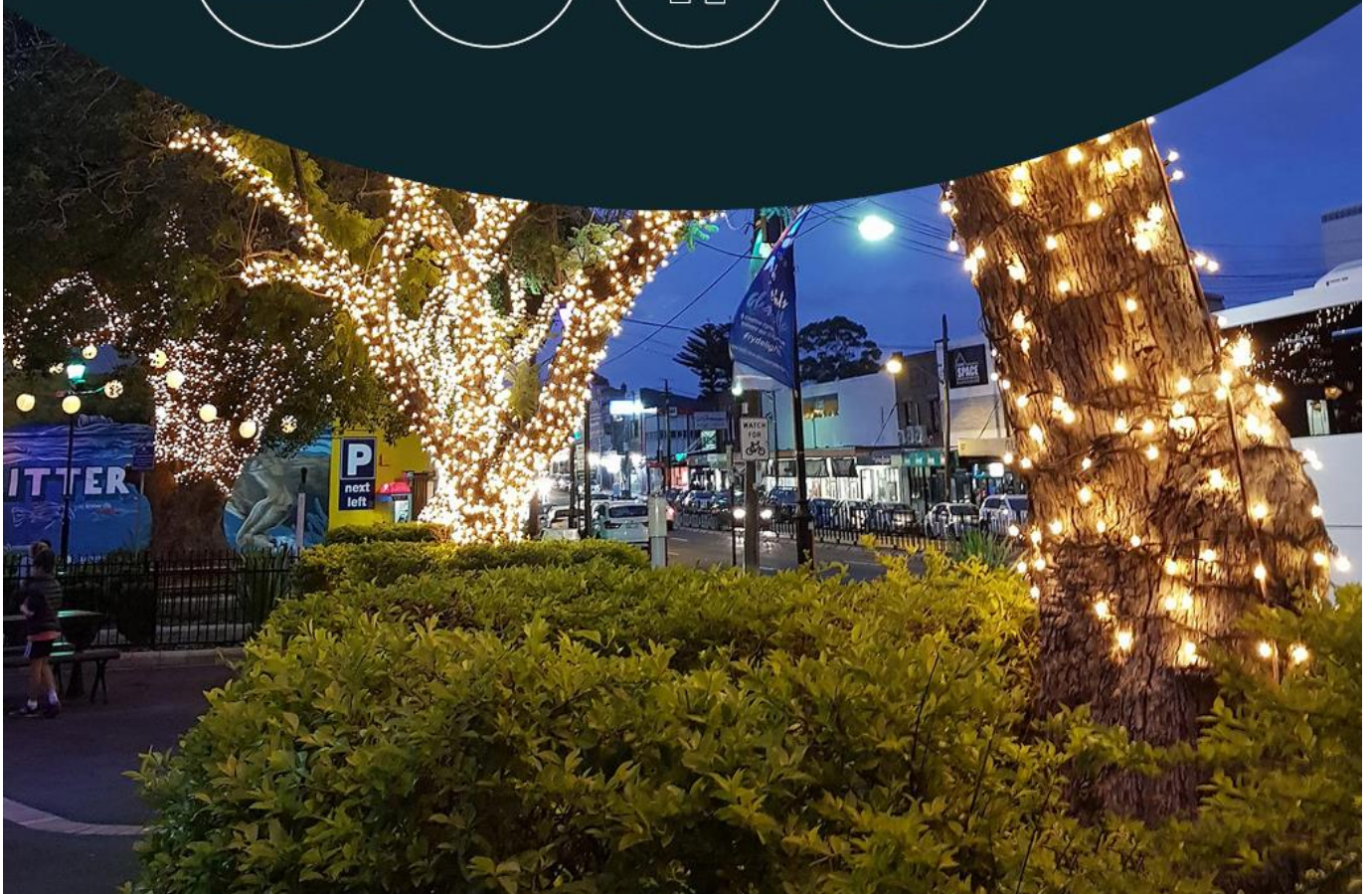


Lifestyle and opportunity
at your doorstep

2024/2025

OPERATIONAL PLAN

PROGRESS REPORT JANUARY – MARCH 2025



We are pleased to present the City of Ryde's Third Quarter Progress Report for 2024-2025.

This report provides a progress update focusing on the operational performance of the City of Ryde during the January to March quarter of the 2024-25 Financial Year and documenting our performance in delivering both our 2024-2025 One-Year Operational Plan and 2022-2026 Four-Year Delivery Program.

It reflects the Council's commitment to the social, economic, environmental, and governance principles that are important to our community. It provides an overview of the services, programs, projects, and benefits that the Council invests in and delivers to our community.

The City of Ryde is a part of the Northern Region of Sydney, Greater Sydney, and New South Wales. Establishing and maintaining strong relationships with government agencies, neighbouring councils, businesses, community groups, and key stakeholders to plan and shape the City's future has continued to be a key focus for the Council during this period.

Readership

This report is intended to provide important information to a broad and diverse range of stakeholders including City of Ryde residents and ratepayers, local businesses, non-government organisations, our partners, visitors, and government departments and agencies.

Accessing this report

This report is available on the City of Ryde website at

<https://www.ryde.nsw.gov.au/Council/Plans-and-Publications/Four-Year-Delivery-Program>

Language assistance

We are committed to providing accessible services to people within our community and customers from culturally and linguistically diverse backgrounds. If you have difficulty understanding this Progress Report, please call the Translating and Interpreting Service on 131 450. We also have some staff trained as Language Aides to assist you in languages other than English.

Further information about this report

Telephone

Call the Customer Service Centre on 9952 8222.

Acknowledgement of Country

The City of Ryde would like to acknowledge the Traditional Custodians of this land, the Wallumedegal (or Wattamattagal) clan of the Darug nation.

The City of Ryde would also like to pay respect to Elders past, present, and emerging, and extend that respect to other Aboriginal and Torres Strait Islander people.

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A Message from our Chief Executive Officer

I am pleased to present the third quarterly progress update for the City of Ryde's 2024-25 Operational Plan, being the third year of Council's 2022-2026 Four-Year Delivery Program.

We farewelled 2024 with a bang, courtesy of City of Ryde's annual New Year's Eve fireworks display at Meadowbank Park, and the first three months of 2025 have continued to be eventful and productive.

An early highlight was the grand opening of the eagerly awaited Putney Beach site on 22 January. This wonderful new addition to Council's vital portfolio of open spaces and recreation areas received extensive and positive coverage from national, metropolitan and local media outlets and has already proved to be a hit with both local and visiting swimmers.

Council continued its important advocacy for 'striking the right balance' with the State Government between housing uplift, the provision of essential accompanying infrastructure, and the protection of local jobs, particularly in the nationally significant Macquarie Park Innovation District (MPID).

The 6.2ha TG Millner Fields in Marsfield is still considered by the City of Ryde to be a crucial component of the open space infrastructure needed for the fast-growing community in the nearby MPID. Following a second State Government rejection of a planned housing development at TG Millner on 7 February, Council has committed additional funding to allow for the recommencement of the compulsory acquisition process for the site and is advocating for State and Federal government funding assistance for its subsequent embellishment.

In a similar vein, Council resolved at the March Ordinary Meeting to advertise an Expressions of Interest (EOI) campaign seeking submissions from suitable organisations for the management and operation of the former Denistone Sports Club site, which was purchased by City of Ryde in June 2024.

We are also moving ahead on one of Council's major projects, the establishment of a new Ryde Civic Centre. Work is continuing on preparing an EOI seeking a long-term leasehold of the 1 Devlin Street site, which will be used to fund the construction of a civic centre and community hub at the adjacent 150-156 Blaxland Road site. The EOI is expected to go to market during quarter four.

Community engagement and assistance was another key activity during this quarter.

After severe storms battered Sydney in January, Council quickly stepped in to help, providing vital support to hundreds of residents impacted by power outages and other challenges. We extended operating hours across key locations to provide

shower facilities, electricity to charge personal electronic devices and internet access.

On 26 February, we formally launched Empower Ryde, a peer-led program where individuals with lived experience of disability come together to collaborate, discuss, and solve complex challenges related to inclusive employment. We celebrated International Women's Day on 8 March with a Forum at North Ryde School of Arts that featured an impressive line-up of guest speakers and performers. And our Citizen of the Year of awards, held on 20 January, recognised some remarkable achievements.

City of Ryde's program of events delivered some fantastic fun and free entertainment for the community. They included our Australia Day celebration on 26 January, our always popular Lunar New Year Festival on 8 February, and our inaugural Nowruz Persian New Year celebration on 20 March, all of which continued to showcase our wonderfully diverse and harmonious community.



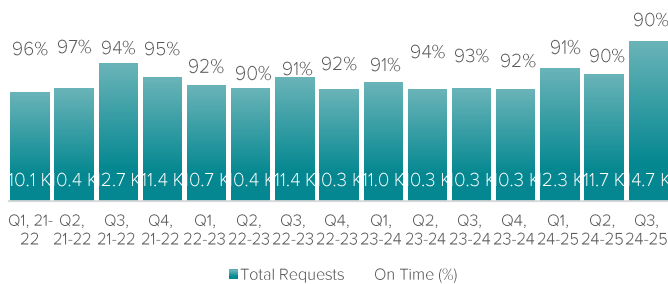
Wayne Rylands
Chief Executive Officer



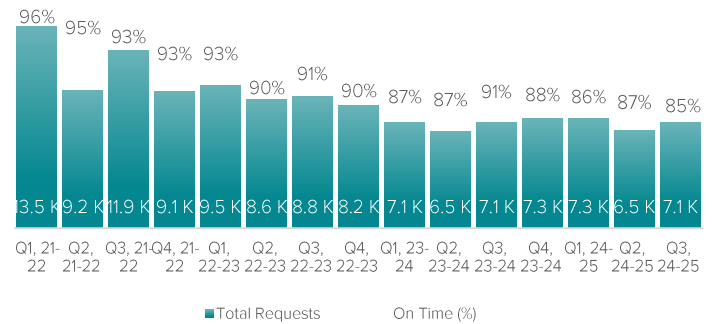
Corporate Snapshot – Key Indicators

Council's commitment to service excellence and responsiveness to the community is reflected within the following key indicators. These trends offer insights into the operational volumes but also underscore our focus on maintaining and elevating service quality for the community. Understanding these trends and insights is vital for strategic planning and continuous improvement in service delivery.

Customer Requests On Time



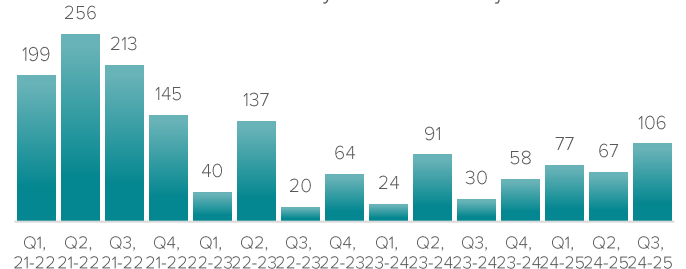
Correspondence On Time



Council has achieved a 90% on-time response rate for customer requests during the current quarter, showing consistent performance. This is supported by an 85% on-time correspondence rate, reflecting Council's commitment to enhancing service responsiveness and efficiency. It demonstrates our adaptability and dedication to meeting the community's expectations promptly and effectively.

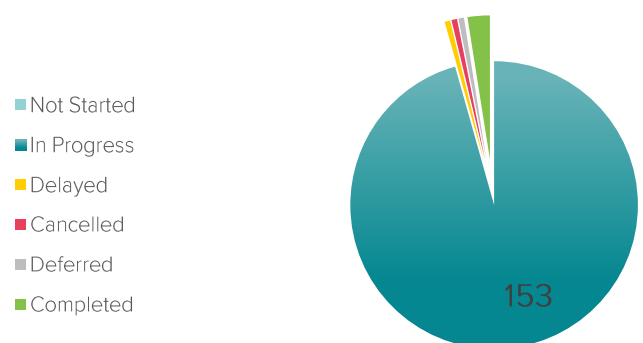
Council's proactive approach to health and safety in recent years has proven effective, leading to a more stable trend in lost time days. This reinforces the Council's commitment to continuously enhancing health, safety, and injury management practices, while also improving the well-being of its staff and the community.

Health and Safety - Lost Time Injuries



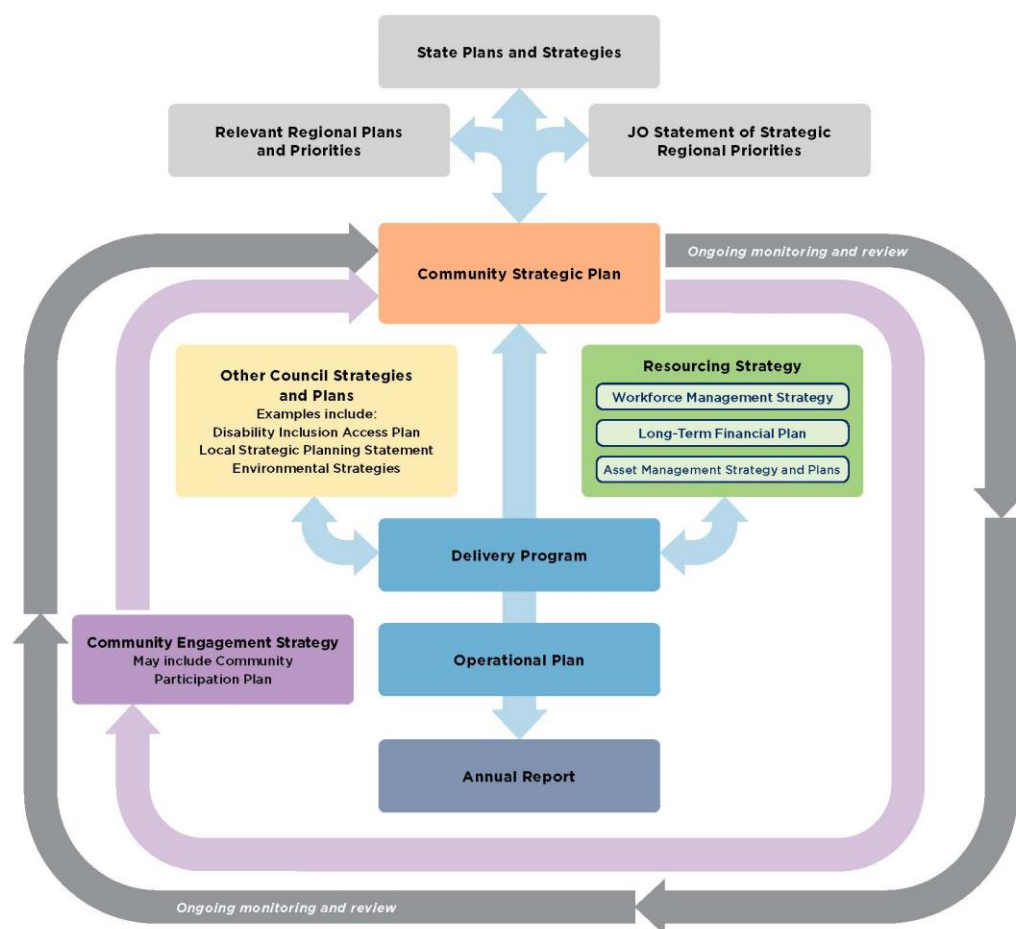
Council is pleased to report progress this quarter on 153 out of 159 projects and activities, all of which are on track. Four projects have already been completed. One project has been deferred, and another requires further action. In response to the changing needs and challenges within the community, Council has adjusted its priorities to address any identified issues related to these projects. Council remains committed to ensuring the successful completion and delivery of all projects and activities as planned.

Council Project Statuses



Integrated Planning and Reporting Framework.

Legislation states that we must assess and regularly report on our progress towards implementing the actions in our Four-Year Delivery Program and One-Year Operational Plan. We use the Integrated Planning and Reporting Framework introduced by the Office of Local Government on 1 October 2009.



The 2022-2026 Four-Year Delivery Program details the principal activities that will be undertaken by the Council to perform its functions and deliver on key community priorities as outlined in the Community Strategic Plan.

The Delivery Program provides an outline of how the full range of Council functions and operations will deliver the services expected by the community, as well as the many legislative responsibilities and regulatory functions that the Council is required to implement.

The Operational Plan is a one-year extract from the four years of the Delivery Program and Council term. It identifies the activities, capital works, actions, and projects the Council plans to deliver based on priorities and outcomes identified in the Delivery Program over each financial year. Each of the services and activities is delivered by Council departments, with one or more departments responsible for the delivery of services and activities in any program.

The following table provides an overview of the 16 programs that make up the City of Ryde's Delivery Program.

Council's Delivery Program and Operational Plan

Contribution to Outcome	Delivery Program	Description
Our Vibrant and Liveable City	City Development	Creating a vibrant and liveable City environment that balances development, land use, amenity, and sustainable growth.
	Community Safety and Amenity	Ensuring high standards of public health, safety and amenity are maintained across the City of Ryde.
Our Active and Healthy City	City Sport and Recreation	Providing community sporting and recreation facilities, parks, and open spaces so residents of all ages can access leisure, lifestyle and recreation opportunities that enhance and maintain their connections with the community.
	Library	Providing high quality, contemporary library services and accessible public spaces so residents have opportunities to participate and engage with others in lifelong learning, recreation, and cultural opportunities.
Our Natural and Sustainable City	Resilience and Sustainability	Protecting and enhancing our natural areas and ecosystems, and improving the overall environmental performance of the City's built environment, managing risk and building resilience as we adapt and grow through changing climate.
	Catchments and Waterways	Improving the health of the City's waterways and foreshore areas and managing the City's stormwater networks to reduce flooding and risk of inundation for private properties.
	Waste and Recycling	Providing comprehensive and convenient waste disposal and resource recovery services for residents and businesses.
Our Smart and Innovative City	City Economy	Supporting an economically diverse and resilient City economy that is globally competitive.
Our Connected and Accessible City	Traffic and Transport	Building a sustainable, safe, convenient and accessible transport system for the City by improving mobility, connectivity, and access for all types of transport.
	Roads	Maintaining the City's extensive network of local and regional road assets to ensure that they remain safe and are in serviceable condition and meet community expectations.
	Paths and Cycleways	Building the City's network of paths and cycleways to increase the walkability of our suburbs, improve conditions for cyclists and connect residents with activity centres and public transport connections.
Our Diverse and Inclusive City	Community Inclusion and Wellbeing	Working to increase social and community wellbeing and empowering people to fully participate in community life.
	Community Connectedness and Engagement	Supporting residents to become connected, engaged and informed and have opportunities to celebrate our culture, build their connections within the community and contribute to decisions that affect the City.
Our Open and Progressive City	Strategic Property Management	Developing and managing Council's portfolio of 320 properties and buildings to maximise their return on investment for the community.
	Service Delivery Support	Providing a broad range of key support Council functions that underpin delivery across all of the programs.
	Governance and Corporate Services	Providing specialist and corporate services to enable the effective governance and operation of the Council organisation.

Reading the following Progress Report

The following pages provide a summary of the progress the Council is achieving in the delivery of the 2024-2025 Operational Plan. A scale of progress, updates, status, and commentary are provided for each of the ongoing activities and functions that align with the priorities and outcomes identified in the 2022-2026 Delivery Program and as being delivered by Council departments.

The 'business as usual' functions in a program that is delivered by Council departments.

The ongoing 'business as usual' activities, which are to be delivered for the year.

Projects (including capital works) to be delivered for the activity for the year.

Commentary about service delivery and the community benefits delivered.

Local Transport Infrastructure		
Development, improvement and maintenance of the city's roads and related infrastructure assets including roads, bridges and retaining walls, car parks, and parking hardware. This includes: technical delivery of road based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developer constructed assets.		
Activity, project and capital portfolios	Status	Service delivery
Road Repairs and Maintenance	Delivery as planned	
Heavy Patching	Delivery as planned	9 out of 11 sites are completed including Bridge Rd, Waterloo Rd, Ryedale Rd, Melba Dr, Jopling St, Forsyth St, Glenayr Ave, Bidge Rd and Gardener Ave. Additional funding has been secured for delivery of additional sites for which the scope is being determined.
Road Resurfacing Renewal	Delivery as planned	Works for 7 of 31 locations are complete, 3 are in progress, 8 have resurfacing complete and are pending line marking and 13 are in design phase.
Road Kerb Renewal	Delivery as planned	1 of 11 projects is complete (West Pde), 5 projects are under construction and 5 projects are pending commencement.
Kerb and Gutter Renewal	Completed	11 out of 11 sites completed including Church St, Yarwood St, Hall St, Eden St, Eltham St, Rodney St, Hunts Ave, Lavarack St and Waring St, Lakeside Rd and Quarry Rd.
Road operations and maintenance	Delivery as planned	Road repairs and maintenance are responded to based upon reported pavement failures. Initial prompt repairs are implemented with scheduled follow-up for permanent repair.

Status of planned actions and delivery.

What the ratings mean?

Delivery as planned	Delivery of the planned services and project scope for the year is progressing as expected.
Action required	Progress has been delayed or levels of service delivery are unlikely to be achieved. Action may be required to rectify.
At risk	Project is at significant risk of not progressing to completion.
Completed	The annual planned scope for the project or service activities has been delivered and completed.
Deferred	The planned scope and delivery for the project has been deferred until the next financial year.
No delivery planned	No service delivery has been scheduled for the current in period reporting period.
Not started	Delivery of the project has not commenced. The project may be in the preliminary planning stages.
Cancelled	This project has been cancelled. No further work will be delivered for this project.

Our Vibrant and Liveable City



City Development Program

Enhancing our strategic land use planning and development framework to manage growth and development in a way that recognises and takes into account the aspirations of the residents of the City and achieves a balance of development, land use, amenity, and sustainable growth. The primary focus of this program is undertaking the Council's legislative statutory responsibility within the state's land use planning framework.

Strategic Direction

Council's service delivery for this program is guided by:

Planning Ryde Local Strategic Planning Statement 2020
Ryde Local Environmental Plan 2014
City of Ryde Local Housing Strategy 2020
Ryde Development Control Plan 2014
Environmental Planning and Assessment Act (1979)
Environmental Planning and Assessment Regulation (2021)
State Environmental Planning Policies
Section 7.11 and 7.12 Contribution Plans
Affordable Housing Policy

Assessing Effectiveness

Community perceptions and sentiment

Amount and types of housing delivered (medium density as a proportion of total housing)

Contributing to creating

Our Vibrant and Liveable City

The City of Ryde will be a liveable, prosperous, and connected City, with diverse and vibrant centres and neighbourhoods that reflect and serve our residents and businesses. Our places will contribute to enhancing the health, well-being, and resilience of our future community.

This program is a major contributor to ensuring development occurs in ways that balance the housing needs and expectations of the community and occur in ways that positively contribute to the natural, cultural, and visual character of the City, grows the identity of our centres as they service the needs of their local neighbourhoods, and ensuring that the provision of new and upgraded infrastructure continues to match the pace of development as the City grows and develops.

City Strategic Planning		
<i>Development and update of the Local Strategic Land Use Planning framework and the regulatory work of planning within the State Planning framework. Including collaborating with the State Government and undertaking advocacy to facilitate good development outcomes within the City.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Land Use Planning	Delivery as planned	Assessment of proponent led planning proposals.
Advocacy and Advice on Changes and Updates to the State Planning Framework	Delivery as planned	Preparing responses to State Government housing reform.
Development Assessment Services		
<i>Assessment of development applications, including applications for alterations and additions to dwellings, new dwellings and dual occupancies, waterfront dwellings, multi-dwelling developments, and subdivisions, and providing personalised pre-lodgement advice on planning, building, and engineering aspects of development applications.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Assessment of Applications	Delivery as planned	A total of 77 applications were received, and 106 determined within the third quarter of the financial year. The total development value of approved development applications within the third quarter is approximately \$582M. The number of development applications received is slightly fewer than previous quarters. There are several reasons for this including interest rates, anticipated legislative changes and more development being approved through private certification and through State Government by way of State Significant Development (SSD) pathway.
Development Advisory Service	Delivery as planned	A total of 3,086 calls and enquiries regarding planning and development matters were received in Quarter 3 FY2024/25 financial year. 347 front counter face-to-face meetings (duty planner enquiries) were attended to, which is an increase of 70 meetings. In addition, five (5) pre-lodgement reviews and one (1) Urban Design Review was conducted. There has been a number of planning reforms recently including Low and Medium Rise Housing, TOD and Macquarie Park Rezoning. This has resulted in a continued increase in the number of requests for review of SSD applications and Council submissions to DPHI with respect to State Significant Development Applications (SSD). In Quarter 3, a total of 4 SSD related submissions were made to DPHI. A total of 536 Post Consent Certificates were registered by the Department through the Planning Portal in addition to facilitating lodgement of 69 Development Applications.

Community Safety and Amenity Program

Ensuring high standards of public health, safety, and amenity are maintained across the City of Ryde. This includes investigating, assessing, and determining development to ensure standards are maintained and compliance with building, health, and environmental regulations to maintain high standards of public health and safety across the City of Ryde.

Council also helps to maintain standards and liveability across our urban environment through working with the community and enforcement of State and Local Government Acts and Regulations including road, parking and footpath enforcement, and animal management in the public domain.

Strategic Direction

Council's service delivery for this program is guided by:

Local Government Act (1993) and associated Regulations
Environmental Planning and Assessment Act (1979) and associated Regulations

Relevant State Environment Planning Policies

Relevant NSW Food, Health and Building, and Fire Certification related Legislation listed in the City of Ryde Compliance Policy (under development)

Companion Animals Act 1998 and associated Regulations

Protection of the Environment Operations Act 1997 and associated Regulations

Relevant Road and Transport Legislation and associated Regulations

Public Spaces (Unattended Property) Act 2021

State Environment Planning Policy (Industry and Employment) 2021

Assessing Effectiveness

Compliance rates

Contributing to creating

Our Vibrant and Liveable City

The City of Ryde will be a liveable, prosperous, and connected City, with diverse and vibrant centres and neighbourhoods that reflect and serve our residents and businesses. Our places will contribute to enhancing the health, well-being, and resilience of our future community.

This program is a major contributor to maintaining community standards and liveability across our urban environment, amenities within our local centres and key locations, and maintaining high standards protecting the health and safety of our community across the City.

Building Certification and Safety <i>Providing complex service delivery and management programs in the specialist areas of building compliance and approvals, certification processes, and compliance services to ensure compliance with building legislation and industry standards.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Building Certification	Delivery as planned	74 Pre-Commencement inspections have been completed in Quarter 3. The number of pre-commencement inspections completed reflects the total amount of new work commencing in the Ryde LGA.
Building Compliance	Delivery as planned	The Building Compliance Team have continued to initially investigate and then action more than 90% of their unauthorised development complaint investigations in accordance with Council's requirements in Quarter 3.
Environmental Health and Safety <i>Providing complex service delivery and management programs in the specialist areas of environmental health protection and public health protection.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Environmental Health	Delivery as planned	The Environmental Health Team has successfully delivered as planned over 90% of their public health monitoring program workload in Quarter 3 and therefore are on-track to satisfactorily complete their Corporate KPIs for the FY2024/25.
Ranger Services <i>Education, compliance, and enforcement services to help maintain community amenities and safety.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Parking Enforcement	Delivery as planned	The Parking Enforcement Rangers have successfully investigated 516 complaints between 01 January 2025 and 31 March 2025. Consequently, the Parking Enforcement Rangers are on-track to satisfactorily investigate and respond to more than 1,700 customer requests in the FY2024/25.
Ranger Compliance	Delivery as planned	A total of 1,251 complaints have been investigated by the Compliance Ranger Team in Quarter 3, which is between 1 January 2025 and 31 March 2025. Consequently, the Compliance Ranger Team has already successfully investigated over 2,300 customer requests in the FY2024/25.

Our Active and Healthy City



City Sport and Recreation Program

The Council manages all the City's community sporting and recreation facilities, parks, and open spaces so that residents of all ages can access leisure, lifestyle, and recreation opportunities that enhance and maintain their connections with the community.

Strategic Direction

Council's service delivery for this program is guided by:

Sport & Recreation Strategy (2016)

Integrated Open Space Plan (2012)

Children's Play Implementation Plan (2019)

Sports Field Action Plan (2023)

The City of Ryde has an extensive suite of Masterplans and Plans of Management covering the operations and future development and use of the City's parks, sporting facilities and open spaces.

Generic Plan of Management – Parks, General Community Use - Adopted November 2020

Generic Plan of Management – Sportsgrounds - Adopted November 2020 (PDF, 7MB)

website: <https://www.ryde.nsw.gov.au/Council/Plans-and-Publications/Parks-and-Open-Space>

Assessing Effectiveness

Perceptions and sentiment from the local community

Customer demand – participants in organised sport on Council's active open space areas

Benchmarked costs of service provision

Contributing to creating

Our Active and Healthy City

The City of Ryde is an active and healthy community, with diverse recreational spaces and opportunities for people of all ages, abilities, and backgrounds. People can easily gather in public spaces or at community events that bring residents together, helping everyone to feel part of the Ryde community.

This program is a major contributor to this outcome by providing everyone in the community with fair and equitable access to sporting and recreation facilities and opportunities to participate in recreational activities and events. This is done in ways that match the community's changing sporting, learning, and recreation needs.

City Parks and Open Spaces <i>Planning for and managing the City's extensive network of parks, reserves, and other open spaces (parks, amenity buildings, and facilities including playgrounds, community buildings, dog recreation areas, toilets, canteens, band stands, and others)</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Parks Planning	Delivery as planned	Reporting rolled into Parks Plans and Strategies.
Parks – Plans and Strategies (Base Budget)	Action Required	<p>Projects - Update to the Integrated Open Space Plan, document continues to be drafted with further internal consultation undertaken. Council report seeking to place a draft document on exhibition anticipated for June 2025. The City of Ryde Development Control Plan - Tree Preservation has been Publicly Exhibited with a report anticipated to the May Council meeting in 2025 on the outcomes following completion of a Councillor Workshop on a related matter. Current Year Projects: Watercraft Strategy, Eastwood Park Master Plan, Children's Play Plan, 5- year review and Synthetic Surface Renewal Strategy have commenced with project scoping completed. These projects will be carried over with completion to occur by the end of the calendar year. These projects were delayed so that resources could be re-directed to work on implementation of Council resolutions including installation of Korean War Memorial and investigating opportunities for the location of a Wildlife Rescue Facility.</p> <p>Park Master Plans - Work has progressed on the Master Plans for Putney Park and Pidding Park with background analysis and surveys completed. Community consultation will occur before the end of June 2025. Projects will be carried over and on track to be completed prior to the end of 2025. Master Plan for Eastwood Park is on hold and to be delivered in line with the planning work to occur around the Eastwood Town Centre.</p>
Parks – Plans and Strategies (Non-Capital Projects)	Delivery as planned	As above
Parks – Project Design. Meadowbank Park Masterplan Delivery AIF.	Delivery as planned	<p>This project is to convert existing netball courts into additional playing fields as well as the construction of a new amenities block. Currently finalising the concept design and development of cost estimates.</p> <p>Current delays are associated with the need to meet the requirements of the Crown Lands Management Act.</p>
Parks Operations	Delivery as planned	<p>Council has 89 watercraft storage facilities.</p> <p>5,221 bookings were undertaken in Quarter 3 for the use of Council's Parks and sporting facilities, these consisted of 4,768 sportsground bookings and 453 park bookings, 3 percent increase compared to the same period last year and is attributed to improved weather conditions.</p> <p>1,802 registered participants/attendees in Active in Ryde programs.</p>
Parks Maintenance	Delivery as planned	<p>Council is exploring ways to enhance its sportsgrounds in the future through managing usage and undertaking projects to extend the season such as hybrid turf and the trial of different turf types. Ongoing maintenance and renewal projects are being implemented to improve our utilisation.</p> <p>Council completed the Request for Quotation for the delivery of the condition audit of its natural turf fields. Contractor conducted the turf audit in February and the final report will be received in Quarter 4.</p> <p>Regular user group meetings are continuing to be implemented throughout the remainder of FY2024/25.</p>
Passive Parks Renewal and Upgrades	Delivery as planned	
Playground Upgrade and Renewal	Delivery as planned	<p>There are a total of 5 projects to be delivered at Pioneer, Putney, Byron, Braemar and Adventure Parks.</p> <p>Putney and Pioneer Park are design only projects, whilst the remaining 3 projects are design and construction. Byron Park was completed in March 2025, with Braemar Park on track for completion by the end of April 2025 and Adventure Park is on track for delivery by mid-May 2025.</p>
Passive Parks Renewal	Delivery as planned	<p>Blenheim Park – Masterplan delivery</p> <p>Design is 100% completed for detailed design for Civil and Architectural design. Further site testing of contaminated ground. Site remediation action plan still progressing, and Council has gone to RFQ.</p>
Passive Parks Expansion	Delivery as planned	<p>This Cluster contains two projects being the delivery of Wilga Park shared user path and installation of flag poles at Memorial Park.</p> <p>The Memorial Park Flag Poles were delivered in Quarter 2. Wilga Park updated lighting design to meet Australian Standards is currently underway. Budget increased due to additional \$100,000 through Council Resolution at the March 2025 Council meeting.</p>

City Sporting and Recreation Facilities

Managing, maintaining, and operating the City's sportsgrounds and active recreation facilities like skate parks, bike tracks, multisport basketball courts, etc. Facilitating and delivering community sports and recreation programs in the Council's open spaces and facilities. Delivering a targeted grants program supporting community-based sports and recreation organisations.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Programs and Customer liaison	Delivery as planned	<p>The Active in Ryde programme has continued to be popular in Quarter 3 of FY2024/25 with increased numbers of participants compared to the same period in FY2023/24. This is likely to be attributed to increased delivery of programs following feedback received by participants.</p> <ul style="list-style-type: none"> • 3,402 seniors participated in ticketed sessions across weekly seniors programs, a further 136 seniors engaged in active programs as part of the 2025 Seniors Festival, Seniors Forums, and other Seniors Events for a total of 3,538 Seniors. • 1,017 young people participated in the Active Kids and Active Youth Summer School Holiday Active Programs, with 74 children attending the first Active Kids JR program aimed at under 5's. • 108 families attended the Active for All Riverwalk's along the Meadowbank Riverwalk as part of our Twilight Disco Riverwalk's, our youngest walker was 6 years of age and our eldest was 78. <p>Council also continues to partner with Macquarie University to deliver Park Run, with over 450 Runners each week, and with Live Life Get Active, who facilitate exercise classes weekdays in ANZAC Park LGA has 346 Active members, and they have attended 4,158 sessions in park since the camp began in October.</p>
Maintaining Sporting and Recreation Facilities	Delivery as planned	Council has maintained the delivery of cleaning and maintenance services in a cost-effective and commercially competitive manner, ensuring sporting and recreational facilities, including amenities, remain safe, functional, and well-presented for user groups and the wider community.
Sporting Facility Renewal and Upgrades	Delivery as planned	
Sports ground assessment and maintenance.	Delivery as planned	Council maintains 43 sportsfields, across 2,024 locations, these are being effectively maintained by 23 staff. The fields are cut on weekly basis in the summer period and now transitioning into fortnight cuts for the winter sports season.
Sportsfield Renewal and Upgrade	Completed	This cluster contains one project being Meadowbank field 3. The project works have been completed by Quarter 3 FY2024/25.
Sportsfield Amenities Renewal and Upgrade	Delivery as planned	<p>3 projects (Waterloo Park Amenities, Ryde Park Amenities, and Parks Amenities Buildings - compliance works) are listed for the FY2024/25.</p> <p>As of Quarter 3 FY2024/25, 2 Projects have been completed (Waterloo Park Amenities and Parks Amenities Buildings - compliance works).</p> <p>1 Project (Ryde Park Amenities) is scheduled to be complete by Quarter 4 FY2024/25.</p>

Ryde Aquatic Leisure Centre (RALC) <i>Management and operation of the Ryde Aquatic Leisure Centre (RALC) (including pools, water features, an array of indoor sports and facility hire, activities and events, and recreational and sporting programs including a significant Learn to Swim program) and other sporting facilities in the Olympic Park precinct.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
RALC Programs and Services	Delivery as planned	<p>Diverse range of activities available in the Centre with 179,919 attendees in Quarter 3. Sufficient staffing available in Quarter 3 to conduct Learn to Swim lessons.</p> <p>The Centre generated an operating expense recovery of 125% for Quarter 3.</p>
RALC Operations and Maintenance	Delivery as planned	<p>Ongoing maintenance activities undertaken throughout Quarter 3 including, but not limited to testing of fire hydrant systems, rectification of issues identified in a recent audit, replacement of program pool filter system and replacement of 4 roof ventilation vents plus ongoing programmed maintenance activities. The Centre continues to meet its 100% compliance obligations in relation to pool water quality.</p>
Ryde Aquatic Leisure Centre (RALC) Asset Renewal	Delivery as planned	<p>Throughout Quarter 3, the following asset renewal activities were undertaken: Fire Hydrant 5 yearly test and repairs</p> <ul style="list-style-type: none"> • Renewal of the Ultraviolet (UV) system on the Toddlers Pool • Repairs to Pool Cleaner • Upgrade to (Building Management System) BMS • Upgrade to Duress alarm system.

Library Program

Supporting our residents to lead healthy, active, and independent lives through the provision of high quality, contemporary library services, and accessible public spaces providing opportunities to participate and engage with others in lifelong learning, recreation, and cultural opportunities.

Strategic Direction

Council's service delivery for this program is guided by:

Great Libraries, Great Communities – Ryde Library Strategic Plan 2019-2024

NSW Library Act 1939

Halls and Facilities Strategy 2020-2041

Creativity Strategy 2019-2024

Assessing Effectiveness

Library utilisation

Customer satisfaction

Contributing to creating

Our Active and Healthy City

The City of Ryde is an active and healthy community, with diverse recreational spaces and opportunities for people of all ages, abilities, and backgrounds. People can easily gather in public spaces or at community events that bring residents together, helping everyone to feel part of the Ryde community.

This program is a major contributor to this outcome by providing everyone within the community with fair and equitable access and opportunities to participate in active learning and recreational activities and events. This is done in ways that match the community's changing learning and recreation needs.

Library Services and Programs		
Day-to-day operations of five library locations, ensuring that our community has access to the full range of library services in comfortable and attractive library facilities and delivering targeted services, programs, and events to the community in several key areas. These include children's and youth services, literacy programs, home library services, community information, services to the multicultural community, local studies, and family history. Also includes marketing of library services and programs and engagement with the community.		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Library Services	Delivery as planned	181,626 visits were recorded in Quarter 3. This is the highest Quarter 3 number of visitors since 2019.
Library Programs and Events	Delivery as planned	The library had 10,990 attendees across 402 programs.
Community Engagement and Marketing	Delivery as planned	<p>In this quarter, we gained 157 new followers on Facebook and 165 on Instagram, a significant increase from the previous quarter due to the success of the Library Lovers Month campaign in February.</p> <p>This campaign also resulted in a total of 140,000 social media views across the quarter and doubled the number of registered users of the Ryde History Hub.</p> <p>The Sustainability Families Festival on 15 January brought over 800 people into Ryde Library throughout the day.</p> <p>75 social media posts, 4 EDMs, 42 outreach events represents 121 marketing engagements.</p>
Library Assets and Resources		
Development, improvement, and maintenance of the Council's extensive set of library technology, collections, facilities, and other assets to a standard ensuring that the Council's library services continue to provide high quality, contemporary library services, and accessible public spaces for our community with opportunities to participate and engage with others in lifelong learning, and recreation and cultural opportunities. Includes supply of new library materials, library technologies, and continued provision of attractive, welcoming library spaces and places.		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Collection Development	Delivery as planned	Collection loans remain strong with 242,670 loans in the Quarter. 47,593 loans were from the online library.
Library Technology and Digital Services	Delivery as planned	36,125 Wi-Fi logins and 9,046 Public PC hours recorded for Quarter 3.
Digital Enhancement for Libraries	Delivery as planned	Augmented Reality screen and installation design confirmed as part of West Ryde Library refurbishment works. Quotation obtained and Supplier Form and Purchase order in progress.
Operating and Maintaining Library Buildings	Delivery as planned	Library maintenance is undertaken to ensure our library buildings and spaces are clean and welcoming and continue to be fit for purpose in delivering this important community service.
Library Facility Renewals and Upgrades	Delivery as planned	West Ryde Library contractors engaged for Shelving and Furniture. RFQ for Building contractor in process. Gladesville Library at practical completion.
Community Buildings Renewals – Libraries Improvements.	Delivery as planned	Project will be delivered in Quarter 4.
Community Buildings Expansion – Libraries	Completed	Ryde Library completed. Eastwood Library project completed.

Our Natural and Sustainable City



Resilience and Sustainability Program

Monitoring and management of the City of Ryde's natural and urban environment to protect and enhance natural areas including our bushlands, waterways, and eco systems, and improve the overall environmental performance of our built environment. Building resilience to climate change as we adapt, grow, and managing our risk through climate change.

Strategic Direction

Council's service delivery for this program is guided by:

Ryde Resilience Plan 2030

Ryde Biodiversity Plan (2016)

(Hunters Hill, Lane Cove, Parramatta, Ryde) Bushfire Risk Management Plan (2021)

Parramatta River Masterplan; 'Duba, Budu, Barra' (2018)

Climate Risk and Resilience Assessment Report (2020)

Sustainable Transport Strategy (2022)

City of Ryde Net Zero Emissions Pathway (2022)

Assessing Effectiveness

Progress towards achieving adopted targets of the City of Ryde Net Zero Emissions Pathway (2022)

Resilience ready residents and businesses

Improvements and enhancements to protect natural areas

Contributing to creating

Our Natural and Sustainable City

The City of Ryde will be a resilient community that is prepared to thrive in a changing future. Our places and spaces and our dependent and vulnerable ecosystems will be managed and protected so they continue to provide social, cultural, economic, environmental, and health benefits for the whole community.

This program makes a major contribution to protecting and improving the condition of the City's natural areas and parklands including reducing our collective ecological footprint in ways that contribute to the liveability of the community and strengthening the health of our natural corridors. This program also helps to build the City's resilience to climate related risk from extreme weather patterns, bushfires and flooding and working to reduce the impact of acute shocks and chronic stresses on our built environment and natural areas.

Resilience Planning		
Leading efforts to build organisational and community capacity to reduce City-wide impacts of climate change and shock and stress events in partnership with the business and community sectors. A major priority for the Council is to be a responsible corporate leader in ecologically sustainable development, in managing climate change risk, adaptation, and resilience measures.		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Resilience Planning and Development	Delivery as planned	<p>Energy consumption: % increase in energy usage across organisation in FY2024/25 compared to FY2018/19 base year = -39%</p> <p>Water consumption: % increase in potable water usage across organisation in FY2024/25 compared to FY2018/2019 base year = -64.54%</p> <p>ACTIONS:</p> <ul style="list-style-type: none"> • Electrification feasibility study at RALC completed to inform ELT CEUF application • Community Energy Fund Grant application to proceed approved - submission underway. • Draft Council Solar circular document finalised and under review • Ryde low carbon concrete guideline drafted • Resource Efficiency Policy is incorporated into Council tenancy/ lease agreement • Trellis emissions monitoring dashboard review and update • Christie Park solar feasibility report completed • City Resilience Working Group meeting convened - updating departmental NZ action delivery.
Resilience Programs and Services		
Delivery of corporate and community environmental education programs, resilience-based initiatives, providing community sustainability audit programs, and delivering climate change mitigation and adaptation projects building community resilience to impacts of climate change, reducing City emissions and resource consumption		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Sustainability and Resilience Education	Delivery as planned	<p>NET ZERO/ HOME WASTE:</p> <ul style="list-style-type: none"> • Sustainable Pools Workshop on 25 March 2025: Meadowbank - 37 attendees • Understanding your Energy Bill workshop - West Ryde on 27 March 2025: 16 participants • Home Waste - 16 residential audits completed • Sunspot solar promo, 970 Eco Home mailouts, 2,000 pool owners, 310 citizenship packs. <p>RESILIENCE:</p> <ul style="list-style-type: none"> • Sydney Community Services - Iranian Ladies emergency preparedness workshop on 21 February 2025: 36 attendees • Macquarie University Kick Start on 24 February 2025: More than 80 engagements with UHI Survey • Business Chamber presentation on business resilience • REEN Q3: 7 schools attended meeting • Putney: river safe swimming education promotion • SWAP: consultant engaged for 2025 delivery.
Tree Management	Delivery as planned	This quarter Council received 674 Public Tree Requests, 519 Private Tree Requests, 134 Private Tree Permits (Tree Management Assessment: 55, Review of Tree Management Assessment 5) and 14 Development Assessment Referrals.
Implementation of Street Tree Asset Master Plan	Delivery as planned	Council intends to plant a total of 800 trees throughout Eastwood, Marsfield and East Ryde. The planting phase commences in the week of 14 April 2025, and it is anticipated that 14 trees will be planted per day to deliver the program by 26 June 2025.
Planting Program	Delivery as planned	<p>800 trees to be planted throughout Eastwood, Marsfield and East Ryde (as an overflow area).</p> <p>Community consultation letters have all been issued and the program has progressed into the planting phase to commence in the week of 14 April 2025.</p>

Natural Area Management <i>Protecting and restoring the City's natural areas and biodiversity, conducting asset management activities reducing fire risk, weed, and pest management, and environmental monitoring and reporting and partnering with businesses and our community who volunteer to help care for and restore the City's natural bushland areas, catchments, and sensitive ecosystems.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Bush Management and Regeneration	Delivery as planned	Day to day contract management of the 50 bush regeneration sites within 10 contract areas has been undertaken by Council's Natural Areas Team. Council is currently in the 3 rd year of a 4-year tender cycle.
Natural Areas and Catchments Monitoring	Delivery as planned	<p>Sydney Water provided their draft interim report covering the Spring water quality testing at 14 sites within 5 catchments.</p> <p>A water testing blitz with Bushcare Volunteers was undertaken at 33 sites within 13 catchments. The blitz occurred on 18 March 2025, the same day as Sydney Water did their sampling, allowing additional comparisons to be made.</p>

Catchments and Waterways Program

Managing and maintaining the City's water catchments, foreshore infrastructure, and stormwater drainage networks to improve the health of the City's waterways and prevent erosion, improve existing flooding problems at sites throughout the City, cater for significant flooding events, and reduce the risk of inundation of private properties located in the upstream catchments.

Strategic Direction

Council's service delivery for this program is guided by:

Floodplain Risk Management Studies and Plans:

- Eastwood and Terry's Creek Catchments (2008)
- Macquarie Park Catchments (2010)
- Parramatta River Ryde Sub Catchments (2015)
- Buffalo and Kitty's Creek Catchments (2014)

Parramatta River Masterplan; 'Duba, Budu, Barra' (2018)

Parramatta River Estuary Coastal Zone Management Plan (2012)

Lane Cove River Estuary Coastal Zone Management Plan (2012)

Ryde Resilience Plan 2030

Assessing Effectiveness

Asset condition

Flooding instances within the City of Ryde LGA

Contributing to creating

Our Natural and Sustainable City

The City of Ryde will be a resilient community that is prepared to thrive in a changing future. Our places and spaces and our dependent and vulnerable ecosystems will be managed and protected so they continue to provide social, cultural, economic, environmental, and health benefits for the whole community.

This program is a major contributor to this outcome by helping to protect and improve the condition and health of the City's catchments, foreshore areas, and waterways and building the City's resilience to climate-related risks arising from extreme weather patterns and flooding.

Catchments and Stormwater Management		
<i>Manage and maintain the City's water catchments, stormwater drainage networks, infrastructure, and natural waterways to support cleaner, healthier waterways, and manage stormwater, flooding, and runoff and reduce risks to property owners, the environment, and the community.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Catchments and Coastal Management Planning	Delivery as planned	PRCG Bank Naturalisation grant project underway. Archers creek progressing to next stage for project with consultants. <ul style="list-style-type: none"> • Putney Swim site launch in January • Water quality monitoring continued for Putney Swim site • River Aware SCG Trivia in every edition • Participation in Durumbura Indigenous working group for Lane Cove River - caring for country project group.
Maintaining Stormwater Assets	Delivery as planned	The Maintenance of Stormwater Assets involves regular street sweeping activities, GPT servicing, and storm-water pit auditing and repairs. 12 pits have been reconstructed during Quarter 3.
Stormwater Renewal and Upgrades	Delivery as planned	
Stormwater Asset Replacement Renewal	Delivery as planned	Total of 13 projects, of which: 3 projects (Melba Drive, Pipelining Treatments and Constitution Road/Belmore Street) are carried over from FY2023/24, of which two (Melba Drive and Pipelining Treatment) have been completed. The 1 remaining project is anticipated to be completed in Quarter 4 FY2024/25. 10 projects (Pit/Pipe small reconstructions, Pit Replacement, Pipelining Treatments combined, High Street, Goodwin Street, Westminster Road, Wicks Road, 201 Ryde Road, 4 Woodbine Crescent and West Parade) listed for the FY2024/25. 6 projects completed in Quarter 2 (High Street, Goodwin Street, Westminster Road, Wicks Road, 201 Ryde Road, West Parade). 1 Project Completed in Quarter 3 (4 Woodbine Crescent).
Stormwater Improvement Works Renewal	Delivery as planned	This cluster comprises of 1 project (CCTV Investigations) carried over, which is currently in progress. 2 new projects (6 Colvin Crescent & Doig Avenue) listed for delivery in FY2024/25. Colvin Crescent was completed in Quarter 2. Doig Avenue commenced construction in Quarter 3 FY2024/25 and will be complete Quarter 1 FY2025/26.
Stormwater Asset Replacement Expansion	Delivery as planned	Project is currently in investigation phase. The draft flood study being undertaken by Council impacts this project and as such further investigations are required prior to proceeding.
Foreshores and Seawalls		
<i>Development, remediation, improvement, and maintenance of the LGA's foreshore infrastructure and assets (including wharves, jetties, boat ramps, and seawalls) to ensure that they remain safe, are sustainable in the long term, and provide a satisfactory level of service for the community</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Maintaining Foreshore Assets	Delivery as planned	Seawalls that predominantly line the Parramatta River are inspected annually. No repairs were conducted during Quarter 3 in accordance with existing plans.
Foreshore Infrastructure Renewal	Delivery as planned	Annual auditing of foreshore infrastructure provides valuable feedback for future maintenance or renewal. Minor maintenance work was conducted behind the Putney Seawall, which involved filling of subsided areas due to the effects of king-tides and river-cat activity.

Waste and Recycling Program

Providing comprehensive and convenient domestic and commercial waste disposal and resource recovery services for the City.

Strategic Direction

Council's service delivery for this program is guided by:
Draft Waste Management Strategy (2019)
EPA 20 year Waste and Sustainable Materials (WASM)
Northern Sydney Region of Councils Waste Strategy

Assessing Effectiveness

Domestic waste diverted from landfill
Recycling rates in target groups
% net profit Porters Creek EcoMRF

Contributing to creating

Our Natural and Sustainable City

The City of Ryde will be a resilient community that is prepared to thrive in a changing future. Our places and spaces and our dependent and vulnerable ecosystems will be managed and protected so they continue to provide social, cultural, economic, environmental, and health benefits for the whole community.

This program is a major contributor to reducing the City's environmental footprint and impact on our natural systems by managing the efficient delivery of the City's essential waste services and leading change to better manage our waste streams and ensure resource recovery is a high priority for a sustainable 'Smarter, Cleaner and Greener' future.

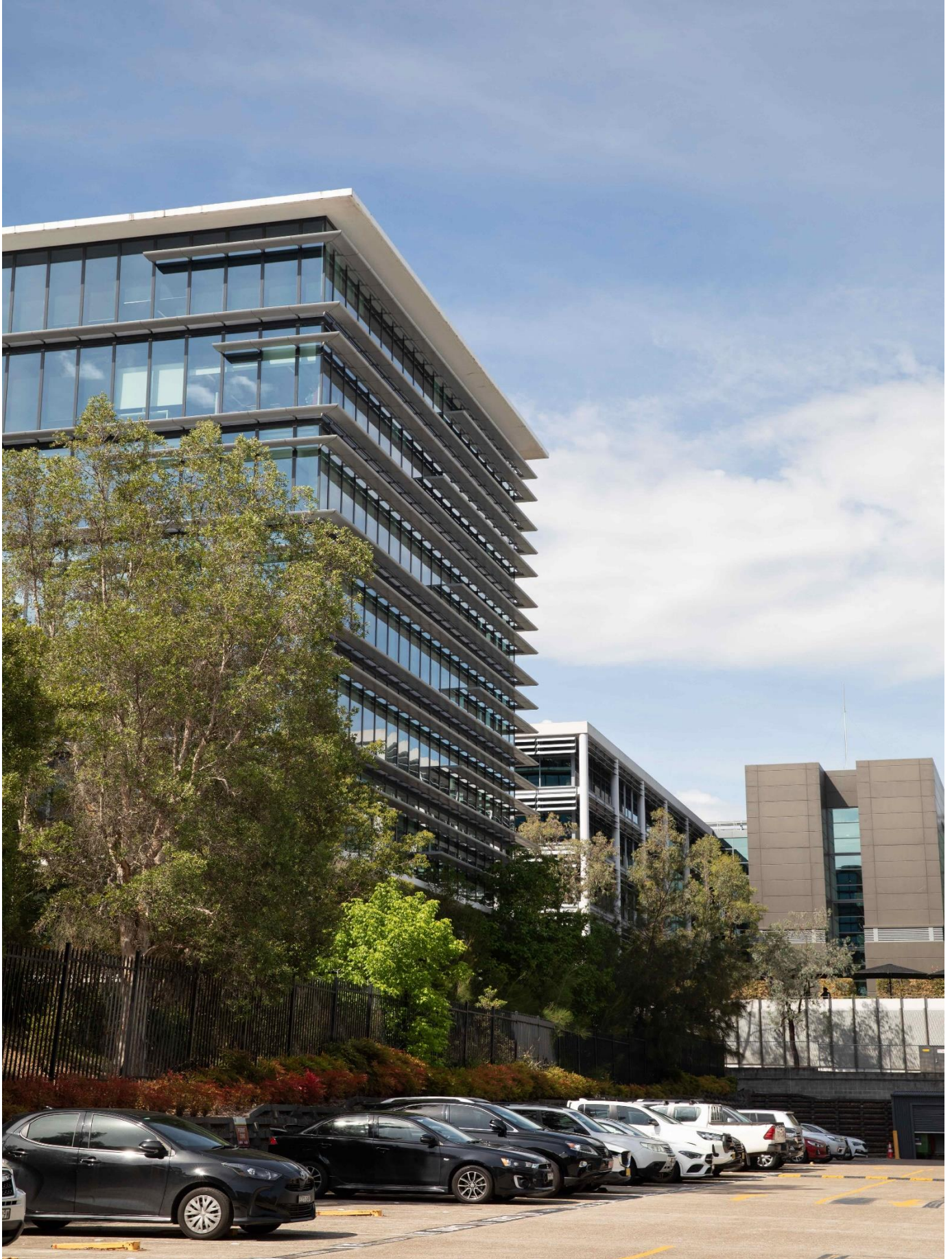
Waste Services <p><i>Delivery of comprehensive domestic essential waste services for the City including expansion of services to provide more convenient waste disposal options for the community and educational programs to increase waste diversion and ensure resource recovery is a high priority across our community. Delivering targeted programs for priority areas including managing the waste generated from high-rise developments and reducing the incidence of littering and illegal dumping. Delivery of waste collection, disposal, and resource recovery services for businesses on a commercial basis.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Household Waste Collection	Delivery as planned	Council completed weekly collection services for approximately 56,946 households. There were 870 missed services during the quarter. Council also conducted 25,093 clean-up collections between January and March 2025.
Community Waste Collection Programs	Delivery as planned	A household Chemical Cleanout was scheduled to be held on Saturday 29 March 2025. This was cancelled by the NSW EPA due to a fire at their collection and processing facility.
Implementing additional Community Recycling Collection Services.	Delivery as planned	The trial to collect and recycle/process problem waste in apartment buildings is currently servicing 828 units. The installation at a fourth location has been paused due to a fire interrupting collection and processing of problem waste at the NSW EPA contractor site.
Commercial Waste Collections Service	Delivery as planned	Over 2,000 services completed for commercial clients.
Community Waste Education	Delivery as planned	6 workshops were held with 149 attendees. Clean Up Australia Day engaged 45 community groups with 860kg litter collected. 197 educational resources were delivered to 20 apartment buildings and 549 households engaged.
Waste Wise Ryde – Towards Zero Waste	Delivery as planned	A consultant has been engaged to conduct 5 focus groups with 50 participants. Accessibility Arts has been contracted to conduct an accessibility audit of educational materials.
Schools Waste Education Program	Delivery as planned	Indigenous perspectives signage for West Ryde Public School edible garden has been delivered and installed. Quotes were procured for the construction of garden beds at Small Road Public School. Train the Trainer workshop completed with North Ryde Community Preschool.
Re-useable Health Products.	Delivery as planned	3 workshops were conducted on 15 January, 18 February and 8 March 2025, with a total of 34 attendees.
Bin Bay Upgrade Program	Delivery as planned	Additional 360L recycling bins have been purchased to improve recycling outcome at mid-rise apartment blocks. The audit of bulky waste in preparation for the new collection contract has been completed at 71 properties.
Food Organics Recycling Business Waste Trial	Delivery as planned	Food Organics Recycling Business Waste trial is currently places on pause and will be reassessed Q1 next year.

Materials Recycling and Recovery

Regional construction materials recycling and Community Recycling Centre. The Porters ECoMRF (Environmental Construction Materials Recycling Facility) offers recycling of construction materials (including aggregate and soils) on a commercial basis to regional councils and private sector customers to promote the reuse of materials and reduce material to landfill and disposal costs to the Council. The facility is being expanded to accommodate a Community Recycling Centre onsite and other revenue generating opportunities are being investigated.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Porters ECoMRF	Delivery as planned	
Porters Creek Precinct	Delivery as planned	The leased area for CPB is still ongoing and will not be completed until early next year. There is potential to extend the lease if both parties are in agreeance. Works towards Porters Creek master planning is progressing, including input from Council's City Property section.
Construction Materials Recycling	Delivery as planned	Quarter 3 is the first time this year Porters Creek has achieved quarterly target. The yearly target will fall short as there is still too much ground to make up for the rest of the year. The new price rises may pose a challenge for the rest of the year.

Our Smart and Innovative City



City Economy Program

Strategic development of town and neighbourhood centres, neighbourhood activation, and place-making to ensure that they continue to be vibrant and productive places within our City.

Providing economic development activities for the City and direct support to small and medium-sized businesses (SMEs) and the local economy

Strategic Direction

Council's service delivery for this program is guided by:
City of Ryde 2024-2028 Economic Development Strategy
City of Ryde 2024-2028 Night-Time Economy Strategy
City of Ryde Economic Development Action Plan 2024/25

Assessing Effectiveness

Perceptions and sentiment from the local business community.

Contributing to creating

Our Smart and Innovative City

The City of Ryde provides an environment that encourages new investment, thriving local businesses, local jobs, and opportunity. Our local community and businesses flourish in a resilient economy that fosters innovation, progression, and economic growth.

This program is a major contributor to this outcome by ensuring the City provides a well-designed and planned environment to encourage innovation, new investment, business opportunities, economic growth, and local jobs and working to revitalise town centres and commercial areas so they become sustainable, mixed centres providing expanded opportunities for business and an increased diversity of shops, cafes, and restaurants serving their local community.

Business Capacity Building		
<i>Delivering a program of support services, events, and other activities that assist local businesses of all sizes to develop their skills, tools, and other resources needed for business success, and promoting the City of Ryde and Macquarie Park as a place to do business to attract employment opportunities and services to the City.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Investment Attraction and Retention	Delivery as planned	<p>City Economy have supported the attraction of new investment into the Life Sciences sector, which includes the protection of lab spaces for future research and development and the retention of a multi-national pharmaceutical company.</p> <p>City Economy are undertaking similar work to protect other lab spaces in the Macquarie Park Innovation District.</p> <p>City Economy have been able to leverage Council's MoU with the Hsinchu Science Park Bureau (signed 2024) to attract international investment into new semiconductor startups in the Macquarie Park Innovation District. Additional work is underway to attract a large multinational associated with semiconductor design and a potential centre of excellence.</p> <p>City Economy have completed a revised Advanced Technology Prospectus, published in March 2025, and are close to finalising a new Net Zero Prospectus. Drafting of an Education and Training Prospectus has also commenced.</p>
Advancements in Technology	Deferred	<p>Work on Council's Innovation Strategy was put on hold pending the release of the NSW Government's Innovation Blueprint. On 5 March 2025, the NSW Government released its new 'Industry Policy', which prioritises investment into housing, net zero/energy transition, and local manufacturing. Housing and local manufacturing are key components of Ryde's local economy.</p> <p>On 31 March 2025, the NSW Government released its Innovation Blueprint. The implications of the Blueprint are being assessed by staff; however, preliminary assessment suggests that the Blueprint prioritises start-ups over the broader innovation ecosystem (e.g., the role of medium to large companies, such as those in the Macquarie Park Innovation District).</p>
Institutional Collaboration	Delivery as planned	<p>Ryde Secondary College:</p> <p>Working with the school's Principal, City Economy facilitated a meeting between Council's CEO and Ryde Secondary College in February 2025. This meeting highlighted the many opportunities for student engagement with Council, such as:</p> <ul style="list-style-type: none"> • Student Representative Council students/Future Leaders Club students engaging with civic leaders • Consultation with students on key policies and strategies affecting young people, and • Exploring a town hall/hack-a-thon <p>Additionally, City Economy provided the College with connections to TAFE Meadowbank and the Institute of Applied Technology Digital. Through its discussions with Local Chambers of Commerce, City Economy are also encouraging active business engagement with local schools to encourage local employment opportunities.</p> <p>Export NSW (Investment NSW):</p> <p>City Economy continue to collaborate with the Investment NSW, working with the Export NSW team to deliver an 'Export Capability' workshop for 50 participants on 20 March 2025.</p> <p>Feedback from workshop participants has been positive, with State Government representatives from both Investment NSW and the Service NSW Business Bureau acknowledging that Ryde's focus on a workshop rather than a presentation was the right decision. City Economy are now exploring an annual export capability workshop as well as other partnership opportunities with Investment NSW to upskill local businesses.</p> <p>Service NSW Business Bureau and Local Chambers of Commerce:</p> <p>City Economy continue to host a monthly meeting involving representatives from the Service NSW Business Bureau and the city's five local chambers of commerce. Discussions during the last quarter covered a broad range of topics, such as the NSW Government's Uptown Grant Program, planning for the 2025 Ryde Business Forum, the results of City Economy's site visits to local centres, and strategies for employing People with Disability.</p>

Economic Development Policies and Strategies	Delivery as planned	<p>Local Economic Development Framework:</p> <p>City Economy have been developing a Local Economic Development Framework - an internal plan for Council business improvement activities that seek to make it easier to do business in the City of Ryde. This Framework has been designed using materials developed by the NSW Small Business Commissioner.</p> <p>Marketing and placemaking of cultural precincts:</p> <p>To help inform long term planning around Koreatown and the 145CT Chinatown initiative, City Economy has identified the need for a policy framework to support consistent decision-making regarding the marketing and placemaking of cultural precincts.</p> <p>To support the design of this policy framework, the City Economy team has engaged the International Studies department at Macquarie University. Planning is underway to develop a project unit for semester 2 2025 exploring 'Public Policy and Cultural Placemaking'.</p>
Small and Family Business Support	Delivery as planned	<p>City Economy continue to meet with Local Chambers of Commerce and other key stakeholders to shape small and family business support services. The following activities were completed in the last quarter:</p> <ul style="list-style-type: none"> • Refresh of Council's Business eNewsletter to focus on quality over quantity. This includes shifting to a bi-monthly eNewsletter with clear themes and a 'hear from a local' feature. • Planning for the June 2025 Ryde Business Forum, and • Development of a 'Inclusive Employment Toolkit' on Council's website - https://www.ryde.nsw.gov.au/Business-and-Economic-Development/Council-Strategies-Campaigns-and-Policies/Inclusive-Economy/Inclusive-Employment-Toolkit-for-Employers.
<p>Precinct Renewal and Activation</p> <p><i>Planning and overseeing the delivery of a rolling program of Town and Neighbourhood Centre upgrades, including liaison with local communities to ensure they are designed in a manner that meets expectations and needs and working with local businesses and the community to deliver public realm improvements, promoting the City's neighbourhoods and town centres, activities and improvements to encourage the renewal of aging buildings and improve the liveability of the area, and help to ensure the centres attract businesses to provide services and employment to the surrounding community.</i></p> <p>Ongoing Activities, Capital Works, and Projects</p> <p>Status</p> <p>Service Delivery</p>		
Infrastructure Development – Town Centres and Neighbourhood centres	Delivery as planned	Progressing renewed visions of key town centres.
Infrastructure Development – Macquarie Park Innovation District	Delivery as planned	Draft 7.12 plan has been exhibited and will be going to Council for consideration as part of the April 2025 meeting. Internal discussions regarding the use of the Macquarie Park Levy funding have been ongoing.
Town Centre Cleaning and Maintenance	Delivery as planned	Cleaning of Town Centres is being performed in accordance with defined Cleaning Schedules which have been formulated based on site conditions and the approved budget. This work is conducted by two crews, and each Town Centre is attended to either daily or every second day, depending upon usage and pedestrian traffic. A review of current cleaning levels is being reviewed in response to requests for an increase in frequency of heavy cleans for certain locations.
Town Centre Revitalisation	Delivery as planned	Operations involvement is limited to the provision of advice of material selection to reduce maintenance requirements. In the meantime, new techniques are researched to source equipment that can be utilised for improved maintenance outcomes. Once such example includes to acquisition of orbital scrubbing heads that also utilise steam to remove ingrained grime and stains.

Our Connected and Accessible City



Traffic and Transport Program

A sustainable, safe, convenient, and accessible transport system for the City of Ryde. Managing and providing specialist advice on traffic management, transport planning and development matters, road safety, car parking, and options to improve mobility, connectivity, and access to our suburbs, centres, open spaces, and places. Advocating for improved transport infrastructure and services with the State Government.

Strategic Direction

Council's service delivery for this program is guided by:

City of Ryde Integrated Transport Strategy 2041
Bicycle Strategy and Action Plan 2022-2030
Sustainable Transport Strategy 2022-2032

Assessing Effectiveness

Community perceptions and sentiment

Road Safety outcomes

Contributing to creating

Our Connected and Accessible City

Building a networked transport system that makes it easier and more convenient to move across our City and access our suburbs, centres, open spaces, and places with reduced dependence on car-based travel.

This program is a major contributor to improving connectivity across our City and improving accessibility to our residential areas, centres, open spaces, schools, and Macquarie University by prioritising major transport infrastructure and services that will reduce public transport travel times, focus on walking and cycling being the most convenient option for short trips to activity centres and key destinations, and sustainably accommodate future travel demand.

Transport Network Planning <i>Providing long-term transport planning to improve mobility and connectivity across our City and improve accessibility to our suburbs, centres, open spaces, and places. This includes providing specialist advice on major development proposals, road safety policy and directions, advocating with the NSW Government on behalf of the community for improved transport solutions for the City of Ryde, and working with State Government transport agencies to deliver major transport infrastructure.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Transport Planning and Advocacy	Delivery as planned	<p>Ongoing work to contribute to masterplanning works in MPID, West Ryde - Meadowbank and Brush Farm Park have continued. Concept work was further progressed to deliver an enhanced public domain and transport network at Railway Road, Meadowbank.</p> <p>Following an EOI to support Electric Vehicle Charge Point Operators to deliver kerbside EV charging infrastructure in Ryde through the State Government's Kerbside Charging grants program, shortlisted applicants were selected and work in underway to finalise the design and delivery of the infrastructure. Support provided to Transport for NSW to finalise the concept design of the Parramatta to Sydney Foreshore Link active transport project, as well as to the initial phase of the Place-based Ryde Transport Plan project undertaken by Transport for NSW.</p> <p>Meetings with the Electric Vehicle Council held to inform the policies regarding Electric Vehicles. Meetings and site visits with technological companies in the field of public transport held to explore innovative solutions to improve public transport provisions in the City of Ryde.</p>
Integrated Transport Strategy (ITS) Implementation	Delivery as planned	Support provided to State Significant Development Applications to influence planning decisions and support the outcomes set out in the ITS. Ongoing work to deliver ITS items through current work pipeline, particularly in the Meadowbank precinct through internal collaboration with the 1-20 Railway Road VPA to deliver Faraday Lane connection and other works underway in this precinct.
Integrated Transport Strategy Refresh	Delivery as planned	Further developed the Draft ITS, target date for internal consultation in May 2025. Work is continuing to develop the draft ITS ahead of engagement with Council and the community.

Transport Network Management <i>Managing the City's transport, traffic, and car parking network and implementing sustainable transport options including transport and development matters such as providing access permits for the road network; operation, maintaining and upgrading existing parking and traffic facilities, including signage and line marking changes, installation of pedestrian crossing facilities and optimising the use of on- and off-street parking to provide access to our town centres and places of interest.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Transport Operations	Delivery as planned	<p>During Quarter 3 FY2024/25, 48 development proposals were assessed for their traffic and transport implications. Notable projects included several multi-storey residential and commercial developments in Macquarie Park, as well as the redevelopment of the Ryde Eastwood Leagues Club in West Ryde.</p> <p>Further, a total of 190 road activity permits were reviewed and processed in Quarter 3 FY2024/25. This involved detailed assessments of traffic guidance schemes to support builders in implementing effective temporary traffic management measures on the public road network, aimed at minimising safety risks to the public during construction.</p> <p>Council also provided guidance on key State Government initiatives such as Stage 2 of the Parramatta Light Rail and the proposed revision to the Roads Act.</p>
Transport Operations – Infrastructure Services	Delivery as planned	Crucial statistics for completed works include: Longitudinal/BB/Edge Lines - 5634m; Road Islands (painted) - 622m ² ; STOP Lines - 112m; GIVE WAY Lines 115m; SIGNS replaced/installed - 102".
Maintaining Transport Infrastructure	Delivery as planned	Operations involvement includes ongoing street sweeping, auditing of storm-water pits for cleaning and GPT servicing in Quarter 3.

Transport Programs and Services		
<i>Delivery of community-based education and behaviour change programs targeting road safety and community skills, increased uptake of non-car-based modes of travel and contributing to city-wide reductions of community emissions and congestion issues. Operating a free community bus service to support members of the community with limited mobility or access to transport, connecting them to key centres within the City.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Community and Road Safety Programs	Delivery as planned	<p>Key projects/initiatives carried out under Council's Local Government Road Safety Program include:</p> <ul style="list-style-type: none"> • Workshop for parents and supervising drivers; • Senior pedestrian presentations delivered; • School holiday cycle workshops; • Heavy vehicle awareness activities; and • Bus Safety Week activation with Busways. <p>A School Zone Safety Newsletter was prepared and distributed to schools in Term 1. Commenced work with TfNSW on the pilot active travel program with Ryde Public School.</p>
Sustainable Transport Programs	Delivery as planned	<p>CoR EV Transition working group meeting - ELT report update for staff roll out.</p> <ul style="list-style-type: none"> • FY2025/26 - Car Share community consultation completed. Report going to Council in May • Review of Shop Ryder service to inform Cllr workshop • Handover of Sustainable transport deliverables to City Transport • Shop Ryder service passenger numbers for Quarter 3: 11,936.
Local Transport Infrastructure		
<i>Development, improvement, and maintenance of the City's roads and related infrastructure assets including roads, bridges and retaining walls, car parks, and parking hardware. This includes technical delivery of road-based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developer-constructed assets.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
New and Upgraded Traffic Facilities	Delivery as planned	
Traffic Facilities Renewal	Delivery as planned	All designs and approvals have been secured for upgrade works at the intersection of Charles Street and Parry Street, Putney. Construction will commence in Quarter 4 FY2024/25 during the school holidays.
Traffic Facilities Expansion	Delivery as planned	A total of 19 traffic, parking, and road safety improvements endorsed by the Local Ryde Traffic Committee (RTC) were approved by Council at its meetings on 25 February and 25 March 2025. 13 of the 19 approved measures have been implemented. The remaining approved initiatives are subject to funding availability or projects to be delivered by developers.
Road Safety Upgrades and Improvement	Delivery as planned	Detailed design and construction were completed for an accessible staircase on Frederick Street in Quarter 3 FY2024/25.
Car Park Renewal.	Delivery as planned	Maintenance includes parking bay markings, bollard replacements and installations, and general sweeping activities.
Traffic Facilities Expansion.	Delivery as planned	A total of 19 traffic, parking, and road safety improvements endorsed by the Local Ryde Traffic Committee (RTC) were approved by Council at its meetings on 25 February and 25 March 2025. 13 of the 19 approved measures have been implemented. The remaining approved initiatives are subject to funding availability or projects to be delivered by developers.

Roads Program

Maintenance and renewal of the City’s local and regional road network (roads, bridges and retaining walls, car parks, and parking hardware) to ensure that they meet community expectations and remain safe and in serviceable condition over the long term.

Strategic Direction

Council’s service delivery for this program is guided by:
Strategic Asset Management Plan (2020)
Development Control Plan (2014)

Assessing Effectiveness

Asset condition

Contributing to creating

Our Connected and Accessible City

Building a networked transport system that makes it easier and more convenient to move across our City and access our suburbs, centres, open spaces, and places with reduced dependence on car-based travel.

This program makes a major contribution to improving safety and customer experience on our roads, and accessibility to our residential areas and centres by managing and maintaining the City’s substantial portfolio of local and regional road-based assets so that they remain safe and continue to meet the community’s expectations into the foreseeable future.

Local Transport Infrastructure <i>Development, improvement, and maintenance of the City's roads and related infrastructure assets including roads, bridges and retaining walls, car parks, and parking hardware. This includes technical delivery of road-based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developer-constructed assets.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Road Renewals and Upgrades	Delivery as planned	
Infrastructure Services	Delivery as planned	<p>Infrastructure Services are Council's civil asset owner representatives and are accountable for ensuring that these assets are maintained in workable and serviceable condition.</p> <p>Currently undertaking investigations and forward planning for future capital works, whilst investigating and responding to requests received by the community.</p>
Road Resurfacing Renewal	Delivery as planned	<p>This cluster contains 23 projects of which 1 project (Lancaster Avenue) is a carryover from FY2023/24. This project was completed in Quarter 1 FY2024/25. There are 22 new projects scheduled to be delivered during this financial year, 14 projects were completed in Quarter 2 of FY2024/25.</p> <p>The remaining 8 projects were completed in Quarter 3 FY2024/25.</p>
Road Kerb Renewal	Delivery as planned	<p>This cluster contains 5 Projects of which 3 are carryovers from FY2023/24 (Pavement testing and design, Cressy Road (Higginbotham Road - Holly Avenue) & Cressy Road (Holly Avenue - Buffalo Road)). These works are all completed in Quarter 2 FY 2024/25.</p> <p>There are 2 new projects (Cambridge Street & Culloden Road). Culloden Road were completed in Quarter 2 FY2024/25.</p> <p>Cambridge Street is scheduled to be completed in Quarter 4 FY2024/25.</p>
Kerb and Gutter Renewal	Completed	<p>This project involves the renewal of kerb and gutter, addressing conditions 4 and 5. The locations are as follows:</p> <p>Tennyson Road (Champion Rd to End), Tennyson Point West Parade (opposite Eastwood Station), Eastwood Dyson Street (Pellisier Rd to Cul-de-Sac South), Putney, Star Street (Fonti St to Cul-de-Sac South), Eastwood. Cutler Parade (Edmondson St to Chauvel St), North Ryde., Ryedale Road (Second Ave to Fourth Ave), Eastwood. These works were completed in Quarter 2 of FY2024/25.</p> <p>7 Additional sites (114 Pittwater Rd, Gladesville, Buffalo Rd (opposite to Ryde Bus Depot), Gladesville, 12 Keiley St, Marsfield, 12-14 Dunbar St, Ryde, 1 Shaw St, East Ryde, (At a park opposite to 96-98) Brush Rd, Marsfield, 17 Ball Avenue, Eastwood) are scheduled to be complete by end of Quarter 4 FY2024/25.</p>
Road Operations and Maintenance	Delivery as planned	82 Pothole requests were completed from 1 October to 30 December. These potholes are completed within the specified KPI of 2 working days.
Bridge Renewals and Upgrades	Delivery as planned	No work involving Bridge Renewals and Upgrades was conducted. Maintenance work was conducted as reported for the Road Bridge in Bridge Road, North Ryde.
Bridge Rehabilitation Works	Delivery as planned	Maintenance works were conducted In Bridge Road, near to Santa Rosa Park. The pedestrian walkway, that is part of the road bridge, had fibre-mesh grating installed.

Paths and Cycleways Program

Developing, managing, and maintaining the City’s network of footpaths, paths, and cycleways to increase the walkability of our suburbs, improve conditions for cyclists, and connect residents with activity centres and public transport connections.

Strategic Direction

Council’s service delivery for this program is guided by:
Strategic Asset Management Plan (2020)
Development Control Plan (2014)

Assessing Effectiveness

Asset condition

Contributing to creating

Our Connected and Accessible City

Building a networked transport system that makes it easier and more convenient to move across our City and access our suburbs, centres, open spaces, and places with reduced dependence on car-based travel.

This program is a major contributor to improving connectivity across our City and improving accessibility to our residential areas, centres, open spaces, schools, and Macquarie University and sustainably accommodate future travel demand by prioritising infrastructure and services that will encourage walking and cycling, fewer car based trips, and making walking and cycling the most convenient option for short trips to activity centres and key destinations

Active Transport Infrastructure		
Developing, managing, and maintaining the City's network of footpaths and cycleways supporting safe and convenient mobility and connections throughout the City of Ryde and ensuring that they remain safe and sustainable in the long term and provide a satisfactory level of service for the community.		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Construction and Maintenance – Paths and Cycleways	Delivery as planned	Repairs and Maintenance conducted as per requests. In addition, trialling of sustainable concrete has been conducted. This will assist in reducing Council's carbon footprint.
Footpaths and Nature Strips Renewals and Upgrades	Delivery as planned	
Footpath Construction Renewals	Delivery as planned	<p>This cluster contains 2 project (footpath defects 4 & 5 & Denman Street/Brush Road Staircase).</p> <p>Footpath Defects 4 & 5 contains 11 nominated sites of which 8 sites have been completed (748 Victoria Rd, Melba Dr Walkway, Florence Ave, Clive Rd, Peach Tree Rd, Thorn St, North Rd & Waterview St). 3 sites (Badajoz Rd Kerb Ramps, Lansdown St and Tarrants Ave) are scheduled to be complete in Quarter 4 FY2024/25.</p> <p>Denman Street/Brush Road Staircase is currently in design and investigation phase with construction works scheduled be undertaken in a future financial year.</p>
Footpath Construction Expansion / Upgrades	Delivery as planned	<p>3 Projects (Olive Street, Vimiera Road and Wicks Road) listed for the FY2024/25.</p> <p>Vimiera Road was completed in Quarter 2 FY2024/25.</p> <p>Wicks Road was completed in Quarter 3 FY2024/25.</p> <p>Olive Street is scheduled to be complete in Quarter 4 FY2024/25.</p>
Cycleways Renewals and Upgrades	Delivery as planned	Resolved key constraints to facilitate continuation of the detailed design of a new regional cycle route comprising on and off-road cycling facilities connecting Macquarie Park and West Ryde.
Cycleways Construction Expansion	Delivery as planned	<p>Builder engaged to deliver the new regional cycle route 03 connecting Macquarie Park and West Ryde, after an extensive procurement process. Construction will commence in Quarter 4 FY2024/25.</p> <p>Design in progress for a new shared path on Hermitage Road. The design for this cycleway facility is expected to be completed in Quarter 4 FY2024/25.</p>

Our Diverse and Inclusive City



Community Inclusion and Wellbeing Program

Working with organisations and the broader community to increase social and community well-being and empower people to fully participate in community life.

Strategic Direction

Council's service delivery for this program is guided by:
Social and Cultural Infrastructure Framework 2020-2041
Halls and Facilities Strategy 2020-2041
Social Plan 2019-2024
Creativity Strategy 2019-2024
Disability Inclusion Action Plan 2022-2026
Reconciliation Action Plan

Assessing Effectiveness

Participation in events
Utilisation of Council facilities

Contributing to creating

Our Diverse and Inclusive City

The City of Ryde is a community where we are connected to one another, proud of our diversity, and willing to help each other out so everyone can reach their full potential. Creativity and inclusiveness are part of everyday life and are central to how we share our stories, connect with each other, and celebrate our community. Our rich social, cultural, historical, and creative tapestry provides an enduring legacy for future generations.

This program is a major contributor to helping to build the City's social and cultural infrastructure and an active and capable community and creative sector and creating a network of accessible and inclusive public spaces and places for people to come together, participate, connect, be creative, learn together and from each other.

Community Development <i>Partnering with organisations and individuals to generate solutions that support stronger and more connected communities to enhance community wellbeing. This is achieved using a range of projects, events, and collaborative partnerships. Supporting the arts and cultural development through events, projects, capacity-building programs, and sector development. Providing a community grants program to support local not-for-profit organisations, and community groups to implement projects that contribute to community wellbeing and help build a vibrant community.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Social and Cultural Policies and strategies	Delivery as planned	Draft Social Strategy 2025-2030 and Creativity Strategy 2025-2030 were presented to Council on 25 March 2025. The strategies were endorsed by Council to be placed on a 60-day public exhibition for community and stakeholder feedback. The final Strategies are planned to be presented to Council for adoption in July 2025.
Collaboration	Delivery as planned	Collaboration with internal and external stakeholders is delivered for social and cultural planning and drafting the relevant documents on an ongoing basis. The ongoing focus is on developing partnerships and network for strategic social and cultural planning.
Social and Cultural Research and Analysis	Delivery as planned	Research and analysis are delivered for social and cultural planning on an ongoing basis. A Background Report has been developed to inform each of the Social Strategy 2025-2030 and Creativity Strategy 2025-2030. The Background Reports include the state of our City and community, a review of strategic context and the key findings from stakeholder engagement regarding the priorities in future social and cultural planning practices.
Arts and Cultural Development	Delivery as planned	Over 150 community members attended a variety of activities supporting the arts and creative development programs. This included Artist in Residence community initiatives, Youth Performing Arts Program and Creative Spotlight initiative.
Delivery of initiatives contributing to the objectives of the City of Ryde's Creative Strategy	Delivery as planned	Funds will support implementation of a range of initiatives identified in the Live Music Plan aimed at promoting live music in the City of Ryde including greater access to performance venues and rehearsal spaces, and enhanced presentation, promotion, and networking opportunities.
Community Development	Delivery as planned	Over 1,000 community members attended a range of community development activities and events focused on inclusion and diversity while celebrating days of significance in our community. Key activities in Quarter 3 included International Women's Day, Nowruz ceremony and Seniors Festival. A volunteer expo, Seniors music and morning tea, Harmony Day and creativity workshops which focused on the diversity and inclusion of people who make up our community were delivered in Quarter 3.
Delivery of initiatives contributing to the objectives of the City of Ryde Social Plan 2019-2024.	Delivery as planned	We celebrated seniors and the contributions they make to our community during Seniors Festival. A survey was delivered to our seniors during Seniors Festival which helped to provide feedback on the types of programming and activities seniors would like to take part in, We also celebrated Nowruz (Persian New Year) and International Women's Day and provided grants workshops for our community. We also celebrated the valuable contributions that members of our community make through our Citizen of the Years Awards night. Planning underway for National Reconciliation Week and Refugee Week.
Direct Community Services <i>Providing direct services to the community. Currently, the Council's program of direct community services is limited to supporting eligible people 65 years of age and over to remain living in their own homes through the Council's Home Modifications and Maintenance Service.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Community Grants Program	Delivery as planned	56 applications received in Round 1 of the 2025 Community Grants Round. Grants to be assessed and for presentation to Council in May 2025 Two grant workshops delivered, one online and one face to face, with a total of 38 individuals/community groups registered Community Donations: one Representative Donation application received.

Community Facilities

The Council is a key provider of quality and affordable community spaces and office accommodation in the City of Ryde, providing a range of public facilities for access by the community to deliver activities, events, and programs. This includes providing halls and meeting rooms for community activities and events and accommodation for not-for-profit organisations that deliver a range of services to the community.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Community Facilities

Delivery as planned

The for-hire community facilities continue to be well utilised with 2,173 bookings in Quarter 2. the overall capacity of the community facilities is 75%. over 66,000 community members visited the community facilities in quarter 2 to participate in a range of programs and activities aimed at social inclusion, arts, cultural events and activities.

Annual customer survey in progress

WHS audits conducted regularly, in partnership with WHS business partner course and activities booklet 2025 – in progress, with proposed self-managed online version under consideration.

Promotion of community facilities facilitated in annual expression of interest process, and also promoted to regular hirers, general public and internal stakeholders on-going review of availability of non-council facilities.

Building Operations and Maintenance

Delivery as planned

Planned maintenance activities are being conducted to meet operational and service delivery requirements.

Community Buildings Renewals and Upgrades

Community Buildings Renewal

Completed

All projects within this cluster are now complete. The remaining projects that were in progress last quarter (North Ryde school of arts awning, HVAC and kitchen and Eastwood KU were completed and handed over in February/March 2025.

Heritage Buildings Renewal

Heritage Buildings Renewal

Delivery as planned

This cluster comprises of the one project for the internal rectification works at The Parsonage, Ryde. Preliminary works at the facility commenced in December 2024 with physical works commencing January 2025. Works for this project were completed and handed over in February 2025.

Community Connectedness and Engagement Program

Supporting residents across the City of Ryde to become connected, engaged, and informed and have opportunities to celebrate our culture, build their connections within the community, and contribute to decisions that affect the City.

Strategic Direction

Council’s service delivery for this program is guided by:
Community Engagement Strategy

Assessing Effectiveness

Participation in events

Contributing to creating

Our Diverse and Inclusive City

The City of Ryde is a community where we are connected to one another, proud of our diversity, and willing to help each other out so everyone can reach their full potential. Creativity and inclusiveness are part of everyday life and are central to how we share our stories, connect with each other, and celebrate our community. Our rich social, cultural, historical, and creative tapestry provides an enduring legacy for future generations.

This program is a major contributor to this outcome by creating inclusive events that celebrate our culture and strengthen our community connections, and ensuring the community is fully informed and engaged in decisions and council and government initiatives impacting the community.

Events		
<i>Create and deliver inclusive events, supported by a rich range of social networks, community groups, and partnerships, that provide opportunities for participation, celebrate our culture, and strengthen community connections. Building capacity for community groups to deliver events.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Community Events	Delivery as planned	<p>Delivered a successful Australia Day Celebration event with over 5,000 attendees in Meadowbank</p> <p>Delivered Lunar New Year Festival in Eastwood to celebrate year of the snake.</p> <p>Planning for West Ryde Easter Celebrations to be delivered in early April and Cork and Fork to be delivered in May. These are the two major events of focus for Quarter 4.</p>
Civic Events	Delivery as planned	<p>Delivered Australia Day Citizenship ceremony at Ryde Eastwood Leagues Club bringing in 100 new citizens.</p> <p>Citizen of the Year awards event held in January, with total of 18 Nominations.</p> <p>March Citizenship Ceremony was held welcoming 100 New Citizens to Ryde.</p> <p>ANZAC Day planning close to complete for delivery Early April.</p> <p>Volunteer Recognition Awards judging complete and event planning underway for May delivery.</p> <p>Planning for the May Citizenship to be held in Quarter 4.</p>
Community Engagement		
<i>Engaging with the community and ensuring all stakeholders are informed and can contribute to the Council's decision-making process.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Community Engagement	Delivery as planned	<p>Project-based advice and support for engagement activities was provided for 15 organisational projects during the quarter with 11 projects closing during the period, after receiving a total of over 3,921 responses.</p> <p>More than 545 people attended six engagement events during the quarter, related to 24/7 Library Afterhours Access, Constitution Road Infrastructure Upgrade and door knocking for Stage 1 of Eastwood High Pedestrian Activity Area.</p> <p>Methodology reports were provided for six engagement projects.</p>
Market Research	Delivery as planned	<p>Project-based advice and support for research activities was provided for 17 organisational projects during the quarter.</p> <p>Council received 919 responses to seven different surveys that closed during the quarter.</p> <p>Outcome reports were provided for 24/7 Library Afterhours Access, Australia Day, Lunar New Year and Shop Ryder annual survey.</p>

Marketing and Communications <i>Informing and engaging with the community and stakeholders about Council services and initiatives through a wide range of communication channels, including face-to-face, telephone, Council's website, email, and social media.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Communications, Branding, and Design	Delivery as planned	<p>Corporate Guidelines were maintained and reviewed for release in the coming period. Enhancements continued following the successful corporate Infonet upgrade. Support was provided to the development of the Community Strategic Plan (CSP).</p> <p>Communications through traditional and digital channels to the community during the quarter covered the full range of information, including incoming Councillors following the local government elections, magazine and newspaper publications, content and columns, media such as metro missing links and MPID rezoning, road safety, circular economy, city economy, resilience, library content, events, parks and open spaces, community services and IP&R.</p> <p>Key internal staff communications campaigns included the Tambla payroll system, Christmas party updates and weekly e-newsletters along with the continual review and updating of Infonet and website content.</p> <p>Council's Draft Communications Strategy was developed, while corporate written and branding guides were reviewed. Continued Infonet enhancements were implemented, including work on the Recognition 'Shout Out' functionality, while several key IP&R documents were designed.</p> <p>Communications through traditional and digital channels to the community during the quarter covered the full range of information, including magazine and newspaper publications, content and columns, media such as TG Millner Fields, Rockend Cottage, the launch of the Empower Ryde program, storm assistance to affected residents, Putney Beach opening, Citizen of the Year winners announcement, school holiday activities, events such as Australia Day, Lunar New Year, Harmony Day, Nowruz, West Ryde Easter Celebrations, International Women's Day, Youth Week, Volunteer Recognition Awards, Seniors Festival, Meet the Mayor, SWAP, Spring Garden Competition, updates to Council's Advanced Technology Prospectus and work began on the Net Zero Prospectus, Taiwan literature donation and weed awareness (Frogbit).</p> <p>Key internal staff communications were delivered via a weekly e-newsletter.</p>
Website and Social Media	Delivery as planned	<p>Council's website recorded more than 1.25 million visits, with the homepage, event listings, RALC, Lunar New Year Festival, pre-booked household clean-up information, Library, sportsground status and Australia Day celebrations among the top-viewed pages.</p> <p>Increased follower growth was recorded both for Facebook, with 257 new followers, and Instagram, which acquired 358, while Facebook post reach increased to 142,644.</p>

Our Open and Progressive City



Strategic Property Management Program

Developing and managing the Council's portfolio of properties and buildings, including commercial, residential, community, and operational properties, Council-owned land as well as land owned by the NSW Government which is managed by the Council on behalf of the NSW Government.

Strategic Direction

Council's service delivery for this program is guided by:

City Wide Property Strategy 2016
Long Term Financial Plan
Property Investment Policy (being prepared)
Affordable Housing Policy

Assessing Effectiveness

Delivery of planned benefit from portfolio

Contributing to creating

Our Open and Progressive City

This program is central to Council operations in the City of Ryde, managing and maintaining the Council's extensive portfolio of corporate, commercial, residential, community, and operational properties, and Council-owned and State Government to ensure maximum long-term value and return for ratepayers.

Property Strategy and Planning		
<i>Leadership and strategic management of the Council's property portfolio, to maximise its efficiency, commercial outcomes, the overall portfolio performance, and its contributions to the Council's operating income and general financial position.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Property Portfolio Planning	Delivery as planned	City Property will undertake a property portfolio review scheduled for the FY2025/26 and a review of the Property Policy and Strategy, to ensure all strategic property planning, recommendations and investment strategies align with Council policies and long-term strategic plan.
Property Services		
<i>Developing, managing, and maintaining the Council's portfolio of corporate, commercial, and civic properties to ensure maximum long-term value and return for ratepayers.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Property Management	Delivery as planned	Effective and active Lease and Licence management continues across all portfolios; tenant obligations are being met; arrears are managed within set limits; new leases/licences for other internal teams are progressed to execution. Building maintenance and service level requirements across all portfolios are being undertaken to meet tenant and building requirements.
Building Operations and Maintenance	Delivery as planned	Community Facilities - Maintenance of defined service levels (availability, cleanliness, asset condition, functionality).
Council Buildings Renewals and Upgrades	Delivery as planned	Tenders were called in this quarter for major refurbishment works to a number of Council facilities, with delivery to occur in the next quarter. Additionally, project scoping and preliminary works/investigations were undertaken in this quarter for future project delivery.
Commercial Buildings Renewal	Delivery as planned	Tenders for Putney-Tennyson and Denistone projects were called late 2024 and were finalised in early 2025. Work commenced at Putney-Tennyson on 10 February 2025 and is expected to be completed around early May 2025. Tenders for Denistone has been called in early March 2025 with works expected to commence in early May 2025 and completion anticipated towards the end of June 2025.
Operational Buildings Renewals	Delivery as planned	New fencing was completed along the northern boundary of the Operations Centre in February 2025. Design work and documentation has commenced for the installation of a roof access gantry at the Operations Centre. A Development Application has been prepared and lodged for new demountable buildings at the Porters Creek recycling facility. Design work was completed in this quarter for a particulate extraction system at the Operations Centre.

Service Delivery Support Program

Providing a broad range of key support functions that underpin delivery across all programs.

Strategic Direction

Providing a broad range of key support functions that underpin delivery across all programs.

Assessing Effectiveness

Efficient delivery of work within programs

Contributing to creating

Our Open and Progressive City

This program is central to Council operations in the City of Ryde and supports the efficient delivery of services by the Council for the community.

Customer Services

Providing high-quality customer services and managing day-to-day relationships and interactions between the City of Ryde and our customers. Customer service plays an important strategic role within the Council by promoting improved engagement with our community and responsiveness to their needs.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Customer Service (Call Centre and Counter)

Delivery as planned

Responded to 14,065 counter enquiries and electronic customer contacts for Council transactions. Answered and supported customers through 16,707 calls to the call centre.

Operational Delivery

Managing delivery of cleaning, landscaping, maintenance, and construction services supporting delivery of Council's operational services and capital projects.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Operations Support

Delivery as planned

Operations Support comprises of Administrative and Technical support provided by the Construction Engineer and Administrative Support staff member to all Sections within the Operations Department. Technical support in the form of development of a Construction Program for Civil Projects and Restorations has assisted in delivering these key Activities. In addition, Admin Support in the form of financial reporting, processing of invoices, SLA reporting, and Emergency Management Support. In Quarter 3, a significant program of Restorations work in the Macquarie Park Precinct was implemented. This required project management of the various sites, and total work to date amounting to \$1.35M was implemented.

Procurement Services

Supporting the Council operations by managing tenders and contracts and purchasing goods and services to the value of more than \$80 million from more than 1,500 suppliers annually.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Tenders and Contracts Management

Delivery as planned

Procurement and Stores

Delivery as planned

The Procurement Team continues to deliver ongoing training and endeavours to ensure a timely release or requisitions to enable the operational sections of council to meet supplier and residents' expectations.

Plant and Fleet

Providing fleet management services for the Council's Operations team and fleet users across the Council. This includes maximising the utility of the Council's plant and fleet assets, responsibility for managing the Council's mechanical assets, as well as the fabrication workshop and external plant hire. A major priority for the Council is maximising the return on the investment of its fleet assets.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Fleet Management	Delivery as planned	Fleet Management manages the City of Ryde's fleet of vehicles. This includes the procurement and disposal of assets and coordinating the scheduled servicing in accordance with the manufacturer's specifications. To date, 70% of the budget has been expended and 91% of forecasted revenue from sales has been achieved. In addition, Fleet Management is primarily responsible for the implementation of the EV Fleet which is scheduled for completion by 2035. This will result in replacing our fleet of Internal Combustion Engine (ICE) powered vehicles with EVs. To date, pricing has been obtained for upgrading of charging infrastructure for at-work charging.
Plant and Fleet Purchases	Delivery as planned	Purchase in progress. Purchases at 70% of FY2024/25 Budget. Sales are at 91% of FY2024/25 Budget. Actuals and Commitments are \$3.55M, which is below budget of \$3.66M.
Fabrication Workshop	Delivery as planned	Fabrication Workshop produces bespoke items as requested and provides ongoing maintenance to existing features and fixtures. Maintenance includes vandalised gates and fences, damaged play equipment, and ongoing repairs to Council equipment due to general wear & tear and minor accidents. During the Quarter 3, general maintenance work was conducted that involved parks fencing.
Legal Services <i>Provision of legal services to support the Council operations including representing the City of Ryde in legal matters, providing input into the development of contracts and other legal instruments, and advising on all legal matters pertaining to the law, and Council's compliance with legislation.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Legal Services	Delivery as planned	Legal services inclusive of court appearances and advice work were provided to Council, primarily relating to Planning, local government, commercial and property law matters.

Governance and Corporate Services Program

Providing specialist capabilities and skills, and corporate functions to enable the effective governance and operation of the Council organisation.

Strategic Direction

Council’s service delivery for this program is guided by key elements of council’s Resourcing Strategy and other key Acts and government guidelines covering governance and service requirements for councils in NSW:

- Long Term Financial Plan
- Strategic Asset Management Plan 2020
- Workforce Management Plan
- IT Strategy

Assessing Effectiveness

Meeting key organisational delivery measures

Contributing to creating

Our Open and Progressive City

This program is central to the governance and functioning of the Council organisation, ensuring the efficient and effective operation of Council and council services, and maximising long-term value and return for ratepayers.

Civic Services		
Providing administrative support for the Mayor and the elected council to ensure the efficient operation of the City's Civic functions. Includes coordination and administration of Council meetings and workshops, operation of the Councillor's help desk, distribution of information to Councillors, facilitation of Councillor induction processes, and assisting with the conduct of Council elections.		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Civic Support Services	Delivery as planned	There were 2 Ordinary Council meetings, and 9 Councillor workshops held in Quarter 3 (January, February and March 2025). Publication of Council meeting minutes is within 2 days. There were 517 Councillor requests responded to in Quarter 3 (January, February, and March 2025). The average days taken to respond to these requests was 4 days, which is within the set service standard of 5 days or less.
Council Election. Councillor Induction.	Delivery as planned	Formal Councillor Induction Program has been completed. Councillor Professional Development and Training is ongoing.
Business Strategy and Innovation		
Providing specialised corporate strategy, planning, and business transformation for the Council, including Integrated Planning and Reporting implementing the Council's Continuous Improvement framework including process management and business innovation, and project governance across the Council.		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Business Strategy and Innovation	Delivery as planned	<p>The department has continued to support other departments across the Council in making incremental and continuous improvements to council services.</p> <p>Notable improvements include:</p> <ul style="list-style-type: none"> Delivered a dashboard reporting tool for tracking State Significant Developments (SSDs) Implemented numerous workflow changes in the Merit system to improve the routing of service requests to the right department, team, and staff member; to reduce rework and inefficiencies Performed analytics on key organisational data for use in various council reports.
Corporate Planning and Reporting	Delivery as planned	<p>The department has provided full disclosure on key aspects of the Council's core services; prepared and delivered required reporting, addressed legislative and regulatory requirements as required by the Office of Local Government's Integrated Planning and Reporting (IP&R) framework, and provided transparency in its commitments to the NSW Government, the Council, and the Community.</p> <p>Key statutory reporting outputs prepared, developed, produced, and delivered during Quarter 3 include:</p> <ul style="list-style-type: none"> Draft Community Strategy Plan (CSP) 'Ryde to 2035' Draft Community Engagement Strategy (supporting the Communications and Engagement department) Draft Delivery Program 2025-2029 Draft Operational Plan 2025-2026 Draft Workforce Management Strategy (supporting the People and Culture department). <p>Additionally, a comprehensive consultation and engagement process on the CSP with community groups, council, and key stakeholders was completed on time and within budget.</p> <p>Other statutory reporting produced and endorsed during the period includes the Quarter 2 Progress Report FY2024/25 covering the period of October to December 2024.</p>
Review of Community Strategic Plan	Delivery as planned	<p>An extensive community engagement was undertaken where the Council deployed a wide range of research and engagement methods with the diverse community to seek their valuable feedback and input on their needs, priorities, and aspirations for the future of Ryde. Additionally, we ran tailored engagement activities with school and university students, disability communities and 'culturally and linguistically diverse' (CALD) communities to enhance inclusion in the engagement process.</p> <p>The 'Have Your Say' period was open from Monday 30 September 2024 to Sunday 2 February 2025 during which our community provided their feedback via online survey, online submission form, phone survey, email, post, by attending the Community Engagement stall at the Granny Smith Festival or at one of the pop-up sessions.</p>

The valuable community feedback has been synthesised and guided the development of the draft Community Strategy Plan (CSP) 'Ryde to 2035', draft Delivery Program 2025-2029, and draft Operational Plan 2025-2026.		
Enterprise Project Management Office	Delivery as planned	The department has continued to support project sponsors, managers, and stakeholders with targeted coaching and training on the 'Project Management Framework' and other associated governance and reporting processes. Minor improvements to reporting were identified and implemented at both the process and system levels to ensure greater accuracy, consistency, speed, and project ownership.
Governance, Audit, and Risk <i>Providing specialist services to ensure Council operations are covered by robust and comprehensive corporate governance, risk management, insurance, and audit frameworks supporting effective organisational operations, compliance with legislative requirements, and ethical decision-making and behaviour, and help the organisation manage significant risk exposures, including effectively work health and safety risks, injury management, return to work and injury claims management.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Governance Support	Delivery as planned	<p>Current Governance Projects:</p> <ul style="list-style-type: none"> Governance has commenced the process of assigning delegations, including both internal and financial instruments, to Directors and Managers in the RelianSys system. This aligns with the broader organisational restructure and follows the successful upload of delegation instruments into the system Discussions have been initiated with RelianSys to explore the future integration of Governance registers and authority cards within the "Monitor" module of the system. This possible enhancement will provide more streamlined management and ongoing review capabilities for Governance work, allowing for better tracking of delegations and other system approvals In line with the ongoing organisational changes, targeted training sessions have been scheduled for both the Legislative Compliance and Delegations modules in RelianSys. Initial sessions will focus on selected managers, including those in key operations departments to ensure they are familiar with the new processes. Further sessions will follow for Governance staff, with a broader rollout planned for the entire organisation. These training sessions will support the system's anticipated full operational readiness by the second half of 2025 Council's Corporate Documents Register is actively being reviewed and updated. This register includes all key policies, procedures, and guidelines that govern Council operations. Governance staff are working to ensure that all documents are up to date and accurately reflect current practices A comprehensive review of key governance policies is ongoing, with updates and revisions being made to ensure they align with current legislative requirements and best practice standards. These policies will be presented to Council for consideration as part of the regular governance review process.
Complaints Management	Delivery as planned	<p>The provision of statistics pertaining to Complaints and Compliments have been amended to better identify and categorise different types of complaints, common themes in complaints and further expand generic complaint categories. These changes will assist with identifying required procedural changes or where potential problems are identified, assist in recommending business improvement opportunities.</p> <p>Ongoing assistance for other departments on written communication to residents to ensure communication is clear, concise and complete.</p>
Internal Audit	Delivery as planned	<p>A 4-Year Internal Audit Plan for FY2205/26 has been drafted and further refinement is in progress to incorporate risk tolerance.</p> <ul style="list-style-type: none"> The Swimming Pool Compliance Review was completed and reported to ARIC in March 2025. Contract Management Audit is currently in progress Planning for Fraud and Corruption Review is in progress A process for managing Internal Audit recommendations was developed The ARIC reporting process for risk and internal audit was developed. The Internal Audit Program for FY2024/25 was updated and approved by ARIC Ongoing communication with stakeholders continued regarding ARIC minutes, ARIC action items and audit recommendation ARIC charter approved by Council in February 2025.
Risk and Insurance	Delivery as planned	Commencing plans for the transfer of service ownership and responsibilities for the Risk Management and Insurance functions to the Business Assurance and Governance (BAAG) department from people and business. The change will strengthen the strategic alignment of similar functions, support greater transparency, enhance collaboration, and improve service efficiency and effectiveness.

Health, Safety, and Injury Management	Delivery as planned	<ul style="list-style-type: none"> • New Monthly WHS Report: the development of a comprehensive new format for the WHS report is in progress, and it will be shared soon • WHS Inspections: In March 2025, 16% of inspections are complete (9 out of 56) • Incidents in March 2025: We experienced 7 incidents with no SafeWork notification, resulting in 2 new claims. All claims-related incidents are thoroughly reviewed, with WHS involvement as required • Fatigue Management Procedure: Submitted to the Health and Safety Committee (HSC) for feedback and review • Psychosocial Procedure: Implementation is underway, using relevant tools and resources • Standard Operating Procedure (SOP) and Risk Assessment and Method Statement (RAM): A total of 122 SOPs and 36 RAMs have been sent out for consultation and review by Senior Coordinators and staff • Health Check & Flu Vaccination Clinics: Scheduled for April, with communication sent to all staff • WHS Self-Audit: We are currently planning for the 2025 audit, which is expected to take place in August/September 2025.
Asset Management <i>Long-term planning, management, and reporting for the Council's \$1.7 billion asset portfolio ensures that the Council remains financially sustainable into the future and can maintain the City's assets to provide an acceptable service level for the community. This includes supporting decision-making around long-term planning such as the renewal and upgrade of assets within the LGA, maintaining the Council's asset framework, management system, and business processes in consultation with the various asset custodians.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Asset Planning	Delivery as planned	<p>Corporate asset system will be updated at the end of the FY2024/25 to align with the revaluation of infrastructure asset information, which is currently being undertaken by external consultant. Strategic Asset Management will be completed for adoption by Council at April 2025 meeting.</p> <p>Council's Long Term Financial Plan has been drafted in collaboration with the Financial Accounting team, to allow for planning of replacement, renewal, upgrade, maintenance, and operating costs for Councils asset portfolio, including some of the major projects planned for over the next 10 years.</p>
Investigations and review of CCTV information	Delivery as planned	CCTV contract has been awarded and works have commenced. Project is proceeding as planned and will be completed within the timeframe.
Renewal of Buildings Renewal of Stormwater Renewal of Other Road Assets	Delivery as planned	All asset renewal planning is progressing as per the Asset Plans and the Long-Term Financial Planning (LTFP) documentation.
Financial Management <i>Providing a comprehensive range of financial services to the Council and supporting the City of Ryde's longer-term financial sustainability. Services include facilitating the payment for goods and services, the collection of revenue and investment of funds, ensuring the Council's financial statutory responsibilities are met, accounting for transactions, compliance with accounting standards, regulations, and laws, the management of good internal controls and stewardship for guiding Council's financial sustainability.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Financial Accounting	Delivery as planned	
Council's reserves generate over 0.85% returns over benchmark (Bloomberg rate)	Delivery as planned	Council continues to invest available surplus funds into the best available term deposits. Council as of March month end achieved 0.85% above benchmark figure due to the benchmark reducing in between the February and March reporting dates.
Management Accounting	Delivery as planned	Council staff have completed the draft FY2025/26 budget, the FY2025/26 Fees and Charges and the Long Term Financial Plan as well as having contributed to the 1-year Operational Plan and the 4-year Delivery Plan. We have also worked with our City Infrastructure colleagues to prepare their Works Improvement Program. We will submit the above budget documents to Council for the April Ordinary meeting and will work towards final approval in the June Ordinary meeting.
Revenue and Systems	Delivery as planned	Council is on track to issue all annual rates and quarterly reminders as per agreed timeframes.

Information Technology Management <div> <i>Providing information, communication, and technology (ICT) services supporting Council operations, managing data, and information flow through the organisation, and ensuring records are stored, maintained, and archived as required by government legislation. The ICT portfolio has more than 100 applications and 1000 end-user devices (PCs, tablets, notebooks, and mobile devices) as well as networks based on over 100 servers in active use. Providing specialised records management services that support Council operations, manage data and information flow through the organisation, and ensure records are stored, maintained, and archived as required by government legislation.</i> </div>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Technology Platforms	Delivery as planned	<ul style="list-style-type: none"> Managed Hosting Services RFQ: Selective RFQ released with closing date on 17th April 2pm, briefing session completed Managed Networking Services RFQ: Scope and requirements documentation developed for RFQ, to be released Deployment of new End User Computing devices (new laptops with Win 11) - Pilot complete and planning for broader deployment in progress with target completion timeframe being end of September Links Migration to vendor DC (interim solution): completed to mitigate security risks. RFQ to identify long term solution in-progress Replacement of two large format printers at Top Ryde and North Ryde offices completed as part of lifecycle management Change management planning for organisational restructure being developed Waste Contract transition - Integration between Merit (CRM) and Echo (new system) being planned Safehold replacement - short term solution with MS Forms being published by WHS team to mitigate Win 11 incompatibility. Awaiting on insurer for the long-term replacement Implementation of Microsoft Azure cloud backup solution - procurement and implementation being planned to ensure critical infrastructure is backed up as per ACSC Essential8 maturity guidelines PlayState floodlight management solution - replacement with cloud solution being planned due to changes at vendor's end Open Office major upgrades - planning for server and client application upgrades to ensure stability and security of current solution Content Manager Health check remediation - planning to deliver backend improvements to introduce performance and stability experience for staff Planning for CADCorp and RydeMaps replacement solution implementations - awaiting contract formalisation and plan for deployment of new solutions aligned to Windows 11 upgrade timelines.
IT Strategy and Governance	Delivery as planned	<p>Re-establishment of the ICT Digital Portfolio Steering Group (ICT DPSG) will occur under new leadership in 2025 post restructure.</p> <ul style="list-style-type: none"> ARIC received a Cyber Security update at its March 2025 meeting. Council's overall Cyber Hygiene status is HEALTHY IT has successfully completed the annual DR rehearsal in March 2025. A report is being reviewed for submission to ARIC at its May meeting A review of IT policies and guidelines is underway and planned for completion in July 2025.
ICT Strategy Implementation	Delivery as planned	This is a source of funding for ICT and digital projects. Funding is allocated to approved projects, which are reported separately.
IT Platform and Application Enhancements	Delivery as planned	<p>The ICT Procurement Roadmap continues to provide a plan for procurement activities for 88 IT goods and services. The number of exemptions to procurement policy required is reducing as a result.</p> <ul style="list-style-type: none"> RALC booking software (Links) replacement: tender evaluation is continuing and will be completed by the end of April 2025 Community Engagement software (Social PinPoint) replacement: quotation evaluation is continuing and will be completed by the end of April 2025 Spatial/Geographical Information System (GIS) software (CadCorp): tender process is underway and will be completed by the end of April 2025.
Information and Records Management	Delivery as planned	<p>Assessment of physical files against disposal schedules continues. Files no longer required for retention are legally destroyed and those requiring ongoing access are digitised.</p> <p>Projects addressing gaps in records management practices and system improvements are underway. The architecture of Council's primary recordkeeping system is being reviewed with plans underway to improve the business classification and security schemes by September 2025.</p>
Land Information and Mapping	Delivery as planned	Update on Council's new spatial software - One contract has been executed in Quarter 3. A further contract with an additional supplier will be submitted for approval and both implementations of Council's new spatial software will commence in Quarter 4 FY2024/25 and completed by Quarter 2 FY2025/26.

People Management <i>Providing generalist human resource services for the Council, including workforce planning, equal employment opportunity and diversity management, remuneration, recognition and rewards management, payroll services, employees, industrial relations, change management, capability development, leadership development, and ongoing workforce training and development.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Workplace Strategy and Employee Relations	Delivery as planned	<p>In this quarter 41 vacancies were published and 30 new starters joined City of Ryde.</p> <p>We have initiated workplace reform in the City Infrastructure area, consultation was initiated, and feedback was collected by staff and union members.</p> <p>Following council resolution and the announcement to all employees in December 2024 regarding an organisation structure. Council has developed an e-mail address where employees provided their feedback and questions about the proposed structure and Infonet page was developed which contains information and FAQ. In this quarter, multiple meetings were held with impacted employees and their union members. Additionally, various position descriptions have been developed or updated to reflect potential proposed changes. The Joint Consultative Committee has met, and regular updates have been provided. Council engaged Catalina Consultants to assist the organisational reform process.</p>
Payroll Services	Delivery as planned	<p>The Council's new electronic time and attendance system, Tambla, has officially launched in, with indoor staff included in the first phase of the transition. Ongoing support will be available to assist the organisation as the new processes are established. Phase 2 rollout dates are still to be determined.</p>
Organisational Development and Capability	Delivery as planned	<ul style="list-style-type: none"> Continued delivery of mandatory licence refresh training to maintain regulatory compliance, including White Card training, Traffic Control and Management, CPR and First Aid training Continued support of the Aspiring Leaders program for emerging leaders in the business Successfully applied for 4 x fully funded positions under the NSW Government's Fresh Start for local government apprentices, trainees, and cadet program. Work continues to coordinate the associated recruitment and onboarding of these positions which include 1 x Architecture Assistant Cadet, 1 x Apprentice Mechanic, 2 x Business Admin trainees – these positions are identified for First Nations candidates or those living with a disability. Further applications for other positions will be made in future rounds.
Major Projects <i>Providing best-value investment in community infrastructure as a means of delivering optimum social, environmental, and economic outcomes for the community of Ryde by:</i> <i>Planning and delivering major infrastructure projects to established time, cost, and quality targets.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Major Projects	Delivery as planned	<p>The governance framework approved by the Audit and Risk Committee is progressively being implemented through major infrastructure projects that are currently underway.</p> <p>Constitution Road Infrastructure Upgrade Project</p> <ul style="list-style-type: none"> Detailed design process is nearing completion with a contractor expected to be appointed by August 2025 followed by construction between September 2025 and December 2026.

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www.ryde.nsw.gov.au/Library/Visit-Us.

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Please contact the
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Acknowledgements

The City of Ryde would
like to acknowledge the
community and all staff who
contributed to the completion
of this report.

English

Language Assistance

For a free interpreter, call the Translating and Interpreting Service (TIS) on 131 450.

Arabic

المساعدة اللغوية

للاستعانة بمترجم شفهي، اتصل بخدمة الترجمة التحريرية والشفهية (TIS) على الرقم 131 450.

Armenian

Լեզվական աջակցություն

Թարգմանչի անվճար ծառայության համար զանգահարեք
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Chinese (Simplified)

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Farsi (Persian)

کمک زبانی

برای یک مترجم شفاهی رایگان، با خدمات ترجمه کتبی و ترجمه شفاهی (TIS) به شماره
131 450 تماس بگیرید.

Hindi

भाषा संबंधी सहायता

निःशुल्क दुभाषिए के लिए, अनुवाद एवं दुभाषिया सेवा (Translating and Interpreting Service)
(TIS) को 131 450 पर कॉल करें।

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al numero 131 450.

Korean

언어 지원

무료 통역 서비스를 원하시면 통번역 서비스 (TIS)에 131 450으로 전화하세요.