

# warringah plan 2001-2005

The **warringah PLAN** is the guide to the future direction of our area. Each year it is prepared in consultation with, and then exhibited to, the Warringah community. It is presented as a set of three linked documents to communicate and direct our vision:

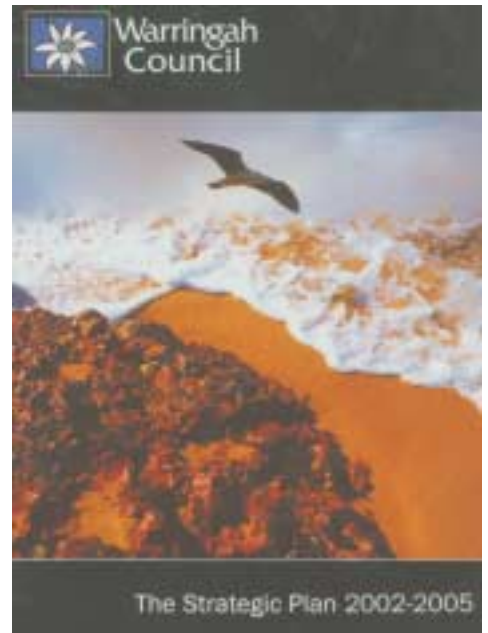
- **The Strategic Plan** presents long-term goals, and for each goal we have established a series of 'stretch targets'. These are ideals, and some may appear to be out of our reach, even in the long term.

However, this does not prevent us from using our best endeavours to get as close to them as possible. The Strategic Plan is reviewed following each Council election.

- **The Three Year Rolling Plan** outlines programs for achieving its goals and shows what actions and initiatives we will undertake for the next three years.

- **The Operating Plan** presents the details for each of our functions, showing actions and initiatives during the next financial year. This document also includes the budget which identifies the resources available to finance our activities.

We have a committed Council and staff dedicated to the success of the **warringah PLAN** each year, and we are confident that we can achieve all the targets we set ourselves.



Warringah's management plan may be viewed at Council's Civic Centre, libraries or on the internet:  
[www.warringah.nsw.gov.au/warringahplan](http://www.warringah.nsw.gov.au/warringahplan)

## corporate commitments

A set of Corporate Commitments have been adopted, which are a series of statements that outline the approach we will take in discharging our local government responsibilities.

To put our vision into practice and fulfil our environmental, economic and social responsibilities, we will:

- apply the principles of ecologically sustainable development;

- preserve our community's assets for the needs of both current and future generations;

- provide efficient, high quality, value for money services, while having regard to equity;

- adopt sound, long-term financial strategies and strategic asset management policies;

- encourage community participation through all processes, policies and work practices; and,

- create a working environment that fosters innovation, equal employment opportunity, job satisfaction and performance.



Dee Why/Long Reef Beach - voted Sydney's cleanest beach at the Keep Australia Beautiful Metro Pride Awards.

# natural environment

*The Natural Environment Program is about maintaining, rehabilitating and building community awareness of Warringah's natural environment, including its waterways, bushland and open spaces.*

*The program goal is to protect and enhance Warringah's natural environment.*

Warringah Council is a leader in aquatic and waterway management.

This year we produced the Warringah Creek Management Study.

The study analysed all 50 kilometres of Warringah creeks to provide recommendations for their protection and rehabilitation.

In the study, creeks and their catchment are categorised according to their environmental amenity and level of degradation.

Planning and development controls were suggested according to the current state of the creeks to ensure developers near creeks consider their impact upon riparian and buffer zones.

The recommendations are currently being considered for implementation into the Warringah LEP.

Our environmental initiatives were recognised at the national level when it received the National Case Earth Award.

We won the award for innovation and excellence in environmental rehabilitation and initiative for projects undertaken at Greendale Creek and Curl Curl Lagoon.

The prize was awarded jointly with project partners, Patterson Britton and Partners consulting engineers, and contractors Athassel Engineering.

Flood risk to residents and businesses in the Narrabeen Lagoon area was reduced through

the initiation of the Narrabeen Lagoon Entrance Clearance Project.

This major works program involves removing sand from the entrance of the lagoon to reduce flood risk and improve water quality through greater tidal flushing.

A total of 38,000 cubic metres of sand was taken from strategic areas east and west of the Ocean Street bridge and was then used to nourish the eroded beach profile along Collaroy/Narrabeen Beach.

The drainage upgrade program was consolidated with significant stormwater amplification projects completed at Brown Street and Yalumba Close, Forestville.

The water quality improvement program removed pollutants from Warringah's drains and creeks, removing 764 tonnes of silt and sediment, and 20,127 litres of litter from sediment basins, gross pollutant traps, and other water quality improvement structures.



Greendale Creek, Curl Curl.

# natural environment

## Facilities and Playgrounds

Work has been completed at the Abbott Road Soccer Fields at Curl Curl.

The sports fields were rebuilt as part of Council's Sportsfields Rectification program. New playgrounds were built at Wheeler Park, Narrabeen, and Truman Reserve, Cromer.

The existing playground at Berry Reserve Narrabeen was upgraded, and additional toilet facilities were constructed adjacent to the Berry Reserve playground.

New multi-use pathways were constructed between Wellington and Albermarle Streets, Narrabeen and at the Fishermans Beach end of Anzac Avenue, Collaroy.

Landscape improvements were completed at Fishermans Beach, Collaroy and additional seating was provided at Passmore Reserve, Manly Vale.

*The reference book 'Sydney for Under Fives' acclaims Warringah for having some of Sydney's best facilities for toddlers and their parents, including superb playgrounds and beach facilities .*



The Boardwalk leading to Long Reef Beach under construction.



Wheeler Park, located next to Narrabeen Lagoon, has had \$80,000 worth of upgrades including a brand new fenced playground with soft-fall flooring, swings, bike track, picnic shelter, electric barbecues, new park benches and chairs facing the lagoon, as well as the planting of native gum trees to provide shade for park users.

# community enhancement

*Community Enhancement focuses on planning, developing and managing services, which help support the social, cultural and leisure needs of the Warringah community.*

*The program goal is to contribute to the improvement of social, cultural and leisure opportunities for residents.*

## Children's Services

The high need for quality childcare in Warringah remains constant with utilisation rates consistently reaching near 100 per cent in our four Long Day Care Centres.

The nought to two-year-old age group is the highest need area. There are 985 children on the waiting list, although some have dual registrations waiting for either our Long Day Care services or Family Day Care.

Dee Why Long Day Care Children's Centre's relocation to the infant side of Dee Why Public School in Fisher Road, Dee Why is on schedule for completion by the middle of January 2003.

It was a demanding year at Brookvale Long Day Care Children's Centre where 75 per cent of the children attending in the three to five year-old room during 2001, have had some level of special needs.

The professional and dedicated Director and staff from the Centre met the needs of this challenging group of children.

In October 2001, Narrabeen Long Day Care Children's Centre's Parent Committee successfully held a function and raised \$7,500 for the Centre.

This money was spent on equipment for the children and on entertainment such as Kindifarm.

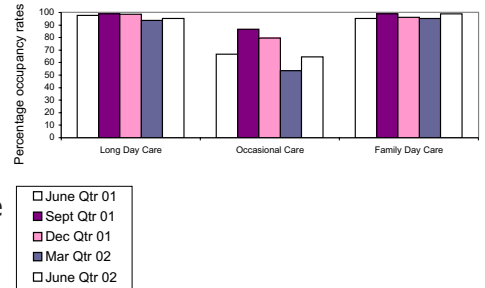
New improvements were added to the Belrose Long Day Care Children's Centre, including softfall, and a new outdoor shed.

During 2001, the Centre implemented a pilot scheme where room sizes were increased and staffed with additional part time workers.

The Integration and Resource Team held 30 training sessions for childcare personnel during the past 12 months providing training for 470 staff. The Mobile Occasional Care Service was in high demand for nought to two-year-old care. There is a growing demand for the service with many new families accessing the mobile childcare service.

Family Day Care implemented a new service model called In Home Care, which allows much higher flexibility of service delivery for families. Carers under the new service can care for children in the child's home, which provides care for families that are unable to access other forms of childcare such as children with a disability or children whose parents work shifts.

Family Day Care fees have been deregulated and no longer need to be approved by Council.



Children's Services occupancy rates at child care facilities shows the demand for such services in the Warringah area.

## Community Development Grants

We continued to assist local community services and programs by distributing a total of \$68,266 in funding for programs such as youth camps, seniors literacy, lone parents, Aboriginal youth talent, computers for seniors, disabled yoga, multiple births, and Tongan youth.

The funds allocated consisted of financial support for Council's Annual Community Development Program, Annual Aged Services Grants, Annual Community Services Grants, and Annual Seniors Groups donations. We recognise the important part these services play in assisting the community, and we are dedicated to continuing this support in the future.



Children enjoying activities in the three to five -year- old room at Narrabeen Children's Centre.

# community enhancement

## Disability Services

Council's Disability Services worked on improving access in the community by assessing current and proposed developments to ensure they provide access for all.

We are committed to ensuring all residents have an opportunity to participate in all aspects of community life, and we have a long-term plan for footpath and ramp improvements, facility improvements, and general access plans.

In conjunction with Manly Council's Access Committee and the State Transit Authority, a 'Come and Try' bus day was held to encourage seniors and people with disabilities to use the new accessible buses.

This event also aimed to improve people's confidence and independence when travelling around the local area and accessing necessary services such as shopping and medical appointments.

## Youth Services

Youth Services in conjunction with the Warringah Youth Advisory Committee held the inaugural Northern Composure, Northern Beaches Band Competition in March.

More than 30 bands entered and the final was held on centre stage at Warringah Mall. Bands in the final were Whiskers of Jess, XNTRX and Simple Paradoxx.

The event is a great opportunity for young bands to get experience and exposure in front of a live audience.

The Youth Advisory Committee was involved in many activities including Council's Australia Day Breakfast, Centenary of Federation Peoplescape Project, local band nights, and dance parties.

We received a Certificate of recognition for the International Year of Volunteers.

Young people from Brewarrina visited Warringah during the September/October school holidays and visited places such as Wonderland, Parliament House, Manly Dam, YOYO'S Youth Centre, and Dee Why Beach.

The Vans Warped Tour visited James Meehan Reserve, Dee Why for Youth Week 2002. This was the tour's only Sydney show and attracted more than 7,000 people.

The event featured headline international and Australian bands as well as the winners from the Northern Composure Band Competition.

Other components of the event included community and market stalls, food vendors, bmx, skateboard, and motorcross demos.

The Graffiti Project designed and painted a mural inside Waves Youth Centre at Harbord.

The theme incorporated Harbord Beach, surfing legend the Duke, and community groups that use the centre.

As a lead up to Youth Week young people and our graffiti project coordinator made framed canvases for the Centrelink Office in Brookvale. The murals are of earth, wind, fire, water, and jungle and are on permanent display.

YOYOS Youth Centre at Frenchs Forest and Terrey Hills Youth Centre ran a number of courses during the year, including hip-hop, dj training, film making, and spray-in sessions.

The Family and Community Services (FaCS) funded YAZZ Program is a personal development recreation based program aimed at developing a range of skills and targets 11-16 year olds.

YAZZ ran eight camps, four specific school groups, ongoing Wednesday afternoon activity groups, four Parenting Courses and four speaker's nights.



Participants in the Northern Beaches Band Competition.

## key activities

*The Seniors Week program was packed with new and popular seniors activities ranging from eco gardening to indoor bowls and garden visits. Planning is now underway for the program next year, which will again offer something for everyone.*

### Aged Services

We continued to work with older residents to promote 'healthy ageing'. We also recognised the Year of the Volunteer in 2001.

Aged services staff held a Pampering Day for Carers, Stress Less Day, and a Multicultural Dance Festival. All these events were well attended.

Councillors, Members of Parliament, and sixty guests attended the Premier's Awards and the Frank McAskill Trophy Civic reception in March 2002. The reception provided an opportunity to celebrate our seniors, volunteers, and the start of seniors week.

Twenty local residents who had richly contributed to the quality of life of older people were honoured at the event. Each winner had made a unique contribution to our community in ways such as shopping, providing meals, transport, and computers to name a few.

Aged Services also continued to work on the safety and well being of older people by holding safety trivia days and working on the development of a safety magnet and providing information publications such as services, leisure, and housing guides.

### Recreation and Vacation Care Programs

Attendances at our seven Vacation Care Centres totalled 10,965 children including 12 children with special needs.

Eight of these children received additional support from the Department of Family and Community Services.



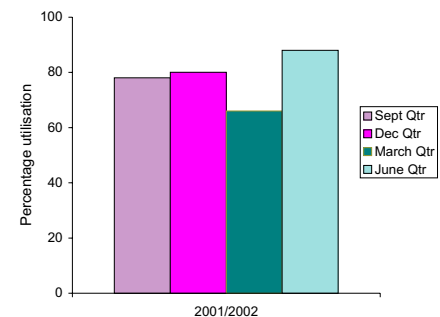
Senior members of the community participate in activities at the Multicultural Dance Festival, arranged by Council's Aged Services in collaboration with Health Promotions.

Many educational programs, in conjunction with different areas of Council, were conducted during Vacation Care. These programs included waste education, road safety awareness, beach awareness, and caring for pets.

Our school holiday program catered for over 330 young people offering adventure programs such as skateboarding workshops and tours, beach awareness and surf education, horse riding, and learn to surf courses.

We also ran several DJ workshops as well as a Hip Hop workshop including lessons in break dancing, rhyming, and drawing.

Council partnered with local service providers to offer discounted access to a variety of recreational experiences including bowling, movies, kayaking, swimming, indoor rock climbing, fitness, rollerblading, and tennis.



Vacation Care utilisation rates show the popularity of the service.



Forestville vacation care staff during the school holiday vacation care program.

# community enhancement

## Community Centres

Warringah's community centres are available for meetings, sports, leisure, arts, and craft activities, as well as private, community, and corporate functions.

In the Year 2001-2002 there were a number of enhancements to our community centre facilities:

- Access improvements to the bathrooms at Curl Curl Youth and Community Centre;
- A new accessible toilet for the Tramshed Arts and Community Centre;
- Kitchen refurbishment at North Balgowlah Community Centre;
- Improvements to the Forestville Memorial Hall and Seniors Centre.

Construction work was ongoing at the new Forestville Arts and Community Centre and Library building, with art tutors and hirers continuing their activities in the temporary building. The new facility was almost complete at the end of the year.

We are appreciative of the work of the community centre volunteers. Volunteers not only assist in the management of some centres, but also spend their precious time working in the booking offices, gardens, and on programs.

## Library Service

The Library Service welcomed 788,463 people into its four branch libraries this year, with 7,944 people becoming members for the first time.

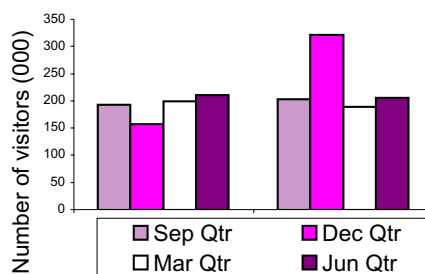
This brings total membership to 100,998. Library visitors borrowed 1,088,944 items and used the libraries' Internet services accessing the most popular five library web pages 33,578 times.



Josefina Daley teaching Narrabeen resident Mike Ball belly dancing at the Tramshed Arts and Community Centre. Just one of many activities available at Warringah's community centres.

There were 59,280 reference enquiries handled by Library staff, with 76 per cent of customers satisfied on the same day and 90 per cent satisfied with the following day.

The 22 public access computers provided at the libraries were in constant use.



The number of visitors to Council's libraries.

## Access And Outreach Programs

A record 7,862 people attended the Library's Access programs, which included preschool story sessions, school holiday programs, library tours, outreach programs, Internet for Seniors, and Library Friends events.

Building on the popularity of previous Harry Potter programs, two workshops in January attracted honourable mention in the Second Annual New South Wales Public Libraries Promotions Awards. These awards celebrate innovation and excellence in library programs. Library staff and children dressed in costume and made anti-gravity serum in a potions class at the Hogwarts School of Witchcraft and Wizardry.

## key activities

*The Disability Information Service, based at Dee Why library, provides free information on services and resources for an increasing number of people with disabilities and their carers through the telephone, email, and by letter.*



Friends of the library at the book signing with Robin Walsh.

The Library Friends held eight activities, which averaged 32 people at each function.

Robin Walsh spoke on Elizabeth Macquarie: Woman, Wife, and Widow to 50 people. Mr King Fong shared his knowledge of Chinatown to another large tour group, who followed the tour with a yum cha luncheon.

The Friends inaugurated fundraising efforts and were able to donate a chair for the foyer outside the new Forestville Library. Friends membership increased with each event.

**Disability Information Service**  
The Disability Information Service, based at Dee Why library, provided free information on services and resources for an increasing number of people with disabilities and their carers through the telephone, email, and by letter. Its homepage, [www.warringah.nsw.gov.au/disab.htm](http://www.warringah.nsw.gov.au/disab.htm), contains contact details, publications, a link to a large database, and the popular newsletters for which subscriptions have more than doubled this year. Brochures of disability information are available in each branch of the Warringah Library Service.

Chapters of the Community Information and Disability Information Directories, available from Council's Website, were downloaded 31,000 times, while members of the public searched the Web database 612 times for disability services information and 3750 times for general community information.

### Community Information

The Community Information Service provides information about services and groups to assist the community in their daily lives.

Categories include leisure and sport, education, employment, personal and family services, law and justice, and special interest groups. The Community Information Service:

- satisfied 310 enquiries either by phone, in writing, or by email;
- maintained entries for all organisations and groups held by the Warringah Community Information Service in the Sydney-wide Local Information Network Community Services (LINCS) database available on the internet;
- surveyed, as part of the Community Information In Local

Government Group (CIILGG), the level of community information provision by councils across NSW and reported on the findings based on the guidelines developed in the previous year; and,

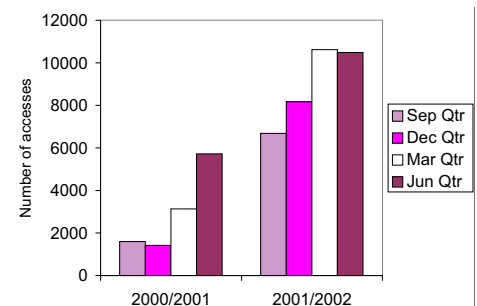
- produced, in partnership with Warringah Council's Aged Services, the Leisure Guide for Older Residents using the LINCS database.

### Collections

In response to the community's increasing use of information technology, the Library acquired the following databases:

- Australia and New Zealand Resource Centre
- Groves Art
- Groves Music
- Litfinder (poems, essays and short stories)
- Health and Wellness Resource Center

Highlights in print acquisitions include the McGraw-Hill Encyclopedia of Science and Technology (20 volumes, 2002 edition) and the latest travel, biography, and fiction titles, as well as a renewed Antarctic section.



The number of visits to the library's website has increased dramatically over the past financial year.

# community enhancement



The Maryska's of Dee Why received the 'Home Garden Award' in the 2001 Warringah Garden Awards.

## Art and Cultural Activities

Starting on Reconciliation Day, 'The Guringai Festival - Respect for Place' was a seven-week program of events and activities celebrating Aboriginal culture and heritage on the Northern Beaches.

The Festival was a joint project, involving Manly, Warringah, and Pittwater Councils. It included events organised by the Councils, local schools, churches, and community groups.

Our Cultural Services coordinated information, design, publicity, and promotion of the Festival.

The Warringah Art Exhibition in July 2001 attracted 452 entries with 146 works displayed. The exhibition was an opportunity for established and new artists to showcase their work, and supported young artists with two Youth Encouragement Awards. Artlink Art Supplies generously sponsored the event to the value of \$4,000. Approximately 1,200 people visited the Exhibition during the 12 days it was open.

A poetry and painting project involving students from Narraweena Public School, called 'Peacemakers in Our Community' decorated the garden walkway at

the Sixth Anniversary of the Oxford Falls Peace Park on 17 August 2001.

More than 120 invited guests including representatives from our sister city in Chichibu, Japan, witnessed the Hon Bronwyn Bishop open the Still Centre, which is the final stage of the Peace Park development.

The Still Centre's construction was partially funded through a \$50,000 Centenary of Federation grant.

September was an opportunity for Warringah gardeners to enter the 2001 Warringah Garden Awards. Council received 80 entries across 11 categories. Awards were presented to 17 gardeners at the Garden Awards Presentation Ceremony at Council on 10 October 2001.



Cr Julie Sutton with Ms Alaina Teplitz at the Twilight Vigil.

Local horticultural businesses donated more than \$3,000 worth of sponsorship support in cash and in kind.

Warringah residents nominated 23 individuals from all walks of life to be a part of The 'Peoplescape' Project, a national Centenary of Federation event.

In all, 23 life size representations were launched at the Council on 4 October 2001. They were then shipped to Canberra and became part of the many thousands of figures displayed on the lawns of Parliament House.

In a response to the September 11 tragedy in the United States, the Mayor Cr Peter Moxham, invited residents to pay their respect and honour those who died and were injured, at a Twilight Vigil at the Oxford Falls Peace Park.

On September 19, 400 people entered the Park past a guard of honour made up of emergency services volunteers. In the presence of the American Consul, Ms Alaina Teplitz, six Dee Why Public School children representing six nationalities lit candles to symbolise an ongoing prayer for peace.

Cr Moxham presented Ms Teplitz with a condolence book containing messages of sympathy and support from Warringah residents to the American people.



Cr Darren G. Jones and Cr Peter Moxham with Lieutenant Colonel Robert Campbell at the Twilight Vigil.

## key activities

*The three traditional Australia Day Breakfast events, held at Dee Why, Belrose, and Narrabeen were organised by more than 65 service clubs in partnership with Cultural Services.*



Manly Warringah Greek Orthodox Community Association Dance Group perform at the Greek Heritage Evening.

Our Heritage and Cultural Services Committee instigated an annual function that focused on one particular cultural group.

In November, the Greek community was celebrated and acknowledged for their contribution to life in Warringah.

The Greek Heritage Evening was attended by 220 people who enjoyed traditional dance and music by the Manly Warringah Greek Community Association. Guest speakers included Mr Evangelos Damianakis, the Greek Consul- General, and Greek history expert Professor Ian Tyrell from the School of History,

University of NSW. Two residents from a Greek background related their personal stories of their migration to Australia and their life in Warringah.

The 2002 Australia Day Celebrations encompassed five events for the first time.

As it was the Year of the Outback, the events reflected this with sheep shearing and whip-cracking demonstrations.

Dee Why RSL Club Ltd sponsored the Dee Why and Narrabeen venues with a contribution of \$9,000. Narrabeen Butchery generously donated thousands of sausages needed to feed hungry residents, and The Manly Daily supported the event with in kind advertising space. The clubs raised approximately \$20,000 from the sale of the breakfasts and other activities.

The inaugural Australia Day Mile run was held at Dee Why with former Olympic sprinter Melinda Gainsford-Taylor firing the starting gun.



A volunteer from the Rotary Club of Narrabeen at the Australia Day Celebrations.



Youcef Abdi with four minutes and 16.69 seconds, wins the Australia Day Mile.



Flag Raising Ceremony at the Dee Why Beach Australia Day Celebrations.

# community enhancement

The event attracted a quality field of 20 male and female middle distance runners.

To conclude the Australia Day Celebrations, a free Open Air Cinema with an outback theme was run at Dee Why Beach Reserve.

The program featured a 'Blinky Bill' cartoon and the classic Australian film 'The Man from Snowy River'. Judging by the many families who brought picnic blankets for an evening under the stars it was a relaxed and popular way to end our national day.

2002 Symphony on the Sand expanded to cover two events over the weekend of 16 and 17 March.

More than 3,000 people at Freshwater Reserve enjoyed a balmy evening watching the classic surfing film 'The Endless Summer' at the Symphony Open Air Cinema.

Cultural Services commissioned Screensound to compile newsreel and film footage from 1915 to the 1960s of surfing and life saving on the Peninsula. This was screened at the cinema and a copy of this footage is now available on video at our libraries.

The next day, the Symphony on the Sand had The Sydney Concert Orchestra playing a musical program to a 12,000 strong audience.

Surfing guitar music from the 1960s band 'The Atlantics' followed. The Formal Attire Surfing Contest was a crowd pleaser with entrants competing for the 'Golden Tiara' and 'Golden Bowtie' trophies.

Media coverage included metropolitan television stations and worldwide cable TV coverage.



Cr Darren G. Jones participates in the 'Tug o War' competition at the Australia Day Celebrations on Dee Why Beach.



Roving performers 'Sink or Swim' at Symphony on the Sand.



Participants in the Formal Attire Surfing Contest at Symphony on the Sand.

## key activities

*The 2001-2002 year was the busiest on record for Glen St Theatre.  
95,282 patrons attended 327 performances.  
There were 273 main auditorium performances attended by 91,055 patrons.*

### Local Studies

The last year was the busiest when measured by the number of Local Studies enquiries received.

The Local Studies Librarian dealt with over 900 requests for information on the local area. These requests ranged from Year 11 students researching their senior geography project to local residents researching the history of their house.

Historical photographic exhibitions continued to be popular with displays of historical images held at the Australia Day Breakfast at Lionel Watts Reserve, Symphony on the Sand, and at Warringah Mall Library during Heritage Week. The Heritage Week display previewed highlights from the forthcoming book *Pictures of Warringah*.

Stage 1 of the joint SHOROC Oral History Project was completed. A total of 72 residents from the Northern Beaches were interviewed to record their memories of life during the Depression and 1930s.

These fascinating recollections will be available on CD and will provide a valuable resource for history students or anyone wanting to gain an insight into this period in our history.



Electricks with Ross Skiffington at Glen St Theatre.

### Glen Street Theatre

The operations and maintenance of Glen Street Theatre is proudly supported by Council as part of our ongoing commitment to Cultural Services.

The wide range of productions included works from Melbourne Theatre Company, Sydney Theatre Company, Perth Theatre Company, *Chunky Move*, and Brisbane's *La Boite Theatre Company*. There were also presentations by the Forest Youth Theatre Company, regional schools, ballet schools, and three children's shows during school holidays.

Sorlies also served 3,788 pre-show diners who enjoyed two and three

course meals chosen from menus changed for each main auditorium production. The first round of maintenance work identified in the Asset Management Plan included upgrades to fire and security systems. The capacity of the electricity supply was increased to improve air conditioning services, and the telephone and backstage communication networks were upgraded and extended. Stage lighting equipment was improved by the addition of extra lights and by repairs and upgrades to the dimmer racks controlling them.

As part of its ongoing commitments to Cultural Services, we continue to support the operations and maintenance of Glen Street Theatre. The Theatre is a Council owned facility managed by a Board of Management made up of arts professionals and community members.

### Cultural Development Grants

Fifteen community organisations received a total of \$16,500 for new cultural projects under Cultural Services Cultural Development Grants Scheme. A total of \$2,500 was allocated to local schools for various innovative cultural activities under the Schools Cultural Grants.



1920s Rockpool in Collaroy, from 'Pictures of Warringah'.

# community enhancement



The outdoor pools at Warringah Aquatic Centre have been equipped with energy saving technologies.

## Warringah Aquatic Centre

The centre's major upgrade was the installation of separate reticulation for the outdoor pools, which will contribute to significant savings in energy and ensure the maintenance of high water quality.

Additional changing rooms were added to the outside area, as well as barbecues, and play equipment. The installation of solar heating as the main heat source for the outdoor pools will significantly contribute to further energy savings.

Other improvements included the extension of the play area and installation of a children's toilet in the child minding room, and replacing the scoreboard and timing system.

In an effort to conserve water, flow restriction valves were installed in showers reducing the flow to 65 per cent of its former rate.

The resultant saving of 1.17 million litres of water per year is equivalent to more than a third of the main pool.

Energy savings from these innovations have resulted in a reduction of more than 500 tons of greenhouse gases.

## Warringah Social Plan

The Warringah Social Plan has found some key social trends in the area including:

- An ageing population;
- A declining and disenfranchised younger population;
- A large proportion of people with a disability;
- A culturally diverse population with significant indigenous heritage;
- Changing family and household types;
- Growing economic disparities between rich and poor residents;
- Economic challenges due to more retirees, fewer youth, and a cost of living that discourages lower and middle income earners from living and working in Warringah.

The Social Plan provides a plan of action that recognises we have a role in responding to social needs of the Warringah community.

The Plan recognises that the provision of buildings and public facilities that are accessible to older people, people with disabilities, or parents with prams, is as important as the provision of adequate childcare, youth or older persons' services.

The Plan outlines a means for each area of Council to contribute to the development of a vibrant, compassionate and diverse Warringah community well into the 21st century.

## Council's Aboriginal Heritage Manager

In March 2000 we resolved to participate in the joint employment (with North Sydney, Lane Cove and Willoughby Councils) of an Aboriginal Heritage Officer.

During the year the Aboriginal Heritage Manager conducted a number of walks and talks in Warringah reaching an estimated 850 residents.

Part of this program was a highly successful series of walks offered at Manly Warringah War Memorial Park (Manly Dam), with an explanation of Manly Dam's Aboriginal sites and the traditional use of plants.

## Cultural and Heritage Strategy

Our Cultural and Heritage Strategy provides a strategic overview of cultural activities and planning in Warringah.

The strategy is based on extensive research and community consultation and includes recommendations for various cultural and heritage projects and the formation of a Heritage Committee.

# urban development

*Urban Development deals with our responsibilities for enhancing, developing and managing urban amenity.*

*The program goal is to achieve a built environment that reflects the desired character for Warringah.*

### LEP 2000

The Warringah LEP 2000 review is underway and the first stage of the project is due for completion in December 2002.

The first part of the review dealt with the lifting of the two-year time limit of the LEP. Council is working in conjunction with Planning NSW and an independent consultant to have the two-year time limit lifted by 5 December 2002.

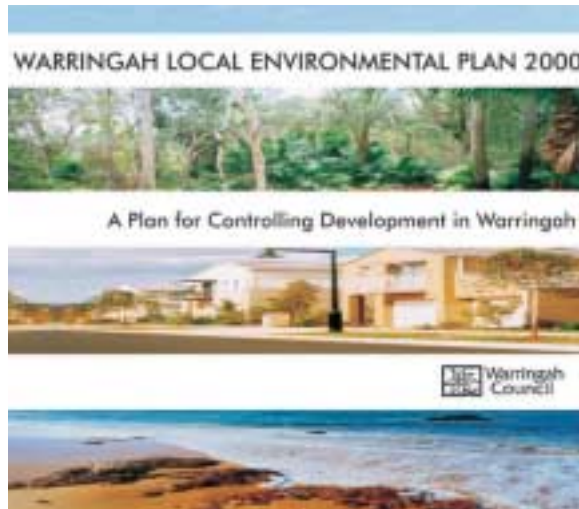
The second component of the LEP 2000 review involves a broad review of the development controls and standards within the Plan. Council embarked on an extensive advertising campaign and received more than 150 submissions from Warringah residents.

The review process will ensure Warringah planning rules result in satisfactory building outcomes.

### LEP 2000 Amendments

We have introduced additional planning controls for development of land in slip areas and in areas which may be affected by acid sulphate soils. The new controls will mean better development of the affected sites, and more environmentally friendly development.

We have actively pursued energy efficiency and we are at the forefront of having development standards in the LEP that require all new dwellings to meet a minimum energy rating.



We have also been involved in a partnership with SEDA (Sustainable Energy Development Authority) for the promotion of solar water heating offering a cash back incentive for new dwellings.

### Dee Why Town Square Project

Negotiations to acquire the Lawrence Dry Cleaners site at 27 Howard Avenue, Dee Why for public open space are well advanced and Section 94 Developer Contributions funds are available to acquire, design, and construct the new town square.



The Town Square will significantly boost civic pride and encourage local businesses. It represents new design benchmarks and reinforces our commitment to delivering high quality public open space in partnership with the community and local businesses.

During June 2002, we exhibited three distinct design concepts inviting public comment and suggestions.

The public exhibition generated strong interest and support from many quarters including existing and future Dee Why residents and residents in surrounding suburbs that use the Dee Why town centre.

Our design consultant will finalise the town square design for work to start in late 2002.

The new Dee Why Town Square represents a higher design benchmark, and reinforces our commitment to developing and delivering high quality public open space improvements in partnership with the local community.

# infrastructure

*Infrastructure is the collective name for the assets that support the physical, economic and social needs of the community, such as roads, reserves, and buildings.*

*Our investment in infrastructure is substantial and requires careful planning, design, construction, and maintenance to ensure it continues to meet the needs of its community.*

*The program goal is to provide and maintain infrastructure assets that meet community needs.*

## Management of Council's Capital Works Program

Preparation of the 2001-2002 Capital Works program began in November 2000 to align with our overall budget preparation process. This allowed projects to be subject to a process of review, assessment, and prioritisation to establish an agreed works program within the resources able to be allocated.

A program of works valued at \$7.7 million was adopted with significant funding from the Sportsfield Levy, the Environmental and Stormwater Special Rate, and section 94 developer contributions.

Sixty-four projects were completed in 2001-2002. A number of significant projects including, drainage works in Brown Street, Forestville, replacement of the roof waterproofing membrane to Dee Why Library, the Forestville Library and Community Centre.

The offices at Middleton Road, Cromer, were started late in 2001-2002 with expected completion early in the new financial year.

## Construction and Maintenance Service

The Construction and Maintenance Unit scheduled maintenance work according to customer needs and risk management principles. Risk assessments are carried out at each job site, and Audit staff continually monitor public risk issues.

OHS&R inspections take place monthly, quarterly, and bi-annually. Staff received training in operational areas such as traffic control, confined space entry procedures, manual handling, and risk assessments.

A significant portion of our 2001/2002 capital works program was undertaken by Construction and Maintenance. This included footpaths and stormwater drainage improvements projects in the 2000/2001 capital works program.

## Traffic facilities, Footpaths and Stormwater Works

New traffic facilities completed during the year such as pedestrian refuges, channelisation, and pedestrian crossings costing a total of \$208,000, all contributed to greater safety for pedestrians and motorists.

Access and safety for pedestrians was improved with \$197,000 spent to renew footpaths and upgrade pram ramps. A major focus of footpath works in 2001-2002 was to reinstate footpaths that had deteriorated to reduce risk for pedestrians.

Stormwater drainage to the value of \$474,000 was completed in 2001-2002 to reduce damage and risk resulting from flooding including a major project in Brown Street, Forestville.

## Infrastructure Maintenance

Our infrastructure assets include over 480km of road, 200km of footpath, 900km of kerbing and guttering, 53 road and pedestrian bridges, 300km of piped stormwater drains, 15,400 stormwater pits and 84 gross pollutant traps.

All assets were inspected for condition, serviceability, and necessary maintenance, then documented, prioritised, and actioned.

During the year more than 4100 maintenance actions were completed by day labour staff. Our call out staff responded to more than 700 after hour request calls.



The Forestville Library and Community Arts Centre under construction.

## key activities

*Our Heritage Inventory was added to the NSW Heritage Office's web site and information on heritage in Warringah has been added to Council's web page. There is a link from our website to the NSW Heritage Office site.*



We are committed to managing relics of the area's significant historical past, allowing the community to understand and appreciate Warringah's heritage.

### Heritage

We continued to manage heritage in accordance with the provisions in Warringah LEP 2000. Our panel of heritage consultants were retained to provide input on the assessment of development applications.

Further to this, we provide a free advisory service for residents seeking heritage advice prior to lodging a development application. There has been an increase in the uptake of this service in the last year which has assisted in a better outcome for our important heritage and a more streamlined development assessment process.

We made resolutions regarding outstanding heritage items and heritage anomalies, providing greater certainty for property owners. Nominations from members of the community requesting Council list additional properties as items of heritage significance continued being received, and investigations have started to assess the heritage significance of Freshwater View Reserve.

We recently carried out a refurbishment of the timber bus shelter on the corner of Pittwater Road and William Street, Brookvale.

Although the shelter is not listed as a heritage significant, it is recognised as being one of three remaining local tram shelters. Investigations also started into the provision of an interpretive historical plaque within the shelter.

### Section 94 Plan

In 2001/2002 our Section 94 Plan enabled a number of significant projects to be started.

The Dee Why Town Square site is to be acquired, rehabilitated, and embellished with Section 94 contributions. This process started in 2001/2002 with initial designs and negotiations to acquire the site. Other major S94 funded projects that were completed in 2001/2002 include:

1. Facilities and security lighting at Lakeside Road Foreshores, Narrabeen.
2. Playground and new seating at Berry Reserve, Narrabeen.

### Non Urban Land

Our position remains that there be no release of any land until Warringah's transport system and employment opportunities have been improved.

### Local Approvals

The Local Approvals Service Unit acts primarily as an assessment service.

The unit assesses Development Applications against both our Local Environment Plan 2000 and a range of State Government policies and procedures.

Flowing on from the Development Application process are a number of other core activities, such as Construction Certificates, Compliance Certificates, and Building Certificates, which combine to provide Local Approvals with several thousand applications annually.

Satisfying both applicant and objectors has been assisted with Council's mediation program. However, the previous twelve months have not seen a decline in our legal bill for defending appeals with the figure approaching \$1.5m. The number, and complexity of the preceding year's legal cases was, in part, a reflection of the record number of Development Applications that were received.

The high proportion of large residential or mixed commercial and residential applications among that number was also a contributing factor to the large legal bills we faced and accounted for the rise in the median turnaround times of all Development Applications.

The Warringah area has not witnessed any downturn in recent months in the building sector, which is against the trend occurring throughout the rest of Sydney.

Whether building activity remains buoyant or not in Warringah, will be due to a range of factors, including the outcome of the LEP review process, any further State Government initiatives on urban consolidation, economic indicators and demographic shifts.

# health and safety

*Health and Safety seeks to improve the well-being of the Warringah Community.*

*The program goal is to provide a safe and healthy Warringah for all.*

## Safe Communities

In May 2002, we resolved to establish a Community Safety Committee to continue work initiated by the original Warringah Pittwater Community Safety Committee established in October 1999.

The Warringah Community Safety Committee comprises a group of local community representatives, NSW Police, and service groups, working together to identify community safety issues across Warringah and define strategies for action.

Council, in close partnership with the NSW Police and the community, is constantly working towards making our community a safer place. For example, we have addressed safety improvements through innovative community safety audits in areas identified as having potential safety problems.

These safety problems may include anti social behaviour, poor lighting of public areas and pathways, or a perception by residents the area is unsafe.

Police, Councillors, volunteer residents, and Community Safety Committee members have undertaken community safety audits at Berry Reserve, Narrabeen; Belrose Library and Lionel Watts Oval, Belrose; Dee Why Headland, and Freshwater Reserve.

Improvements to these areas include clearing of vegetation, improved lighting, installation of bollards and gates, improved signage, and establishment and renewal of Alcohol Free Zones.

The monitoring and assessment of the environment through the safety audit process ensures new developments and existing infrastructure can be built or improved to a standard in keeping with our commitment to crime prevention through environmental design.

In March 1999, we, along with the other SHOROC Councils, gained World Health Organisation accreditation as a 'Safe Community'.

SHOROC was the first metropolitan region in the world to receive accreditation, which we have retained through an ongoing commitment to injury prevention and safety.

We hosted the Safe Communities Regional Forum, which gave

service providers, community representatives, and health professionals the opportunity to showcase their projects and discuss ways forward to enhance community safety.

It is particularly encouraging to see advancement towards ensuring better safety for residents, especially our seniors, and children. Programs targeting issues such as falls prevention, pedestrian safety, water safety, and crime prevention all assist our community members to enjoy a safer Warringah community.



A community safety audit was recently undertaken at Lionel Watts Oval, Belrose.



Council is in close partnership with NSW Police, SHOROC Councils and the community in working to make our community a safer place.

## key activities

*Throughout the season, over 1.5 million people visited our beaches. A total of 502 rescues, 4,739 first aids, and 77,024 preventative actions were undertaken by Lifeguards, all without the loss of a life.*



A Warringah Council lifeguard educates various members of the culturally diverse and linguistically diverse members of the community on beach awareness and safety.

### Beach Services

During the 2001/2002 beach season, beach services staff managed and patrolled nine beaches, from Freshwater to North Narrabeen daily, and worked in partnership with Surf Life Saving volunteers on weekends and public holidays.

Throughout the season, over 1.5 million people visited our beaches. A total of 502 rescues, 4,739 first aids, and 77,024 preventative actions were undertaken by Lifeguards, all without the loss of a life. Lifeguards also dealt with 3,086 breaches of regulations in regard to litter, dogs and anti social behaviour, ensuring the community could enjoy the beach and reserve environment.

Warringah's Beach Services Beach Awareness and Safety Education Program this year focused on primary school aged children as well as adult groups from culturally and linguistically diverse backgrounds. A total of 6,250 people participated in this program.

Beach Services was able to enhance it's service delivery by providing extra personal water craft, quad bikes, defibrillator units, and advanced spinal management equipment and training.

### Road Safety

We first employed a Road Safety Officer in January 1994 with funding assistance from the Roads and Traffic Authority.

Programs continued to grow and develop since that time, and important partnerships have developed with NSW Police, neighbouring councils, residents, local business, and other key agencies.

The road safety program targets vulnerable road users such as pedestrians and cyclists and works with the community to reduce the incidence and severity of road crashes across the Warringah Local Government Area.

Innovative projects have been implemented in the past year such as a peer education project utilising local youth to help educate friends and peers about road safety issues such as drink driving and speeding.

The Drink Drive education evenings in local hotels and clubs continued this year with the assistance of local licensees and Highway Patrol police.

The "U-Turn the Wheel" project undertaken with Rotary Clubs was well attended by local high school

students and looks set to expand next year, which will assist reducing the road toll for local youth further.

Monthly road safety evenings continued in partnership with Council's road safety sponsor, Titan Ford, who support the road safety program by providing a road safety vehicle to Council.

Other projects undertaken included the senior safety calendar, residential speed awareness campaign in local streets, buckle up babies and toddlers, and safety around schools.

We will continue to work with other agencies such as NSW Police, Roads and Traffic Authority, Northern Sydney Area Health Service, and other key agencies and local residents to make a safer road environment for our community.



Bottle tags used in the Road Safety 'Peer Education Project'. The tags displayed important information about alcohol content and staying under the limit.

# economic initiatives

*Economic Initiatives support the development of economic and employment opportunities within the Warringah area.*

*The goal is to create a business environment conducive to employment and investment in Warringah.*

## SHOROC

SHOROC is a joint enterprise of Manly, Mosman, Pittwater, and Warringah Councils and takes a leading role on regional issues. This year SHOROC was chaired by Cr Patricia Giles, Mayor of Pittwater Council.

SHOROC has undertaken major initiatives this year in the areas of transport, community safety, waste management, and sportsfield improvement.

In February 2002, the Mayors of the SHOROC councils attended the Minister's Transport Summit convened by The Hon Tony Abbott MP. The meeting involved a productive look at the SHOROC Regional Transport Policy developed by the member councils.

In November 2001, a Community Safety Phone-in was conducted. This major project was successful in illustrating areas of safety to be considered in the SHOROC region. World Health Organisation (WHO) accreditation was maintained for the 2001/2002 year.

Regional agreement has been reached with Waste Service NSW for the disposal of household garbage after the Belrose Facility closes, and work has been undertaken to determine a long-term solution for waste disposal, which does not involve

landfills, and includes recycling and energy recovery as a beneficial product of the process.

In June 2002, the new amenities block at Tania Park in Balgowlah Heights was opened. This was a result of the joint efforts of the Manly Warringah Pittwater Sportsfield Improvement Committee and the local Sporting Union.

Several new amenities blocks were built in the region over the last few years. More facilities will be built with works currently in progress at sporting fields in Curl Curl and Newport.

SHOROC also continued to provide an on-going forum for health discussions with Northern Sydney Health.

## Sister Cities

In October 2001, we received two Australian Sister Cities Awards for Best New Affiliation, and Youth Program, for our relationship with Brewarrina, NSW.

These awards recognised Warringah's innovative program amongst Australian councils, highlighting our ongoing commitment to our outback sister city and the benefits gained by our communities.

Youth exchange visits took place in July and October with the young people from Brewarrina learning about beach culture and life in an urban community. The young Warringah people experienced life in the outback first hand.

Over the June long weekend, approximately 50 community representatives from Warringah visited Brewarrina for the inaugural Sister Cities Sports Exchange Weekend.

A series of games and coaching clinics were conducted.

The following sports were represented: golf, netball, touch football, and rugby league.

The group was able to learn about outback culture and experience the drought.

Next year, Warringah looks forward to welcoming participants from Brewarrina.

Warringah hosted an official visit from our Japanese Sister City - Chichibu in August. Two City Hall delegates learnt about local government in Australia and seven students and one teacher attended classes at the Forest High School. The students were billeted with local families.

The delegation also joined the sixth anniversary celebrations at the Oxford Falls Peace Park where a goodwill message from Mayor Uchida was delivered to the citizens of Warringah.



Students from Chichibu Sister City with Cr Darren G. Jones.

# executive management

*Executive management is responsible for managing Warringah Council and providing the people of Warringah with effective and efficient planning and decision-making.*

*The program goals are for Council to be open and accountable and encourage community members to participate, exchange views and influence policy and decision making, and to provide a safe working environment.*

### Management Plans and Quarterly Performance Reports

Our annual Management Plan continues to incorporate the improvements identified in the review undertaken in 1999-2000.

Actions from our long-term strategies, such as the Environment Strategy, the Waste Strategy, and the Social Plan, are integrated into the Management Plan on the basis of priority and available resources.

At the end of June 2002, more than 83 per cent of actions listed in the Plan for 2001-2002 had met completion target dates. The majority of the remaining actions will be completed early in 2002-2003. A small number of projects have been deferred until the next financial year.

### Service Level Agreements

The focus of Service Level Agreements during 2001-2002 was to improve service efficiency and effectiveness through benchmarking. Together with a number of NSW and interstate councils, Warringah participated in two benchmarking projects

covering Corporate Services, such as financial services and IT services, and Physical Services, such as parks and gardens maintenance and waste management.

### Strategic Human Resources Planning

A number of significant initiatives were undertaken in the area of strategic human resource planning. In 1999, we undertook an organisational Culture Survey, and a number of strategies were implemented to address issues identified in that survey. In 2002, the Culture Survey was repeated to enable us to trace changes in staff perceptions and attitudes as a result of those strategies.

### Strategic Financial Planning

Council continues to improve its strategic financial planning capability through the work of the Strategic Financial Planning Group. Council now makes use of an internally developed 10-year budget model to look at the long-term effects of current decisions.

### Environmental Management System

Stage 1 of the Environmental Management System was undertaken during 2001-2002.

Environmental audits of each of our work areas have been undertaken and Audit Registers established. This project is staged over three years.

### Ecologically Sustainable Development

Ecological sustainable development (ESD) remains a priority principle for us. A Working Group was established during the year to consider the application of ESD across our

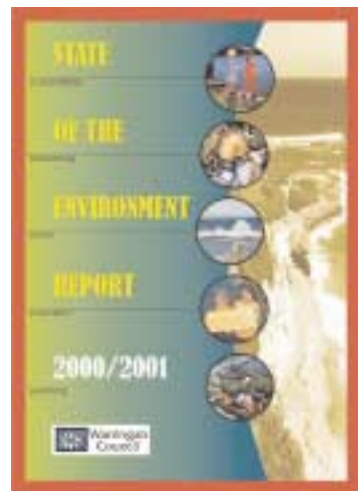
activities. In the area of waste management, a new system was implemented at all work sites to ensure all recyclable materials, including organic waste are recycled.

### Future Directions

In 2002-2003, the second stages of the Environmental Management System and the Ecologically Sustainable Development projects will be undertaken, and Service Level Agreements will be in their fourth year of operation.

New initiatives will include the development of 'State of Warringah' indicators, and an extensive Customer Satisfaction Research project to measure community satisfaction with our services.

Human Resources will focus on Occupational Health and Safety policies and procedures, and a training framework for supervisory staff during the next two years, and in 2004-2005 the Culture Survey will be conducted again. A two-year program to update and review the Procurement Manual has been put in place to ensure Council's procurement procedures continue at best practice standard.



Our State of the Environment Report assesses the condition of our diverse local environment.

# corporate support

*Corporate Support provides the organisation with the services and support necessary to achieve its goals.*

*The program goal is to meet customer needs by providing responsive services that support Council's operations.*

### Customer Service and Call Centre

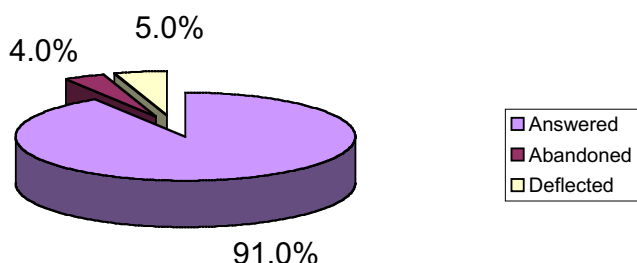
The Customer Service Centre located on the ground floor of the Civic Centre provides a 'one stop shop' where customers can make a wide range of enquiries and transactions.

This year the Customer Service Centre handled over 79,048 monetary transactions. Plans are in place to install scanning equipment, which will speed up the processing of rate payments.

Our call centres received 206,220 calls, with 80.3 per cent answered within 30 seconds.

We have upgraded its call centre technology to allow monitoring of response times for incoming calls to enhance customer service.

The rollout of the Inform Customer Management system has improved response times and the tracking and resolution of enquiries.



Customer Call Centre - percent of calls answered, abandoned or deflected.

### Mediation Services

Our Mediation Service has continued to improve with 65 per cent of mediated cases resulting in full or partial agreement since the program's start. This is a five per cent increase over this time last year.

Mediation is a cost effective form of primary dispute resolution. Legal representatives are required less and the parties create a desirable outcome with the assistance of an impartial mediator. When matters are successfully mediated, costly legal proceedings are avoided.

Members of the Warringah Community can access the service to resolve disputes that involve Council's business and/or responsibilities.

### Human Resources

In a major review, our Equal Employment Opportunity (EEO) Management Plan was updated and significantly improved in terms of individual business units taking responsibility for actions appropriate to their work areas.

An ethics workshop for senior managers concentrated on EEO issues. The introduction of a maternity leave policy and consolidation of policies into a 'family friendly' context were further EEO initiatives, as was the revision of instructions to job applicants on the intranet and internet.

The Interview and Selection course was revised and the redesign of advertising procedures and standards minimised costs and maximised

effectiveness in addition to ensuring EEO principles were paramount.

During the year, 20 EEO courses were conducted with many facilitated by Anti-Discrimination Board trainers.

The new award was implemented from November 2001 with a major task being the development of salary sacrifice arrangements.

The Human Resources Manual was also updated to reflect the new provisions and numbering of clauses.

Training was a major focus this year. Human Resources organised 50 separate training courses for 25 different types of courses. A total of 778 participants completed training courses during the year.

Opportunities were also provided for staff to participate in courses conducted by other councils in the Regional Training Group.

Staff from other councils also attended some of Warringah's courses. This allowed for networking and information exchange between councils.

Human Resources started nationally accredited training for staff, initially with the provision of Certificate 1V Workplace Trainer and Assessor training.

A significant change has been the in-house development and facilitation of several courses, along with the provision of worksite training in Code of Conduct and EEO.

Individual Performance Review Learning and Development Plans form the basis of the development of the Corporate Learning Calendar.

## key activities

*Several initiatives resulting from the 1999 culture survey were continued during the year and included a second mentoring program, which was conducted with training provided in-house to enhance staff professional development and sharing and learning across the organisation.*

These training needs have been aligned with nationally accredited training, to be provided and assessed through a partnering agreement with TAFE NSW Northern Sydney Institute. Other training initiatives for the year included:

- Human Resources "Power Hour" - a series of lunchtime seminars to help update and upskill supervisors in various human resource management skills.
- Development of corporate knowledge information and awareness sessions, including EEO, Code of Conduct, Environmental Awareness and the Management Plan.
- Planning of courses based on learning needs analysis.
- Developing a strong link between individual staff learning and development needs through the implementation of a learning and development database.
- A "Finance for Non-Accountants Course" with Vocational Education and Training Accreditation Board modules was designed in association with TAFE NSW Northern Beaches College.
- Review of learning and development policies.

Staff also participated as mentors to secondary school students under the 'Youth Achievement Australia' program.

Another culture survey was conducted in June 2002.

The results will be analysed and further actions will be developed to continue to improve the working culture.

An additional staff survey queried

staff about their preferred method for consultation about Occupational Health and Safety (OHS) matters. This will help ensure we meet new requirements for greater consultation with staff.

WorkCover released a report titled "Local Government Occupational Noise Management Implementation Strategy", which had resulted from an in-house OHS training workshop. The workshop was designed to give staff a better appreciation of NSW OHS legislation and regulations when dealing with workplace hazards, particularly noise.

Various briefings for managers, an externally facilitated audit, and new and varied procedures have helped to ensure that Warringah is meeting the new OHS legislation.

Performance management remains an important area. Changes included modified processes to encourage valuable and specific feedback during annual, probation, and progress reviews. Standard performance criteria were introduced for senior managers.

Other improvements included implementation of a revised process for applying for job re-evaluation. The new process ensures relevant staff have been consulted before a panel evaluates a position.

The employee assistance program was also extended to include mandatory trauma counselling for staff involved in critical incidents.

The process for release of individual staff details to third parties was revised to comply with Privacy Act

requirements. New guidelines for staff uniforms were also developed.

The commitment of staff to assisting local charities was enhanced by the introduction of Casual Friday once per month. Over the last 12 months in excess of \$1000 has been raised for local charities through this initiative.

### **Information Management and Technology**

Improvements continue to be made in the area of information management and technology (IM&T) to contribute to the efficient operation of the organisation. Improvements included:

- Upgrade to Windows and Office 2000;
- Conversion of Access 97 to Access 2000;
- Upgrade of Dataworks and Smartstream Financials/Human Resources/Payroll;
- New layers were added to GIS for National park boundary and aerial photos;
- Installation of IT infrastructure took place for relocation of Cameron Building staff;



IM & T Manager, Elda Glover with IM & T Team Leader, Fran Varrica discussing the IT equipment.

# corporate support

## Future Direction

Relocating staff to the Cromer building and introducing appropriate technology infrastructure. Preparation and implementation plan of Information, Communications and Technology strategy to 2005. SHOROC initiatives for exploring opportunities for collective implementation of applications and technology needs.

Facilitating the outsourcing of IT needs for Kimbriki Waste and Recycling Centre. Supporting the change process to manage and control documents in conjunction with implementing Dataworks.

## Communications

During the year, 99 media releases were issued. An average of 20 media enquiries were handled each month.

Residents were kept informed of Council activities through the Mayor's Message and Council Notices published weekly in the Manly Daily.

A 'Community Report' newsletter and Council Directory were produced and distributed to residents and rate payers.

The Communications unit co-ordinated or managed ceremonies for Citizenship, Anzac Day, Australia Day, Outstanding Citizens, and Community Service Awards, as well as launches such as heritage plaque unveilings.

In March, we hosted a civic reception to acknowledge the dedication and commitment of the Warringah Pittwater District Rural Fire Service volunteers in their response to the needs of their fellow Australians in the January bushfires.

Local charities benefited enormously from events like the

Mayoral Charity Golf Day, which raised \$27,000 for the Cubby House Toy Library, NSW Alzheimers' Association, and Brewarrina Sister Cities.

An event highlight for the year was the commemorative Centenary of Federation Mayoral dinner held in conjunction with Manly Council. This event raised much needed funds for the Bear Cottage Hospice.

Local primary classes undertook tours of Council, learning the basics of local government. They held 'Council meetings' with their

own elected Mayor and Councillors, and participated in lively debate on topical issues such as playground facilities and dog control.

Warringah Council's website [www.warringah.nsw.gov.au](http://www.warringah.nsw.gov.au) maintains a growing wealth of information for the community as well as Council business information and Council notices. Major documents such as the Management Plan, Strategic Plan, 3 Year Rolling Plan, State of the Environment Report, Warringah LEP, and the Annual Report are now available.



Manly Warringah Choir perform 'outback' songs at the Australia Day Flag Raising Ceremony at Governor Philip Lookout, Beacon Hill.



Volunteer firefighters at the Civic Reception held in their honour.

## key activities

*A corporate management reporting tool which allows Budget Managers to manage their budgets more effectively, resulting in a reduction in budget variances formed part of the strategic actions that Financial Services undertook in 2001/2002.*

### Financial Services

Finance has undertaken a number of very important strategic actions in 2001/2002, namely:

- Implementation of electronic payment of suppliers.
- Implemented an on-line system of investment administration.
- Finalising the re-financing of Council's loan portfolio and new loan of \$1.26m for 2002, including initiating a loan off-set.
- Finalised the appointment of external auditors for a period of six years ending 30 June 2007, in conjunction with SHOROC Councils.
- Conducted a tender and subsequent appointment of the Light Vehicle Fleet Management Service provider, for a three-year period commencing 1 February 2002.
- Obtained quotes and subsequent appointment of an insurance service provider and actuarial service provider.
- Participated in a benchmarking project focusing on the cost of Finance Services, which assisted in setting target expenditure levels for budgets 2003 and beyond.
- Conducted a tender and appointed a banking services provider and collections services provider, on behalf of SHOROC member Councils.
- Improved rates collection strategies resulted in Council's percentage of Rates Annual and Extra Charges outstanding being 4.09 per cent at 30 June 2002, compared with 4.44 per cent at 30 June 2001.

### Future Direction

- Automated Monthly/Quarterly Review process utilising the corporate management reporting tool, which will result in improved business processes.
- Integrate dataworks (document management system) into Finance daily workflows.
- Implementation of a Financial Accounting Reporting system, including a reporting system for "The Local Government Financial Health Check (FHC)".
- Move towards monthly balance sheets to ensure meeting FHC targets.
- Implementation of back-up and support processes for the critical functions of property administration and employee management.
- Streamline insurance monthly reporting process.

# financial **statements**

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