

Warringah Council

Annual Report 2003-2004

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OUR VALUES

Openness

We communicate what services are available.

We value community and staff participation in decision-making.

Equity

We provide equity of opportunity to community members and staff.

We provide a right of review, where possible, with regard to our decisions and practices.

Integrity

We value consistency in decision-making.

We promote ethical practice. We are mindful of our role of acting in the public interest.

Efficiency

We value innovation and creativity.

We aim for value for money, recognising the full costs of providing services.

Service

We are customer focused.

We are flexible and receptive to change.

We anticipate needs and future trends.

We provide services in partnership with other organisations and the community.

Respect

We welcome the opinions of all.

We conduct all our dealings in an atmosphere of mutual respect.

VISION STATEMENT

Warringah is a community that values its quality of life and strives to care for its special bush and beach environment.



SECTION 1 - OVERVIEW

OUR CORPORATE GOALS

Natural Environment

To protect and enhance Warringah's natural environment.

Community Enhancement

To provide a wide variety of social, cultural and leisure opportunities for the Warringah Community.

Urban Development

To achieve a built environment that reflects the desired character of Warringah.

Infrastructure

To provide and maintain infrastructure assets that satisfy community needs.

Health and Safety

To achieve a safe and healthy Warringah for all.

Economic Initiatives

To create a business environment that is conducive to employment and investment.

Executive Management

To be open and accountable and encourage community members to participate, exchange views and influence policy and decision-making.

Corporate Support

To provide a safe working environment.



SECTION 1 - OVERVIEW

ADMINISTRATOR'S MESSAGE

This reporting period covers the first eleven months of my term as Administrator of Warringah Council since my appointment in July 2003.

Not surprisingly, the period leading up to the State Government's dismissal of the Council was stressful and distracting for senior management and staff. This period saw strategic focus and resources diverted from overburdened and under-performing services and systems. This in turn exacerbated the already high level of frustration or dissatisfaction with the Council's performance, particularly development assessment and compliance.

Among my first actions was the development of the Warringah Transition Plan (WTP). The WTP is a comprehensive blueprint, integrating the Council's current activities with new tasks required following on from the recommendations of the Daly Inquiry. Major projects include developing a new Strategic Plan for Warringah, improving customer service, implementing a complaints management system and overhauling the development assessment system.

The WTP includes 28 projects in total, nine of which have been completed. A number of the larger projects, including those listed above, were still in progress at the end of the reporting period.

Several other major projects were also initiated, including the relocation of the Manly-Warringah Netball Association from John Fisher Park. A comprehensive review of all possible venues was carried out, with a number nominated for further study.

The Government Architect was engaged to develop a proposal for a new Town Centre for Dee Why and discussions were held with the major landowners in the area bounded by Pittwater Road, Howard and Oaks Avenues and the Council car park.

While I am pleased with progress made in the first eleven months, I am aware there is still a long way to go before the residents of Warringah fully regain confidence in their Council. I would like to formally place on record my appreciation to the General Manager Stephen Blackadder and his dedicated staff for the hard work and personal commitment made to win back the community's trust and confidence.

Mr Dick Persson
Administrator



SECTION 1 - OVERVIEW

GENERAL MANAGER'S MESSAGE

The coming year will see a continuation of the reforms initiated by the Warringah Transition Plan, focussing on cost-effective and consultative delivery of facilities and services to our residents and ratepayers.

The quality of the services we provide to the Warringah community will be in the spotlight. We will undertake a comprehensive survey of our residents in 2005 to measure their satisfaction with the services we provide. We will also be analysing these survey responses to fine-tune our budgeting in the future so that we can be sure we are delivering services that our community really wants.

We will be taking Council to the community, by holding a series of Council meetings in some of the more remote areas of Warringah. At least three of these Council meetings are planned, with the first one to be held in the Terrey Hills-Duffys Forest area in March 2005. All fortnightly Council meetings will be broadcast online on our website from early next year, so the public can view proceedings from their homes or elsewhere. Meetings will be archived on our website, so they can be accessed at any time anywhere – all part of our commitment to open and accessible government.

During 2005, your Council will focus on delivering key projects, including improvements to the Dee Why Town Centre. Warringah's planning controls – known as the Local Environment Plan – will also be completely reviewed and revised, to give clarity and certainty to the development process. The value of Warringah's environment will be highlighted, with the launch of a three-year management plan for Manly Dam and a summit on the future of the Narrabeen Lakes and Lagoon areas.

In conclusion, I acknowledge with great pride and appreciation the hard work and dedication of Council staff during the past year. The Council has responded very positively to the changes brought about by the Daly Inquiry and the leadership of the Administrator, Dick Persson. We look forward to further improving the quality of the services we provide to our residents and ratepayers in the coming year.

Stephen Blackadder
General Manager



SECTION 1 - OVERVIEW

ABOUT WARRINGAH

Who We Are

Formed in 1906, Warringah Council administers an area of 152 square kilometres on behalf of residents and ratepayers.

Surrounded by natural bushland, Warringah has a unique and spectacular environment, which contributes to a distinctive sense of place and quality of life.

Warringah comprises 5,900 hectares of bushland and reserves and 185 hectares of coastal foreshores including beaches, foreshore dunes, lagoons and bluffs. There are many features of cultural and heritage significance, including Aboriginal sites.

Interpretations for the word 'Warringah', including 'sign of rain', 'across the waves' and 'sea'. These names are quite appropriate considering Warringah's coastline stretches from Narrabeen to Queenscliff, with nine patrolled beaches spanning north to south.

With a temperate climate, it is no surprise that Warringah's spectacular beaches host nearly 1.5 million visitors last year.

While it was once home to the Guring-gai people, Warringah is now called home by over 136,500 residents.

Warringah is a community which values its quality of life and strives to care for its special bush and beach environment.

Warringah at a glance

No. of patrolled beaches	9
No. of patrol hours	15,800
Kilometres of road	480
Number of development applications determined	* 1,911
Number of parks and reserves maintained by Council	760
Residents who received Australian Citizenship 2003-2004	650
No. of library items borrowed	* 1,111,947
Library visits	* 730,827

* for the period June 2003 to June 2004



SECTION 2- ORGANISATION

SENIOR MANAGEMENT STRUCTURE – JULY 2003 TO JULY 2004

General Manager – Stephen Blackadder

- Joined Warringah Council in February 2002.
- Worked in management positions at Rockdale, Woollahra and Wyong Councils.
- Holds a Bachelor of Business from Charles Sturt University.
- A Fellow of Local Government Managers Australia and International City Managers Association.

Director, Customer & Community Services – Gary Thomson

- Joined Warringah Council in 1979 after working at Woollahra Council and the Federal Government.
- Has a Graduate Diploma in Local Government in Management, and tertiary qualifications in health, development and environmental management.
- Member of the Australian Institute of Environmental Health.
- Appointed director in 1998.

Director, Strategy Group - Michael Ryan

- Joined Warringah Council in 1998.
- Previously Principal Planner with Devine Erby Mazlin Planning and Urban Design Division, working on projects including a technology park, residential estates, schools, corporate, industry, and retail developments.
- Also worked with Hornsby and Sutherland Councils in the areas of development control assessment and planning.
- Degrees in urban and regional planning.
- Graduate Certificate in Public Sector Management.

Director, Public Office – Ross Symons

- Joined Warringah Council in 1987.
- Bachelor of Business and CPA.
- Fellow of the Australian Institute of Company Directors.
- Member International City Managers Association.
- Fellow Local Government Managers Australia.
- Justice of the Peace.

NEW DIRECTORS JULY 2004 ONWARDS

Following the appointment of an Administrator in July 2003, the Council was restructured. The organisational structure now reflects three divisions headed by three Directors appointed to their roles in late 2004.

Director, Corporate Services – Lea Rosser

Joined Warringah Council in 2004 after holding executive positions in Canada Bay, Auburn, Wyong, Camden and Hornsby Councils.

Holds a Bachelor of Arts, Bachelor of Business and Master of Business degrees.

Member of the Australian Institute Management.



SECTION 2- ORGANISATION

The Corporate Services Division is responsible for:

- Finance
- Procurement
- Records
- Information Management & Technology
- Asset & Property Management
- Risk Management
- Human Resources
- Council & Executive Support
- Marketing & Communications
- Legal

Director, Planning & Assessment Services – Sue Francis

Joined Warringah in July 2004, having been director of Planning and Development at North Sydney Council for the previous 7 years and prior to that Manager of Development Control for 7 years at Woollahra Council. Before joining Woollahra Council in 1992, Sue was an Associate Director of planning consultancy Wellings Smith and Byrnes.

Sue holds a postgraduate qualification in Environmental Planning from the UK and is a member of both the Planning Institute of Australia and the Royal Town Planning Institute in the UK.

- Strategic Land Use Planning
- Development Assessment
- Development Engineering
- Development Assessment Support
- Compliance Services

Director, Services Group – Gary Thomson

The Customer & Community Services Division is responsible for:

- Community Services
- Cultural Services
- Libraries
- Environmental Services
- Asset & project services
- Business operations (Glen St Theatre, Warringah Aquatic Centre, Kimbriki)



Warringah Council

SECTION 2- ORGANISATION

The Community of Warringah

Administrator (2003-2008)

General Manager

Director of Corporate Services

Director of Planning & Assessment Services

Director of Customer & Community Services

Joint Ventures

Kimbriki Waste and Recycling Centre

Glen Street Theatre



SECTION 2- ORGANISATION

PLANNING PROCESSES

Warringah Plan 2003-2006

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
- The Strategic Plan is under review and completion is expected in early 2005.
- The Three Year Rolling Plan outlines programs for our goals and outlines what actions and initiatives we will undertake for the next three years.
- The Operating Plan presents the details for each of our functions, listing actions and initiatives to be achieved during the next financial year. This document also includes the budget which identifies the resources available to finance our activities.

Management Plan and Quarterly Performance Reporting

The annual Management Plan (Warringah Plan) is developed in partnership between Council and the community, and presents the range of new actions and ongoing services that Council provides. The Council reports quarterly on performance according to the management plan.

Service Levels And Performance

As part of the continuous improvement approach to Service Level Agreements for 2003-2004, all services were required to review the way their services are delivered, and implement quality improvement processes.

Corporate Commitments

A set of Corporate Commitments was adopted as a series of statements outlining the approach we 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

Future Directions

New initiatives in the Management Plan for 2003-2004 included a complete review of our Strategic Plan. This document paints the 'big picture' and presents our plans and goals for the future. We are undertaking extensive consultation in 2004 – 2005 so that we can achieve a Strategic Plan which properly reflects how the community would like the Warringah local government area to be in 15 or 20 years.



SECTION 2- ORGANISATION

Environmental Management System

In 2003 Council developed its Environmental Management System with the production of an Environmental Management Plan (EMP) for the Warringah Aquatic Centre. The Environmental Management Plan addresses a range of environmental factors critical to managing a large community recreational facility. The EMP specifically addresses energy and water use, as well other issues such as chemical storage and waste management.

The implementation of the EMP has been incorporated into the Aquatic Centre's safety committee, establishing Warringah's first safety and environment committee.

In future years Council will look to develop additional EMPs for areas such as Council's Project Services area and Warringah's community centres.

Aboriginal Heritage

Council's management objectives for Aboriginal heritage are:

- ·To promote and increase the profile of Aboriginal heritage;
- ·Ensure the ongoing protection and management of known Aboriginal heritage sites in Warringah
- ·Ensure Aboriginal heritage issues are considered in the development application process; and
- ·Fulfil Council's responsibilities under the Environmental Planning and Assessment Act (1979) and Heritage Act (1977).

In addition Council considers land use, development and management issues concerning the Metropolitan Local Aboriginal Land Council and fulfils its responsibilities under the National Parks and Wildlife Act 1974.

Aboriginal Heritage Manager

Warringah, Willoughby, Lane Cove and North Sydney Councils continue to jointly fund the Aboriginal Heritage Manager position. This position ensures the protection of Aboriginal sites and cultural heritage. One of the manager's main responsibilities was the production of the draft Aboriginal Sites Management Plan. This plan incorporates Aboriginal sites within the Warringah LGA that lie outside National Parks.

The Aboriginal Heritage Manager provided heritage advice on development applications to ensure Aboriginal cultural sites were adequately protected. The Aboriginal Heritage Manager also coordinated a series of training days for Council staff, primarily those involved in the development assessment process to raise awareness and outline the policies and legislation relating to Aboriginal heritage. In addition, the Aboriginal Heritage Manager conducted a highly interactive walk and talk program around various sites around Warringah.



SECTION 2- ORGANISATION

Aboriginal Sites Management Plan

Many Aboriginal sites in existence are at risk of degradation by factors such as weather, vandalism and development. The plan aims to limit the impact of these factors on Aboriginal heritage sites to allow for their preservation. The plan was developed as part of Council's Aboriginal Heritage Management Program. The Aboriginal Heritage Manager recorded Warringah's Aboriginal heritage sites for inclusion in the plan. The plan considers the location, current condition and threats to Aboriginal sites in Warringah and recommends measures to protect each site to ensure their long term protection. The plan was completed in the 2003-2004 financial year.



SECTION 3 - REVIEW OF OPERATIONS

OUR NATURAL ENVIRONMENT

Dogs' Big Day Out

The Dogs' Big Day Out is an education tool to reach dog owners and raise their awareness on responsible dog ownership. Council runs an information stand at the event. Resource materials from the Community Watch-dog project and the My Dog Won't Bite project were distributed free of charge to all visitors.

Operation Cat

This joint program between Warringah Council and the Cat Protection Society provides Warringah residents with a discounted microchipping and desexing service for cats. Vaccination is also available. The program is undertaken three times per year.

The Cat Protection Society offers a door-to-door service, collecting cats, taking them to the Society's vet and then returning them home the next day. The response is always encouraging and over 50 cats were desexed during 2003-2004.

Creating Native Gardens From Bushland To Beach

To encourage residents to plant native species in their gardens, Warringah Council has produced a guide to local native plants of Warringah called 'Creating Native Gardens from Bushland to Beach'. This guide details over 40 native plants including trees, shrubs and groundcovers. It includes full details of the species along with colour photographs and useful advice about planting and creating a wildlife friendly home. This publication is free to all local residents and is available from Warringah's Customer Service Centre, Warringah libraries or by calling Environmental Education on 9942 2542.

Being A Bush Friendly Neighbour

In 2003/2004 Warringah Council continued to educate residents on bushland issues with a focus on encouraging residents to be 'Bush Friendly Neighbours'. An environmental information package is available to residents on request and this package outlines a range of initiatives that residents can undertake towards reducing their environmental impacts on bushland. The package includes:

- Information on looking after pets and minimising their impact on bushland
- Undertaking natural pest control in your garden
- Planting local native plant species
- Conserving water around the home
- Reporting all sightings of feral animals to Council
- Reducing fire hazards around the home
- How to join a local bushcare group.



SECTION 3 - REVIEW OF OPERATIONS

Duffy Forest Threatened Species Education Program

In 2003/2004 Warringah Council continued to run their 'Protecting Our Threatened Species' Duffys Forest program with local schools. This program introduces information on the Duffys Forest endangered ecological community into the school's syllabus. Students participate in classroom activities and a school excursion in an effort to foster student interest in the care and rehabilitation of their local bushland. Throughout the program students learn about:

- Different types of bushland in Warringah
- How people use bushland both in the past and into the future
- Different species of plants commonly found within Duffys Forest
- Different animals that inhabit Duffys Forest
- Threats facing Duffys Forest and why it is a threatened vegetation community
- What Duffy's Forest really looks like and how we can all help save what's left.

This year eight locals schools have participated in the program. These were Balgowlah North, Kambora, North Curl Curl, Terrey Hills and Wakehurst Public School, Covenant Christian School, St Kevin's School and Northern Beaches Christian School. Council will be running the program again in 2005, and would like to encourage all schools to participate.

Council, through the Duffys Forest Trust Fund and the Council's environmental levy provided funding for the development of this program.

Caring For Our Catchments

'Caring for Our Catchments' is a variety of educational initiatives aimed at schools to raise awareness about stormwater in Warringah. By empowering the students with knowledge about stormwater, this education campaign helps to minimise and prevent environmental harm caused by stormwater pollution.

'Caring for Our Catchments' has a comprehensive school visits program with students in years K-6 and covers many aspects of the NSW schools syllabus requirements. In 2003/2004 this program was targeted towards students in Manly Dam and Narrabeen Lakes Catchments. A total of 1200 students took part in the program with all participants receiving a 'Caring for Our Catchments' drink bottle.

To support this program, Warringah Council undertook drain stencilling programs, community displays and a cinema advertising campaign. Promotional and educational items such as stormwater show bags were also distributed.

The Drain Is Just For Rain Northern Beaches Cinema Advertising Campaign

The Drain Is Just For Rain Northern Beaches Cinema advertising campaign is a regional project covering the Warringah, Pittwater and Manly local government areas.

The education program involved a series of advertisements in local cinemas throughout the northern beaches. These advertisements use images to focus on stormwater issues. Four separate advertisements have been created and were shown for a 12 month period during 2003/2004.



SECTION 3 - REVIEW OF OPERATIONS

Kids Care Calendar

In 2004, Warringah Council launched its inaugural Warringah Kids Care Calendar. This calendar features the 12 winning artworks from the Warringah Kids Care Art competition, and invited students in kindergarten to year six produced artworks that highlighted ways that we could all work together to look after Warringah's unique and precious environment. Council received hundreds of entries for the competition, demonstrating that Warringah Kids really do care. Over 1400 calendars were distributed to students and residents throughout Warringah and due to the success of the program a new calendar is now being produced for 2005.

World Environment Day 2004 Youth Expo

The second World Environment Day Youth Expo was held on 3 and 4 June at James Meehan Reserve, Dee Why. The event attracted over 1500 students from primary schools throughout Warringah. The event won second prize at the Local Government and Shires Education Awards.

This outstanding environmental event was organised specifically for students in Years 5 and 6. The Expo provided students with an opportunity to think, discuss and learn about the local environment and investigate how they can contribute to its future protection. Environmental experts and key organisations from around Sydney (23 in total) were invited to be a part of the event and hosted a variety of student workshops. These workshops covered a range of environmental topics including water quality testing, native flora and fauna, coastal processes, Aboriginal culture and turning waste into art.

The key message of the Expo was to ensure local primary students learnt to appreciate, respect and preserve our precious environment. The whole day is offered free of charge to all primary schools in Warringah.



SECTION 3 - REVIEW OF OPERATIONS

Eco Schools Grant Program

Established in 1998, Warringah Council's Eco Schools Grant Program offers local schools grant funding to develop and implement environmental projects. The funds are raised through Council's Environment and Stormwater Special Rate (ESSR). All schools located within the Warringah LGA are eligible to apply for funding of up to \$2,500.

An unprecedented number of schools applied for funding through the Program in 2004. Twenty-two schools were successful in their applications, receiving a total of \$46,470 in funding. Projects for 2004 include Streamwatch activities, recycling, paper making, planting natives, student environmental education and creating frog habitats.

Successful schools for 2004 were:

Brookvale Public	Narraweena Public
Collaroy Plateau Public	Northern Beaches Christian School
Covenant Christian School	Northern Beaches Secondary College – Cromer Campus
Cromer Public	Northern Beaches Secondary College – Mackellar Girls Campus
Curl Curl North Primary	Our Lady of Good Counsel Catholic Primary
Davidson High	Pittwater House Schools Secondary
Dee Why Public	St. Kieran's School
Fisher Road School	Wakehurst Public
Harbord Public	Yanginook Christian School
Kamaroi Rudolf Steiner School	
Killarney Heights Public	
Kinma School	
Mimosa Public	

The Shopping Challenge

The Shopping Challenge heightens consumer awareness and increases their skills and knowledge to enable a change in their shopping behaviours. The challenge encourages shoppers to:

- Think about waste avoidance and recycling before they purchase products;
- Look at the packaging of products and recognise what is environmentally friendly;
- Purchase products with either no packaging, recycled content or recyclable packaging;
- Carry a calico bag and use fewer plastic bags; and
- Know what can and can't be recycled in Warringah and Pittwater LGAs.

The Shopping Challenge was conducted 10 times at various shopping centres and community events. Shoppers were asked to identify the most environmentally friendly items.



SECTION 3 - REVIEW OF OPERATIONS

National Recycling Week Activities, November 10-14

Council's Waste Education Officers used the Waste Education Trailer and Shopping Challenge to promote the theme 'Environmentally Aware Shopping - It's Easy'. The objectives were to have consumers carry a calico bag, avoid over-packaged products, buy products with recycled content and recycle in general.

Council activities included a series of advertisements and displays in Council's Civic Centre and at Warringah Mall Library. Council's Waste Education Trailer also visited Warringah Mall shopping centre over four days. These activities provided shoppers with the opportunity to discuss plastics, packaging and recycling.

Waste Wise Schools Program

This program involved Council, local primary school teachers and students and Keep Australia Beautiful. It was a highly interactive education program requiring students to search for information, physically sort plastics and answer questions relating to the displays:

- Define waste and its impact on our environment;
- Identify and discuss benefits of sorting waste and utilizing resources more effectively;
- Discuss issues related to contamination and disposal of hazardous waste; and
- Enhance student values and attitudes about waste and their local environment.

The program visited 15 schools and included 1546 students.

Warringah's Waste Education Trailer

Council's Waste Education Trailer is highly interactive. The Waste Education Trailer:

- Promotes an understanding of the impact of waste on the community;
- Provides information about Council services
- Assists residents in resolving waste problems;
- Encourages individuals to creatively avoid, reuse and recycle waste; and
- Displays furniture, jewellery, accessories and other amazing things made from reused and recycled materials.

The trailer is used as a community education vehicle and during 2003-2004 was used 28 times at a variety of locations including shopping centres, fairs and at community events such as Australia Day. In addition to this the trailer visits 15 local primary schools per year with special class programs that meet individual schools curriculum demands.

Domestic And Commercial Chemical Education

Council aims to increase the community's awareness of the impacts of domestic and commercial use of toxic chemicals and cleaning agents, pesticides, herbicides and sprays. The Department of Environment and Conservation Chemical Collection was heavily advertised in the press and through a brochure distribution to all residents. It was held at Cromer and a record 1313 people participated and disposed of 52 tonnes of household chemicals.



SECTION 3 - REVIEW OF OPERATIONS

Australia Day 2004 Activities

This was the fifth year of Warringah's Australia Day Waste Wise Campaign. Since the campaign began in 2000, Warringah's Australia Day breakfast has been implementing systems to reduce waste going to landfill. The Waste Education Trailer was at Belrose which also had a worm farm and worm farm demonstrations to encourage residents to recycle food scraps and thereby reduce waste going to landfill.

Clean Up Australia Day Activities

Council participated in Clean Up Australia Day with the promotion of locations and support of the event. There were 22 sites in Warringah this year.

Reactive Waste Education Program

Council provides a prompt response to waste issues which arise throughout the year. This includes producing brochures and advertisements to highlight problems and provide solutions to waste issues. This year five advertisements were placed with the following themes:

- Council's new Waste and Recycling Guide
- Correct Presentation of Waste to Ensure it gets Collected (2 ads)
- Are You Moving – a guide to what to do with unwanted goods
- Council's new Domestic Waste Calendar

A further five advertisements were placed regarding the new waste contract.

Six target brochures were delivered to all residents including two regarding the new waste contract. Topics included:

- Make Sure Your Waste Gets Collected
- Chemical Collection
- Are You Moving – a guide to what to do with unwanted goods
- Plastic Bags in Recycling
- New Waste Service (2 brochures)

The public education campaign for the new waste contract included staff training, the printing and distribution of two new brochures, five advertisements, the design of artwork for 10 trucks and public display material to highlight the collection of additional plastics beginning in July 2004. Waste Education also participated in the Seniors Week Gala Day.

Collaborative Advertising Program

This program between Warringah, Pittwater and Manly Councils and Kimbriki Recycling and Waste Disposal Centre was undertaken to promote and reinforce messages regarding avoiding, reusing and recycling waste. This included 10 half-page advertisements in the local paper with a variety of messages on reducing waste and recycling, creating an eco garden, sustainability, waste events and activities.



SECTION 3 - REVIEW OF OPERATIONS

Council's New Waste Contract

On 1 July 2004, Warringah's new waste and recycling contract came into effect. As part of the new contract, garbage and recycling is now collected by a single truck. This truck has a horizontal split internally, and recycling goes into one half of the truck, and garbage goes into the other half of the truck.

Other changes to the contract included:

- Trucks will start later (from 7.00am)
- The waste levy will be reduced
- Plastic recycling will be extended to include numbers 1, 2, 3, 4, 5 and R
- In unit areas, bins will be brought out of unit hides and put away by the contractors
- There will be fewer trucks in the streets (due to 2 loads being collected by one truck)
- There will be less air pollution due to the specifications of the new Collex trucks.

A comprehensive educational campaign was carried out to inform residents of the changes to the service. Residents were hand delivered 2 leaflets, six advertisements appeared in the leading local newspaper, and displays appeared in Warringah Mall Library and Council Customer Service highlighting the importance of plastic recycling, and explaining that residents can recycle plastics numbered 1, 2, 3, 4, 5 and R from 1 July 2004.

In addition, a training session was conducted with all Customer Service staff to assist them to deal with customer enquiries about the new service.

An integral part of the campaign was designing artwork for the actual trucks used for waste collection. Ten Recycling/Garbage trucks, 3 Vegetation collection trucks, 3 Litter Bin collection trucks and 1 General Cleanup truck had their sides designed and printed in different themes.

1. The Recycling/garbage truck design reinforces the concept of the 'split' truck.
2. The Vegetation collection truck reinforces the correct way to recycle vegetation.
3. The Litter Bin collection truck carries a strong message about not littering.
4. The General Cleanup truck is left undecorated so as not to draw attention, and thereby not encourage residents to dump rubbish.

Ownership Choice And Change In Multi-Unit Dwellings

Council is taking a proactive approach to waste issues in multi-unit dwellings. Residents are being encouraged to:

- Become aware of their current behaviour and know how to change it
- Understand that separating their waste is important
- Recycle more of their waste
- Reduce contamination levels when recycling
- Present their waste appropriately.



SECTION 3 - REVIEW OF OPERATIONS

Council's Waste Education Officers provided the Customer Service team with training on how to promote and provide information on the program. In addition:

- Innovative and practical resources for public display and personal use were produced.
- Advertisements were placed in the local paper every two weeks for three months, advertising the location of the Waste Education Trailer and availability of resources. The monthly message in each advertisement reflected the specific problems of multi-unit dwellings.
- The Waste Education trailer was located in Dee Why Town Square every Tuesday for 10 weeks with staff available to discuss problems and give resources to residents.
- Displays promoting the program were placed at local libraries, Civic Centre and at the Hilltop to Headland Environmental Lecture Series.
- 16 unit blocks with the most serious waste issues were identified and targeted with hand deliveries of the "Do you know why recycling is important?" kit, which contained a tea towel with a humorous story called "Waste Wars".
- 197 residences were door knocked and residents were asked about their experiences in recycling and asked to commit to improving waste disposal habits.

Resources produced included 3 outdoor PVC signs, 2 foyer posters, 3 bin lid stickers, 6 magnets, tea towel, 2 forms (evaluation form and order form), 1 flyer for strata managers , display boards for public displays eg in Libraries, Kits "Do you know why recycling is important" for hand deliveries.



SECTION 3 - REVIEW OF OPERATIONS

CORPORATE GOVERNANCE

Customer Service Centre

Customers can make a wide range of enquiries and transactions at the Customer Service Centre located on the ground floor of the Civic Centre. This year the Customer Service Centre handled over 62,900 monetary transactions.

The Customer Service Centre also hosts a variety of displays and promotions on Council activities as well as meeting statutory display requirements.

A significant initiative in the Centre's staffing was the creation of a second traineeship which is an opportunity for a young person to obtain training and on-the-job experience.

Call Centres

Council has four call centres with the main call centre located in the Customer Service Centre at the Civic Centre. Smaller call centres are located in Project Services, Planning and Assessment Services and Dee Why Library.

Our Call Centres received 201,306 calls, with 85 per cent of calls answered within 30 seconds.

Council's Four Call Centres – percent of calls answered, abandoned or redirected.

- Answered = 92.2%
- Abandoned = 3.9%
- Redirected = 3.9%

Mediation

Mediation gives the community the opportunity to meet with applicants in an attempt to resolve objections about development applications. It is a voluntary process and therefore all parties must consent to proceeding with the mediation for it to take place.

Over the past 12 months there has been a 20% decrease in the amount of matters that have proceeded to mediation compared with figures reported in last year's annual report.

Applications for mediation are available at the Civic Centre or at Council's website www.warringah.nsw.gov.au. Any member of the public can access the service to resolve disputes that involve Council's business and/or responsibilities.



SECTION 3 - REVIEW OF OPERATIONS

Human Resources

The Human Resources Team supports all staff, supervisors and senior management to achieve the most efficient and effective business outcomes possible for our ratepayers and residents. During the 2003/2004 financial year human resources staff successfully carried out the following activities.

Training

Apart from legislative requirements, training support for the introduction of a new organisation-wide electronic document management system (Dataworks) took place in the early part of the year. Priority then turned to the training needs identified in the Warringah Transition Plan. As a result of this:

- 68 staff attended customer service training,
- 34 staff attended training in handling difficult customers and
- senior management development assessment strategies began in May 2004 with the identified training needs to be addressed on an ongoing basis.

A focus on accredited courses for Warringah staff was maintained so that of the 1500 course attendances contributing to staff development during the year, 926 provided nationally recognised training. This represents an increase of more than 50% over attendance rates last year. An important initiative in maximising use of accredited training opportunities was the registration of 23 of our existing staff members as trainees. Nine Customer Service staff have now completed Certificate III in Telecommunications whilst 14 staff members from the Kimbriki Recycling and Waste Disposal Centre are currently completing Certificate III in Asset Management. Major training achievements also included the WELL program (attended by 28 staff predominantly from the outdoor workforce), which led to an increase in skills, particularly through the use of computers.

Emphasis on EEO and Code of Conduct principles continued with mandatory training for 173 staff. Additionally training for all supervisors (over 150 participants) in effective grievance resolution was conducted.

Finally, Warringah's ongoing means to facilitate cost effective training internally was expanded via the achievement of competency in the Train the Trainer program by over 20 employees.



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Occupational Health & Safety

All position descriptions were amended to include specific OH&S accountabilities, responsibilities and authorities. Additionally, the means for assessing each staff member's actions (during the annual performance review process) in relation to his or her specific OH&S responsibilities was strengthened.

The Safety (OH&S) Committee continued to be actively involved in maximising our safe working environment with bi monthly meetings and programmed safety inspections in more than 50 Council work sites. Additionally employees across Council participate in regular safety inspections, ensuring that any newly developed hazards can be quickly identified and eliminated or minimised.

Fire warden training was provided at both administration centres (Civic Centre and Cromer) and formal appointments were made to the roles of Chief and Deputy Chief Wardens. Senior first aid training also continued throughout the year in order to maintain an effective number of qualified first aid officers at each work site. Training was also provided in OHS for Managers & Supervisors, OHS Risk Management for staff, Manual Handling, Workplace Substances, and First Aid.

In an innovative departure from the standard focal points of workplace health and safety, Warringah celebrated 'Wellness Wednesday' with a function at which staff had the opportunity to learn more about proactive health measures including techniques to minimise stress (eg yoga). Guest speakers gave information on exercise, relaxation techniques, and contact organisations for organised health related activities.

Council's Executive Team undertook a comprehensive review of OH&S systems and procedures during June. The review included consideration of presentations on a variety of OHS matters. Chairs of all Council's OHS Committees presented their committee's roles and achievements.

WorkCover conducted planned audits of the Council on two occasions, one for Injury Management (May 2004) and the other on OHS (Oct 2003) as is required for Councils Self Insurance Licence. As a result of the latter audit the General Manager initiated the OHS Management System Committee to ensure Council's OHS policy, system and procedures completely satisfy Workcover's rigorous Self Insurer's Model.

Employee Relations

Warringah Council's Consultative Committee (WC3) continues to be an effective consultation forum with regular and productive meetings held this year.

Continuous improvement of Warringah's human resource infrastructure was sustained including:

- Augmentation of Warringah's policies and practices for workforce planning, recruitment, probation and salary & leave administration;
- Review of Warringah's Employee Assistance Program (EAP) resulting in appointment of a new provider to meet staff needs;
- Clarification of the core behaviours expected of all Warringah staff; and
- Fine-tuning of the documentation utilised during the annual performance review process; for higher duties opportunities and for recording job evaluation outcomes.



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Recruitment

Recruitment activities for over 85 vacancies (consisting of a variety of permanent full-time, permanent part-time, temporary, casual and contract positions) took place this year. Recruitment activities included advertising in a variety of forums (newspaper, internet, web and relevant trade/professional or industry publication), receipt/registration of applications within 5 working days, and engagement of successful applicants.

In comparison to other Councils and industries Warringah has a low employee initiated turnover rate. This suggests there is a reasonable return on investment in recruitment activities.

Equal Employment Opportunity

(Refer Local Government Act 1993 Section 428 Part 2 (m) Statement of the Activities undertaken by Council to implement its Equal Employment Opportunity Management Plan)

Our Equal Employment Opportunity (EEO) Management Plan was reviewed and updated to ensure that individual business units continue to take responsibility for actions appropriate to their working areas. Additionally, due to the ongoing nature of many of the EEO initiatives contained within the plan, its effective life was extended to 30 June 2005.

Completion of a Staff Profile Report for Warringah Council (December 2003) represents the most recent analysis of Warringah Council's staff profile and will be useful in providing a benchmark for the future. Amongst other things, the Report highlighted the need to improve the profile of women through the job classification ranks at Warringah. This is an ongoing focal point for our EEO strategies which have now (as at 30 June 2004) resulted in 66% of Directorships in Council being held by women.

Our EEO strategies aim to ensure fair outcomes in all areas of employment including recruitment; training and development; job evaluation; performance management; equal access to information about Council policies, procedures and practices; supervision and management of staff; conditions of employment and termination. Some of the specific initiatives undertaken this year to maximise EEO included:

- Comprehensive review and promotion of our Bullying and Harassment-free workplace and Grievance Resolution policies, which has sent a positive message to staff;
- Development and Implementation of a Management Development Framework to cater for over 100 'supervisors' across council. Many activities under the framework will be available to aspiring managers to help develop their management potential;
- 10 participants were sent to a Management Development Challenge held in association with SHOROC Councils. 9 of the 10 Warringah participants were female, and the winning team was led by a Warringah staff member;
- The General Manager hosted a staff function for International Women's Day, with insights on career development for women provided by the Telstra Business Woman of the Year;
- Warringah sent a representative to the National Framework for Women in Local Government seminar, which explored means by which various initiatives can foster the participation of women at senior levels in Local Government;
- Targeting of minority groups in advertising campaigns such as the recent campaign to select two new Directors, which specifically targeted female applicants (as they were under represented in our senior management profile). It should be noted that whilst minority groups may be targeted in any advertising campaign, all appointments are ultimately based on the merits of applicants; and



SECTION 3 - REVIEW OF OPERATIONS

- Warringah Council provided unpaid work experience to a number of students from minority groups, giving them the opportunity to consider a career in local government and enhance their formal learning with real-life situations.

Financial Services

The service was independently evaluated in 2003 as part of the Corporate Support Program and the following recommendations were implemented by 30 June 2004:

- Management Accounting team functions reviewed and changed to ensure more focus on business analysis and strategic financial planning and management.
- Disclosing to ratepayers on Council's rate notice, rates paid to external bodies expended on emergency services.
- Redesign of the rate notice to accommodate the placement of Parking Stickers on the back of the Rate Notice.

Other major achievements in 2004 included:

- 8 August 2003 presented an analysis of the financial position for 2003-2004 to the Administrator.
- 19 August 2003 Council considered the draft financial statements.
- Fourth Council in NSW to lodge Annual Accounts with Department of Local Government.
- 9 September 2003 Audited Accounts and Audit Letter to Council.
- Appointed a new investment advisor and reviewed Council's investment policy and strategy.
- Implemented a Workplace Injury and Claims Management Program.
- Implemented Chris 21 Payroll software.
- Implemented Fujitsu Debtors software.

Future Direction:

- Development of an internal cost allocation model and a Strategic Financial Plan for Council utilising FINMOD, a financial planning model developed for Local Government by the Ministry of Energy and Utilities. The Strategic Financial Plan will focus on strategic cost management, income optimisation and investment.
- The introduction of rolling forecasts in budget process.
- Enhance month end reporting process to management, which identifies major budget variations, to enable remedial action to occur earlier.
- Development of an integrated Quarterly Performance Report, including an automated Quarterly Budget Review process, which enables automating budget input resulting in greater rigour and management responsibility in budget reviews.
- Development of a holistic Risk Management plan for Council.



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- Banking and Collections services tender, including the recovery of credit card merchant fees and charges to cardholders for rate and other payments.

Information, Management and Technology

In August 2003 a best practice assessment was commissioned as part of a plan to implement IT service management that conforms to world's best practice. The assessment identified a number of areas that require development, provided recommendations and identified seven areas where "quick wins" could be achieved.

The assessment was conducted at the time of the appointment of an Administrator who introduced the Warringah Transition Plan (WTP). The WTP included an evaluation of the effectiveness and efficiency of the IM&T service as part of a broader review of all Corporate Services. The key issues arising from this evaluation confirmed the assessment earlier conducted in August 2003.



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Some of the achievements during 2003/2004 are the direct result of the IT Service Management Assessment and subsequent WTP evaluation. These achievements include:

1. Establishment of a Change Advisory Board (CABIT) to better plan and manage IT related changes in the Council with respect to a new Service Level Agreement (SLA) and with participation of customer representatives.
2. Identify and appoint customer representatives within each Division to negotiate services with the business.
3. Conduct workshops with Division representatives to identify primary and secondary business processes and required levels of support.
4. Develop a new SLA based on the requirements agreed with Division representatives.

Other achievements:

Upgraded Internet Connectivity

Increased service capability in supporting applications provided in December 2003 via a substantial increase in speed of connection for the community in accessing each of Council's web sites and for Council staff by providing an internet and wide area network (WAN) using an asymmetric digital subscriber line (ADSL).

Replacement HR/Payroll System

During the year a replacement HR/Payroll system was implemented that provided staff with the following benefits:

- A strong Sydney-based Local Government user group,
- A "Windows" look and feel,
- Proven functionality, implementation and updates for Local Governments in NSW.

Glen Street Theatre computing facilities upgraded

In August 2003 the Glen Street Theatre Board was provided advice on the vulnerabilities existing in their current server and network infrastructure environments. The Glen Street Theatre Board adopted recommendations relating to the following:

- Implementation of a new server to replace two existing servers,
- Replacement of all personal computers,
- Upgrade the Microsoft Office suite of software and analysis of existing applications for Payroll, Financial anti-virus and ticketing,
- Review of licensing,
- Relocation of network cabling,
- Confirmation of warranty and service arrangements for router, cyber-surfer, internet gateway, UPS,
- Training of staff on the new operating system and software.



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- Management Accounting team functions reviewed and changed to ensure more focus on business analysis and strategic financial planning and management.
- Disclosing to ratepayers on Council's rate notice, rates paid to external bodies expended on emergency services.
- Redesign of the rate notice to accommodate the placement of Parking Stickers on the back of the Rate Notice.

Community Enhancement - Aged Services

Warringah has a higher percentage of residents aged over 75 years than the average in NSW.

Aged Services are constantly reminded of this by the increasing number of active centenarians enjoying membership at our local Seniors Clubs. As this group grows in numbers, Council has recognised the importance of developing appropriate programs to address their needs. Some of the programs and events delivered this year were:

Active Minds

In partnership with Community Care (Northern Beaches), Aged Services organised two Memory Expos that were attended by 600 older residents, aimed at educating people about normal memory loss and the symptoms of Alzheimer's Disease. Participants were then invited to 'keep their minds sharp' by attending a 5 week course 'Stretch Your Mind – Mental Aerobics'. These sessions were coordinated in liaison with Literacy Network and averaged 20 participants at each session.

Preparing for Life Changes

The 'Vision, Value and Villages' seminar targeted people who may be considering moving into a retirement village. Over 130 seniors attended to hear lively discussions on accommodation options, and the issues associated with each option. The 'Special Gift' Seminar explored the emotional and practical issues for older people as they approach the last stage of their lives. The 40 participants discussed resolving conflict, Power of Attorney, wills, and funerals.

Bonds between the Generations

A gala day for seniors, grandparents and grandchildren was partly funded by a Seniors Week grant of \$2,500 from the Department of Ageing, Disability and Home Care. 'The Festival Across the Ages' launched Warringah Council's Senior's Week Program and was attended by over 1000 people. The festival featured many Council services and food and goods stalls operated by local groups.

Safety Initiatives

Another popular CPR Refresher session was organised in Seniors Week by Council's Beach Services. Information encouraging 'safe use of motorised scooters' was circulated at the Festival and seniors were invited to try the scooter. The Seniors Safety Calendar again proved very popular and was distributed widely. Fridge magnets identifying emergency contact numbers and other valuable contacts continue to be distributed.



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Information is Key

The Aged Services Newsletter was published again this year, containing many valuable tips for seniors and notice of forthcoming seminars. The Services, Leisure and Retirement Housing Guides and the Shopping Made Easy Guide continue to inform and assist older residents living in Warringah.

Community Development Grants

During the 2003/2004 financial year, Council distributed a total of \$140,085 to over 35 community groups, services and organisations as part of its Annual Aged and Community Services Grants, one-off Community Development Grants, Burdekin Grant and Annual Surf Life Saving Club subsidies.

The services funded by Council grants range from life saving, family support, youth, volunteers, information and referral, transport, carers and a host of seniors services. Council is very proud to have such an active community services sector. Without the assistance of these local service groups and organisations, many people in our community would not be able to attend doctor's appointments, go shopping, receive respite, shelter and food or simply enjoy socialising or recreation in Warringah.

Disability Services

Council achieved a milestone in July 2002 with the establishment of an Access Advisory Committee to Council. The Committee members worked hard in the first year of establishment to set out plan and ideas for the future to help raise awareness of the needs of people with disabilities in the community. Many of these issues are linked to increasing opportunities for people with disabilities to actively participate in community life by improving access to transport, retail and recreational/social areas within our community.

In the past year, Committee members have undertaken transport audits, access audits of retail and commercial areas, developed an Access Checklist for planning and development staff and produced an Action Plan for 2004/2005 and a promotion and publicity plan for the year ahead.

One of the most exciting highlights for the Committee was hosting the first formal Council event on 3 December 2003 in celebration of the 'International Day of People with a Disability'. The International Day of People with a Disability is celebrated annually to facilitate community awareness. The day provided a chance for the community to become familiar with local disability services and innovative recreational opportunities for people with disabilities to participate in such as surfing and swimming.

The Aquatic recreational theme continued in March with the first Aquatics Day Festival held at Manly Dam for people with disabilities and their carers. Council's Lifeguard services joined in on the day and a great partnership was formed with the NSW Sports Council for the Disabled. Participants enjoyed the chance to try sports such as water skiing, kayaking and sailing.

Council's Disability Development officer also completed a translation of the 'Accessible Community Facilities in Warringah' brochure into two community languages, Chinese and Serbian:



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These new brochures communicate access and equity issues among Warringah's Chinese and Serbian communities, which form a significant part of Warringah's population.

Recreation and Vacation Care Programs

Warringah Council continues to offer a high quality service to parents needing care for their children during school holidays. Attendance at Warringah Council's seven vacation care services during school holidays totalled 10,644 and included the integration of 14 children with special needs. Eight of these children received additional support from the Department of Family and Community Services.

Council's School Holiday Recreation Program catered for 379 young people offering programs such as skateboarding workshops, free skate days, surf school, beach safety and awareness programs as well as a variety of outdoor adventure days. Council also offered circus skills, movie making, hip hop and DJ workshops.

Youth Services

Youth Services continued to provide and promote local youth entertainment. The third annual Northern Composure Band Competition continued its success from previous years. Finalists were Outlier, Mispent Youth and Knucklepuk, with Outlier being the eventual winners. The final was held as part of the Youth Week YouthFest celebrations and attended by over 600 young people at Cromer Community Centre. 25 local bands entered the competition with over \$7000 in prizes being supplied by northern beaches businesses. This is now an established annual event and highly anticipated by young bands in the area.

The band nights program at YOYOs Youth Centre have established the venue as one of the premier locations for Under 18s youth entertainment in Sydney. This year saw 13 band nights and dances with over 3,500 young people attending. These events give young people a safe, supervised, affordable night out and provide local bands with a great opportunity to showcase their musical talents.

Mobile skate days continued in school holidays. Portable ramps, jumps and grindpoles were set up on various netball or basketball courts around the area. There was an overwhelming response with up to 100 children and young people participating on some days. Strict safety rules and mandatory wearing of helmets and pads meant there were no significant injuries reported and very positive feedback from participants and parents.

Partnerships with local, Government, non-government and inter-Council agencies continued, ensuring youth representation at various levels. These include; the Northern Beaches Youth Interagency – Peninsula Youth Services Inc, Burdekin Youth Housing Association, NSW Department of Tourism, Sport and Recreation, Northern Beaches Child at Risk Committee, DrugArm, YouthSource website, Road Safety Steering Committee and Warringah Community Safety Committee amongst others. These valuable partnerships with other organisations form an integral part of cohesive service provision.



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Warringah Youth Advisory Committee

The Warringah Youth Advisory Committee (WYAC) continues to provide Council with a consultative body for youth issues in the area. With over 20 members they represent a diverse and enthusiastic voice for young people in the community. They are invaluable in providing advice and support to Council on local youth issues as well as giving hands-on help at special events such as dance and band nights.

Ten members attended the annual development camp at the 'Life' facility in Kurrajong, which was physically challenging and very rewarding for everyone involved. This is an enthusiastic and vibrant young group of people who volunteer their time and efforts to assist the wider Warringah community. One of the main projects for the year was the Warringah Youth Forum. This involved over 50 young people spending the morning learning about various youth services available to them in the area. The afternoon was spent listening to their views on a range of topics; recreation and leisure opportunities, health and law & safety. These topics were selected by the Youth Committee and were judged to be very good choices. The young people's reaction to this forum was so positive it may become an annual event and the youth committee's input into services for young people will be emphasised.

Other projects WYAC members took part in were participating in an ABC television Stateline program on the 'Out of Harms Way' agreement, an initiative where young people and their parents agree to safer practices when going out. WYAC members continued their participation in the annual Brewarrina Sister City Youth Exchange program.

ArtStart 2003

This event runs every two years and is sponsored by NSW TAFE. Warringah Council was nominated as the Regional Coordinator and was responsible for the co-ordination and dispersal of funding for art related youth events all over the northern Sydney region. Warringah Council's project was a compilation CD of six young local bands. Four development workshops were held, the bands rehearsed and recorded songs and 500 CDs were manufactured. The CD was called 'Northern Composure 2003' and was launched with the bands performing on the main stage at Warringah Mall, to an enthusiastic crowd of onlookers.

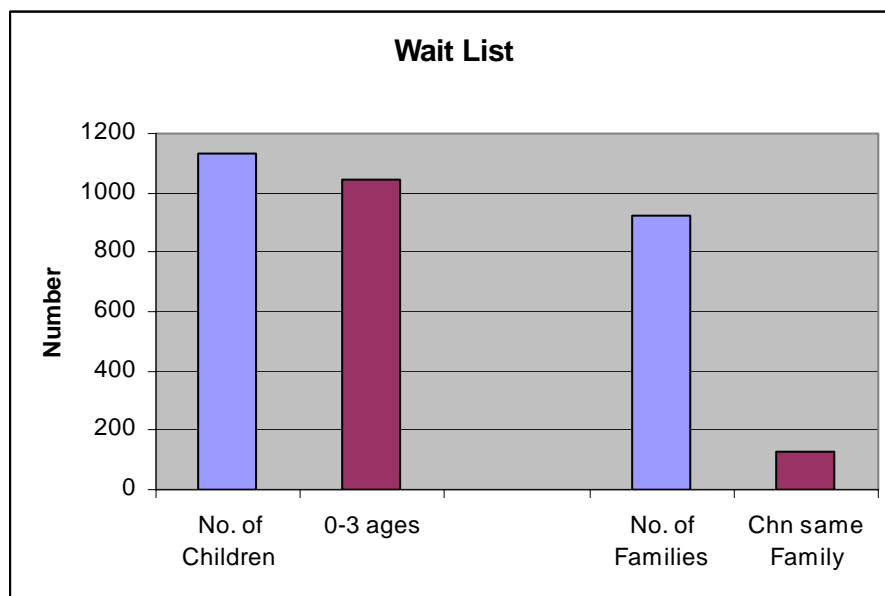
YAZZ & Family Support Worker

The Youth Activity Service (YAZZ) continues to provide valuable activities and learning experiences for at risk younger people, as well as several challenging but enjoyable camps. Special new programs this year have included a group for young people with Aspergers Syndrome. The Family Support Worker associated with this program provided several Speakers Nights and Parent Education Courses. There is a waiting list for the Parenting Course and in response a 'Living with Teenagers' Training Workshop for workers was organised so that other local organisations can now offer similar courses.

Children's Services

Demand for child care places in 0-3 age group remains high within Warringah, whilst demand for the three to five year age group seems to have been managed with current supply. The graph shows an average of 1131 children in the waitlist, of which 1044 children (92.3%) were in the 0-3 age group.

The total number of families averaged 934 with 131 children (14%) from the same family.



Long Day Care

The Council's Long Day Care Centres exceeded their utilisation targets reaching 99% for the year. These Child Care Centres continue to offer families both full time & part time position as well as flexibility of days in an attempt to meet their needs.

All four of Council's Long Day Care Centres have been working towards the implementation of the NSW Curriculum Framework. The Framework outlines a set of principles aimed to both guide practice & support children's learning.

Both Narrabeen & Dee Why Long Day Care Centres were re-accredited in November 2003 and May 2004 respectively, with both centres achieving a high quality rating in all of the 10 quality areas. Belrose & Brookvale Long Day Care Centres have been progressing through the National Childcare Accreditation Council's Self Study & are due to be re-accredited in the upcoming financial year.

The Belrose & Brookvale Centres have continued to upgrade the outdoor playing areas for the children focusing on improvements in both safety & aesthetic aspects. Narrabeen & Dee Why have been successful in achieving significant grants through the Department of Family & Community Services Minor Capital Upgrade Systems & have earmarked the funds for shade & air-conditioning respectively.

The upgrade of the Brookvale Centre's 3-5's yard will also be a focus in the coming year.

Family Day Care

Training has been a major focus for Council's Family Day Care Scheme, preparing for the new regulation & Quality Assurance process. During the year the scheme has offered a range of training options such as the Certificate 3 delivered by distance education as well as some face-to-face teaching through the Peak training group. The Team continues to gain recognition from other Family Day Care Schemes across the state for their initiatives.

Mobile Occasional Care

As a result of customer needs surveys, the Service increased their hours of operation in June from 5 to 7 hours per day Mon/Tues/Thurs/Friday and located at our most popular venue at Forestville. They continue to operate from Allambie on Wednesday morning for 3 hours. The Team have been working towards re-licensing the revised service with Department of Community Services for July 2004

Integration and Resource Team

The IRT have continued to support children with additional needs and offer training and resources to staff in childcare services across the Northern Beaches. 229 Children have been supported in services and 208 staff have received training. Topics included: Supporting Children with Additional Needs; Managing Challenging Behaviour; Raising Awareness of Aboriginal Culture; Celebrations; Working with Bilingual Children; Children's Stories for Social Justice. The team were also involved in two Aboriginal Consultation Days with the Families First project which were highly successful.

Families First

Warringah Council's Families First Project Officer was appointed in October to begin an 18-month research and consultation process with the community on the Northern Beaches. Families First is the NSW Government's prevention and early intervention strategy that helps parents give their children a good start in life. Families First is connecting parents to each other for support and building communities and services that support families with children 0-8. The program is delivered jointly by five government agencies – Area Health Services, Community Services, Education and Training, Housing and Disability, Ageing and Home Care in partnership with parents, community organisations and local government.



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Community Centres

Warringah's network of 23 community centres continue to provide a valuable service to the community. Council's community centres offer space for hire that allow groups and individuals in the community to provide a range of programs in the arts, recreation, sport, seniors, children's and youth activities, or cater for private social and family functions.

In 2003 the ever popular Northern Beaches Computer Pals moved into new, larger rooms at the Tramshed Arts & Community Centre. In December renovations were completed – funding of \$14,000 was available from Section 94 funds. The renovations included air conditioning, walls and doors built, and security shutters.

Also at the Tramshed the final 13th Annual Tutors and Students Arts & Crafts Exhibition was held in October 2003. This event has been voluntarily coordinated by Fran Bartolo for 13 years. Fran has had a long association with the Tramshed, firstly as a pottery student, then and as a management committee member, additionally as a children's pottery tutor. The exhibition has been a showcase for the exceptionally talented tutors and students that have been involved at the Tramshed for many years.

In May 2004 a customer survey was sent to community centre hirers and an excellent response in the number of replies has been noted. The survey results are still being documented and analysed, but customers are mostly very happy with the service Council provides in its varied community centre network.

Art and Craft works by teachers and students of the Forest Community Arts Centre were displayed at an EXPO at the Centre, the Forestville Library and in the Forestville shopping village mall in October 2003.

The Forest Community Arts Centre continues a thirty-two year tradition of encouraging the arts in the Forest area. The Forestville Library hosted children's story time and local musicians filled the spacious, air-conditioned complex with music for the EXPO.

Since these new Warringah Council facilities opened in 2002, classes and other activities have flourished. Regular FCAC classes include Acting, Art, Craft, Children's classes, Floral Art, Needlework, Sign Language, Writing, Pottery/Ceramic painting, Sculpture, Yoga and University of the Third Age subjects.

Warringah Aquatic Centre

Warringah Aquatic Centre undertook a major maintenance shutdown during April 2004. This was a scheduled maintenance, when tiles were regouted, expansion joints and valves were replaced. This was delayed from April 2003 due to the drought but for safety reasons could not be delayed any further beyond April 2004. Options were investigated to find alternate uses for the water when the pool was emptied. However due to the salt water content the water had to be disposed of to sewer after consultation with Sydney Water. Despite this a number of measures have been implemented at the Warringah Aquatic Centre which have resulted in a saving of 1.4 million litres of water annually.

The WAC is regularly used as a filming location for TV and movie productions. In September 2003 the Centre was selected as the venue for the Channel 7 "Race Against Thorpe". This was a very successful event for the Centre with many positive comments regarding the venue and the atmosphere created.



SECTION 3 - REVIEW OF OPERATIONS

The WAC Learn to Swim and Squad program caters for over 2000 swimmers from toddler classes to elite standard swimmers, from still water swimmers to surf swimmers, water polo to athletes with a disability. In a testament to the success of the program four of the squad swimmers were included in the Olympic and Paralympic team in Athens this year.

The WAC attracted a total of 332,379 visits and achieved an operational surplus of \$65,000 despite being closed for one month.

Glen Street Theatre

Glen Street Theatre presented a range of mainstage and smaller events throughout the year, including the award winning Proof (Sydney Theatre Company) the farce The Underpants (Company B) and the enormously popular Jacqui Weaver in the The Last of the Red Hot Lovers by Neil Simon. The venue also hosted a number of community and commercial productions for external hirers.

The Glen Street Theatre is run on behalf of Warringah Council by the Glen Street Theatre Board of Management and is proudly supported by Council as part of our ongoing commitment to local community and culture. The Board is comprised of arts and other associated professionals and community members, who give their time freely to ensure the smooth operation and future sustainability of the Theatre.

In 2003-04 74,372 patrons attended 334 performances; including 73,633 over 312 performances on the main stage. Subscriber numbers have increased during this period and Glen Street Theatre continues to be a while leader among venues in the country.

This year marked a change in similar programming with cabaret and theatre performances at the Theatre restaurant Sorlies reducing dramatically, a more structured plan for the use of this space is developed. Sorlies does however remain a popular venue for pre-show dining and literary lunches. Sorlies served 5089 meals in 2003-04; a decrease due to the changed use of the venue.

With Council support in 2003-2004 the Theatre was to install a new IT system which ensures better efficiency and reliability in administration box office. This was very much overdue and Council's assistance is gratefully acknowledged by the Theatre.

URBAN DEVELOPMENT

LEP 2000

Local environmental plans, or LEPs, allow Councils across the State to guide planning decisions in their area. The Warringah Local Environmental Plan (LEP 2000) was gazetted on 5 December 2000 and applies to all development in Warringah since that date. The Warringah LEP is the first plan to embrace locality or place based planning rather than traditional zonings. Clause 4(1) was included and limits the life of the Plan. This is known as a Sunset Clause and serves as a trigger for reviewing the operation of this new form of planning instrument.

In late 2002 Council received an extension of the Sunset Clause of the LEP for a further two years to address the concerns of the Department of Infrastructure Planning & Natural Resources, related to the LEP. These matters were satisfied in June 2004 and Council is pursuing a draft Local Environmental Plan to remove the Sunset Clause prior to expiration in December 2004.



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Council also undertook its own review of the LEP. This review was separate to that of the independent review and enabled Council to gain community comment on the LEP. Council reviewed submissions on the LEP from its own staff, development industry representatives, government agencies and the general community. The review recommended a number of amendments in order to further streamline the operation of the LEP and to enable clarification of a number of development controls.

The review was considered by Council in late 2003 and adopted for public exhibition. Following exhibition in February 2004, and consideration of 150 submissions, the revised document was finally adopted by Council in June 2004 and forwarded to the Minister for Planning for gazettal.

Heritage

Council distributed its brochure entitled "Owning a Heritage Property in Warringah" to all owners of heritage listed properties and those within Heritage Conservation Areas. The brochure provides detailed information in relation to the rights and obligations of heritage listed properties in Warringah. The project has also been nominated for the Planning Institute Awards for Excellence in 2004 and received a high commendation.

Council has also progressed its review of outstanding heritage items to be reported to Council in late 2004. In the past year there have also been more than 20 referrals of heritage matters to Council's independent panel of heritage advisors.

Public Domain

Council conducted a retail centres audit in mid 2003 to identify retail centres in need of upgrading. Harbord Village and Manly Vale topped the list and are identified for future landscaping and public domain improvements. Dee Why Town Centre has also been identified as in need of revitalisation. Council has embarked on a major urban design project with the NSW Government Architect and landowners to prepare a new Master Plan for the town centre. The purpose of the MasterPlan is to develop a "vision" for the town centre as a vibrant and attractive place to work, live and shop along with the provision of a high quality public domain.



SECTION 3 - REVIEW OF OPERATIONS

Section 94 Plan

A number of large capital works projects were delivered in 2003-2004. These were funded entirely by developer contributions under Section 94 of the Environmental Planning and Assessment Act, 1979. The total expenditure of Section 94 funds on capital works items last year was over \$2M. In addition Council spent in excess of \$1.7M on land acquisition, playground upgrades and library books.

The major works carried out using Section 94 funds were:

	Cost (\$1000s)
Drainage Upgrade – Pacific Parade, Dee Why	42
Filter Repairs – Warringah Aquatic Centre	108
Accommodation Improvements & New Scoreboard – Brookvale Oval	527
Irrigation & Drainage – Lionell Watts Playing Fields, Belrose	116
Irrigation & Drainage – Beverly Job Playing Field, Narrabeena	48
Multi-Use Pathway – Dee Why Lagoon	89
Playground Upgrade – The Strand, Dee Why Beach	116
Playground Upgrade – Hews Parade	57
Extensions – Belrose Children’s Centre	35
Undergrounding of Power Lines – Lawrence Street, Harbord	224
Roundabout – Linden Av. / Crozier Rd., Belrose	125
Rehabilitation of Cutting – Evans Street, Harbord	71

Contributions

Section 94 contributions received in 2004-2004 - \$5.4 million. Expenditure in 2003-2004 was \$2.7 million. Proposed future projects include a major upgrade in Dee Why to complement the Dee Why Masterplan and the creation of major new areas of linked open space and recreation areas in Ocean Street Beach Reserve Narrabeen.

Development Assessment

Planning and Assessment Services (PAS)- formerly known as a Local Approvals & Services Unit - is the section of Council that issues development consents for new developments in Warringah. Applications are assessed against Council’s local environmental plan (Warringah LEP 2000) and also other relevant State policies together with statutory environmental legislation. PAS is also responsible for the issue of construction certificates and compliance certificates that relate to building works in progress.

In 2003-2004, building certificates together with planning certificates that are used for conveyancing purposes has continued at a high rate.

The number of development applications received at Council remains relatively steady.

The management of construction programs for new subdivisions with previous years for both Torrens Title and Strata Plans is managed by the Development Engineering Section in PAS. The upsurge in residential flat development in recent years saw an increased number of proposals submitted in 2003-2004.



SECTION 3 - REVIEW OF OPERATIONS

The projects approved by Council range from smaller outbuildings to major residential flat, commercial and industrial complexes. The industrial and commercial complexes have largely been restricted to the industrial and commercial zones situated at Brookvale, Cromer, Austlink Business Park and Frenchs Forest. Residential flat development approvals are predominantly in the localities of Collaroy, Dee Why and Manly Vale.

There has been a move to seek consents for larger developments in the Forestville and Frenchs Forest area, particularly aged and disabled housing proposals and shop top housing the local retail centre localities.

Part of the PAS function requires Council to defend appeals in the Land and Environment Court against development that have been refused by Council. The Council's budget for these activities has been under increasing pressure in recent years, particularly as the cost to defend major appeals is quite significant due to the complex nature of developments and community objections. The appointment of a corporate in-house lawyer in 2004 will provide a consultancy service to planning staff on demand and ultimately reduce legal costs.



SECTION 3 - REVIEW OF OPERATIONS

LIBRARY AND CULTURAL SERVICES

Libraries

Warringah Library Service continued to renew its book stock, adding 15,000 new books and 5,500 audio-visual items during the year. Over 732,000 people visited our four branches at Dee Why, Warringah Mall, Belrose and Forestville, borrowing over 1.1 million items.

The number of internet workstations increased from 29 to 33 with the addition of four new public access computers at Belrose Library. Loans across all of our branches have increased with Forestville Library, in particular, showing a continued rise in popularity. The new library management system, Millennium, was selected by tender and work was completed on tidying up the files in preparation for their transfer to the new system. Millennium will replace the existing 25 year old system. Little used stock has been withdrawn and a stocktake has been completed at each of the branch libraries.

Local Studies

The theme of the National Trust Heritage Festival in April was Foundations of Tomorrow in the Year of the Built Environment. Local Studies researched and prepared an exhibition of photographs to celebrate this event. Foundations of Warringah highlighted changes to the built environment in our local area over the past 100 years. The community had further opportunities to view selections of photographs at Australia Day and Festival of the Ages.

Access And Outreach

An extra 750 children attended weekly preschool storytelling this year, with a total of 7093 enjoying the stories, rhymes and craft. School holiday programs also attracted increased audiences with 622 children attending sessions which included Get Sporty, Let's Find Out About Aussie Animals, Christmas Craft, Let's visit Africa and Let's Visit Italy. Library Week was celebrated with mask-making workshops attended by 126 children. Seniors' Week Internet classes had 26 participants. Craft activities in the Library tent on Australia Day saw 180 children and parents participate. In addition to these activities staff conducted tours of the library for groups such as schools, preschools, adult migrant English classes, and TAFE classes as well as visits to preschools. There were a total of 1,530 participants in these sessions.

Disability And Community Information

These services provide vital information to the community regarding services and resources available to support people in their daily lives. The Disability Information Service provides free information to people with disabilities and their carers and also provides a free email newsletter. The Community Information Service provides details of community services and organisations. In partnership with Manly and Pittwater Councils three information guides for Seniors covering Leisure, Services and Retirement Housing for older residents were updated. Both services have extensive databases which can be accessed through the Council website www.warringah.nsw.gov.au

Author Talks

Belrose Library hosted three best-selling authors. All three write for children or young adults. Graeme Base spoke about his new book Truck Dogs to an audience of 50. John Marsden enthralled 52 teenagers while Morris Gleitzman, speaking about Toad Away, entertained 40 children.



SECTION 3 - REVIEW OF OPERATIONS

Additions To The Collections

Warringah Library Service became a member of the Australian Bureau of Statistics ELEP program. This means that ABS publications available only at Dee Why Library in hard copy are now available at all four branches in electronic format. The New South Wales Regional Profile 2004 CD Rom was acquired from the Australian Bureau of Statistics. The Regional Profile can be used to compare Warringah with other Local Government Areas across New South Wales. It also provides information additional to that available from the 2001 Census. The craft and fine arts collection has been relocated and is now housed at Belrose Library. This collection contains many valuable items and information on rare craft techniques and items are accessible through the library's catalogue. In conjunction with the State Library of NSW the Liac and Di@yll collections continued to provide reliable, up to date information to the community on legal and drug education issues respectively.

Cultural Services - Warringah Garden Awards

In August, over 100 keen gardeners entered across nine categories in the Warringah Garden Awards with 25 entered in the final. At a civic reception on 15 October 2003, 22 awards were presented to home unit block gardens; schools, home gardens and retirement villages. For the first year, Warringah's dedicated bush regenerators were acknowledged with a special award. Mr B L Paterson received the award for his 13 years of hard work on Allenby Park at Allambie Heights. Sponsorship of \$1,600 was received from local businesses that supported the Awards.

Warringah's Armenian Community Heritage Evening

The General Manager and the Administrator hosted a civic reception on 6 May 2004 to celebrate and acknowledge Warringah's Armenian Community. His Eminence, Archbishop Aghan Baliozian from the Armenian Apostolic Church was a special guest who spoke about the history of the Armenians in Sydney and the Warringah area. The 200 invited guests also enjoyed classical music performances by soprano, Ms Natalie Aroyan and the Aram Khachaturian Armenian Youth Violin Ensemble.

Peace Park Dedication Day Anniversary

A "Songs of Peace" concert program was added to the annual Peace Park Dedication Day Anniversary event on 16 August 2003. 150 people enjoyed uplifting performances by community choirs from the Baha'i Community, the Manly Warringah Choir, Dee Why Uniting Church Tongan Youth and also a Turkish flute duo. Ms Shahram Noorgostar, from the Spiritual Assembly of the Baha'i of Warringah gave the annual peace address. Students from Davidson High School enthusiastically participated in an art peace project – "Masterpeace". Local artist Paul McCarthy gave art classes with the theme of Transformations Towards Peace and 20 works were selected and formed an open-air exhibition at the anniversary event.

Warringah Art Exhibition

556 entries, a record number, were received for Council's annual art exhibition in 2003. The two judges selected 142 works to form the exhibition at the Manly Vale Community Centre. At the opening night on 9 July 2003, a painting from Council's sister city, Brewarrina, was unveiled. The acrylic painting "Spiritual Flight" by Margaret Lord was a gift from the Brewarrina Community to Warringah. The Selectors Choice, four Honourable Mentions and two Youth Awards were also presented. 1,200 people visited the Exhibition. A showcase exhibition featuring 50 artists from the 2003 Warringah Art Exhibition was held at Glen Street Theatre foyer from 7 to 18 August, 2003. The Administrator opened the exhibition and also presented the Warringah Art Exhibition People's Choice Award to Ms Penny Lyras for her oil painting "Just Love to Be There". Artlink Art Supplies supported both exhibitions with a \$4,000 sponsorship.



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2004 Warringah Australia Day Celebrations

In the early morning of January 26, over 400 volunteers from 60 local service clubs and community organisations prepared the annual Australia Day community breakfasts at Dee Why Beach, Narrabeen and Belrose. 30,000 residents and visitors participated in the many family activities on offer and also ate thousands of sausages, eggs, bacon and bread rolls. Approximately \$19,000 was raised from the activities and sale of breakfasts with the majority of this amount being returned to the service clubs for their community projects. Sponsorship for the event was given by Dee Why RSL Club and the Manly Daily and Narrabeen Butchery donating sausages.

2004 Manly Warringah Credit Union Mile

The third Australia Day Mile took place at 8.15am on 26 January at Dee Why, with sponsorship from Manly Warringah Credit Union. \$2,000 prize money was on offer for the field of 22 elite level male and female middle distance runners. The competitors were cheered on by 5,000 spectators along the race route.

2004 Guringai Festival

The fourth Guringai festival commenced on 24 May 2004. Ten Councils that form the traditional Guringai Nation's lands in Sydney contribute events and activities for the Festival's program. Cultural Services hosted and administered the Guringai Festival Committee meetings, as well as co-ordinated artwork and Festival promotion.

The Tale of a Whale

"The Tale of a Whale" was a joint Aboriginal Heritage Project between the MLALC (Metropolitan Aboriginal Land Council) and Warringah, Manly and Pittwater Councils. The book is a valuable educational resource, which highlights historical and contemporary Aboriginal life on the peninsular. The book was distributed in 2003 to all local schools in the Manly, Pittwater and Warringah areas and is still being distributed in 2004 in response to community demand. "The Tale of a Whale" was recognised by the awarding of the National Trust Heritage Award 2003 in the category of Indigenous Cultural Heritage.



SECTION 3 - REVIEW OF OPERATIONS

Whale Songlines

Cultural Services secured a Festivals Australia Grant of \$20,000 for the Whale Songlines project, which formed a centrepiece for the 2004 Guringai Festival. The project was developed in response to the migration of whales along our coastline. It provided the community with their own contemporary story about why the whales return each year. A story from a local indigenous writer was commissioned, along with new music, dance and images, including large lantern “puppets”. Community workshops commenced in March and focused on building a 12 metre long whale lantern and two large “spirit” puppets. These would form the main characters in the Whale Songlines performance. 50 people joined in the construction of these characters.

16 local schools and 300 children were involved in making paper lanterns and they formed the opening parade at the event. An indigenous storyteller inspired the children to create suitable images for the translucent lanterns. Original music, choreography and artwork was commissioned from indigenous and non-indigenous artists. At dusk, on Sunday 30 May, Freshwater Beach formed the backdrop for the enactment of the Whale Songlines story. The constructed characters and “whale lantern” formed the focus for this theatrical work. Approximately 7,000 residents and visitors joined together in the spirit of reconciliation, to participate in this event.

Local Government Cultural Awards 2004

On Wednesday evening 16 June 2004, the Local Government and Shires Association of NSW presented the Inaugural Local Government Cultural Awards at NSW Parliament House.

The awards were developed to acknowledge the leadership role local government has in cultural development. They attracted over 200 entries from across the state. Council’s Events and Cultural Services, in conjunction with Warringah’s Tongan community proudly accepted a Highly Commended Award in the Cultural Programs and Projects category for the “2003 Voices from Oceania” project. The award recognised that “Voices from Oceania” met community needs and was a valid way for the Warringah Pacific Islander community to express its community identity.



SECTION 3 - REVIEW OF OPERATIONS

INFRASTRUCTURE

Infrastructure describes the facilities that support the physical, economic, and social needs of the community, such as roads, reserves, and buildings.

Infrastructure Statistics 2003-2004

- Renewed 1.2 kilometres of footpaths
- Renewed 150 metres of kerbs and guttering
- Renewed 10 km of sealed roads
- Inspected and undertook required maintenance on our road and pedestrian bridges
- Partly renovated and undertook work on 25 buildings
- Cleaned ocean rock pools on a regular basis
- Responded to 800 emergency requests and 7,750 work requests

Construction and Maintenance

The Construction and Maintenance Service Unit is responsible for the management of Council's facilities and road infrastructure with a replacement value of approximately \$680 million. Work undertaken during 2003-2004 included:

- pothole repairs
- footpath trip repairs
- repairing and replacing street name signs
- repairs to road cuttings
- grading unsealed roads and/or shoulders
- road cracking repairs
- vandalism repairs
- (for example, broken windows or damaged toilets)
- the painting of buildings
- cleaning rock pools
- maintenance of mechanical building components (for example, air conditioning or lifts)

Public Assets

- approx. 250 public buildings
- over 480 kilometres of local sealed road
- 53 road and pedestrian bridges
- over 15,000 stormwater pits and 315 kilometres of stormwater pipes

Waste Management

Warringah Council provides a comprehensive set of waste services to residents:

- garbage collection
- paper and container recycling collection
- vegetation recycling collection
- metals recycling collection
- general clean-up collection.



SECTION 3 - REVIEW OF OPERATIONS

In addition, a free drop off service is available at Kimbriki Recycling and Waste Disposal Centre for residents to take recycling and vegetation.

Again in 2003/2004 more than half of all residential waste is being recycled. This level of service means that there are approximately 130,000 individual services occurring every week, 52 weeks a year. Warringah's performance target for the bin collections is a maximum of four complaints per 10,000 services (less than .04%). This target is consistently achieved.

Warringah also removes litter from shopping centres, reserves, playgrounds and sports fields; does street sweeping as well as beach raking and cleaning; and conducts a litter bin service.

During 2003/2004 Council let new tenders for waste and recycling which commenced on 1 July 2004.



SECTION 3 - REVIEW OF OPERATIONS

HEALTH & SAFETY

Community Safety

The Community Safety Committee has successfully completed extensive consultation with the residents and community agencies that has resulted in the development and subsequent adoption by Council of our Community Safety & Crime Prevention Plan 2005-2008.

The aim of the plan is to reduce the incidence and fear of crime in Warringah and sets the direction for crime prevention and safety initiatives for the next three years.

A key initiative in the development of the plan was the S.A. F. E (Safety Awareness For Everyone) Warringah Workshop - a partnership initiative of Warringah Council and Northern Sydney Health held in November 2003. It involved over thirty community safety providers who participated in a workshop to develop directions, solutions and strategies to improve community safety and partnership initiatives in Warringah.

The 'Out of Harms Way' Agreement is an innovative project aimed at encouraging discussion between young people and their parents on topics that can be difficult to discuss such as alcohol use, drug use, getting home late at night, entertainment etc.

The project was developed in consultation with police and young people and has received very positive feedback to date. The second stage of the project is to further develop the concept of young people being responsible for their safety and knowing what to do if things go wrong.

A Safer by Design protocol has been signed between Council and the Local Area Commander to ensure that police with Safer by Design training have input into major developments, eg shopping centres. This is done through audits and checklists.

Other safe communities projects have also been undertaken in partnership with other Council services targeting water safety, road safety and senior safety.

Road Safety

The year ahead marks the tenth Anniversary of Warringah Council's involvement in the Roads and Traffic Authority's (RTA) Local Government Road Safety Program. To date, the program has been effective in increasing the priority of road safety at the local level, developing Council's road safety action plan and enhancing community ownership and participation in road safety through behavioural and education programs.

Council collaborates with the RTA, Police, NSW Health, Department of Education & Training, neighbouring Councils and many local community groups to deliver road safety education programs.

This year Council received grants of over \$20,000 from the RTA, Institute of Public Works and Engineering (IPWEA), NRMA and Northern Sydney Health Promotion to implement road safety education programs to address speeding, drink driving, pedestrian safety, road safety for seniors and safety around schools.



SECTION 3 - REVIEW OF OPERATIONS

In partnership with seven other Councils from the Northern Sydney Region an education campaign titled, 'Slow Down! You're Moving Too Fast' addressed the issue of speeding on local roads. Young people aged 17 to 25 years were invited to enter a design competition to develop the artwork for the campaign. The artwork was then used for bus back advertising and poster displays to create high levels of awareness of the dangers of excessive and inappropriate speeding on our local roads.

In response to alarming drink drive statistics on the Northern Beaches, Warringah and Pittwater Councils joined forces to develop a designated driver program titled, 'Designated Driver. The Life of the Party'. Ten licensed venues implemented the program by providing free soft drinks to the 'designated driver' over the Christmas and New Year period. Council delivered the program in conjunction with a major enhanced enforcement campaign by NSW Police.

Council, in partnership with Titan Ford, presents an annual program of road safety education evenings. This year, over two hundred people attended the road safety workshops held at Titan Ford. The workshops address road safety and injury prevention, helping learner drivers become safer drivers and vehicle safety and maintenance for all drivers.

This year Council celebrated Bike Week, where over 60 cyclists had the opportunity to have their bicycles and helmets checked for safety. Council also hosted the inaugural event titled, 'Safe Seat Saturday', where over 50 parents and carers of young children had the opportunity to have their occupant restraints checked for free by local authorised restraint fitters.

Beach Services

During the 2003/04 season, Beach Services staff managed and patrolled nine beaches from Freshwater to North Narrabeen seven days a week from September to April. On weekends and public holidays Council's Beach Services staff worked in partnership with Surf Life Saving Club volunteers. Council proudly donated \$62,120 towards the local Surf Life Saving movement to assist its ongoing service to the community.

Throughout the season over 2 million people visited our nine beaches. A total of 612 rescues, 3,630 first aids and 100,932 preventative actions were undertaken by lifeguards.

Not one life was lost on Warringah beaches during patrol hours in 2003/2004.

Council's lifeguards also dealt with 2,960 breaches of regulations in regard to litter, dogs and anti-social behaviour on beaches and beach reserves.

Warringah's Beach Awareness and Safety Education (BASE) focussed on delivering water safety messages to primary school students and adults from culturally and linguistically diverse backgrounds. A total of 6,000 people enjoyed this targeted program, which was delivered by dedicated lifeguards staff in the classroom and on the beach.



SECTION 4 – ADDITIONAL INFORMATION

Freedom of Information Report

Warringah Council received four freedom of information requests July 2003. They were completed in the following times:

1. received 7.7.03 completed 13.7.03
- 2 received 17.7.03 completed 31.7.03
- 3 received 17.7.03 completed 6.8.03
- 4 received 18.7.03 completed 31.7.03

Since July 2003 all F01 applications are treated under Council's Access to Information policy with no fee charged.

Privacy and Personal Information Protection Act

The Council Privacy Management Plan was adopted on 30 June 2000. There has been no activity in terms of applications for review or changes.

<i>Reviews conducted</i>	<i>Privacy Commissioner action</i>	<i>Tribunal Action</i>
0	Nil	Nil

Public Works Condition Report

The local government area of Warringah covers 152 sq km and includes commercial, industrial and residential areas. There is an extensive base of public works or infrastructure assets that supports both the economic and social fabric of Warringah. These assets are integral to the provision of Council's core services, underpins our economic activities and create the base framework that allows our community to achieve and enjoy their quality of life. Management of public works assets for current and future generations is considered one of the most significant challenges facing Council.

Warringah's public works/infrastructure assets include:

- 250 public buildings
- over 480 kilometres of local sealed road
- 53 road and pedestrian bridges
- over 15,000 stormwater pits and 315 kilometres of stormwater pipes

Generally our public works assets are in satisfactory or good condition. However it is noted that Council is challenged by real term reductions in funding, increasing expectation for services and an increasing rate of asset creation without associated maintenance funding increases.

Public Buildings

Warringah Council owns or controls approx 250 building assets. These assets include buildings that are utilised for a range of civic, service provision and community purposes including:

- civic responsibilities and administration
- child care
- community centres
- libraries
- surf clubs
- sporting facilities

The estimated replacement value of our public buildings is \$154M.



SECTION 4 – ADDITIONAL INFORMATION

General Condition of Public Buildings

	<u>2004</u>
Excellent	6.1%
Good	1.8%
Satisfactory	33.4%
Fair	56.6%
Poor	2.1%

Est. Cost to bring all assets to at least satisfactory condition	\$5M
Est. Annual Maintenance expense to keep assets at least satisfactory condition	\$2.6M
Actual Maintenance Expense	\$1.2M

To manage our public buildings we have prepared 10-year management plans for each building.

Public Road

Public roads are managed by either the Roads and Transport Authority (for main roads eg Pittwater Road and Warringah Road) and Council (the majority of other local roads) The Warringah's local public road system includes 480 km of local roads, traffic facilities, footpaths, car parks, street name signs etc. All traffic signs (eg speed limit signs) and line-marking is managed by the Roads and Traffic Authority.

The estimated replacement value of our local roads is \$530M.

In addition to the challenges being faced with other public works assets, the management of public road assets are also being challenged by Council's reliance on grants to fund the maintenance of our road surfaces.

General Condition of Public Roads

	<u>2004</u>
Excellent	13.5%
Good	26.6%
Satisfactory	31.9%
Fair	23.5%
Poor	4.5%

Est. Cost to bring all assets to at least satisfactory condition	\$7.97M
Est. Annual Maintenance expense to keep assets at least satisfactory condition	\$6.64M
Actual Maintenance Expense	\$2.75M

To manage our public local roads we deploy two basic systems depending of the road component:

- Road surface component - to ensure the most effective deployment of funds, we use a Pavement Management Systems that analyses current audit surface condition and traffic loadings to predict surface deterioration.



SECTION 4 – ADDITIONAL INFORMATION

- Other related components (eg footpaths) – all associated assets are inspected regularly, depending on risk, (maximum inspection period is one year). From these inspections comes a list of required works. Risk management principles are then applied to the work to determine a priority rating to ensure the most effective use of the available funding

Drainage Works

Warringah Council is responsible for the provision and maintenance of a vast drainage system. This system has an estimated replacement value of \$338 million. This system would require an estimated cost of \$4.7 million to bring it to a satisfactory standard. During the 2003 – 2004 financial year, \$230,000 was spent on maintaining Council's vast network of pits and pipes, with a further \$275,000 spent on the cleaning and upkeep of various water quality treatment devices.

General Condition of Warringah Drainage Systems

Satisfactory	60%
Good	27%
New	10%
Poor	3%
Failed	0%

See also Schedule 7 'Condition of Public Works' in Council's annual financial reports, prepared for the benefit of the Department of Local Government for monitoring the condition of public works and the extent to which Councils are able to maintain those public assets.

Infrastructure Activities

ESSR Capital Expenditure

During 2003/2004 capital works in to order of \$318,000 was expended from the Environmental and Stormwater Special Rate (ESSR) for works associated with stormwater drainage upgrades and environmental improvements.

Stormwater Works

Majority of the stormwater drainage improvement works undertaken were conducted to to reduce the impacts of stormwater on private and public properties. Improvement works were undertaken in the following locations:

- Stroud Place, Belrose
- Pacific Parade, Dee Why
- Marinella Street, Forestville
- Patanga Road Forestville
- Cormack Road, Beacon Hill
- Warringah Road, Beacon Hill

Infrastructure Maintenance

Council's stormwater system consists of 450km of piped stormwater drains, 15,900 stormwater pits and 101 gross pollutant traps.

Management of Council's Capital Works Program

Preparation of the 2003 – 2004 Capital Works program was undertaken in conjunction with the overall budget preparation process. This allowed projects to be subject to a process of review,



SECTION 4 – ADDITIONAL INFORMATION

assessment, and prioritisation to establish an agreed works program within the resources able to be allocated for works.

A program of works valued at \$8.1M was adopted with significant funding from the Sportsfield Levy, the Environmental and Stormwater Special Rate and Section 94 developer contributions.

In 2003 - 2004 projects undertaken included:

	Cost (\$1000s)
Drainage Upgrade – Pacific Parade, Dee Why	42
Filter Repairs – Warringah Aquatic Centre	108
Accommodation Improvements & New Scoreboard – Brookvale Oval	527
Irrigation & Drainage – Lionel Watts Playing Fields, Belrose	116
Irrigation & Drainage – Beverly Job Playing Field, Narraweena	48
Multi-Use Pathway – Dee Why Lagoon	89
Playground Upgrade – The Strand, Dee Why Beach	116
Playground Upgrade – Hews Parade	57
Extensions – Belrose Children’s Centre	35
Undergrounding of Power Lines – Lawrence Street, Harbord	224
Roundabout – Linden Av. / Crozier Rd., Belrose	125
Rehabilitation of Cutting – Evans Street, Harbord	71

Statement on Bush Fire Hazard Reduction Activities

The Warringah Pittwater District of the Rural Fire Service has been extremely active in reducing hazards within the District through the 2003 and 2004 fuel management programs. This involved assessing bushland areas, particularly those adjoining the urban interface and area identified within the Warringah Pittwater Bushfire Risk Management Plan. Proposals were made for 133 hazard reduction burns in the 2003 season, with 61 per cent of approved hazard reduction burns completed during the reporting period, on 1,129 hectares.

Proposals were made for 116 hazard reduction burns within the district for the 2004 hazard reduction season. 41 hazard reduction burns were completed prior to the end of the financial year, covering 167 hectares.

The Warringah Pittwater Rural Fire Services also supervised trail maintenance on 3.2 kilometres of trails in the local area. It provides advice on bush fire risk management in relation to town planning, issuing of permits and inspection of bush fire hazards.



Warringah Council

SECTION 4 – ADDITIONAL INFORMATION

Grants and sponsorship received by council to support community events and charitable functions for 2003/04

<i>Company</i>	<i>Value \$</i>	<i>Description</i>
Department of Family and Community Services	218,141	SUPS Program
NSW Dept of Community Services	7,980	Allambie Vacation Care Centre
NSW Dept of Community Services	17,552	Beacon Hill Vacation Care Centre
NSW Dept of Community Services	8,786	Cromer Juniors Vacation Care Centre
NSW Dept of Community Services	8,775	Cromer Seniors Vacation Care Centre
NSW Dept of Community Services	8,765	Forestville Vacation Care Centre
Department of Family and Community Services	416	Forestville Vacation Care Centre
Department of Family and Community Services	4,562	Allambie Vacation Care
Department of Family and Community Services	946	Beacon Hill Vacation Care Centre
Department of Family and Community Services	1,144	Cromer Juniors Vacation Care Centre
Department of Family and Community Services	416	Cromer Seniors Vacation Care
Department of Family and Community Services	269,185	Family Day Care
NSW Dept of Community Services	42,529	Mobile Occasional Care
NSW Dept of Community Services	31,814	Belrose Long Day Care Centre
NSW Dept of Community Services	33,920	Brookvale Long Day Care Centre
Department of Family and Community Services	5,655	Brookvale Long Day Care Centre
NSW Dept of Training & Education	2,750	Brookvale Long Day Care Centre
NSW Department of Community Services	53,729	Dee Why Long Day Care Centre
Department of Family and Community Services	2,834	Dee Why Long Day Care Centre
Department of Family and Community Services	27,000	Dee Why Long Day Care Centre Airconditioning
NSW Department of Community Services	40,840	Narrabeen Long Day Care Centre
Department of Family and Community Services	609	Narrabeen Long Day Care Centre
Department of Family and Community Services	11,412	Narrabeen CC shade structure



Warringah Council

SECTION 4 – ADDITIONAL INFORMATION

Office of Children and Young People	2,000	Youth Week Grant
Department of Family and Community Services	21,634	(YAZZ) Co-ordinator Program Grant
Department of Family and Community Services	39,676	(FSW) Family Support Worker Program Grant
NSW Dept of Community Services	11,237	Community Services Community worker
NSW Dept of Community Services	11,237	Community Services Development Officer
NSW Dept of Training & Education	22,500	ArtStart
Department of communications Information Technology& the Arts	20,000	Whale Songlines
Department of communications Information Technology & the Arts	32,685	Sisters in time Exhibition
Motor Accidents Authority	2,780	ROAD SAFETY BAND COMPETITION GRANT
Department of Ageing , Disability and Home Care	3,409	Seniors Grant
Department of Ageing , Disability and Home Care	26,624	Co-ordinator Aged and disability
Department of Ageing , Disability and Home Care	24,742	Disability Information service
Department of Community Services	11,200	Families First Initiative-CALD
Australian Green House Office	4,000	Mile Stone 4m
State Library of NSW	271,456	Library Services
State Library of NSW	33,619	Special Projects
State Library of NSW	16,345	Local area Information
NSW health Department	7,500	Senior Safety Calendar
RTA	1,800	Bike Week
RTA	1,800	GLS workshop
RTA	35,000	Salary Subsidy for Road safety Officer
IPWEA	3,500	Outside Schools Know the Rules
RTA	4000	Outside Schools Know the Rules
RTA	1,200	Designated Driver The Life of the Party
RTA	41946	Road works
NSW Department of Sport and Recreation	12,500	Abbott Road Playground



Warringah Council

SECTION 4 – ADDITIONAL INFORMATION

NSW Department of Commerce	51,180	Natural Disaster Relief
Office of Children and Young People	4,017	Secondment of Families First Officer
DEST	19,625	BWAC reimbursement for training
Environment Protection Authority	48,000	Air Quality Project

**SECTION 4 – ADDITIONAL INFORMATION****Contracts over \$100,000 Awarded by Council**

1) Contracts Awarded in 2003/2004 where the expenditure in 2003 /2004 was greater than \$100,000

Contractor	Goods or Services Provided	Value \$
AJ Paving Road Pavement Services	Road Pavement Services	198,424
Computronics Corporation Ltd	Scoreboard	325,750
Kelbon Pty Ltd Road works	Road works	345,897
Frontier Software Pty Ltd	Payroll Software	122,732
Advanced data Integration	Document Management Systems	146,511

* Based on information supplied by the Supply Section as at 30/6/2004

2) Contracts Awarded Prior to 30/6/2004, which have a commitment into future years

Contract	Description of Service Approx	Value \$
Collex	Provision of Domestic Garbage & Recycling Services	23,529,447
Sinclair Knight Merz	Engineering Consultancy Services	1,121,143

Grants and Sponsorships to Community Groups — Expenditure under s.356

<i>Grants, contributions and donations</i>	<i>Amount \$</i>
Northern Beaches Neighbourhood Service	\$32,400
Terrey Hills Community Library Subsidy	\$17,246
Book Lovers Club Warringah Inc Subsidy	\$1,000
Australian Seniors Computer Clubs Association	\$500
Harbord Community Library	\$250
Centacare Broken Bay - Creative Abilities Project	\$600
Aboriginal Support Group - Manly Warringah Pittwater	\$600
Forest Funday 2004	\$800
Manly Warringah Choir	\$1,000
Manly Warringah Pipe Band	\$750
Pasifika - Island Festival	\$1,000
Something Different - Creative Laboratory - Emma Varga Glass Studio	\$500
Warringah Concert Brass	\$1,000
Warringah Eistedfodd	\$4,000
Northern Beaches Food Services	\$6,000
Manly Warringah Pittwater Community Aid	\$3,800
Manly Warringah Pittwater Community Transport	\$3,000
Forest & Terrey Hills Seniors Club	\$2,350
Peninsula Senior Citizens Toy Repair Group	\$316
Annual Christmas Donations (12 groups)	\$1,200
Freshwater Surf Life Saving Club	\$5,000
South Curl Curl Surf Life Saving Club	\$5,000
North Curl Curl Surf Life Saving Club	\$5,000
Dee Why Surf Life Saving Club	\$5,000
Long Reef Surf Life Saving Club	\$5,000
Collaroy Surf Life Saving Club	\$5,000
South Narrabeen Surf Life Saving Club	\$5,000



SECTION 4 – ADDITIONAL INFORMATION

Narrabeen Surf Life Saving Club	\$5,000
North Narrabeen Surf Life Saving Club	\$5,000
Surf Life Saving Sydney Northern Beaches Branch	\$17,120
Forest Computer Pals for Seniors	\$380
Forest Computer Pals for Seniors	\$500
Northern Beaches Neighbourhood Service	\$1,000
Cubby House Toy Library	\$1,000
Pioneer Clubhouse	\$500
DARTS	\$250
Northern Beaches Interchange	\$380
Kaddy Transport	\$773
Northern Beaches Creative Leisure & Learning Centre	\$1,000
Centacare Broken Bay	\$500
Hyperactivity Attention Deficit Association	\$500
Lifestart Cooperation Ltd	\$845
Lone Parent Family Support Service	\$600
Belrose and Terrey Hills Computer Pals	\$1,000
Queenscliff Amateur Swimming Club	\$500
MWP Community Aid Service	\$1,000
FEG/Narrabeen Chamber of Commerce	\$400
Literacy Network Manly Warringah Inc.	\$860
Hope for the Children	\$1,000
Learning Links	\$1,000
Peninsula Senior Citizens Toy Repair Group	\$1,000
MDECC	\$2,000
Manly Council (joint Local Government Housing Initiatives Program)	\$12,300
Manly Council (joint Local Government ArtStart Program)	\$3,666
Pittwater Council (joint Local Government ArtStart Program)	\$3,666
Ryde Council (joint Local Government ArtStart Program)	\$10,900
Ku-ring-gai Council (joint Local Government ArtStart Program)	\$2,500
North Sydney Council (joint Local Government ArtStart Program)	\$1,300
Mosman Council (joint Local Government ArtStart Program)	\$6,300
Lane Cove Council (joint Local Government ArtStart Program)	\$1,300
Hunters Hill Council (joint Local Government ArtStart Program)	\$1,300

Statement on Competitive Neutrality

In April 1995 the Council of Australian Governments signed the Competition Principles Agreement. This committed each State to implementing policy changes to ensure a 'level playing field' for business competition.

The NSW Government published its Policy Statement on the Application of National Competition Policy in August 1996. This imposed a number of National Competition (NCP) obligations on Councils. As well, exemptions previously given to Local Government from certain provisions of the Trade Practices Act were removed.

Councils were required to examine their operations, identify business activities and classify them according to guidelines laid down by the Department of Local Government. Business activities may be classified as:



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Category 1 – annual sales turnover greater than \$2 million a year, or
Category 2 – annual sales turnover less than \$2 million a year.

Category 1 activities are required to have separate internal reporting and to apply full cost attribution which includes tax equivalent payments, debt guarantee fees (if the business benefits from Council's lower borrowing rate), and return on capital invested. The effect of cost attribution is to ensure that prices are charged by Council's businesses reflect the same costs which are borne by the private sector (tax, borrowing costs and the need to make a profit).

Category 2 activities have less demanding requirements placed on them. Full cost attribution should apply where practicable, and Council is free to determine the extent of separation of the business in Council's internal reporting. However, as with Category 1 businesses, Council must make explicit any subsidies paid into the business and operate within the same regulatory framework as private business.

Council has examined its activities and classified them as follows:

- Category 1 Business Activities
 - Children's Services (Child Care)
 - Kimbriki Waste and Recycling Centre
 - Reserves and Sportsfields Maintenance
 - Glen Street Theatre

- Category 2 Business Activities
 - Warringah Aquatic Centre
 - The Construction Certificate Certification activity of the Planning and Assessment Services

Special purpose financial reports are prepared and audited annually to demonstrate application of the National Competition Policy requirements to the six declared Business Activities.

Statement of Companies in which Council held a Controlling Interest; Partnership, Cooperatives and Joint Ventures

The activities of each of the services below are coordinated by separate joint committees on which Warringah is represented by elected Councillor delegates and senior Council officers.

Kimbriki Recycling & Waste Disposal Joint Venture

Council is a joint venturer with Manly, Mosman and Pittwater Councils in the management and disposal of rubbish and recycling of waste materials at the Centre. The Council's interests in the assets, liabilities and output of this joint venture is dependent on the usage by the co-venturers, and as at 30 June 2004 was 52.45 per cent. The joint venture agreement expires on 1 January 2007.

Warringah Pittwater Rural Fire Committee Joint Venture

Council has a fifty per cent interest in the assets and liabilities of a joint venture project with Pittwater Council for the provision, control and management of bush fires. The joint venture will continue on a year-to-year basis until dissolved in accordance with the terms of the deed of agreement.



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Both Councils have signed a Service Level Agreement with the Commissioner of the NSW Rural Fire Services to cover the provision of these services.

SHOROC

Warringah is an equal member of the SHOROC along with Manly, Mosman and Pittwater Councils. The SHOROC group is an advisory body that develops regional strategies and initiatives of benefit to the member Councils.

Warringah Pittwater State Emergency Service

Council has a two-thirds interest in the assets and liabilities of the Joint State Emergency Service for Warringah-Pittwater.

Organisations with Delegated Authority from Council

External organisations exercising functions delegated by Council during 2002 – 2003:

- Manly Warringah Sporting Union
- Warringah, Pittwater Joint Rural Fire Service
- Warringah, Pittwater Joint SES Committee
- Glen Street Theatre Board of Management
- Warringah, Manly, Mosman, Pittwater, Joint Services Committee
- SHOROC

Advisory Committees and External Bodies to which Council appointed Delegates

Abbott Road Land Steering Committee

Allambie Heights School Community Centre Management Committee

Australia Day Advisory Committee

Brookvale Park Advisory Committee

Companion Animals Advisory Committee

Community Advisory Committee

Cromer Park Management Committee

Cultural & Heritage Committee

Dee Why/Curl Curl Lagoon Joint Estuary/Floodplain Management Committee

Environmental and Stormwater Management Committee

Guringai Festival Committee

Internal Audit Committee

Legal Services Advisory Committee

Manly Lagoon Joint Estuary/Floodplain Management Committee



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Manly Warringah Pittwater Local Emergency Management Committee

Narrabeen Lagoon Joint Estuary/Floodplain Management Committee

Northern Beaches Affordable Housing Steering Committee

Northern Beaches Neighbourhood Service Management Committee

Oxford Falls Peace Park Committee

Road Safety Steering Committee

SHOROC - Northern Peninsula Regional Organisation Of Councils

SHOROC Manly Warringah Pittwater Sportsfield Improvement Fund Committee

SHOROC Transport Steering Committee

Sister Cities Advisory Committee

Sister City Warringah-Brewarrina Community Sub-Committee

Sister City Warringah-Chichibu Community Sub-Committee

Sportsfield Rectification Advisory Committee

Stony Range Flora & Fauna Reserve Advisory Committee

Surf Club Liaison Committee

Sydney Coastal Councils Group Incorporated

Warringah Access Advisory Committee

Warringah Coastal Management Committee

Warringah Council Community Safety Committee

Warringah Manly Mosman Pittwater Joint Services Committee

Warringah Pittwater Rural Fire Service Forum

Warringah Pittwater Rural Fire Service Joint Councils' Liaison Committee

Warringah Pittwater State Emergency Services Committee

Warringah Traffic Committee

Warringah Youth Advisory Committee



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"Note: On 23 July 2003 the elected Councillors were dismissed and the Administrator appointed.

Under s226 of the Local Government Act the Administrator determined:

1. That the Constitution of all the Management Committees and Advisory Committees of the Council be amended
 - a. by substituting “Administrator” for “Mayor” and “Councillor” wherever occurring in the composition or membership of those Committees
 - b. by providing that the Administrator by delegation, may nominate the General Manager as his representative on the Committee, and further that the General Manager may sub-delegate that role by nominating other persons to be the representatives on the Committee.
2. That the Administrator may delegate authority to the General Manager to be his representative on such external organisations or bodies, or joint Committees established with other authorities, as the Administrator deems appropriate and further that the General Manager be authorised to sub-delegate that role as he deems appropriate."

The following community-based Committees exercised functions for the Council under s.355 of the Local Government Act, 1993:

Allambie Heights Public Hall

Beacon Hill Memorial Hall

Cromer Community Centre

Curl Curl Sports Centre

Curl Curl Youth and Community Centre

Forest Community Arts Centre / Forestville Memorial Hall / Senior Citizens Centre

Forestvilly Youth Centre

Harbord Literary Institute

Lionel Watts Shared Use Facility

North Balgowlah Community Centre

Terrey Hills Community and Seniors and Youth Centres

Tramshed Arts and Community Centre

Consolidation of Controlled Entities

The accounts of Council do include the consolidation of controlled entities, which contributed to the operated result.



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Senior Management Remuneration

GENERAL MANAGER	\$ 236,850	
Director, Corporate Services	\$ 182,610	
Director, Customer & Community Services	\$ 182,610	
Director, Strategy	\$ 182,610	
<i>Total Senior Staff 2002/2003</i>	<i>\$ 784,690</i>	<i>(4 positions)</i>

Mayor and Councillors Fees and Reimbursements

Councillors' fees:	\$11,977
Mayoral allowance:	\$3,536
Phones:	\$24,757
Vehicles:	\$1,949
Out of pocket	NIL

From 23rd July 2003 the Mayor and Councillors fees were paid to the Premier's Department as an administrator was appointed.



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Legal Proceedings

	Description	Address	Cost \$	Status
	Public liability claims		79,166.83	Current
	Workers Compensation claims		103,008.84	Current
664	Illegal land use - Keeping of Pigeons	Ambleside St. Wheeler Heights	3,815.00	Closed
5810	Claims for compensation, compulsory land acquisition	Condamine St., North Balgowlah	6,956.54	Current
5832	Class 1 appeal - Refusal to consent	Kallaroo Road, Terrey Hills	888.20	Closed
6016	Illegal building matters - Building/Landfill works not in accordance with Development Consent	Molong Street, North Curl Curl	1,309.80	Closed
6354	Class1 Appeal - Refusal of DA for residential buildings	Banksia Street, Dee Why	595.00	Consent Orders
6386	Illegal Land Use - Earthworks/Landfilling	Cooyong Road, Terrey Hills	146.00	Closed
6451	Non completion of retaining wall and safety balustrading	Ashworth Avenue, Belrose	101.20	Discontinued
6455	Pumping of heavy sediment laden water into stormwater which then flowed onto aquatic reserve	Anella Avenue, Castle Hill	1,500.00	Closed
6459	Class 1 Appeal - refusal of proposed residential development	Booralie Road - Terrey Hill	1,597.00	Dismissed
6502	Illegal Land Use - Erection of Large " Swing by choice" without consent	Homestead Avenue, Collaroy	187.40	Closed
6514	Illegal landfill and non-compliance with consent conditions of Development Consent 96/58 and Building Approval 563/97.	Oxford Falls Road, Oxford Falls	1,842.40	Closed
6532	Illegal Land Use	Oxford Falls Road, Oxford Falls	3,877.78	Current
6570	Class 1 Appeal - Refusal of DA for demolition of dwelling	Kingsway Dee Why	855.50	Upheld
6590	Class 5 Appeal - Private Certifier for issuing invalid Construction Certificate	Pittwater Road, Brookvale	102,899.00	Current
6598	Dwelling creating a Public Health Nuisance and requires demolition	Wyuna Avenue, Harbord	1,631.60	Closed
6646	Illegal land use. Commercial use of residential property		941.20	Closed
6651	Class 4 Appeal - Development Assessment appeal	Forest Way, Belrose	5,318.60	Current
6659	Class 1 Appeal - Refusal of a DA for a boarding house	Pittwater Road, Dee Why	4,557.09	Closed
6672	Non compliance with order - Dangerous block retaining wall	Ashworth Avenue, Belrose	1,500.34	Discontinued



Warringah Council

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6686	Class 1 Appeal - Appeal against refusal of DA for a residential flat building.	Frazer Street, Collaroy	29,666.73	Current
6694	Class 1 Appeal - Refusal of DA for 3 storey residential building	Ocean Street, Narraweena	1,097.36	Closed
6701	Class 1 Appeal - Refusal for a residential flat building	Carousel Close, Cromer	4,003.00	Closed
6715	Dog attack in a public place		48.00	Closed
6722	Premises cleaned and chlorinated have not been complied with	Kildare Grove, Killarney Heights	180.00	Closed
6723	Dwelling not in a safe or healthy condition	Stgerland Avenue, North Manly	3,473.68	Closed
6728	Class 1 Appeal - Refusal of a DA for new dwelling	Palomar Parade, Harbord	841.00	Closed
6731	Class 1 Appeal - Appeal demolition of existing dwellings	Campbell Avenue, Cromer	348.40	Closed
6738	Class 5 Appeal - Defend appeal non-compliance with consent for Category 3 land use - B2 Oxford Falls Valley	Morgan Road, Belrose	919.00	Advice Received
6740	Class 1 Appeal - Deemed refusal of DA for residential flat building	Darley Street, Forestville	93,401.46	Current
6749	Class 1 Appeal - Appeal refusal of DA for residential flat	Crown Road, Queenscliff	417.84	Closed
6750	Class 1 Appeal - Deemed refusal of modification of development consent - staff car parking	Old Pittwater Road, Brookvale	36,878.00	Current
6751	Class 1 Appeal - Appeal refusal of DA for erection of a dwelling	Bundaleer Street, Belrose	510.80	Current
6755	Illegal clearing and filling of Road Reserve	Morgan Road, Belrose	1,066.51	Current
6758	Class 1 Appeal - Appeal refusal of subdivision and alterations	Hopkins Place, Forestville	2,386.99	Closed
6759	Dog attack in a public place		456.00	Closed
6764	Class 1 Appeal - Construction Certificate lodged for development consent for retirement village	Veterans Parade, Collaroy	106,626.81	Current
6765	Class 1 Appeal - Appeal against Land & Environment Court, Aged and Disabled persons	Booralie Road, Terrey Hills	11,133.00	Current
6767	Class 4 Appeal - Defend appeal development consent 2001/1615	Niangaloe Close , Belrose	67,576.68	Closed
6770	Class 1 Appeal - Deemed refusal of DA, Aged and Disabled development	Forest Way, Belrose	8,044.12	Current
6771	Class 1 Appeal - Appeal demolition of existing dwellings	Yulong Avenue, Terrey Hills	3,314.90	Current
6774	Class 1 Appeal - Appeal refusal of DA for demolition of existing buildings and construction of an industrial office and factory building	Old Pittwater Road, Brookvale	25,383.82	Current
6778	Class 1 Appeal - Deemed refusal of DA for change of use to office	Queenscliff Road, Queenscliff	4,259.11	Current



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	and residential			
6785	Weight limits for road/bridge	Beacon Hill road, Beacon Hill	1,000.00	Closed
6789	Illegal land use. Beach of Aged/Disabled Consent	Condamine St., North Manly	284.40	Current
6791	Class 1 Appeal - Appeal subdivision of new dwellings	Alfred Road, Narraweena	472.20	Closed
6793	Class 1 Appeal - Deemed refusal of application to modify development consent for youth and community centre	Homestead Avenue, Collaroy	1,646.60	Current
6801	Class 1 Appeal - Defend appeal refusal of DA for demolition and erection of new dwelling with granny flat	Robertson Road, North Curl Curl	11,775.76	Current
6810	Dog attack in a public place	Beverly Job Park Narraweena	807.32	Closed
6814	Prevention Notice 1403, poor practices at premises	Myoora Road, Terrey Hills	5,733.34	Current
6818	Dog attack in a public place		1,070.00	Prosecution
6819	Non compliance with food safety standards	Old Pittwater Road	3,116.00	Closed
6826	Alleged illegal building works, alleged breach of consent	Mona Vale Road, Terrey Hills	10,017.99	Current
6827	Dog attack in a public place	Willandra road, Narraweena	972.00	Closed
6828	Class 1 Appeal - Refusal of DA for mixed commercial/residential flat building	Eastbank Avenue, Collaroy	87,241.43	Current
6831	Refusal of application to demolish existing dwelling and construction of 8 new residential dwellings	Parkes road, Collaroy	19,594.23	Closed
6834	Class 1 Appeal - Appeal against refusal of demolition of existing dwelling	Mona Vale Road, Terrey Hills	8,782.60	Closed
6836	Illegal Building Matters - Building works without development consent	The Esplanade, Frenchs Forest	16,291.83	Advice Received
6837	Class 1 Appeal against the deemed refusal of demolition of dwellings	Kingsway, Dee Why	377.60	Current
6841	Illegal Land Use - Earthworks/Landfilling	Condamine St, Manly	6,828.40	Closed
6843	Dangerous dog in a public place		306.00	Closed
6844	Illegal Land Use - Non compliance with Consent 85/293	Forest Way, Belrose	1,900.40	Closed
6845	Illegal Land Use - Illegal use of portion of golf course as a construction compound in association with adjoining development	Condamine road, North Manly	1,480.00	Closed
6847	Class 1 Appeal - Deemed refusal to grant development consent	Lookout avenue, Dee Why	13,594.48	Closed
6848	Class 1 Appeal - Appeal against a condition of consent imposed by Council	Queenscliff Road, Queenscliff	7,273.71	Closed



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6849	Class 1 Appeal - Appeal refusal of development application for major alternation	The Strand, Dee Why	36,919.21	Closed
6856	Class 5 Appeal - Unauthorised building works	The Esplanade, Frenchs Forest	21,148.28	Current
6858	Class 1 Appeal - Appeal 3 storey residential flat building	Queenscliff Road, Queenscliff	12,305.44	Closed
6860	Class 1 Appeal - Appeal 3 storey residential flat building	Kingsway, Dee Why	17,428.24	Closed
6862	Class 1 Appeal - Appeal against refusal of Development Application	Burchmore Road	93,787.77	Current
6863	Defendant disqualified from owning a dog		1,762.00	Current
6864	Dog picked up and impounded- no tags or ID		561.00	Closed
6866	Illegal Land Use - Alleged illegal brothel	Fisher Road, Dee Why	2,431.60	Closed
6872	Class 1 Appeal - Deemed refusal of DA for strata subdivision of industrial building	West Street, Brookvale	3,699.00	Closed
6873	Class 1 Appeal - Appeal refusal of demolition of buildings	Pitt Road, Curl Curl	50,985.73	Closed
6874	Dog attack in a public place		1,051.00	Hearing on
6875	Barking dog interferes with neighbours		200.00	Closed
6876	Illegal Land Use	Pittwater Road, Brookvale	43,030.50	Prosecution
6878	Illegal Land Use - Operation of retail store without Development consent	Pittwater Road, Brookvale	8,804.08	Prosecution
6879	Class 1 Appeal - Appeal refusal of DA	Oxford Falls Road, Belrose	27,727.39	Closed
6883	Appeal infringement issued for Abandon motor vehicle in a public place		698.00	Current
6886	Illegal building matters - air conditioning unit was erected without consent	Ian Land, North Curl Curl	5,470.60	Current
6890	Class 1 Appeal - Deemed refusal of DA for a dwelling	Brooker Avenue, Beacon Hill	176,546.47	Current
6891	Class 1 Appeal - Appeal refusal of modifications works	Linden Avenue, Belrose	7,197.85	Discontinued
6892	Class 1 Appeal - Deemed refusal of Development Application for twenty x two storey dwelling houses	Forest Way, Frenchs Forest	35,300.64	Closed
6893	Class 1 Appeal - Appeal refusal of refurbishment of store to café	Pittwater Road, Brookvale	8,628.11	Closed
6894	Class 1 Appeal - Deemed refusal of subdivision	Bibbenluke Avenue, Duffys Forest	69,453.58	Current
6900	Class 1 Appeal - Proposed demolition of existing cottage and construction of boarding house	Old Pittwater Road, Brookvale	7,033.38	Current
6910	Barking dog interferes with neighbours		872.00	Closed



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6918	Class 1 Appeal - Defend appeal against Council's deemed refusal of demolition of existing buildings	Pacific Pde, Dee Why	34,021.41	Current
6919	Class 1 Appeal - Deemed refusal of Development Application	The Collaroy, Collaroy	14,681.89	Current
6920	Class 1 Appeal - Refusal of Development Application	Pittwater Road, Collaroy	4,759.99	Current
6923	Class 1 Appeal - Appeal for deemed refusal of board walk	Veterans Parade, Narrabeen	12,150.63	Current
6924	Dog picked up and impounded- loose in the street		310.00	Closed
6930	Companion Animals Act - dogs killed 3 rabbits		869.00	Closed
6940	Class 1 Appeal - Refusal of Development Application 2003/0236 for a residential flat	Brooker Avenue, Beacon Hill	39,778.93	Current
6941	Illegal Land Use		256.00	Current
6942	Class 1 Appeal - Appeal refusal of modification of consent	Queenscliff Road, Queenscliff	3,479.60	Closed
6946	Class 1 Appeal - Deemed Refusal of Consent 2002/1714	Consul Road, Brookvale	4,401.60	Current
6948	Class 1 Appeal - Appeal demolition of existing cottage	Tristram Road, Beacon Hill	27,450.96	Current
6953	Dog attack in a public place		1,166.00	Current
6955	Class 1 Appeal- Appeal deemed refusal of a construction certificate for bulk earthworks and environmental measures	Veterans Parade, Narrabeen	4,567.63	Current
6956	Class 1 Appeal - Appeal refusal of a construction certificate for bulk earthworks and environment measurers	Moorilla Street, Dee Why	251.60	Current
6957	Class 1 Appeal - Appeal refusal of DA for new administration building at Frenchs Forest Cemetery	Hakea Avenue, Frenchs Forest	13,212.80	Closed
6959	Dog attack in a public place		731.00	Closed
6960	Class 1 Appeal - Appeal deemed refusal of DA for demolition of existing dwelling	Veterans Parade, Collaroy	7,733.42	Current
6964	Class 1 Appeal - Appeal for completion of partially constructed building and use as a retail plant nursery	Mona Vale Road, Terrey Hills	8,344.52	Current
6965	Non compliance with Section 81A of the EP & A Act	Clarke Street, Narrabeen	5,751.00	Current
6970	Class 1 Appeal - Appeal refusal of DA for demolition of existing buildings	Brighton Street, Harbord	17,581.10	Current
6972	Class 1 Appeal - Defend appeal refusal of housing for older people and people with disabilities	Pittwater Road, Dee Why	3,991.63	Current
6974	Defend appeal for PIN for water pollution	Grosvenor Place, Brookvale	1,037.00	Hearing on



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6978	Class 1 Appeal - Erection of 4 separate buildings comprising 44 industrial units associated with carparking landscaping and demolition of existing building and erection of signage	Mona Vale Road, Terrey Hills	63,120.34	Current
6994	Class 1 Appeal - Appeal refusal of application to modify consent for a residential flat building	Queenscliff Road, Queenscliff	7,373.56	Current
6995	Class 4 Appeal - Applicant seeks declarations regarding applicability of SEPP	Cannons Parade, Forestville	1,284.20	Current
6996	Illegal Building Matters - Unauthorised commencement of building work	Oaks Avenue, Dee Why	440.60	Closed
	Leases, Licences, Deeds	Various property	80,637.43	Current/Closed/Prosecuted/Advice Received
	Legal Advice	Various property	250,425.58	Current/Closed/Prosecuted/Advice Received
	Deed of Agreement	Various property	4,532.20	Current/Closed/Prosecuted/Advice Received
	Cost Recovery	Various property	38,109.53	Current/Closed/Prosecuted/Advice Received
	Drainage	Various property	973.20	Current/Closed/Prosecuted/Advice Received
	Others	Various property	43,291.16	Current/Closed/Prosecuted/Advice Received
	Caveats	Various property	1,050.21	Current/Closed/Prosecuted/Advice Received
	Contract matters	Various property	23,764.54	Current/Closed/Pros



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				ecuted/Advice Received
	Dual occupancy	Various property	1,640.42	Current/Closed/Pros ecuted/Advice Received
	Rate recovery	Various property	5,458.00	Current/Closed/Pros ecuted/Advice Received



SECTION 4 – ADDITIONAL INFORMATION

Sportsfield Rectification Special Rate Variation

Council was granted approval by the Minister for Local Government for a special variation to increase its rates income above the permissible limit in 1998/1999. The result of this special variation was that an amount of 2% of rate income each year would be applied to address subsidence problems in relation to sportsgrounds constructed on land fill sites. Council has established a community committee to recommend the annual program for expenditure of the funds and this program is included in the Council's annual Operational Plan. The following is a report on expenditure from the program during 2003/2004.

Balance as at 1 July 2003	\$1,985,922.24
Add Rate Levy	\$ 955,993.38
	\$2,941,915.62
LESS EXPERIENCE	
John Fisher Park	\$ 146,362.93
Frank Grey Hockey Fields	\$ 9,944.00
	\$ 156,306.93
<i>Balance as at 30 June 2004</i>	<i>\$2,785,608.69</i>

Environmental Stormwater Special Rate Variation

Council was granted approval by the Minister for Local Government for a special variation to increase its rates income above the permissible limit in 1996/1997. The result of this special variation was that an amount of 6.9 per cent of rate income each year would be applied to address a number of problems in relation to environmental management, stormwater and drainage matters. Council has established a community committee to recommend the annual program for expenditure of the funds and this program is included in the Council's annual Operational Plan. The following is a report on expenditure from the program during 2003/2004.

Balance as at 1 July 2003	\$1,225,872.49
Add Rate Levy	\$3,298,182.15
	\$4,524,054.64
LESS EXPENDITURE	
Coasts and Estuaries	\$376,200.31
Bushland	\$1,011,524.98
Stormwater	\$58,528.37
Construction and Maintenance Works	\$811,893.11
Environmental Education	\$266,876.84
Manly Lagoon Removal of Accumulated Sediment	\$19,002.76
Drainage Upgrade Pacific Parade Dee Why	\$42,054.55
Creek Management and Enhancement Works	\$76,786.26
Drainage Upgrade Marinella Street Forestville	\$30,715.72
Stormwater Augmentation Works Dee Why	\$27,725.00
Drainage Upgrade Stroud Place Belrose	\$9,270.00
	\$2,730,577.90
<i>Balance as at 30 June 2004</i>	<i>\$1,793,476.74</i>