

Warringah Council

ANNUAL REPORT *2005-2006*



Warringah Council



Houseboat at Cottage Point

1906 - 2006

WARRINGAH COUNCIL
ANNUAL REPORT
2005 - 2006

	Page
About Warringah	2
Introduction	3
Vision and Values	4
Administrator's Message	5
Council Structure	6
General Manager's Message	7
Key Activities	8
Living Community	8
Living Environment	20
Living Spaces	26
Living Organisation	34
Statutory Reports	36
Appendix A	43
Financial Reports	



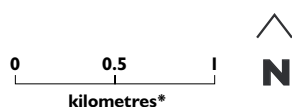
WARRINGAH

About Warringah

Warringah Council was established 100 years ago, in 1906, and administers an area of 152 square kilometres on Sydney's northern beaches. Warringah was originally the home of the Guringai people and is now home to around 140,000 residents and ratepayers. Warringah's Indigenous name means 'sign of rain', 'across the waves' and 'sea'. Our bush and beach environment stretches between Manly in the south, Pittwater in the north and inland to the Kuringai National Park.

Our 14 kilometres of coastline includes nine beaches and the Warringah area covers close to 6,000 hectares of natural bushland and open space with many features of cultural and heritage significance including hundreds of Aboriginal significant sites. We are home to the Manly Dam, lagoons in Narrabeen, Dee Why and Curl Curl, Stony Range Flora Reserve and 75 threatened native plant and animal species.

Warringah Council owns and manages the Glen Street Theatre and Warringah Aquatic Centre, and is a partner in the Kimbriki Waste and Recycling Centre with Mosman, Pittwater and Manly Councils. Warringah Council owns and manages 24 community centres and several childcare centres as well as four libraries at Belrose, Dee Why, Forestville and Brookvale.



INTRODUCTION

Warringah Council celebrated its centenary this year with a number of special events starting with a civic reception on March 7, 2006, to mark the 100th anniversary of the proclamation of Warringah Shire as a local government area. A committee of community members worked tirelessly throughout the year to organise a range of celebratory activities and events. While this was an important year for reflecting on Council's role in the community over the past century it was also a time to look to the future. A number of plans with a long-term focus were adopted to give direction to Council services over the coming years. The most significant of these was our strategic plan for 2006-2016, *Living Warringah*, adopted in late 2005 after comprehensive consultation with the community.

Living Warringah will guide Council's direction for the next decade and beyond. It will be implemented through Council's key planning documents such as the Management Plan for 2006-2009 with a key focus on renewing and replacing assets and infrastructure over the next three years. A Long Term Financial Strategy was also adopted during the year to link Council's financial planning to our strategic planning over a ten year period. Warringah Council's 2005-2006 Annual Report is structured to mirror *Living Warringah* and our Management Plan to highlight the work that we do around:

- › Living Communities
- › Living Environment
- › Living Spaces
- › Living Organisation

A fifth area – Living Enterprises – will be reported on in future years as we develop new strategies to support the local economy.

The Annual Report should be read alongside two other significant documents that also capture our work- the State of the Environment Report and the State of Warringah Report. The following pages of this report detail the wide range of activities undertaken during the year and the many services provided by Warringah Council to care for the community and the environment. We look forward to working with our community and key stakeholders in the coming years to build on the successes outlined in this report. The Annual Report includes a number of historic photographs from Warringah Library Local Studies that were featured in the Pictorial History Warringah book produced as part of our centenary celebrations. The photographs give a valuable insight into our history and our local culture. We thank the following individuals and organisations for photographs reproduced in this report: Beryl Fahey, Jean and Ray Gee, Sam Gray, Lillian Grundy, Mrs Jabour, Fred Lewis, Roads and Traffic Authority, Pat Short, Vic Solomons, Mrs Whitwell and Katherine Yabsley.

First tram to Brookvale in 1910



OUR VISION

A vibrant community, improving our quality of life by living and working in balance with our special bush and beach environment.



Notting family and friends at Church Point in 1928

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

ADMINISTRATOR'S MESSAGE



This year's Annual Report adopts an easy to read format that mirrors the Council's four programs - Living Communities, Living Environment, Living Spaces and Living Organisation. I believe the year's achievements and activities show that our ratepayers receive very good value for money. For an average rate of \$926 they receive:

- Free library service from four locations
- Free use of our many clean, safe beaches
- Free parking at our beaches and well maintained rock pools
- Free use of our 334 parks and playgrounds
- An efficient garbage service
- Well run facilities at Kimbriki and Warringah Aquatic Centre
- Discounted access to Council's Glen St Theatre
- Award winning environmental programs also in our schools
- Award winning community events provided at no charge
- Excellent community services to our senior citizens, our youth and people with special needs
- Median time to consider development applications reduced from 54 to 43 days

This list could go on and on. The point is our hard working staff delivers and I thank them on behalf of the community.

The past year has seen a substantial increase in public confidence in Council's services and processes. The combination of our Independent Hearing and Assessment Panels and our Internal Ombudsman has been the major contributor to this result.

The Council's financial position is strong although our Long Term Financial Strategy has identified a serious under-funding of asset maintenance. Following extensive community consultation an application was made to the Minister for Local Government to introduce a special rate levy for infrastructure. This was subsequently agreed to. I have assured ratepayers these funds will only be spent on maintaining community assets.

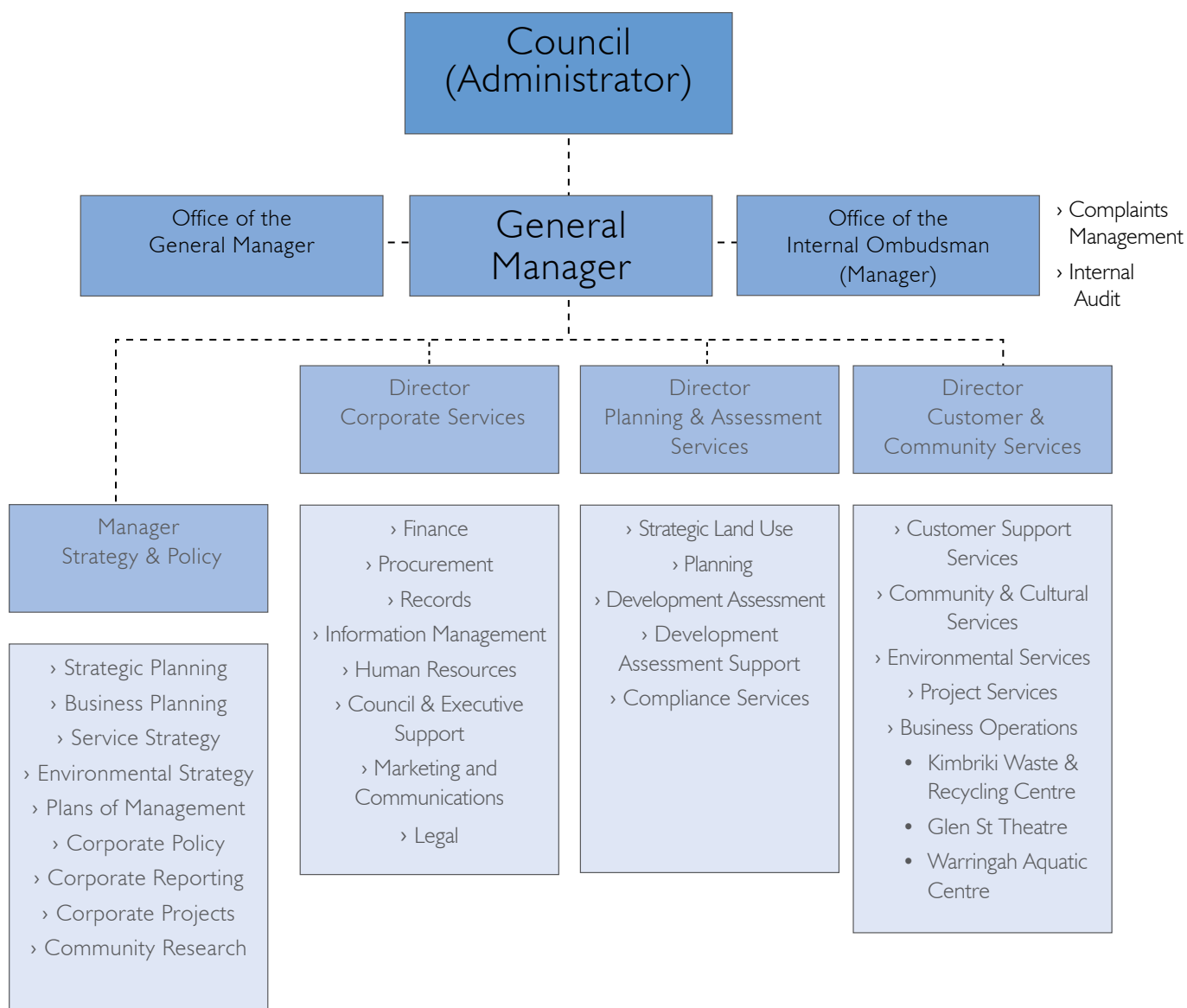
On a final note, I would also like to acknowledge the vast number of residents who so generously give their time in a wide range of volunteer programs. These volunteers make a huge difference to the quality of life of many thousands in our community who are unable to do everything themselves.

Next year will provide many challenges including continuing the process of strengthening the internal processes of Council and further improving our customer service. I am confident the organisation will continue to provide top quality services to our community.

A handwritten signature in black ink, which appears to read "Dick Persson". The signature is fluid and cursive, written on a light-colored background.

Dick Persson AM
Administrator
Warringah Council

COUNCIL STRUCTURE



Warringah Council Chambers in 1911

GENERAL MANAGER'S MESSAGE



Since 2003 I have reported in this message on progress with improving our systems, procedures and policies through the Warringah Transition Plan. In 2005/06 the improvements are seeing results with better services and facilities provided to residents and customers.

A community satisfaction survey was conducted in 2005 to identify broad perceptions of resident satisfaction towards Council's facilities and services. Overall 78% of residents were satisfied with Council's performance - a pleasing result - up from 59% in 2002. Parks, garbage and library services rated with high satisfaction but the survey showed further improvements to roads, parking and footpaths maintenance are required. The new infrastructure levy to be introduced in 2006/07 will provide an opportunity to improve these facilities.

Another measure of performance used by Warringah is the number of complaints to the Internal Ombudsman. The average number per month decreased from 8.7 last year to 7.3 this year and I look forward to continued progress in this area. An internal audit function was introduced this year. Areas of risk within Council's operations and business activities were identified and recommendations made to improve internal control, risk management and governance processes. The audit identified a range of system and process improvements and has resulted in over \$600,000 in savings already.

Providing a safe and healthy work environment for staff and visitors to our sites is a priority of mine. All occupational health and safety systems were reviewed and increased training provided. Warringah is one of 15 councils in NSW licensed by Workcover to self insure for workers compensation. Maintaining this licence is important as it ensures we have a best practice safe workplace and in so doing results in significant insurance premium savings.

The Council staff have worked hard this year to help make Warringah a better place. They greatly appreciate the acknowledgement of their service by the many letters and expressions of appreciation received. I am extremely proud of my staff.

A handwritten signature in black ink, which appears to read "Stephen Blackadder". The signature is fluid and cursive.

Stephen Blackadder
General Manager
Warringah Council