Manly Council









ANNUAL REPORT 2003/2004

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Community Report 2003 - 2004

Manly Council www.manly.nsw.gov.au

Community Report 2003/2004

A message from the Mayor

The formation of a new Manly Council at the Local Government Elections held on 27 March 2004 has ushered in an era of unprecedented opportunity, bringing to Council fresh talent and a valuable mix of skills, experience and ability which has already begun to serve the people of this community very well.

In the reporting period, Council has achieved noteworthy successes.

Council won a swag of awards in 2003-2004 in recognition of its efforts in **preserving our environment**, including a *National Office for Local Government Innovation Award* (for the *Hop In And Help Manly Lagoon Project*), two *Metro Pride Awards*, the *Clean Beach Challenge Award*, the *Friendly Beach Award*, and the *NSW Sustainable Energy Development Silver Globe Award* among others.

Manly Council was successful in its application for State Government grant funding for *Manly Lagoon Rehabilitation Works*, a *Manly Ocean Beach Coastline Management Study & Coastline Management Plan*, and the *North Head Loop & Cabbage Tree Bay Landscaping Works*.

Indeed, Manly Council was selected to feature in a Local Government & Shires Association sustainability education video outlining several of Manly Council's key environmental projects.

Council established Working Parties with community representation to develop policies and strategies towards a **reduction in plastic bag usage** with a view to Manly becoming a 'plastic bag free zone'; and separately an initiative to **ban smoking** on Manly beaches, playgrounds, sporting venues and other events.

Council recently established a **Manly After Midnight Working Party** to prepare a policy and draft management plan to regulate activities in the Manly Central Business District late at night with a view to ensuring that public amenity, public safety and security, and public enjoyment and convenience are maintained and improved.

The Working Party draws on the input of all sections of the community on how to best manage activities in the Manly Town Centre during the late night hours.

Council is in excellent financial shape, holding substantial restricted cash reserves and our loan servicing costs have been substantially reduced.

Of course, we must also face the fact that the revenue of local councils is substantially controlled by the State Government while our operating costs continue to grow due to market pressure.

I thank the Councillors, in particular the former Mayor Councillor Jean Hay, the General Manager and Council staff for their cooperation, commitment and dedication.

There are significant challenges ahead for Manly as it feels the pressure of development and the impacts of its own popularity.

The decisions made during the term of this Council must reflect our determination to protect and enhance the amenity of Manly for future generations.



Dr Peter Macdonald
Mayor


Manly Environment Centre



Surf Life Saving


Youth dance troupe


Buskers


Nippers

Our Community


Manly Ocean Beach Promenade

Manly's Community Profile

The Manly local government area is approximately 16.2 square kilometres which is bounded by the Oceanfront, Sydney Harbour, Middle Harbour, Burnt Bridge Creek and Manly Lagoon.

The estimated resident population of Manly is 38,868 (ABS June 2003). Manly consists mainly of English speaking residents, with the most common second languages being Greek, Italian and Chinese.

In the 2001 Census, 93 people were identified as being Aboriginal or Torres Strait Islanders.

The age distribution for residents has changed over the last 10 year period, with the median age being 37.2 years (ABS June 2002).

Community Events in 2003/2004

Manly Council held civic events to celebrate, entertain and to encourage community involvement in the local area including:

- 10 Citizenship ceremonies
- 120 community events and activities
- The Manly Food & Wine Festival and Jazz Festival
- The Manly Arts Festival
- Anzac Day
- Australia Day
- The Guringai Festival

Our Sister Cities

Manly has Sister Cities in Japan, China and the United Kingdom.

Each year a reciprocal student exchange with our Friendship City of Odawara in Japan is organised.

The Odawara students' visit to Manly gives them opportunities to enhance their language skills and experience a different culture.

In July 2003, 25 Manly students travelled to Odawara, with 24 Odawara students visiting Manly in August 2003.

In November 2003, 22 young students from our Sister City of Taito Ku in Japan sent vibrant artworks to Manly. These were exhibited at the Manly Art Gallery & Museum. In April 2004, seven members from the Audit Bureau of the Jing'an District Government in Shanghai, China, were welcomed to Manly.

Customer Service - a total commitment

Council's Customer Service Centre operates from 8.30am to 5.00pm each working day, serving up to 2000 people every month. Access to services through technology has been increased and improved.

Council's website is a major source of information and access point to services for many residents. On line services include making rate and bill payments, an events calendar, business paper access and customer action requests to let Council know of matters quickly and easily, providing a follow up number for residents. Links provide access to the latest Council news and publications, community information, forms and a Discussion Board for Precinct Executive Community Forum use.

The use of technology has improved the Development Application process. Compact discs available from our Customer Service Centre provide information and forms required for the easy lodgment of Development Applications in PDF format.

In order to provide improved access to parking for residents, Council has introduced new Resident Parking Permits across five local areas. Permits are available to eligible residents from the Customer Service Centre and permit applications are available on Council's website at www.manly.nsw.gov.au


Customer Service Team

Manly's Built Environment

During 2003-2004, Council received 605 development applications ranging from minor residential works to major developments in Manly.

All applications require assessment as to the likely effects on the natural, built, social and economic environment.

Council has reviewed its assessment procedures and monitored processing times as our ongoing commitment to ensure sustainable quality outcomes.

Development Application enquiries

A **Special Service Officer** was appointed to handle enquiries and to assist in the application process.

A direct telephone development enquiry number (9976 1586 - operating 11.00am to 5.00pm weekdays) was established as the key contact point for liaison between the public and application assessment officers. A dedicated email address (myda@manly.nsw.gov.au.) was set up to deal with planning and building related questions and to receive copies of public submissions relating to applications.

Development Application processing times

As at 30 June 2004, as a result of the review of processing procedures, the median processing time for Development Applications was reduced to 93 days.


Rialto Square

Tracking your DA 'on line'

Our website (www.manly.nsw.gov.au) lets you to perform real-time searches by application number or property address for current information about individual Development Applications.

Planning Issues

Major environmental planning and assessment issues addressed during 2003/2004 included:

- The 'Totem' centre at Balgowlah
- Development within precincts of the St Patrick's Estate

Planning and Strategy

A diverse range of cultural heritage conservation work was commenced, including a general review of properties identified in the Manly Heritage Study which formed the basis of the listings in the Manly Local Environment Plan 1988. Council's strategic town planning codes consists of a Local Environmental Plan (LEP) setting the broad parameters together with a series of Development Control Plans (DCP) to give detailed guidance to development planning.

A broad review of these documents commenced in 2004 with a view to consolidating and updating the information.

Landscape Improvements

Landscape Management Plans were developed for refurbishments at Shelly Beach and the widening of the footpath in South Steyne to better cater for pedestrians.

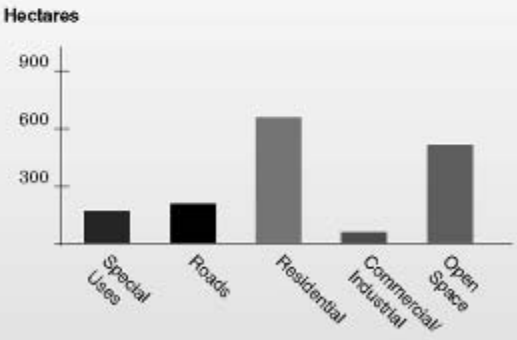
Stage Three of the Ocean Beach promenade works commenced from The Corso intersection along the beachfront to North Steyne Surf Club.

Development Applications & Construction Certificates



Note: *Due to legislative changes there was a decrease in the number of Building Applications determined, however, Construction Certificates were introduced.*

Landuse Zonings in Manly



3

Environmental initiatives

The Manly Environment

The Manly Sustainability Strategy and associated Management Plans continue to guide Council's sustainability programme.

There have been 82 major Council Environmental Levy Projects undertaken since 1997 with many recognised nationally for their innovation.

Council spent $1,578,625 on Environment Levy projects in 2003/04 including:

Developing five **Plans of Management** in consultation with the Community, including plans for Seaforth Oval, Tania Park, Keirle Park, and Coastline Management Plans for Forty Baskets and Little Manly Cove, with North Harbour, Manly Ocean Beach Catchment Management Plans well advanced.

SeaChange, a joint initiative for stormwater pollution prevention with the University of Western Sydney and the NSW Stormwater Trust, uses Council's stormwater pollution prevention tools including monitoring, street sweeping, gross pollutant traps, pit inserts, education, regulation and water sensitive urban design. This initiative is being now expanded throughout Manly.

Council's **Water Conservation Programme** including installing water saving devices in Manly's community amenities. The waterless urinal trial at Manly Beach Public Toilets, has seen a 70 per cent reduction in water consumption. This initiative is to be expanded to 15 sites across Manly, saving $30,000 (30,000 kilolitres) per annum.

The **Alternative Water Resources Programme** includes the use of water tanks, reuse of stormwater and the sustainable use of ground water rigorously monitored by the University of Western Sydney.

Manly and Warringah Councils, together with all Manly Lagoon catchment managers, have developed the **Integrated Catchment Management Strategy**. The strategy incorporates all existing plans, strategies and water quality monitoring programmes into a single strategy for implementation.

The **Revive the Reeds** programme involved 1,114 volunteer labour hours and included the planting of 2,990 native plants along the catchment.

The **Education for Sustainability Strategy** programme, coordinated by Council's **Manly Environment Centre** includes:

- quarterly **Community Sustainable Living Workshops**
- a **Community Gardens** programme with the Manly Village Primary School, and a Community Gardens Network formed.
- **Starboard Right and Green** recreational boat users education programme.
- **Bricks and Water** building site sediment control programme.
- the **School's Sustainability Youth Forum** and **Catchment Snapshots** youth sustainability education projects.
- **Ocean Care Day** included an 'expo' of green products, sea conservation talks and other events.

The **Cities for Climate Protection (CCP) - Plus Programme** was completed addressing climate change and greenhouse issues. Council also completed implementation of **energy conservation measures**, including the installation of **solar boosted heating** for amenities at the Manly Andrew 'Boy' Charlton Swim Centre.

Environment Indicators

Environmental Indicator	1996/97	2000/01	2001/02	2002/03	2003/04	Movement towards sustainability
Cleanliness of our beaches Average % Compliance (Bacteria) • Ocean Beaches • Harbour Beaches	 • 96.27% • 96.27%	 • 97.65% • 96.05%	 • 100.00% • 98.57%	 • 96.7% • 96.50%	 • 98.125% • 100.00%	 ✓ ✓
Number of stormwater outlets into water body with no pollution control device	56	23	18	18	18	✓
Total Water Consumption for Manly LGA (megalitres)	4.37	5.21	5.11	5.30	4.53	✓
Number of new native plantings in the LGA		14,000 +	14,120	15,538	10,495 due to drought	✓
Number of crime incidents (rate per 100,000 population)		7656.4	7870.2	7196.1	6294.8	✓
Total Volume Domestic Waste sent to landfill (tonnes)	6,052.6	6,148.7	6,205.1	6,082.4	6835.4 new methodology	✓

Services to Households

Waste Services

Council entered into a three-year **Enterprise Agreement** with our waste collection staff. The agreement introduced enhancements to work practices and a commitment to continuous improvement to the daily challenges of waste generation and collection.

Changes were made to the domestic waste and recycling collection arrangement in January 2004.

Domestic waste and recycling are collected on the same day each week, minimising possible disruption to residents in the early morning hours.

A **Zero Waste Policy** was endorsed by Council, aiming to eliminate all waste material within a ten year period, with the implementation strategy being developed.

Mobile Garbage Bins were provided to all residents in June 2004, for the disposal of their household waste.

Fifty-five percent of all waste material generated by residents was diverted from landfill to recycling, maintaining Manly Council's excellent record of waste minimisation.

Waste Education

Council's Waste Education team participated in a number of campaigns targeted at waste minimisation policies in schools. This education campaign has increased community interest in home composting and worm farming, and promoted reusable alternatives to plastic bags.

Civic Services

Major works commenced and undertaken during the year included:

- Upgrading the Manly Senior Citizen's Centre
- Commenced the installation of a lift to the first floor of Council Chambers
- Commenced the re-development of the former Manly Council Depot site
- 1,653 drainage pits were cleaned
- 6,724 square metres of footpath were repaired
- Improvements and widening of the cycleway network at Lagoon Park provided an additional 1,250 square metres of network track
- Road resealing and footpath construction programme
- 700 metres of fence and hand-rail were maintained
- 575 square metres of graffiti were removed.
- 155 hours spent on seat and shelter maintenance
- Widening of 1,364 square metres of Manly Scenic Walkway
- Over 2,000 signs and banners were erected
- 8,000 cubic metres of sand dredging in Manly Lagoon
- 20 bicycle racks installed
- Keirle Park Skate Bowl extension was completed

Community Facilities

Council's properties that have been renewed and upgraded, included:

- Rolling out 86 new bus shelters.
- The Manly National, The Peninsula, Pacific Waves and Whistler Parking Stations attracting 1.1 million patrons.
- The Columbarium at Manly Cemetery being extended to provide another 22 niches

Parks & Bushland Maintenance

- 6,900 new plants planted
- Improvement works to reduce stormwater run off and nutrient loading at Nolans Bush, Tania Park Bush Regeneration sites and Sandy Bay / Clontarf Reserve
- Fire hazard reduction pile burns at Bantry Reserve and eight other bushland sites
- Sister Cities tree planting in Odawarra Place
- Increased colour plantings to Town Centre with bulbs and annual displays and ongoing maintenance to Reserves

Cleansing Services

A new street sweeper commenced its work of sweeping of all precincts every quarter, or four times a year.

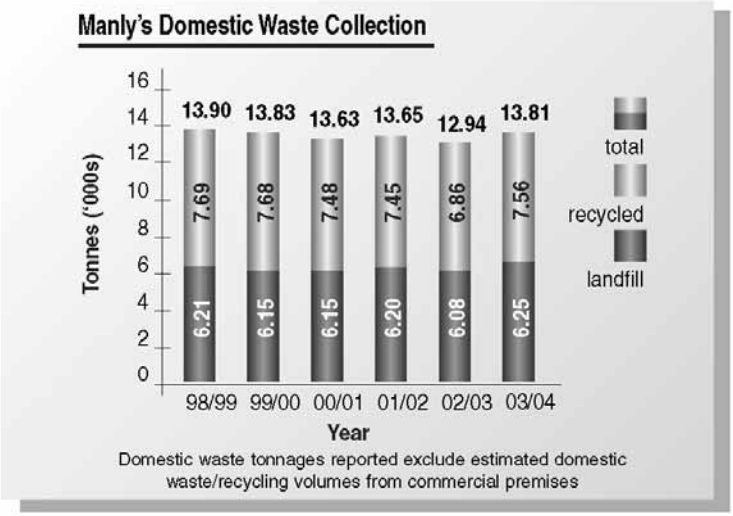
A new fleet of smaller sweepers were purchased to clean The Corso and CBD area.

Beach cleansing equipment was introduced for cleaner beaches.

100 cubic metres of litter and debris were collected monthly from our waterways.

Our Award-winning Clean Beaches

Manly Council won the Overall Award in the Sydney Division of the 2003 *Keep Australia Beautiful* **Clean Beaches Award**.



Community Services

Manly provides a diverse range of services which caters to all sections of the community.

Beach Services

Council's lifeguard services at South and North Steyne and Queenscliff beaches recorded a year without a drowning. Lifeguards conducted **682 rescues**, **24,200 preventable actions** and administered **430 first aid treatments** to our beach patrons.

Children's Services

Council's Children's Services programme educated and cared for many of the communities' 0-12 year old children during 2003/04.

Early Childhood Childcare services prepared children for entry into formal schooling in February 2004.

Our achievements included opening the **Harbour View Children's Centre** at Ross Street Seaforth in April 2004.

The reconstruction and recovery of the **Roundhouse Childcare Centre** was completed.

Youth Services

Council's Youth Services team programmes catered for a diversity of groups, including the **Club Friday** disability recreation and respite programme, an **Adolescent and Family Counselling Service**, the **GL@M** (Gays and Lesbians at Manly) support programme, and the **Clearway Friday** night drop in.

Manly Youth Council, representing young people's views, combined its talents and energy into the following events;

- *Youth Week*
- the *Manly Arts Festival*
- the *Steer Clear / Arrive Alive* road safety project
- Violence prevention projects,
- Successful concerts and band nights, and
- The *Summer Bus Awareness Project.*

Services for Older Adults and People with Disabilities

The Manly **Meals on Wheels** service, which was relocated to newly refurbished premises at the Manly Senior Citizens Centre, delivered over 160 meals per day to Manly residents.

The **Community Restaurant** has been meeting in St Matthews Church, The Corso, and provided meals to approximately 35 senior community members each Friday.

Senior community members were further supported through by the **weekly shopping bus** and the **internet shopping service**.

Events were organised in support of **Seniors' Week**, **International Day of People with a Disability**, and the 10th anniversary of the **Manly Access Committee**.

Community Safety Initiatives

Council's Community Safety Committee oversaw a range of high priority initiatives under Council's Crime Prevention Plan, which included the 2.00am restricted access to licensed premises policy, through the local licensees **Liquor Accord**.

The **Summer Bus** project which assisted late night patrons with transport home complemented this initiative.

Manly Beach Theatre presented performances on the beach during the summer season aimed to reduce the incidence of stealing by alerting beach patrons to the risks of leaving personal valuables unattended.

Manly Art Gallery & Museum

Manly Art Gallery & Museum offered a dynamic programme of exhibitions, talks, workshops and events, including the **Manly Arts Festival**. The Gallery is responsible for the care of the collection and new acquisitions.

The Gallery hosted 60,000 visitors, including 5,850 students who visited 18 exhibitions and 58 events including workshops and lectures.

A bequest of $723,000 was received from local artist Theo Batten. The interest from this bequest will be used for a **$5,000 Annual Youth Art Award**.

The Manly Andrew 'Boy' Charlton Swim Centre

Attendance at the Manly Swim centre topped **253,161 patrons** for the year. Water saving devices were fitted at the swim centre change rooms and a large new shade structure erected.

The key user groups at the pool enjoyed a range of activities including learn to swim for all ages, squad swimming, water polo and flipper ball.



Manly Meals on Wheels at Manly Senior Citizens Centre

Community Services *continued*

The pool hosted 48 swimming carnivals for schools from the local area and across Sydney.

Manly Library

Manly Library's **29,388 members borrowed 377,697 items**. Services to Library patrons were improved with increases to library hours, the number of items that can be borrowed and an improved photocopying and printing system. Over 5,000 children attended storytelling and participated in craft sessions, the Halloween Street Party, magic, puppet and animal shows.

Manly Library provided an exciting programme of author talks, library tours, displays, youth art exhibitions and Heritage Week & Manly Arts Festival events.

Innovations in service delivery included the monthly book club and the **Literary Feast** partnership with the Manly Art Gallery and Angus and Robertson.

Approximately 1500 photographs of Manly during the 1920s and 1930s taken by local photographer Leon Cayley, were acquired for the Local Studies Collection.

Events & Visitor Services

Manly Visitor Information Centre assisted over 800 visitors per day through the provision of interpretative literature and tourist information.

The **Manly Destination** brochure, **What to See and Do in Manly** brochure and Manly map were redesigned and a Manly Tourism logo developed.

The **Manly Tourism Website** (www.manlytourism.com) had an average of 5,000 hits per month.

Council took 240 bookings for events in parks and reserves.

Other venues were booked for use 314 times.

Filming approvals trebled, with 92 applications approved.

Council's Financial Management

With Council's financial indicators above accepted local government benchmarks, Council enters the new year in a strong financial position, with adequate reserves set aside for funding of major infrastructure projects.

Council rates for the year increased by 3.6 per cent, in line with that recommended by the Minister for Local Government to cover inflation.

Despite being subject to external pressures and cost increases beyond its control, Council finished the year with an operating budget surplus.

This result has been achieved through prudent financial management and from cost savings in a number of areas.

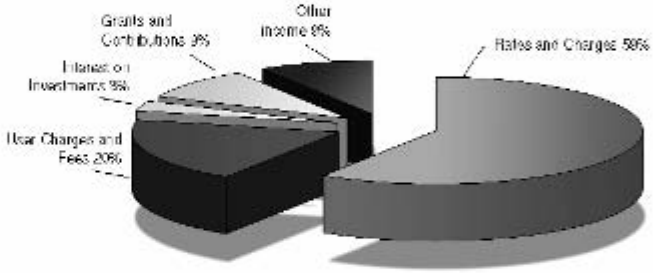
In the 2003/2004 financial year, Council received $38.171 million in operating income; $37.151 million was spent on operating expenditure.

Council spent $5.854 million on capital works.

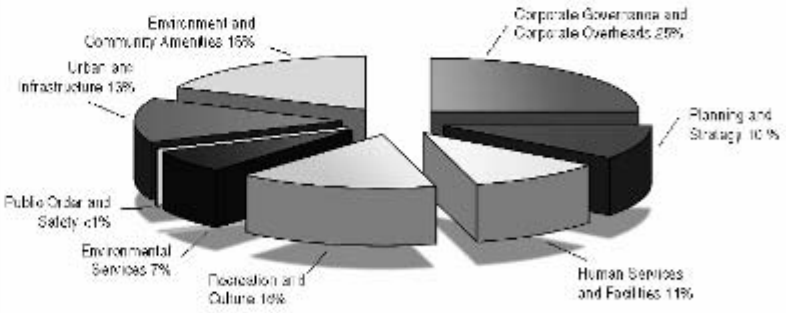
Servicing of loan repayments accounted for $909,000 in principal & interest.

Revenue & Expenditure

Revenue Sources



Expenditure





Leadership

Your elected Community Leaders


Clr. Barbara Aird


Clr. Simon Cant


Clr. Pat Daley


Clr. Jo Evans


Clr. Jean Hay AM


Clr. Adele Heasman


Clr. Dr Judy Lambert


Clr. Dr Peter Macdonald (Mayor)


Clr. Richard Morrison (Deputy Mayor)


Clr. David Murphy


Clr. Mark Norek


Clr. Brad Pedersen

Role of Councillors

Manly Council has 12 elected Councillors, including the Mayor, serving four year terms.

The role of a Councillor is to represent the interests of the residents and ratepayers, to provide leadership and guidance to the community and to facilitate communication between the Community and the Council.

A Councillor is a member of the governing body of the Council, responsible to direct and control the affairs of the Council in accordance with the *Local Government Act 1993*. They participate in the allocation of Council's resources for the benefit of the area, play a key role in the creation and review of the Council's policies, objectives and criteria relating to the exercise of Council's regulatory functions. The review of the performance of the Council and the delivery of its services, Management Plans and Revenue Policies are all part of the work performed by an elected person.

Mayor & Councillors Office

The **Mayor and Councillors Office** is located at Level 2 of Manly Library, Market Lane, Manly.

The telephone number for the Office Manager is 9976 1473.

The Mayor has open office on Friday morning between 9.00am and 11.00am. You are welcome to visit during these hours without making an appointment.

Councillor Committee Membership

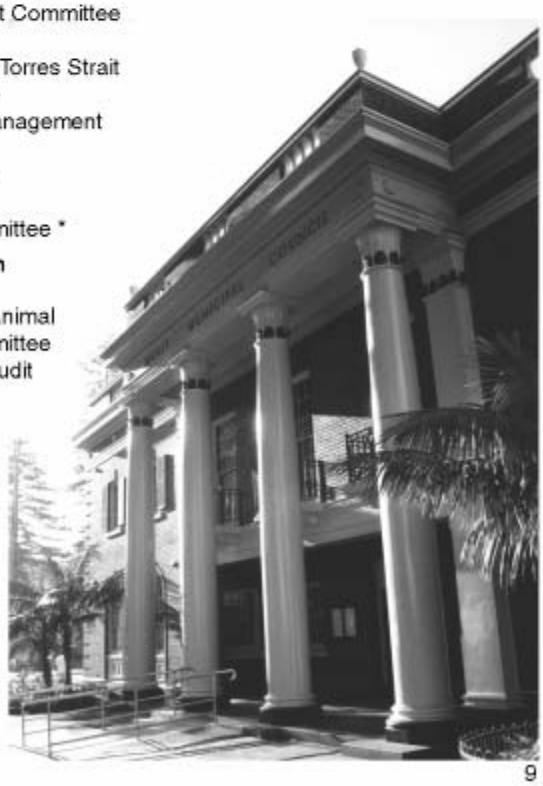
- **Clr. Dr Peter Macdonald**
  (Mayor - *ex-officio* Chair of all Manly Council Committees)
  - Manly Visitor & Community Board
  - Manly Council & Sydney Water Partnership Committee
  - Manly Lagoon Joint Estuary / Floodplain Management Committee
  - Environmental Levy Expenditure Review Committee
  - Landscape Management & Urban Design Committee
  - Manly Art Gallery & Museum Liaison Committee
  - Manly Coastline Management Committee
  - Balgowlah / Seaforth Library Committee
  - Premsure Board *
  - Manly Council & Sydney Water Patnership Committee *
  - Manly Lagoon Joint Estuary/Floodplain Management Committee *
  - The Sydney Coastal Councils Committee *
  - SHOROC - Voluntary Regional Organisation of Councils *
- **Clr. Barbara Aird**
  - Waste Management Committee (Chair)
  - Manly Visitor & Community Board
  - Landscape Management & Urban Design Committee
  - Waste Management Committee
  - Manly Community Safety Committee
  - Manly Access Committee
  - Performance and Audit Committee

Leadership

- Manly Scientific Advisory Panel
- Manly Sustainability Strategy Management Group
- Manly Warringah Pittwater Local Emergency Management Committee *
- Warringah, Manly, Mosman and Pittwater Joint Services Committee *
- The Sydney Coastal Councils Committee *

- **Clr. Simon Cant**
  - Community Development Support Expenditure
  - Performance and Audit Committee
  - Manly Social Plan Implementation Committee
  - Manly Community Safety Committee
  - Playground Management Committee
- **Clr. Pat Daley**
  - Manly Community Safety Committee
  - Homelessness Working Party
  - Sports Facilities Committee
  - Manly Scenic Walkway Committee
  - Manly Warringah Pittwater Local Emergency Management Committee *
- **Clr. Jo Evans**
  - Landscape Management & Urban Design Committee
  - Manly Visitor & Community Board
  - Manly Art Gallery & Museum Liaison Committee
  - Manly Community Safety Committee
  - Manly Aboriginal & Torres Strait Islander Committee
  - Performance & Audit Committee
  - Shorelink Committee (Lower North Shore Library Computer Network) *
- **Clr. Jean Hay AM**
  - Manly Scenic Walkway Committee (Chair)
  - Sports Facilities Committee (Chair)
  - Manly Arts Festival Committee (Chair)
  - Playground Management Committee
  - Manly Coastline Management Committee
  - Manly Pathway of Olympians Committee
  - Manly Visitor & Community Board
  - Manly Art Gallery & Museum Liaison Committee
  - Manly Sister Cities Committee
- **Clr. Adele Heasman**
  - Manly Traffic Committee (Chair) *
  - Manly Meals on Wheels Service Committee
  - Manly Art Gallery & Museum Liaison Committee
  - Manly Access Committee
  - Manly Heritage Committee
  - Shorelink Committee (Lower North Shore Library Computer Network) *
- **Clr. Dr Judy Lambert**
  - Manly Scientific Advisory Panel (Chair)
  - Manly Sustainability Strategy Management Group (Chair)
  - Manly Social Plan Implementation Committee (Chair)
  - Manly Visitor & Community Board
  - Landscape Management and Urban Design Committee
  - Waste Management Committee
  - Bicycle Committee
  - Manly Aboriginal & Torres Strait Islander Committee
  - Manly Coastline Management Committee
  - Manly Lagoon Joint Estuary/Floodplain Management Committee *
- **Clr. Richard Morrison** (Deputy Mayor)
  - Local Companion Animal Management Committee
  - Performance and Audit Committee
- **Clr. David Murphy**
  - Landscape Management and Urban Design Committee
  - Manly Heritage Committee
  - Playground Management Committee
  - Manly Traffic Committee *
- **Clr. Mark Norek**
  - Manly Scientific Advisory Panel
  - Manly Visitor & Community Board
  - Manly Community Environment Committee
  - Performance & Audit Committee
  - Landscape Management & Urban Design Committee
  - Manly Community Safety Committee
  - Sports Facilities Committee
- **Clr. Brad Pedersen**
  - Manly Community Environment Committee (Chair)
  - Bicycle Committee (Chair)
  - Public Art Committee (Chair)
  - Homelessness Working Party
  - Performance & Audit Committee.

* Committee is external



News Highlights 2003/2004

CD-ROM makes DAs easy!

For a first-time home builder or home renovator, navigating the complex processes of obtaining Council consent for Development Applications and Construction Certificates used to be a nightmare. Until now, that is!

Manly Council has produced a user-friendly, browser-based, PC-compatible CD-ROM that takes most of the confusion and mystery out of submitting a Development Application and obtaining Council approvals.

The fully-searchable CD-ROM, launched in July 2003, carries all the necessary forms and documentation needed to submit a DA, including 'Acrobat' PDF-format copies of relevant Local Environment Plans, Council policies and codes, Development Control Plans and other documents along with a handy, detailed check list and step-by-step guidelines to assist the applicant.

Active transport project

In June 2004, Manly Council launched a project that aims to save the environment and boost the physical fitness of Manly residents and the estimated 5- to 8-million visitors drawn annually to the spectacular scenery, beaches and entertainment venues of this world famous resort destination.

Council's new 'Active Transport Pack' project encourages Manly residents and visitors to reduce use of private vehicles, and utilise public or 'active' transport instead. The 'Active Transport' initiative is about leaving the car at home and using alternative means of transport - including walking.

88 new bus shelters

Manly Council began rolling out 88 brand new bus shelters that not only feature the latest, most robust design and construction (complete with solar powered lighting), but which earn enough revenue from side-panel advertising to fund Council's new footpath building and neighbourhood shopping centre beautification programmes. Construction of the bus shelters involved no capital outlay by Manly Council, whatsoever.

Of the 88 new bus shelters supplied under the scheme, 72 were complete at the time of writing.

Fifty per cent will be in residential streets and have no advertising.

$240,000 grant to aid Manly Lagoon

Manly Council welcomed a grant of $240,000 under the New South Wales Government's Estuary Management Programme for much needed rehabilitation works to remove environmentally damaging sediment at Manly Lagoon.

Sediment contamination of the Lagoon is a concern because of the potential toxicity to aquatic organisms and bio-accumulation in the food chain; and because nutrients released from sediments are believed to be causing de-oxygenation of water, further damaging the Lagoon environment.

The total cost for the removal of the sediment will be $480,000, with Warringah and Manly Councils supplementing the grant funds on a 1:1 basis, each contributing $120,000.

Manly's share will be funded from Council's Environment Levy Funds.

$60,000 Coastal Management grant

Manly Council obtained a $60,000 grant under the State Government's Coastal Management Programme to contribute towards the funding of the 'Manly Ocean Beach Coastline Management Study & Coastline Management Plan'. The Plan aims to provide the best possible management of Manly Beach in the short, medium and long term through the examination of coastal processes and their current and potential future impact on adjacent infrastructure including the sea wall.

2003 Guringai Festival

Northern Sydney Metropolitan region's premier celebration of Australia's Aboriginal culture and heritage, came alive from May 26 to July 14. The focus of this year's festival was affirming Aboriginal culture and heritage through forums, short film festivals, story-telling for children, art workshops, music concerts and much more.

Childcare Centre rated high quality

Manly Council's Roundhouse Childcare Centre at Fairlight was accorded high ratings in all 10 quality areas assessed by the National Childcare Accreditation Council's Quality Improvement and Accreditation System (QIAS).

The QIAS defines quality care in long day care centres, providing a measure of quality and identifying areas for on-going improvement by a collaborative process involving centre staff and management working together with parents.

The Roundhouse Childcare Centre has participated in the national Quality Improvement and Accreditation System for the nine years since its introduction in January 1994.



The Active Transport Project launch

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News Highlights 2003/2004

Theo Batten Youth Art Award

The inaugural Theo Batten Youth Art Award of $5,000 was presented to artist Elizabeth Knox, formerly of Mackellar Girls High School, at the launch of Manly Art Gallery & Museum's tenth annual 'Express Yourself' HSC art exhibition in March 2004.

Theo Batten, a long-term member of the Manly Art Gallery & Museum Society and a former member of the Peninsula Art Society, was also a Walkley Award winning illustrator and artist who bequeathed the bulk of his estate to Manly Art Gallery & Museum in support a youth art award.

Manly Village Community Garden

In December, the thriving Manly Village Community Garden at Manly Village Public School (on the corner of Wentworth Street and Victoria Parade) began.

In the short time it has been going, the Manly Village Community Garden has attracted a core group of supporters (including Manly Environment Centre staff, school children, parents, a 'sustainability youth crew', and other people from the community). The Garden is soon to feature in an episode of the popular environment education television programme 'Totally Wild'.


Manly Village Community Garden

A message from Manly Council's General Manager

Communities expect a lot from their Local Councils and so they should. Local Government is largely responsible for providing the services and infrastructure that support a good quality of life and protect our local environment. However, local government is not merely about the provision of 'kerbs and gutters' and 'picking up the garbage', as vital as are those services to the community.

Local government is about people.

It is about the fostering of local community interest; building a community which has identity and a sense of belonging; plus developing, protecting and providing for the community as a whole.

Our working culture continues along its path of being a customer focused and responsible organisation which is nonetheless businesslike in its activities and more responsive and effective throughout.

To that end, Manly Council's very remarkable system of Precinct Community Forums provides a unique mechanism to foster 'two way communication' between Council's staff and elected officials, on the one hand, and the community they serve. For me personally the Precinct Forums have provided a great means for meeting the people who make up our community, and hearing directly from them their concerns, hopes and aspirations for Manly.

Our dedicated management team and staff are the keys to meeting those community expectations, and I have put special emphasis on smoothing lines of communication and increasing efficiencies within the organisation by thoroughly reviewing, and where necessary, thoroughly revising Council's organisational structure.

In many instances this has involved empowering both staff and the broader community by the introduction of new and much improved systems of information technology.

Some of this improvement is apparent from the range of excellent on-line services Council provides through its web site - services undreamt of in Manly even a few years ago.

Less obvious, though, are the enormous gains in productivity and efficiency Council has achieved 'behind the scenes' through state-of-the-art electronic document management and customer request processing systems, enhanced human resource management practices, modern organisational reforms and many other initiatives.

The results, however, are apparent in virtually every area of Council activity covered by this report - from improved domestic waste recycling diversion rates, to improved water quality in local waterways; from better outcomes in our children's services areas, to improved resources for older persons; from faster turnaround on customer action requests, to improved safety on our streets and beaches; from cleaner streets and reserves, to the sparkling world-class community events held on those streets and reserves.

Good corporate and community governance have been clearly evident throughout our organisation.

The great majority of outcomes required from Council's Management and Corporate Plan for the year, were successfully achieved. Others are underway. Council's financial position is sound - and set to improve.

I thank the Mayor and Councillors for their hard work and endeavours throughout the last year.

I also thank the management and all staff throughout Council for their commitment, loyalty and many achievements.



Henry T Wong
General Manager

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Community Involvement

Council Meetings

Council's Ordinary and Principal Committee meetings were held on a four weekly cycle on a Monday evening commencing at 7.30pm. All meetings were held in the Council Chambers, which is located on the first floor of 1 Belgrave Street, Manly.

- Week 1
  Land Use Management Committee Meeting (LUM)
- Week 2
  Planning & Strategy Committee Meeting (PSC)
- Week 3
  Ordinary Meeting (OM)
- Week 4
  Generally free

Meetings are subject to change. Where a Public Holiday falls on a Monday, meetings will be held on the Tuesday evening or the following Monday.

Agendas and Minutes may be accessed via Council's website and are available at Manly Library on the Friday prior to the meetings.

Precinct Community Forums

Council's 12 Precinct Community Forums are groups of people who live, work or own property in a Precinct area.

They meet on a monthly basis to discuss matters which Council has referred for community consultation, matters of local importance and interest to the community.

The recommendations of Precinct Community Forums are advisory. Comments received by Council in the monthly minutes, are responded to and considered by Council in its statutory decision making role.

Having Your Say - Public Forum at a Council Meeting

Any member of the public can address Council at the **Ordinary Meeting** for up to three minutes in the Public Forum. The Public Forum is held at the commencement of the meeting. Any subject can be discussed, as long as it is not already on the Council agenda. No prior notice is required.

Address Councillors - Agenda Item

If you wish to address Council or the Committees on a particular item which has been listed on the Agenda for consideration at the meeting, a Public Address form must be completed and submitted to the General Manager of Council by 12 noon on the day of the meeting. A copy of the form is available from Council's website. You are able to speak for up to three minutes and may be asked questions by Councillors on the item.



Manly Corso

Contacting Council

Council Business Hours are 8.30 am to 5pm or by appointment.

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Phone: (02) 9976 1500 Fax: (02) 9976 1400 Email: records@manly.nsw.gov.au Web: www.manly.nsw.gov.au

MAYORAL MESSAGE

The formation of a new Manly Council at the Local Government Elections held on 27 March 2004 has ushered in an era of unprecedented opportunity, bringing to Council fresh talent and a valuable mix of skills, experience and ability which has already begun to serve the people of this community very well.

In the reporting period, Council has achieved noteworthy successes.

Council won a swag of awards in 2003-2004 in recognition of its efforts in **preserving our environment**, including a *National Office for Local Government Innovation Award* (for the *Hop In And Help Manly Lagoon Project*), two *Metro Pride Awards*, the *Clean Beach Challenge Award*, the *Friendly Beach Award*, and the *NSW Sustainable Energy Development Silver Globe Award* among others.

Manly Council was successful in its application for State Government grant funding for *Manly Lagoon Rehabilitation Works*, a *Manly Ocean Beach Coastline Management Study & Coastline Management Plan*, and the *North Head Loop & Cabbage Tree Bay Landscaping Works*.

Indeed, Manly Council was selected to feature in a Local Government & Shires Association sustainability education video outlining several of Manly Council's key environmental projects.

Council established Working Parties with community representation to develop policies and strategies towards a **reduction in plastic bag usage** with a view to Manly becoming a 'plastic bag free zone'; and separately an initiative to **ban smoking** on Manly beaches, playgrounds, sporting venues and other events.

Council recently established a **Manly After Midnight Working Party** to prepare a policy and draft management plan to regulate activities in the Manly Central Business District late at night with a view to ensuring that public amenity, public safety and security, and public enjoyment and convenience are maintained and improved.

The Working Party draws on the input of all sections of the community on how to best manage activities in the Manly Town Centre during the late night hours.

Council is in excellent financial shape, holding substantial restricted cash reserves and our loan servicing costs have been substantially reduced.

Of course, we must also face the fact that the revenue of local councils is substantially controlled by the State Government while our operating costs continue to grow due to market pressure.

I thank the Councillors, in particular the former Mayor Councillor Jean Hay, the General Manager and Council staff for their cooperation, commitment and dedication.

There are significant challenges ahead for Manly as it feels the pressure of development and the impacts of its own popularity.

The decisions made during the term of this Council must reflect our determination to protect and enhance the amenity of Manly for future generations.

Dr Peter Macdonald
MAYOR

INTRODUCTION

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I also thank the management and all staff throughout Council for their commitment, loyalty and many achievements.

H T Wong
GENERAL MANAGER

S428(2) (a) AUDITED FINANCIAL REPORT

The full General Purpose Financial Reports and Special Schedules for the year ended 30 June, 2004 are included as part of the Annual Report for 2003-2004 (attached as **Appendix 1**). The Auditors Report is also included in the Financial Report.

S428(2) (b) REPORT ON PRINCIPAL ACTIVITIES

Council's Corporate Plan identified Six Key Objectives from which were developed programmes, strategies and numerous action plans for achieving outcomes.

Funds and resources were allocated in Council's 2003/2004 Budget towards achieving these actions for the financial period. The performance of Council against the established objectives is set out in **Appendix 2**.

In summary, the Key Objectives of the Plan are as follows:

Key Objectives	Programme	Strategies
1. Local Development Manage local services and development to facilitate economic activity based on Ecologically Sustainable Development Principles that improves the lifestyle and employment opportunities for residents.	1.1 Economic Development Program 1.2 Housing and Accommodation Program 1.3 Urban Planning Program 1.4 Transport (Movement) Program 1.5 Visitor and Community Program	1.1.1 Employment and Development Opportunities - 1.2.1 Housing Choice and Accommodation - 1.3.1 Urban Planning 1.3.2 Streetscape - 1.3.3 Urban Design 1.3.4 Manly Town Centre Strategy 1.4.1 Traffic Management and Road Safety 1.4.2 Improved Local Public Transport 1.4.3 Transport Planning 1.5.1 Information Service 1.5.2 Events Management 1.5.3 Market Development 1.5.4 Tourism Management 1.5.5 Tourism Cost Benefit Analysis
2. Management To provide leadership and establish priorities and directions to enable the organisation to achieve its mission.	2.1 Finance and Funding Program 2.2 Management Support Program	2.1.1 Rates 2.1.2 Financial Management 2.1.3 Budget 2.2.1 Employee Support 2.2.2 Corporate Development 2.2.3 Customer Services 2.2.4 Records Management 2.2.5 Information Technology 2.2.6 Risk Management 2.2.7 Payroll Management 2.2.8 Council Offices

Key Objectives	Programme	Strategies
3. Community Services To provide and facilitate a quality range of accessible and equitable social, leisure, recreation and cultural opportunities to maintain the quality of life for the community whilst conserving our diminishing natural resources and reducing our environmental impact.	3.1 Support and Care Program 3.2 Information, Leisure and Culture Program 3.3 Community Infrastructure Program	3.1.1 Children's Services 3.1.2 Youth Services 3.1.3 Aged Services 3.2.1 Library and Information Services 3.2.2 Recreation & Leisure 3.2.3 Culture 3.3.1 Community Development 3.3.2 Community Safety 3.3.3 Ross Street Childcare Centre Operational 3.3.4 Relocation of Meals on Wheels Facility incorporating the redevelopment of Manly Senior Citizens centre.
4. Asset Management To create, maintain and dispose assets within a life cycle manner that optimises Council affordability and meets community expectations. This takes into account the principle of sustainability and total value management.	4.1 Infrastructure Management Program 4.2 Property Management Program 4.3 Inventory, Modelling and Contracts Program 4.4 Open Spaces Program	4.1.1 Roads, Cycleways and Footways 4.1.2 Drainage/Flooding 4.1.3 Manly Lagoon Management 4.1.4 Emergency Services 4.1.5 Depot, Store, Plant and Equipment & Fleet Management 4.2.1 Buildings & Facilities 4.2.2 Licences and Leases 4.2.3 Parking 4.2.4 Property Land Management 4.2.5 Land Information & Ownerships 4.3.1 Total Assets Management System 4.4.1 Bushland and Diversity 4.4.2 Parks and Reserves 4.4.3 Urban Amenity 4.4.4 Sports Fields and Ovals 4.4.5 Cemetery 4.4.6 Special Environmental Projects

Key Objectives	Programme	Strategies
5. Environment To protect, manage and enhance the natural and built environment through the integration of Ecologically Sustainability development and total catchment management principles.	5.1 Environmental Protection Program	5.1.1 Manly Sustainability Strategy and State of the Environment Reports 5.1.2 Beaches & Waterways 5.1.3 Pollution Control Monitoring 5.1.4 Conservation of Natural Resources 5.1.5 Regulation 5.1.6 Education for Sustainability 5.1.7 Manly Environment Centre
	5.2 Built Environment Program	5.2.1 Development & Building Control 5.2.2 Heritage Conservation
	5.3 Waste and Cleansing Program	5.3.1 Waste 5.3.2 Recycling 5.3.3 Waste Avoidance Education 5.3.4 Cleansing
6. Government To provide open, accountable and democratic government to the community.	6.1 Council and Committees Support Program	6.1.1 Information Support 6.1.2 Council Chambers & Meeting Areas Facilities 6.1.3 Executive Support 6.1.4 Council Support
	6.2 Consultation Program Community	6.2.1 Precinct Community Forums 6.2.2 Communications and Public Relations 6.2.3 Public Information

S428(2) (c) STATE OF THE ENVIRONMENT REPORT 2003/2004

The 2003/2004 State of the Environment Report is available as a separate document, entitled **'Manly Council - State of the Environment Report 2003/2004'**.

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S428(2) (d) REPORT ON THE CONDITION OF PUBLIC WORKS

Information presented on following pages.

SPECIAL SCHEDULE NO 7
CONDITION OF PUBLIC WORKS
as at 30 June 2004

Asset Class	Asset Category	Depreciation Rate (%)	Depreciation Expense	Cost	Valuation	Accumulated Depreciation	Carrying Value	Asset Condition (see Notes attached)	Estimated Cost to bring to a Satisfactory Standard	Estimated Annual Maintenance Expense	Program Maintenance Works for current year
			'000	'000	'000	'000	'000		'000	'000	'000
	References	*Note 9*	*Note 4*			*Note 9*			*Local Govt. Act 1993, Section 428 (2d)*		
Public Buildings	Council Offices	1	35	3,497		2,349	1,148	3		100	457
	Works Depot	1-2	21	1,557		849	708	5	2,225	27	24
	Community Centres	1	5	541		105	436	3		20	7
	Senior Citizens Centre	2	9	455		410	45	4		5	558
	Scout/Guide Halls	1-2	3	202		124	78	4		3	4
	Houses	1-3	5	228		85	143	4		10	5
	Multi Storey Car Park	1	53	5,363		1,841	3,522	4		60	7
	Recreation Ground	1-2	36	3,007		876	2,131	4	33	90	144
	Surf Pavillions	1	22	2,203		655	1,548	4		45	41
	Youth Centre	2	11	566		431	135	4		15	23
	Ancillary Buildings	1-2	19	1,342		482	860	4		170	110
	Library	1	32	3,200		291	2,909	2		35	65
	Childcare Centres	1	11	1,886		231	1,655	3		20	43
	Art Gallery	1	12	1,174		259	915	4	81	8	61
	Pub Amenities/Toilets	1-2	26	1,940		565	1,375	4	651	80	149
	Subtotal		300	27,161	0	9,553	17,608		2,990	688	1,698
Public Roads	Sealed Roads	1	387	34,828		4,808	30,020	4	2,180	700	708
	Signs	10	119	1,254		1,113	141	4		70	100
	Trees			3,349			3,349	3			
	Bridges	1-3	6	531		100	431	2		1	0
	Footpaths	2-3	155	6,861		3,313	3,548	3		100	644
	Land Improvements	1.5-33	107	3,899		1,243	2,656	3		200	225
	Kerb & Gutter	1-5	108	7,652		3,697	3,955	4	17	20	110
	Road Furniture	5-10	84	1,553		476	1,077	4	92	40	38
	Subtotal		966	59,927	0	14,750	45,177		2,289	1,131	1,825

SPECIAL SCHEDULE NO 7 - CONDITION OF PUBLIC WORKS (cont)
as at 30 June 2004

Asset Class	Asset Category	Depreciation Rate (%)	Depreciation Expense	Cost	Valuation	Accumulated Depreciation	Carrying Value	Asset Condition (see Notes attached)	Estimated Cost to bring to a Satisfactory Standard	Estimated Annual Maintenance Expense	Program Maintenance Works for current year
			'000	'000	'000	'000	'000		'000	'000	'000
	References	*Note 9*	*Note 4*			*Note 9*			*Local Govt. Act 1993, Section 428 (2d)*		
Public Reserves	Sports Fields	2-5	62	2,690		1,016	1,674	4	220	180	399
	Swimming Pools	1-2	32	2,076		1,334	742	4	68	100	122
	Park Furniture	10	96	1,055		707	348	3		40	13
	Irrigation	5	39	781		331	450	4	180	30	16
	Playground Equipment	20	60	537		403	134	3		50	149
	Heritage Trees	0		6,241			6,241	3		250	265
	Other	1-6	219	2,870		2,178	692	3			
	Land Improvements	1-6	297	10,423		2,974	7,449	3		1,250	1,194
	Structures	1	149	9,047		4,752	4,295	4	75	50	2
	Roads	1	1	105		42	63	3		1	
	Subtotal		955	35,825	0	13,737	22,088		543	1,951	2,160
Drainage Works	Pollution Devices	3	31	925		154	771	3		15	12
	Structures	1	0	24		1	23	1		1	0
	Conduits	1	120	11,783		4,340	7,443	4	1,900	250	87
	Inlet & Junction Pits	3	62	1,956		1,064	892	4	300	100	4
	Head Walls	3	2	59		34	25	3		3	
	Outfall Structures						0				
	Converters						0				
	Subtotal		215	14,747	0	5,593	9,154		2,200	369	103
Total Classes - All Assets			2,436	137,660	0	43,633	94,027		8,022	4,139	5,786

“Satisfactory” Condition of Public Assets:

In assessing the condition of Public Assets Council has had regard to the condition, function and location of each asset. Proposed or potential enhancements to the existing asset have been ignored. Assets within each Asset Category have been assessed on an overall basis, recognising that an average standard of "satisfactory" may be achieved even though certain assets may be above or below that standard on an individual basis.

Council recognises that the standard that it considers to be "satisfactory" may be different from that Adopted by other Councils.

The information contained in this Schedule comprises accounting estimates formulated in accordance with the NSW Local Government Code of Accounting Practice and Financial Reporting. Nothing contained within this Schedule may be taken to be an admission of any liability to any person under any circumstance.

Asset Condition:

The following condition codes have been used in this Schedule.

1. Newly constructed
2. Over 5 years old but fully maintained in "as new" condition
3. Good condition
4. Average condition
5. Partly worn - beyond 50% of economic life
6. Worn but serviceable
7. Poor - replacement required.

S428(2) (e) SUMMARY OF LEGAL PROCEEDINGS

The following schedule provided details of costs associated with legal proceedings during the period 1 July 2003 to 30 June 2004.

Nature of Proceedings	Lodged Appeals	Status	Expenditure	Costs awarded from Court
Appeal – Land & Environment Court Appeals	26	6 dismissed 13 upheld 7 undetermined	$589,483.54 (this includes obtaining advice on non appeal matters)	
Food Act 1989	0	0	N/A	N/A
Public Health Act 1991	0	0	N/A	N/A
Hearing matters, parking, dogs, abandoned vehicles & pollution incidents	147	119 dismissed 17 upheld 11 discontinued or paid prior to hearing	N/A All court proceedings conducted by SEINS Bureau	N/A
Appeals Court	3	1 upheld 2 undetermined	$377,182.88	$460,426.00

S428(2) (f) ELECTED MEMBERS' EXPENSES

The Council has adopted a policy (see **Appendix 4**) that governs the expenses allowable for conferences and seminars and specifies the type of facilities available to the Mayor and Councillors. In addition, a fee has been set for payment of the Mayors and Councillors for the 2003-2004 financial year. Details of these expenses are provided below:

Mayoral allowance	$27,397
Councillor Fees	$150,302
Conference/seminar expenses	$15,886
Miscellaneous Councillor expenses	$40,970
Total Expenses 2003-2004	**$213,261**

S428(2) (g) SENIOR STAFF RENUMERATION PACKAGES

There were two Senior Staff Positions in the reporting year. The General Manager and one Director were employed on the basis of a Total Remuneration Package (TRP) comprising of cash salary (varies according to package components); superannuation (basic benefit and Council contribution); motor vehicle costs and applicable FBT; non-cash benefits including applicable FBT.

The total value of the TRP paid to Senior Staff during the year was:

	Salary Component	**Superannuation, FBT & non-cash Benefits**
General Manager	$152,897.00	$56,503.00
Director Corporate Planning & Strategy	$129,571.00	$22,661.00

S428(2) (h) MAJOR CONTRACTS AWARDED

The following contracts in excess of $100,000 were awarded by Council during the period 1 July 2003 to 30 June 2004.

Date of Council's Resolution	Name of Contractor	Good or Service Supplied	Contract Value incl GST	Duration	Amount paid to Contractor
17/5/2004	The Glascott Group	Landscape Improvements	$1,851,852	6 mths	*$0
10/5/2004	GMW Urban Pty Ltd	Footpath Widening	$256,741	12 weeks	*$43,207
10/5/2004	Clay & Co Engineers Pty Ltd	Manly Oval Access Lift	$138,000	20 weeks	*$34,000
17/11/2003	Lurhmann Environment Management Pty Ltd	Sportsfield Management & maintenance	$358,958	2 years	*$136,827
17/11/2003	Lurhmann Environment Management Pty Ltd	Parks Management & maintenance	$468,418	2 years	*$194,096
17/11/2003	Sydney Truck Sales Pty Ltd	Garbage compactor	$281,406	N/A	*$280,013

** Partial or non-payment/delivery incomplete*

(ii) Numerous works and services were undertaken by contract and by consultants for individual work of a value less than $100,000 (Plumbing, electrical, town planning, architectural, etc).

428(2) (i1) BUSHFIRE HAZARD REDUCTION ACTIVITIES

Survey of Bushfire Risk in Manly *(April 2003)*:

Manly Council's 47 Reserves and the Manly Scenic Walkway were subject of Bush Fire Hazard assessment mapping by the Rural Fire Service to identify areas within Manly LGA that are deemed to pose a potential fire threat. The map classified the bushfire risk of bushland areas according to buffer zone requirements. Areas with a vegetation type deemed to be of low flammability were given a 30 metre buffer zone, while areas of vegetation with moderate to high flammability were given a 100m buffer zone.

This map was produced by aerial photo analysis. To ensure accuracy, a site inspection of all areas highlighted by the RFS as being of moderate to high fire threat was undertaken by the NSW Fire Brigade and Council in April 2003. The inspection endeavoured to determine the actual fire risk. The NSW Fire Brigade were requested to provide recommendations for the actions that Council should undertake to minimise the risk.

The aims of the survey were:

- To identify locations of bushfire risk in Manly Council LGA.
- To assist residents in the protection of property by providing information and advice on hazard reduction procedures.
- To reduce the cause for public concern about bushfire risk, by the provision of information and opportunity to discuss concerns.
- To reduce risk on Council controlled land by bushland management.
- To identify the risk from bushland under the control of authorities other than Manly Council.

Bushfire Hazard Reduction Work for the reporting period, in conjunction with the NSW Fire Brigade is as follows:

Location	Work Conducted
Wellings Reserve	fuel reduction work, plus creation of a 20m Asset Protection Zone (APZ) along Gourlay Ave. Manual removal of fuel adjacent to properties along New and Tutus Streets
Gurney Reserve	fuel reduction pile burns and maintenance of APZ behind properties at Gurney Ave
Burnt Bridge Creek	manual fuel reduction & pile burn
Bantry Bay	broad acre fuel reduction burn done
Manly Scenic Walkway	hazard reduction burn at House St, Ogilvy Rd
Nolans Bush	maintenance of APZ for properties backing onto Nolans Bush (Elevation Ave & Heathcliffe Reserve)
Bligh Cres Road Reserve	fuel reduction pile burns
Lot A Clavering Rd	creation of a 20m APZ behind property

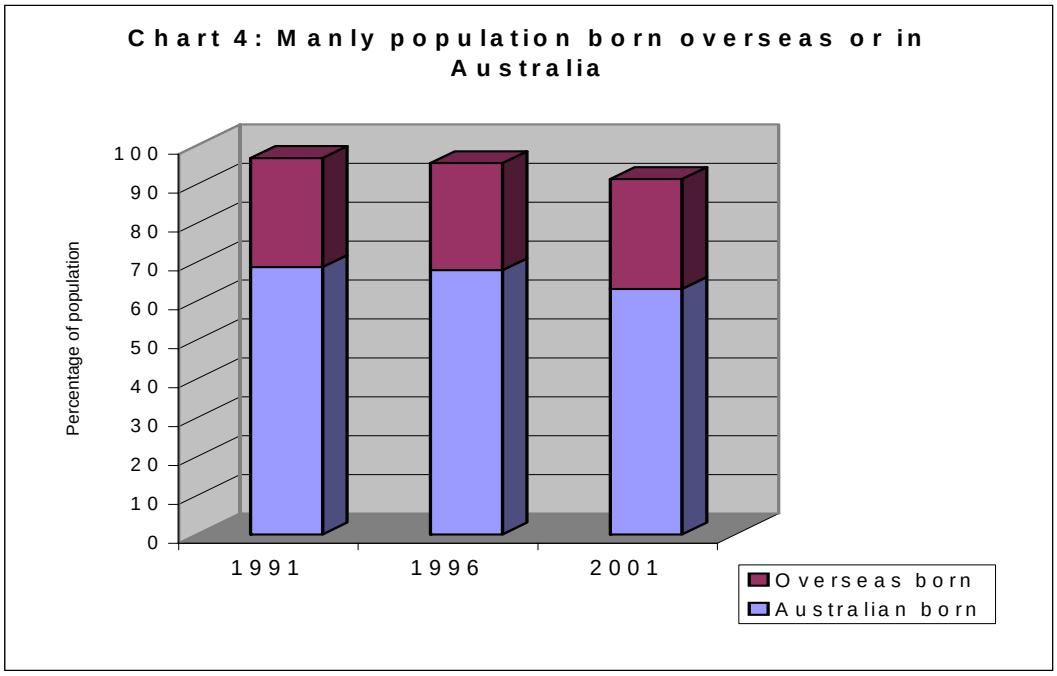
S428(2) (j) PROMOTION OF SERVICES TO PEOPLE OF DIVERSE CULTURAL AND LINGUISTIC BACKGROUNDS

Cultural and Linguistic Diversity in Manly

Chart 4, below, reflects the changes over time in the proportion of Manly's population who were born overseas compared to those born in Australia:

Manly has experienced a decrease in the proportion of residents who were Australian-born, from 68.7% in 1991 to 63.1% in 2001. This is lower than the Northern Beaches average (68.5%), but slightly higher than the Sydney region (62.2%).

The proportion of Manly residents born overseas in 2001 was 28.2%, less than the 29.5% in 1991. Manly had a lower number of people born overseas compared to the rest of the Sydney region (31.2%), but more than the Northern Beaches region (25.3%).



Of those Manly residents who were born overseas, the three main countries of birth have remained relatively constant since the 1991 census, and were all English speaking countries (United Kingdom, New Zealand and the United States of America). Table 2, below, highlights the main countries of birth for Manly residents.

Table 2: Birthplace of Manly's Population - 2001	
United Kingdom	36.2%
New Zealand	13.2%
United States of America	4%
South Africa	3.8%
Ireland	2.6%
Canada	2.5%
Germany	2.5%
China	1.9%
Netherlands	1.5%
Italy	1.5%
Hong Kong	1.4%
France	1.2%
Greece	1.1%
Korea	1%

In 2001, 82.3% of Manly residents spoke only English at home, compared to 82.9% in the Northern Beaches region, and 66.5% in the Sydney region.

Many had fewer residents who spoke a language other than English at home (9.68%), compared to the Northern Beaches region (11.7%).

Table 3, below, shows Manly's three most common languages other than English, when compared with the Northern Beaches.

Table 3: Languages other than English - 2001			
Manly		**Northern Beaches**	
Chinese languages	14.9%	Italian	15.9%
Greek	9.6%	Chinese languages	14.4%
Italian	8.7%	German	15.3%

A comparison over time of those Manly residents who were born overseas reflected a couple of significant changes:

Recently arrived residents were more likely to have come from an English speaking country. In 1996, 65.6% of new arrivals in Australia spoke English only, increasing to 75.3% of those who arrived in 2001; and

Recently arrived residents were increasingly more proficient in spoken English. In 1996, 5.2% of those residents born overseas spoke another language and spoke English not well or not at all, reducing to 2.5% in 2001.

In the 2001 census, Manly residents identified their ancestry as predominantly English (40.4%), Australian (31%), and Irish (14%).

The majority of Manly residents (76%) recorded Christianity as their religious affiliation, 20.5% declared themselves not religious, 1.5% were Buddhists, and 0.5% were Islamic.

Multicultural Services:

Throughout 2003/04 Cultural and Linguistic Diversity (CALD) within the Manly Local Government Area was supported through a number of services, programmes and events.

Services and Activities:

Library services:

During 2003/04 Council's library directly provided multi-cultural services to the community. These services ranged from the lending collections of the library offered in a wide range of languages to English learning material and internet access in non-English languages.

The READ collection offers a complete range of materials to prepare English as second language (ESL) students for the Preliminary English Test (PET) and the First Certificate in English (FCE). There is also a range of support materials. These resources are in book format, print and audio visual format.

Resources for learning languages other than English are also available.

Interpreter Service:

As an added customer service Council offers ESL customers free access to a telephone interpreter service.

Citizenship ceremonies:

Council continued to conduct citizenship ceremonies ensuring a focus on promoting community harmony and tolerance.

Staff training:

Cross cultural training for staff was conducted in late 2003 with the aim of raising awareness of the diverse needs of those Council customers whose origins stem from differing cultures.

Referrals, information and promotions:

Throughout 2003/04 Council acted as a referral and information agency, as well as a promotional tool, regarding multi-cultural services provided in the community by other groups and agencies.

Added to this the Manly Community Centre, supported with operational funding from Council, provided a great deal of information on such things as multi-cultural playgroups and support groups in the community as well as providing direct interpreter and counselling services.

Plans and Policies:

Human Services Multicultural policies:

All human services directly operated by Council have multi-cultural policies and procedures. These programmes were developed to address, acknowledge and celebrate the differences of the children, youth, aged and families while also educating and raising the awareness of all parties associated with these services.

All such policies and procedures were continuously reviewed and implemented throughout the year.

CALD Social Plan:

Manly Council was a partner in the preparation of the Northern Beaches Peninsular region CALD social plan. The plan includes a needs assessment from which strategies were developed for 2003/04 including the publication of brochures promoting services to the CALD community members printed in several languages and a directory of English Classes.

Social Plan:

It is a statutory requirement of the Local Government Act that Council prepares a Social Plan which includes planning for the CALD group as a mandatory target group. The Social Planner along with the Social Plan Implementation Committee developed a new Draft Social plan. The draft plan is scheduled to go on public exhibition in the second half of 2004.

Corporate Plan Access and Equity Activity Statement:

Council's Corporate Plan includes an Access and Equity Activity statement referring to Council's Social Plan which contains strategies and activities aimed at addressing the needs of CALD people of the community.

Aboriginal and Torres Strait Islander (ATSI):

In the most recent census 93 persons living in the Manly LGA have been identified as indigenous. As a result of these small numbers Manly Council's Community Services Planner continues to plan and report back to Council on this group on a regional basis by way of the Northern Sydney Aboriginal Social Plan.

Manly Council's Aboriginal and Torres Islander Committee continued to organise activities such as the Guringai Festival including pre-school story time featuring Indigenous themes to raise awareness and support of the Indigenous culture and heritage on the Northern Beaches.

S428(2) (k) PRIVATE WORKS

During the period 2003 - 2004, Council did not carry out any Private works as specified under Section 67 of the Local Government Act, 1993.

S428(2) (I) SECTION 356 GRANTS 2003-2004

Community Grants:

Annual Community Grants were awarded to the following groups for 2003/04:

Name of Organisation	Amount
Cubby House Toy Library	$600
Chinese Elderly Welfare Association Inc.	$250
T.H.L. Tinnitus help line	$400
Learning Links	$400
Northern Beaches Lone Parent Support	$600
Manly Warringah & Pittwater Community Aid Inc	$1,000
Hope for the Children Northern Beaches	$700
Life Line – Northern Beaches	$600
Northern Beaches Multicultural Service	$450
Northern Beaches Mental Health Consumer Network	$500
RYDA Inc	$500

Cultural Grants:

Annual Cultural Grants were awarded to the following groups for 2003/04

Name of Organisation	Amount
Manly Warringah Choir	$1,200
Manly Warringah Pipe Band	$1,200
Pioneer Clubhouse	$1,200
Manly Music Club	$1,200
Illuminati	$1,200

Donations were also made to:

Sydney Vocal Arts Centre and the Northern Beaches Eisteddfod.

S428(2) (m) HUMAN RESOURCE ACTIVITIES

This was a year of progress, of continuing change and consolidation of a more functional and outcome focused organisation.

There has been a raised awareness and reinforcement of our customer service culture through a recruitment strategy and via training initiatives for all staff across Council. There has been a review of systems including the induction process, flexible working hour's arrangements, improved technology throughout Council and the provision of increased skills training to meet the challenges.

More varied and interesting jobs have also created both challenges and satisfaction for staff undertaking work that may have previously been done by contractors. This has created an increased sense of pride in working for Manly Council.

With low unemployment, recruitment in certain areas has been difficult. An increased focus on Occupational Health and Safety has seen a reduction in the number of work related incidents, particularly in the second half of the year.

The Parks and Bushland Branch employed apprentices for the first time, and intensive in-house training has been carried to support their schooling at Ryde TAFE.

Training:

An 'Alternative Dispute Resolution' course, in partnership with University of Western Sydney and participation a management challenge were only two of numerous opportunities for staff to up-skill.

Training activities throughout the year have been quite diverse in order to meet the requirements of the different functions of Council. They have included, training in safe work practices, basic governance skills, computer applications, customer service, and pilot programmes in team leadership, and language and literacy.

An ongoing focus on OH&S has resulted in the following training:

- Area Representative and OH&S Committee (26 participants),
- Manual Handling (17 participants),
- Traffic Control (10 participants),
- Construction Induction (22 participants),
- First Aid/Resuscitation (50 participants).

The Customer Service training commenced last year has continued to be an effective programme for staff in all divisions (72 participants), and the Code of Conduct training was again carried out for 35 new staff members.

Food Allergy and Anaphylaxis training was conducted for 15 Childcare staff, 15 Team Leaders attended a pilot programme in Team Leadership, and 6 staff participated in a Language and Literacy programme. Both of these pilot programmes will be significantly expanded in 2004-2005.

S428(2) (n) EQUAL EMPLOYMENT OPPORTUNITY MANAGEMENT PLAN

The equal Employment Management Opportunity (EEO) Plan has been monitored to ensure Strategies developed have been implemented.

The Human Resources function has been maintained and provided information both in support of managers and supervisors, as well as, to new staff through the induction process. Further training has been set as a priority.

Policies have been developed with consideration for the EEO Groups. All staff have access to position descriptions which highlight the need for not only understanding of the EEO principles but ensuring they are practices in the workplace.

All training is provided based on equity. There have been no formal complains lodged during the year.

S428(2) (o) EXTERNAL BODIES EXERCISING COUNCIL FUNCTIONS

There have been no external bodies exercising Council functions in 2003 - 2004.

S428(2) (p) CONTROLLING INTEREST IN COMPANIES

The Council did not have a controlling interest in any companies in 2003 - 2004.

S428(2) (q) PARTNERSHIPS, CO-OPERATIVES AND JOINT VENTURES

Council is a party to the following:

Premsure:

Local Government Mutual Self Insurance Pooling Group for Public Liability/Professional Indemnity Insurance for Manly, Waverly and Wollahra Councils. This Group continues to deal with claims up to 31 October 1999 when Council changed its cover to "Statewide Mutual".

Shorelink:

Network provides Library Computer Services to the Libraries of Lane Cove, Manly, Mosman, North Sydney and Willoughby Councils.

SHOROC:

The regional organisation of Councils consisting of Warringah, Manly, Mosman and Pittwater established to:

- Co-ordinate and encourage the infrastructure development both public and private sector;
- Provide a united local government voice for the northern peninsula;
- Seek grant funds to implement major projects;
- Pursue co-operation in business ventures, purchasing, computer applications, staff training and other similar areas.

Manly, Warringah, Mosman, Pittwater Councils – Joint Services Committee:

A Joint Committee representing Manly, Warringah, Mosman and Pittwater Councils managing waste disposal at the Kimbriki Tip Site at Terry Hills on behalf of the four Council areas.

S428(2) (r) OTHER INFORMATION AS THE REGULATIONS MAY REQUIRE

Abandonment of Rates and Charges 2003/2004:

The following rates or charges were written off by Council during the year:

Abandonment Type	Abandonment Reason	Amount
Ordinary Rates (Residential)	Pensioner Rebate (S.575)	$317,594
Ordinary Rates (Environmental Levy)	Pensioner Rebate (S.575)	$42,689
Domestic Waste Management Charges	Pensioner Rebate (S.575)	$104.487

Overseas Visits:

There were no overseas visits undertaken during the 2003-2004 reporting year.

Freedom of Information Report:

The following table provide FOI details for 2003/2004 reporting year.

Section A Numbers of new FOI:

FOI Request		2003/2004 Personal	Other	Total	Previous 2002/2003
A1	New (including transferred in)	0	16	16	15
A2	Brought Forward	0	1	0	0
A3	Total to be processed	0	16	16	15
A4	Completed	0	16	16	15
A5	Transferred Out	0	0	0	0
A6	Withdrawn	0	0	0	0
A7	Total Proceeded	0	16	16	15
A8	Unfinished (carried forward)	0			0

Section B What happened to completed results?

Result of FOI Request		2003/2004 Personal	Other	Previous 2002/2003
B1	Granted in full	0	16	14
B2	Granted in part	0	1	1
B3	Refused	0	0	0
B4	Deferred	0	0	0
B5	Completed*	0	16	15

Section C Ministerial Certificates - number issued during the period.

		2003/2004	2002/2003
C1	Ministerial Certificates issued	0	0

Section D Formal consultations

		2003/2004 Issued	Total
D1	Number of requests requiring formal consultation(s)	0	0

Section E Amendment of personal records

Result of Amendment Request		2003/2004 Total	2002/2003
E1	Result of amendment - agreed	0	0
E2	Result of amendment - refused	0	0
E3	Total	0	0

Section F Notation of personal records

		2003/2004	2002/2003
F3	Number of requests for notation	0	0

Section G FOI requests granted in part or refused

	Basis of disallowing or restricting access	2003/2004 Personal	Other	2002/2003
G1	Section 19 (application incomplete, wrongly directed)	0	0	0
G2	Section 22 (deposit not paid)	0	0	0
G3	Section 25(1) (a1) (diversion or resources)	0	0	0
G4	Section 25(1) (a) (exempt)	0	0	1
G5	Section 25(1) (b), (c), (d) (otherwise unavailable)	0	0	0
G6	Section 28(1) (b) (documents not held)	0	0	0
G7	Section 24(2) (deemed refused, over 21 days)	0	0	0
G8	Section 31(4) (released to Medical Practitioner)	0	0	0
G9	**Totals**	**0**	**0**	**1**

Section H Costs and fees of requests processed during the period

All completed requests	Assessed Costs	2003/2004 FOI Fees Received	2002/2003
	$0	$732	$634

Section I Discounts allowed

	Type of Discount Allowed	2003/2004 Personal	Other	2002/2003
I1	Public interest	0	0	0
I2	Financial hardship - Pensioner/Child	0	0	0
I3	Financial hardship - Non profit organisation	0	0	0
I4	**Totals**	**0**	**0**	**0**
I5	Significant correction of personal records	0	0	0

Section J Days to process

Elapsed Time		2003/2004 Personal	Other	2002/2003
J1	0 - 21 days	0	15	15
J2	22 - 35 days	0	1	0
J3	Over 35 days	0	0	0
J4	**Totals**	**0**	**16**	**15**

Section K Processing time

Processing Hours		2003/2004 Personal	Other	2002/2003
K1	0 - 10 hours	0	16	15
K2	11 - 20 hours	0	0	0
K3	21 - 40 hours	0	0	0
K4	Over 40 hours	0	0	0
K5	**Totals**	**0**	**16**	**15**

Section L Reviews and Appeals

		2003/2004	2002/2003
L1	Number of internal reviews finalised	0	1

		2003/2004	2002/2003
L2	Number of Ombudsman reviews finalised	0	1

		2003/2004	2002/2003
L3	Number of District Court appeals finalised	0	0

Details of Internal Review Results:

Bases of Internal Review	Personal		2003/2004 Total		2002/2003
Grounds on which internal review requested.	Upheld*	Varied*	Upheld*	Varied*	
L4 Access refused	0	0	0	0	0
L5 Deferred	0	0	0	0	0
L6 Exempt matter	0	0	0	0	1
L7 Unreasonable charges	0	0	0	0	0
L8 Charge unreasonably incurred	0	0	0	0	0
L9 Amended refused	0	0	0	0	0
L10 Totals	**0**	**0**	**0**	**0**	**1**

**Note: Relates to whether or not the original agency decision was upheld or varied by the internal review.*

Summary:

Generally most people gain access under Council's 'Open File Policy' without the need to lodge formal FOI Applications.

634 files were viewed under Council's access policy during the period 1 July 2003 to 30 June 2004 with the majority of applications actioned and finalised within 5 days.

Files viewed under Council's access policy	2003/2004	2002/2003
	634	841

Needs of Children:

Children's Services:

The following Childcare service types are directly provided and managed by Manly Council:

- Family Day Care;
- Long Day Care;
- Occasional Care;
- Pre-School;
- Vacation Care;
- Before and After School Care;
- Immunisation.

Council also facilitates the following Children's Services by way of providing the facility they operate from

- Bligh Park Pre-School;
- Skeggs Redlands Preparatory School.

The Manly Community Library provided weekly pre-school story times and many holiday activities and events for up to 4,000 children throughout 2003/04 including the celebrating of Book Week, Children's Art competitions, Rock and Roll Street party and chess competitions.

Child Protection:

Council services continued to operate within and review and update its Children's and Young Persons Protection Policy. Council ensured the screening of all appropriate personnel according to Child Protection Legislation.

Staff are trained in 1st aid and the Mandatory reporting of Child Abuse while Council continued to be represented on the Northern Beaches Child at Risk Committee.

New and Improved Facilities:

In December Council celebrated the opening of a new purpose built Childcare Centre in Seaforth combining 30 Long Day Care and Occasional Childcare places per day. Minor and major maintenance tasks were undertaken to ensure all other services met Licensing and Standard requirements.

Quality Assurance:

Those Council Childcare Services required to register with the National Childcare Accreditation Council worked at continuously undertaking the tasks set to achieve High Quality Standards. The Roundhouse Long Day Care service and Family Day Care scheme have already achieved High Quality status.

Children with additional needs:

Council's Children's services continued to provide care for several children presenting with an additional need. Access to services for such children was facilitated by way of recruiting the support and help of agencies, such as the regionally funded Integration and Resource Team, whose role it is to identify children and families with additional needs and support their integration into Childcare services.

Children and The Social Plan:

Council's Social Plan identifies Children as a mandatory target group where needs are assessed and strategies developed. Throughout the year Council's Social Planner and Social Plan Implementation Committee assessed the community's need in regards to children and their families.

Access to Services

Promotion & Publicity:

Throughout 2003/04 Council's Web page provided a very effective vehicle for delivering timely up to date relevant information to residents and the wider community. It contains a wide range of information regarding Council services, meeting agendas and minutes and has links to other Community information services and providers.

The Local Newspapers published a weekly Council News and Mayoral column and promotion of activities through editorials was actively sought by Council's Communications Officer. Added to this regular Press Releases were distributed and Council's Precinct Committee minutes were widely distributed through monthly letterbox drops along with a quarterly Community Newsletter.

Many notice boards are distributed throughout the Manly LGA where Precinct News is displayed along with any other information regarding Council's community events and activities. Council Chambers Customer Service Desk and outlying facilities display extensive information and written material promoting Council's services. Also ongoing promotion throughout the library where information is available on all other community activities and events.

Mail outs were attached to rate notices and provided opportunities for Council to distribute information, while the Local Radio station remained available and willing to promote Council activities.

Council provided a free interpreter service to non-English speaking people where information on Council services can be provided in a persons own language. As well many of Council's publications and brochures are published in languages other than English.

Access and disability- policy and services:

Council's Access and Equity statement is contained with its Corporate Plan where it states that the Manly Social Plan will assist the Council in taking into account the needs of the Manly community and provide them with or advocate for appropriate accessible services and facilities. The aim of the Social Plan is to equitably address the needs of targeted residents including people with disabilities, the CALD community, Indigenous people, children and young people, women and older people.

As in previous years Council's Access Committee continued to meet monthly. A celebration of its 10 years of service to Council and the community took place with special recognition by the Government of NSW. Its role is to monitor and advise Council on matters pertaining to access and equity to Community facilities and/or services for residents with a temporary or permanent disability.

Council continued to provide a Meals on Wheels service to residents unable to prepare meals for themselves and these could be provided either hot, cooked chilled or frozen whichever suits the client. Council also provided a shopping Service, Community Restaurant and Internet Shopping service. These services are made available for those who meet the criteria of the programmes. Manly Library provided a Home Library Service for those people who are housebound. Council also offers 2 x 12 seater Community buses for hire by Community Groups one of which has wheelchair access.

National Competition Policy

National Competition Policy:

In accordance with the framework set out in the June 1996 NSW Government Policy Statement *"Application of National Competition Policy to Local Government"* and other guidelines and documentation in relation to this matter, Council has declared that the following are to be considered as Business Units:

Domestic Waste Management:

Comprising the collection of domestic waste from Council's residents. As the total annual operating revenue exceeds $2 million, it is categorised as a *"Category 1"* Business Unit.

Commercial Waste Management:

Comprising the collection of commercial rated properties in Council's LGA. The annual operating revenue is less than $2 million, it is categorised as a *"Category 2"* Business Unit.

Parking Stations:

Comprising Whistler Street, Manly National, Manly Pacific and Peninsula Parking Stations in Manly. The total of annual operating revenue is less than $2 million, it is categorised as a *"Category 2"* business unit.

Swim Centre:

Comprising the operations at Andrew Boy Charlton Manly Swim Centre. As the total annual operating revenue is less than $2 million, it is categorised as a *"Category 2"* business unit

Children's Services:

Comprising the nine separate services operating out of the following venues:

- Kangaroo Street Childcare & Youth Centre,
- Ivanhoe Park Pre-School,
- The Roundhouse Childcare Centre,
- Seaforth Occasional Care Centre.

As the total annual operating revenue is less than $2 million, it is categorised as a *"Category 2"* business unit.

The Department of Local Government's July 1997 guidelines *"Pricing & Costing for Council Businesses: A Guide to Competitive Neutrality"* outline the process for identifying and allocating costs to activities and provide a standard of disclosure requirements. These disclosures are reflected in Council's pricing and/or financial reporting systems and include taxation equivalents, council subsidies, rate of return on investments in Business Units and dividends paid.

Competitive Neutrality:

A Competitive Neutrality Complaints Register was established in October 1998 to register any complaints of this nature.

To June 2003, 0 complaints were received or lodged to this register.

Total number of complaints received	NIL
Total number of complaints resolved	NIL
Total number of complaints outstanding	NIL

Privacy and Personal Information Protection Act 1998

In accordance with section 33(3) of the Privacy and Personal Information Protection Act 1998, Council is required to include in its Annual Report:

> 'A statement of the action taken in complying with the requirements of the Act, and
>
> Statistical details of any review conducted by or on behalf of the Council.'

Statement of the Action Taken in Complying with the Requirements of the Act:

The Act provides for the protection of personal information and for the protection of the privacy of individuals.

In accordance with the requirements of the Act, Council has adopted and implemented a Privacy Management Plan. The Plan details how Council will incorporate the provisions of the Act into its everyday activities.

The Privacy Management Plan specifically addresses:

- Definitions;
- Application of the plan;
- Personal Information held by Council;
- Information Protection Principles;
- Public registers;
- Communication strategy;
- Procedures for Internal Review;
- Role of the Privacy Contact Officer.

Statistical Details of any Review Conducted by or on Behalf of the Council:

There were no reviews of Council's actions under the Act during the period 1 July 2003 to 30 June 2004.

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