

2020 VISION

LIVING SUSTAINABLY



Each year North Sydney Council prepares a comprehensive Annual Report detailing the Council's performance towards achieving the objectives in the 2020 Vision, North Sydney Community Strategic Plan 2009-2020. This Community Report is a concise version of the Annual Report and provides you with a summary of achievements for 2009/10 as well as some of our more recent accomplishments to keep you informed.

MAYOR'S MESSAGE

Welcome to the North Sydney Community Report for 2010. This Community Report shows how we are progressing towards achieving the community's long term vision for North Sydney as described in the 2020 Vision.



The 2020 Vision sets the strategic direction for where the community of North Sydney wants to be in the year 2020. North Sydney Council prepared the plan in 2009 in partnership with local residents, our business community, other levels of government, educational institutions, non-government, community and cultural organisations and neighbouring councils.

The 2020 Vision captures the community's aspirations under five interrelated themes, known as Directions:

- Our Living Environment
- Our Social Vitality
- Our Built Environment
- Our Civic Leadership
- Our Economic Vitality

This Report showcases some of the projects Council has delivered for the benefit of the community over the past year.

Council will continue to prepare a Community Report each year to keep you informed and involved in moving North Sydney to a more sustainable future.

Genia McCaffery

Cr Genia McCaffery - MAYOR



OUR VISION

North Sydney is a vibrant community with a major and unique commercial centre surrounded by related villages and neighbourhoods. We celebrate community harmony, respect and diversity and our locality is recognised for its excellence in innovation, business and sustainability.

Our residents, workers and students are proud to belong to this community and we welcome those who visit and enjoy the area. Our community supports environmental, social and economic sustainability through civic leadership and local and practical solutions.



For more information or if you require this information in an alternative format contact North Sydney Council.

North Sydney Council, 200 Miller Street, North Sydney NSW 2060

Telephone (02) 9936 8100 | Facsimile (02) 9936 8177 | Email council@northsydney.nsw.gov.au

Website www.northsydney.nsw.gov.au/2020vision | Translating and Interpreting Service (TIS) 131 450

November 2010 | Printed on recycled paper





GENERAL MANAGER'S REPORT

North Sydney Council is pleased to present the 2010 Community Report which highlights key achievements over the past year, against the objectives outlined in the 2020 Vision Community Strategic Plan and the 2009/10 Management Plan.



The 2020 Vision clearly outlines our future as a community. The vision sees North Sydney continuing its drive towards excellence in our Living Environment, Built Environment, Economic Vitality, Social Vitality and Civic Leadership. North Sydney by 2020 will be well established as a vibrant place in which to live, work, visit, invest and do business.

The 2020 Vision requires the concerted efforts of the entire North Sydney community to make it a reality. Individuals, households, groups, organisations, businesses, governments and agencies all have an important role to play in shaping the future of our community. No single organisation alone can deliver on the 2020 Vision.

The emphasis in the first year of implementation has been on aligning Council's commitments and priorities, policies and programs with the priorities in the Community Strategic Plan. A challenge for future years is to increase the level of participation and partnership between different groups and organisations in responding to the priorities in the Community Strategic Plan.

We are proud of our achievements, and we look forward to the future as we continue to strive toward the achievement of our 2020 Vision.

Penny Holloway - GENERAL MANAGER

INTEGRATED PLANNING AND REPORTING

Council has developed an integrated planning and reporting framework that aligns organisation planning, processes and performance to the 2020 Vision Community Strategic Plan.

The key components of the Community Strategic Planning framework include consulting, planning, implementing, reviewing and reporting.

Set out opposite is a diagram which shows where the Community Report fits into Council's integrated planning and reporting structure.



Direction 5: Our Civic Leadership



This Direction covers forward planning for North Sydney, and also includes governance, customer services, communications and community engagement. It also covers Council's operations: financial management, human resources, information technology, risk management and corporate administration.

GOAL 5.1 Lead North Sydney into a Sustainable Future

- Council has prepared its Integrated Planning and Reporting Framework to ensure that all of Council's actions, policies and strategies work towards the achievement of the 2020 Vision.
- Council is trialling a Sustainability Assessment Toolkit which is used to assess a proposed project's contributions towards achieving economic, environmental, governance and social outcomes.
- A sustainability statement has been included in reports to Council to better inform decision making.

GOAL 5.2 Community Participation, Collaboration and Engagement

- Continued support of the North Sydney Community Precinct System, with 17 precinct committees currently operating.
- Council piloted a quarterly series of community forums rotating across each of the four wards. These forums were well attended and are continuing in 2010/11.
- Council is exploring alternative tools to enhance engagement and consultation with the local community.

GOAL 5.3 Communications and Community Awareness

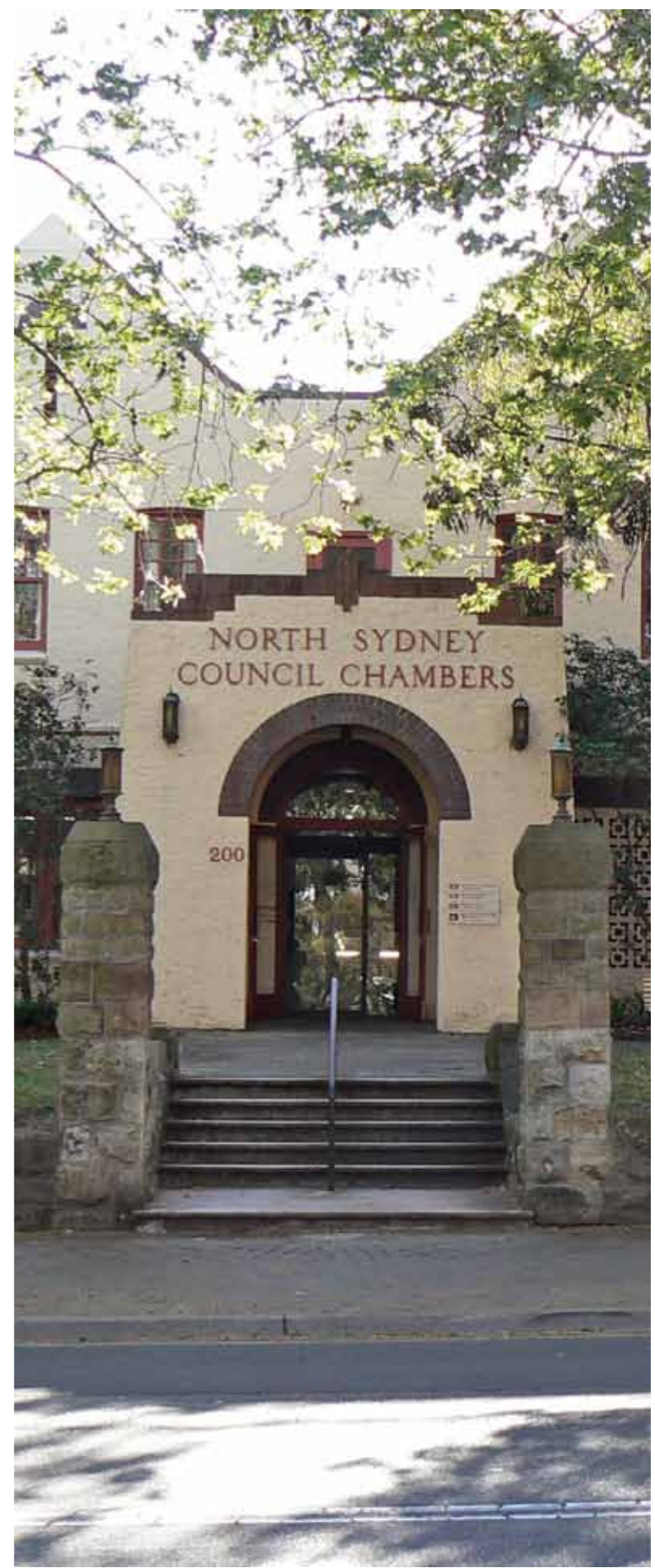
- Council's website received 663, 251 visits; a 5.8% increase from 2008/09.
- e-newsletters on a variety of topics of interest and council services have been introduced.

GOAL 5.4 Best Practice Civic Leadership

- 28 Council meetings and 52 Committee and Reference Groups meetings were held. A total of 775 resolutions were made by Council. 100% of Council's decisions were made in open session at Council meetings.
- A Youth-Councillor Mentor Program was piloted to connect local young people with a councillor to gain firsthand experience of local government and the role of councillors.
- Council introduced a Lobbyist Register. The register is designed to ensure that all contact between lobbyists and Council is transparent.
- Internal audits were undertaken to add value and improve the organisation's operations.

GOAL 5.5 Long Term Financial Sustainability

- Council's financial position as at 30 June 2010 was assessed by our auditors to be sound. The operating result for the year was a surplus of \$17.65 million. This has been achieved largely through a significant improvement in the fair value (ie non cash) of our investment property portfolio. Despite this sound result, financial modelling indicates that there continues to be an underlying shortfall of income to expenditure of approximately \$850, 000 per annum.
- Council's unrestricted current ratio as at 30 June 2010 was 4.3:1, well above the industry benchmark for councils deemed to be in a sound financial position.





Direction 4: Our Social Vitality

This Direction covers family and children, youth, seniors, cultural diversity, access and equity, as well as arts, cultural and community events. It also includes community services and facilities, community safety, health and wellbeing, library services and volunteering.

GOAL 4.1 Diverse, Dynamic and Connected Local Communities

- Support continues for New Year's Eve, Spring into Jazz, Guringai Festival, Crows Nest Festival, Shakespeare on the Green, Artists in Residence, Harmony Day, Heritage Festival and Art Along the Boardwalk bringing tourists, culture and creativity to North Sydney.
- Council supported markets including North Sydney Produce Market, Kirribilli Market, Twilight Food Fair and Crows Nest Organic Market; and supported precinct committees to hold street parties and other community events.
- *A History of Sydney Harbour* by Ian Hoskins, Council's Historian was awarded the 2010 Queensland Premier's Literary Award for History. This is the first history of Sydney Harbour published in 30 years.
- North Sydney's most famous face Luna Park celebrated its 75th birthday.

GOAL 4.2 Lifelong Learning and Volunteering

- Stanton Library continues to be one of North Sydney's most popular community facilities with its membership growing by an additional 4, 030 members to 45, 747 for 2009/10.
- 2010 marked the 20th anniversary of the Writers @ Stanton program.
- The contribution of volunteers was recognised at a civic function in December 2009.

GOAL 4.3 Health and Wellbeing

- Council received a \$300, 000 grant to provide health and wellbeing activities and information for carers and people with mental illness programs at Bradfield Park Wellbeing Centre.
- Patronage of Community Transport has grown by 3, 034 persons.
- The immunisation service expanded during 2009/10.
- Council continued support of the Creating Wellbeing, Neutral Bay Seniors and Men's Shed programs.

GOAL 4.4 Community Information, Facilities and Services

- Council's donations program provided \$15, 550 in support to local community groups and non-profit organisations in 2010/11 for new and innovative projects.
- Continued support to the Culturally and Linguistically Diverse community by publishing Children's Services Guides in community languages, facilitating a migrant employment expo and expanding the collections of materials in community languages at Stanton Library.
- Crèche facility at North Sydney Olympic Pool was upgraded.

GOAL 4.5 Community Safety and Accessibility

- In making our community safer anti-domestic violence programs and road safety education programs continued.



- An audit of all pedestrian facilities in the North Sydney local government area was undertaken.
- 2, 392 square metres of graffiti was removed from private properties by Council at no cost to property owners.

GOAL 4.6 Housing and Accommodation

- Reviewed planning controls to allow for the appropriate development and siting of aged care facilities.



Direction 1: Our Living Environment

This Direction includes North Sydney's bushland, foreshores, waterways, and open space, as well as passive and active recreational facilities and planning. This Direction also covers the responsible use of resources and managing the impacts of climate change.

GOAL 1.1 Natural Environment and Urban Greenspace

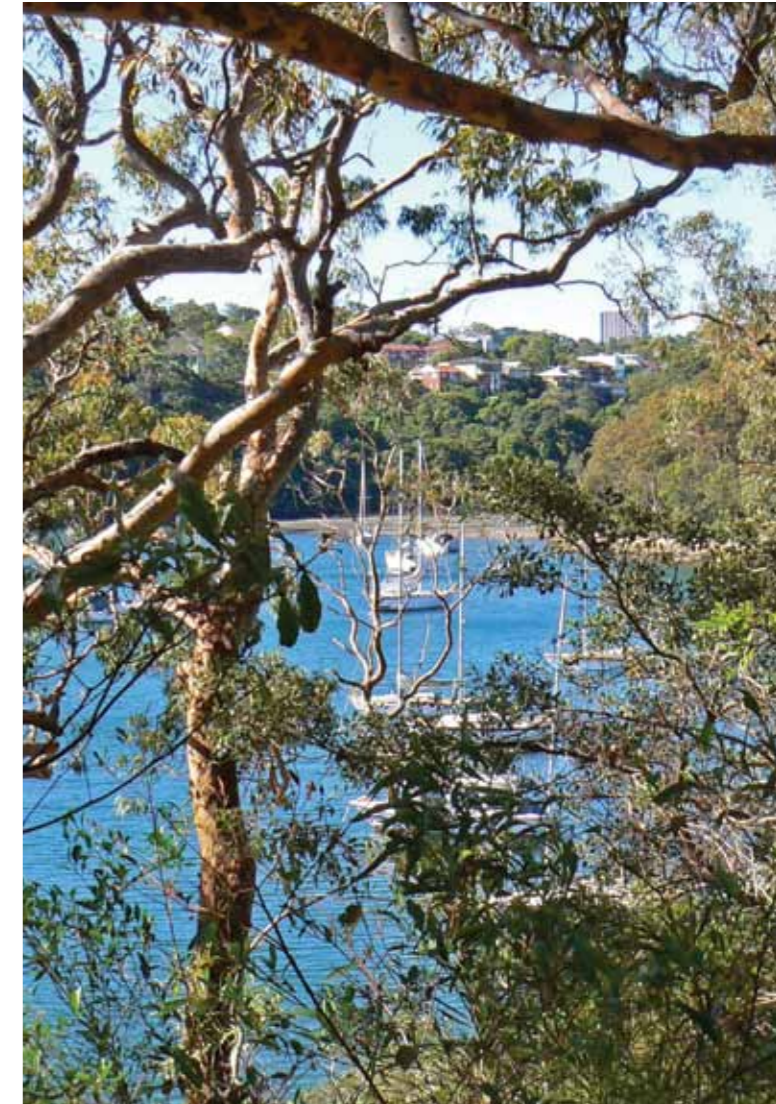
- Bushland walking tracks at Balls Head Reserve, Gore Cove Reserve and Primrose Park were upgraded.
- \$21, 000 in grants was awarded to local kindergartens and schools to develop and implement environmental projects through Council's greenSchools Program.
- A comprehensive ecological assessment of North Sydney's remnant bushland areas was undertaken. 12 distinct vegetation communities including three endangered ecological communities and one threatened species previously unrecorded in North Sydney were identified.
- 216 bushcare volunteers contributed 3, 003 hours to help regenerate and preserve North Sydney's bushland.

GOAL 1.2 Health and Cleanliness of Waterways

- Council's recreational water quality monitoring program found 95% of water samples were compliant.
- 315 tonnes of stormwater litter was removed from across the local government area.

GOAL 1.3 Sustainable Energy, Water and Waste Practices

- \$57, 000 was invested in energy saving actions for Council buildings throughout 2009/10 contributing to a 113 tonne reduction in greenhouse gas emissions.
- Solar photovoltaic panels were installed on Stanton Library and the Coal Loader site. Solar panels and harbour connected heat pumps at North Sydney Olympic Pool have cut greenhouse gases by 500 tonnes - the equivalent of taking 110 cars off the road.
- 19 registered businesses participated in the pilot of the Better Business Partnership regional program. The identified 160 tonnes of potential greenhouse gas emission reductions for these businesses.
- Council continued to partner with selected suppliers to offer residents a range of discounts for the purchase and installation of products such as solar panels, solar photovoltaic systems, rainwater tanks and heat pumps through the regional ClimateClever Shop program to Green Power.
- Council increased its commitment to GreenPower from 25% to 50%. GreenPower is purchased for street lighting and top energy using facilities.
- The Council Chambers building scored 4.5 out of 5 stars on its NABERS (National Australia Built Environment Rating System) rating.
- 5, 149 tonnes of domestic waste is diverted away from landfill. In addition, the tonnage of recycling per head of population was 83kg.
- Stage 1 construction on Coal Loader parklands and facilities occurred which included adaptable reuse of the existing power station building. The Coal Loader Sustainability Centre will be a 'sustainability showpiece' where the local community can learn how to reduce their ecological footprint.



GOAL 1.4 Responsible Use of Natural Resources

- Council has saved 2.24ML of water through its Stormwater Reuse Scheme - that's enough water to fill 9.76 Olympic size swimming pools.
- Rainwater tanks installed at Council's Central Depot, St Leonards Depot, Crows Nest Community Centre and the North Sydney Community Centre collected 1, 195, 000 litres of water.
- The majority of Council fleet are hybrid vehicles which use a combination of electric and petrol power, saving both fuel costs and reducing green house gas emissions. The fleet also includes a number of diesel powered vehicles resulting in an emissions reduction of 40 to 50% compared with traditional vehicles.

GOAL 1.5 Open Space and Recreation Services and Facilities

- Repairs were undertaken to the 25 metre pool at North Sydney Olympic Pool.
- New Plans of Management outlining how open space is intended to be used, improved, maintained and managed in the future were prepared for Smoothey Park and St Thomas' Rest Park.



Direction 2: Our Built Environment

This Direction includes the management of local infrastructure and assets, land use planning and development, environmental and building compliance, as well as traffic and parking management, and transport.



BURLINGTON STREET, CROWS NEST - EXISTING



BURLINGTON STREET, CROWS NEST - PROPOSED

GOAL 2.1 Long Term Sustainability of Assets

- Council prepared its Asset Management Strategy and Policy to help adequately maintain existing built assets.
- Council undertook an extensive survey to find out the condition of our roads and drainage to prioritise and plan future road works.
- A total of 2, 500 square metres of pavers and 6, 000 square metres of footpaths and 4.5 kilometres of roads across the local government area were resurfaced or reconstructed.
- Council investigated the redevelopment of the existing car park on Parraween Street, Cremorne for a mixed use development including key worker accommodation, open space parkland, two levels of basement parking, a new Early Childhood Centre and café.
- Capital Works Program including Crows Nest and Neutral Bay Streetscape Masterplan

GOAL 2.2 Land Use and Development

- Our newly developed North Sydney Local Environmental Plan (LEP) will provide for new sustainable development, design excellence and heritage protection. The community will have the opportunity to provide feedback on the Draft LEP during its public exhibition scheduled for early 2011.
- Council approved 707 development applications with a combined value of \$24.6 million.
- North Sydney's Urban Design Advisory Panel have advised on 25 development applications and projects since 2008.
- Essential conservation works were completed at May Gibbs' Nutcote Cottage in Neutral Bay, helping to preserve the significant heritage property for current and future generations.

GOAL 2.3 Compliance Management

- Council conducted companion animals programs promoting responsible pet ownership.
- Council regularly undertook food shop inspections, cooling towers and skin penetration premises inspections. In addition, Council provides parking patrols and enforcement of parking in commercial, residential and school zones.

GOAL 2.4 Sustainable Transport

- Council continues to work with the State Government to improve public transport in the North Sydney CBD.
- The North Sydney Bike Strategy 2009 was prepared. The strategy will guide the ongoing implementation of cycle facilities including safe and convenient cycling routes and an emphasis on commuter cycling.
- A demand study for the Naremburn to Harbour Bridge Active Transport Corridor (HarbourLink) was proposed. The proposed corridor will provide further connections to other existing and active transport routes at key points, such as Ridge Street in North Sydney and Berry Street in the North Sydney CBD.
- New bike routes were completed from St Leonards to West Street, Palmer Street to Amherst Street, Ernest Street to West Street, Grasmere Reserve to Bannerman Street and Phillips Street to Neutral Bay Wharf.
- Council lobbied the State Government to reconsider changes to ferry timetables affecting residents, workers, students and visitors travelling to and from the local government area.

GOAL 2.5 Traffic Management

- Council lobbied the State Government to reconsider the removal of parking along Military Road and investigate long term strategies for transport on the Military Road/Spit Road transport corridor to the Northern Beaches.



Direction 3: Our Economic Vitality

This Direction covers economic development, our commercial villages and the North Sydney CBD as well as tourism and major events.

GOAL 3.1 Vibrant, Strong and Sustainable Local Economy

- North Sydney station was upgraded to reduce crowding, improve access for disabled or mobility restricted passengers and support future growth. The upgrade was partially funded through North Sydney developer contributions.
- Council increased North Sydney's national and international exposure as a preferred location for business approving the commercial development Ark in Mount Street North Sydney. Ark is the new home of Coca-Cola Amatil and Vodafone Hutchison Australia's regional headquarters.
- Council supported the celebrations for the canonisation of Mary MacKillop as Australia's first saint. Mark MacKillop Place in Kirribilli will become an even greater attraction as a place of national and international pilgrimage, bringing more visitors to North Sydney.

GOAL 3.2 North Sydney CBD

- 25, 535 square metres of additional commercial floor space were approved.
- Significant upgrade works were undertaken at Blue Street as part of the North Sydney Public Domain Strategy.
- Planning controls were reviewed to permit the development of small bars in North Sydney.

