

2020 VISION

LIVING SUSTAINABLY

November 2011



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. The Community Report is a concise version of the Annual Report and provides you with a summary of achievements for 2010/11.

If you would like to look at the Council's performance in more detail then this can be found in Council's Annual Report 2011 which is available from Council's website at www.northsydney.nsw.gov.au or from Council's Customer Service Centre and Stanton Library.

MAYOR'S MESSAGE

What does North Sydney Council do? Browse through this report and you'll be amazed at the scope of our activities.

The highlight of our year was the opening of the Coal Loader Centre for Sustainability, which includes extensive parklands, a sustainability education centre and community nursery. Other significant achievements include redrafting our planning controls, which determine how land will be used in the years to come, rolling out significant changes to our waste management system, and upgrading our parks and village streetscapes.

This report also gives you an insight into our every day work - revealing how many books were borrowed from the library, how many people visited the pool, how many tonnes of waste were removed and how many thousands of square metres of road were resealed.

Throughout the report you'll see the thread of sustainability weaving its way into all our activities. Our aim is to manage our resources wisely, make North Sydney a great place for you to live, work or visit and to leave it in good shape for the generations to come.

I hope you have enjoyed many of Council's services and events this year as much as we have enjoyed providing them for you.

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.





Welcome to the second North Sydney Community Report, which shows how Council is progressing towards achieving the community's long term vision for North Sydney as described in the 2020 Vision.

The 2020 Vision is essentially a road map for the community of North Sydney, stating where we want to be in ten years time, how we will get there and how we will know we have arrived. The 2020 Vision captures the community's aspirations under five interrelated themes, known as Directions:

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

Council's emphasis in the second year of implementation has been on delivering projects and services identified in year one of the Delivery Program, which continue to achieving the goals of the 2020 Vision. The challenge for future years is to increase the level of participation and partnership with other stakeholders in responding to the priorities in the 2020 Vision.

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

Penny Holloway - GENERAL MANAGER



INTEGRATED PLANNING AND REPORTING

Council's integrated planning and reporting framework aligns organisation planning, performance and decision making to the 2020 Vision.

The key components of the Council's integrated corporate 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 corporate planning framework.

The Planning and Reporting Cycle





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

- A comprehensive Natural Area Survey of all North Sydney's remnant bushland recorded over 347 native plant species, two of which are listed as threatened under NSW legislation and 12 distinct vegetation communities including three endangered ecological communities were identified and mapped.
- Residents and community volunteers involved in Council's Wildlife Watch program submitted over 500 wildlife species observations during the year.
- Council planted 265 street trees during 2010/11. North Sydney's street trees are estimated to have a replacement value of \$22m and a net annual return of \$3m each year.
- Council launched the "Trees Shouldn't Die for a View" education campaign to highlight the issue of tree vandalism. Over 140 volunteers helped Council plant nearly 2,000 native trees, shrubs and grasses in Berry Island Reserve to mark National Tree Day.
- The historic Coal Loader site on the Waverton Peninsula was transformed from an industrial coal dock front to a regionally significant sustainability centre. Completed in mid 2011, the 2.8 hectare Centre for Sustainability showcases innovation, and serves as a community meeting hub for Council's extensive range of environmental and sustainability programs.

GOAL 1.2 Health and Cleanliness of Waterways

- 315 tonnes of waste was removed from Gross Pollutant Traps across the local government area.

GOAL 1.3 Sustainable Energy, Water and Waste Practices

- Council's greenhouse gas emissions were 6,714 tonnes of carbon in 2010/11.
- Council's energy usage was 33,735 gigajoules in 2010/11.
- Recyclables collected increased from 6,263 tonnes to 8,907 tonnes compared to the previous year.
- Council made changes to the waste and recycling collection service, replacing crates with wheelie bins for all recycling materials, the bins are not only more convenient, they reduce the number of truck movements required to provide the recycling collection service and alleviate traffic congestion and associated noise. They are also safer to handle and prevent waste getting wet or being blown around the streets. The bins have a smaller footprint and greater capacity. The recycling service was also expanded to include more materials.

Council doubled its take up of GreenPower, with renewable energy now powering 50% of Council's major buildings and street lighting. As a result Council will reduce its emissions by 3,294 tonnes, per annum. The buildings powered by GreenPower include Council Chambers, Stanton Library, 1 James Place, North Sydney Olympic Pool, St Leonards Park, Council depot, Hume Street car park.

- Australia's first trigeneration precinct was switched on at Coca Cola Place in Mount Street, North Sydney in April. Gas powered engines are used to generate low-carbon electricity

on site. Any electricity not used by Coca Cola Place is exported to the grid and its benefits shared by Deutsche Bank Place in Philip Street, Sydney. More than 1,000 tonnes of CO2 are expected to be saved between the two buildings.

- More than 100 businesses in the North Sydney area participated in the Better Business Partnership (BBP) project, which helps small to medium sized businesses save money by reducing their energy and water bills.
- Council vehicles are washed regularly - but without water. The company that provides Council car washing service uses a bio-degradable polish that lifts and traps the dirt. This saves an estimated 100 litres of water per car.
- Council developed its Climate Change Adaptation Plan, outlining how it will prepare effectively for a changed climate. The key impact identified was the need to increase preventative and capital expenditure on additional sea walls to protect infrastructure and property.
- A range of environmental sustainability community education projects was implemented including the Sustainable Living Workshop Series, My Green Apartment program and funding for local schools' sustainability projects through GreenSchools Grants.
- Residents recognised through Council's North Sydney Community Sustainability Awards were: Anthony Meggitt: for his tireless work with the Brightmore Reserve Bushcare group and his continued contribution to Council's Streets Alive program; Lucy Kaldor for bringing together her apartment building community to transform their common area garden from a forest of weeds to a lush native garden; and Colleen Rabu for her "Drab to Fab" work on a local verge.

GOAL 1.4 Responsible Use of Natural Resources

- Stormwater run off from the Warringah Expressway and the surrounding urban catchment saves Council and Cammeray Golf Club an estimated 22ML of water a year. This water is treated before being used for irrigation of the golf course and Cammeray Oval soccer field. In 2010/11 the pipeline was extended to pump water to St Leonards Park, Primrose Park, Tunks Park and Forsyth Park.
- Council has now installed water saving devices at all community centres.
- A 21.5 kilowatt solar photovoltaic system was installed on the roof of the Council Chambers to generate electricity for the building.
- Council introduced its first 'pool' bike for staff to use when attending meetings and site visits. The electric bike will not only reduce the impact of Council motor vehicles on the local roads, but reduce journey times at some busy times of day.

GOAL 1.5 Open Space and Recreation Services and Facilities

- North Sydney Olympic Pool attracted 311,462 visitors in 2010/11 compared with 302,976 in 2009/10.
- The St Leonards Park Plan of Management outlining how open space is intended to be used, improved, maintained and managed in the future was updated.



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.

GOAL 2.1 Long Term Sustainability of Assets

- Council is responsible for investing and maintaining a network of infrastructure and delivering a whole range of services for the wellbeing of the community. The scale and scope of these activities have a major impact directly and indirectly on the local economy. During 2010/11 \$7.9m was spent on the renewal of Council's building and infrastructure assets.
- Some of the significant outcomes in asset management for 2010/11 were the ongoing development of Council's asset management database and completion of audits of Council's infrastructure assets.
- During 2010/11, 37,146 square metres of road were resealed. A total of 3,810 square metres of new footpath were constructed while maintenance was also undertaken providing 5,100 square metres of footpath improvements.
- Work continued on the forward planning of the proposed joint redevelopment by Council and Woolworths of the Alexander Street Car Park and adjacent supermarket.

GOAL 2.2 Land Use and Development

Local Environmental Plan and Development Control Plan Review

- Council has prepared a comprehensive Draft Local Environmental Plan (LEP) to guide North Sydney's development over the coming years. The plan sets the framework for land use in North Sydney. The plan includes a set of land use zones and provides detailed requirements for development such as maximum permitted building heights and floor space.
- As part of the preparation of the draft LEP, Council has undertaken a comprehensive review of its Development Control Plan. It includes all Council's current development controls for buildings. This includes houses, dual occupancies, home units, offices and shops. The Plan provides more detailed development controls to supplement the key controls contained in the North Sydney Local Environmental Plan.
- Several strategies were completed, which have informed the review of the LEP. Projects completed this year include the North Sydney Local Development Strategy and Residential Development Strategy.
- During the past twelve months, Council has assessed 686 applications with an average timeframe of 62 working days for delegated matters.

GOAL 2.3 Compliance Management

- From 1 October 2010, new food laws commenced in NSW requiring certain food businesses to appoint at least one trained Food Safety Supervisor. These new requirements are to help safeguard NSW consumers from foodborne illness.
- Environmental Health Offices inspected 745 food premises.
- Council conducted companion animals programs promoting responsible pet ownership.

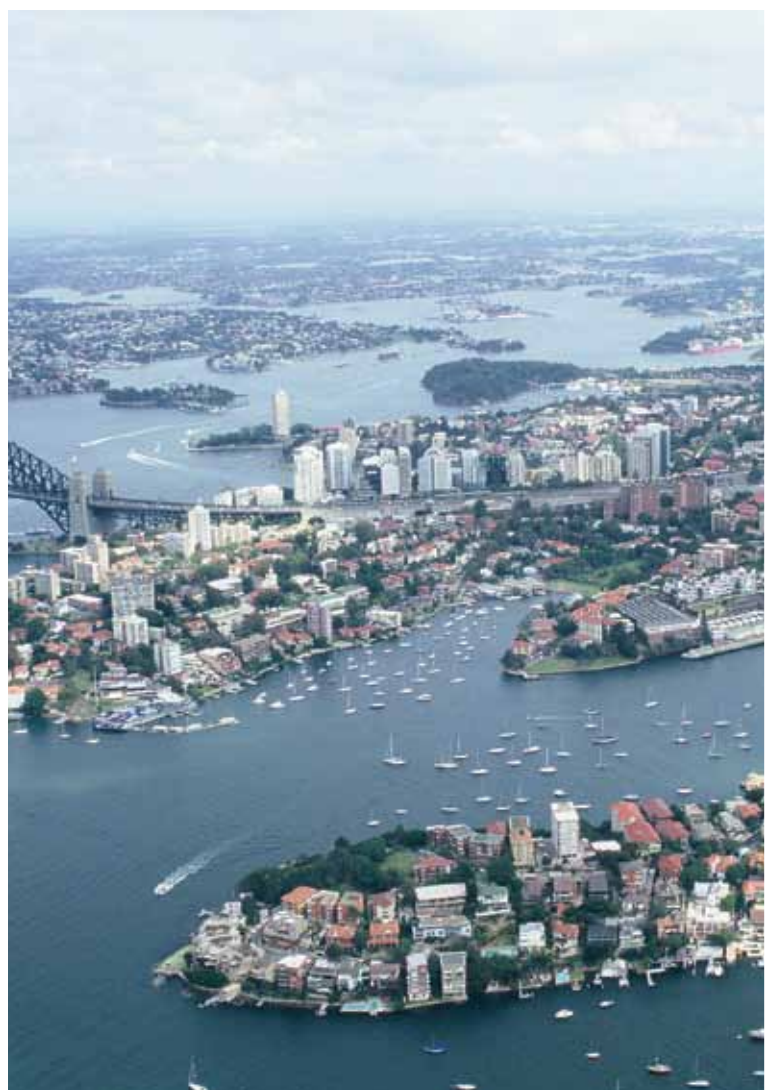
GOAL 2.4 Sustainable Transport

- Council continues to work with the State Government to improve public transport in the North Sydney CBD.

- North Sydney Council provides on street parking for car share. Several car share schemes operate across the local Government area.
- Council charges different fees for its resident parking permits, based on the environmental impact of the vehicle, such as the fuel consumption, greenhouse rating, and air pollution rating of the vehicle. Smaller low fuel consumption vehicles are charged a lower fee for resident parking permits, and larger vehicles with higher fuel consumption, are charged a higher fee for resident parking permits.

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.
- To help reduce the impact of traffic, Council planted semi mature trees along Military Road for five blocks of the commercial area In Neutral Bay.





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

- Council piloted its Business Forums Series in partnership with the Harbourside Chamber Group, Better Business Partnership and Success Women's Network. The forum gave local businesses the chance to hear clever ideas and practical actions that will help their business to grow. Topics included "Building Valuable Community Partnerships to Benefit your Business" and "Health and Wealth: How to run a killer business without killing yourself"
- Council continued to support the Crows Nest Mainstreet Committee and Neutral Bay Chamber of Commerce.
- A masterplan and development of design for the proposed upgrade to Ernest Place as the open space hub of Crows Nest was completed.

GOAL 3.2 North Sydney CBD

- The North Sydney Centre is set to experience significant short-term growth, with new commercial development or concept plan approvals totalling around 150,000 square metres issued in the past 24 months. The delivery of the new building stock will fulfil the commercial floor space targets set out in Local Environment Plan 2001 and trigger a review of planning controls for the Centre.





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 well being, library services and volunteering.

GOAL 4.1 Diverse, Dynamic and Connected Local Communities

- 190 artists entered the North Sydney Art Prize, with over 1,000 people visiting the exhibition. The winner of the Open Prize was June Spiers with her contemporary work 'Diversity of North Sydney'.
- Over 4,000 people attend the annual Children's Festival in Civic Park.
- 2,200 young people participated in Youth Week events across North Sydney.
- Other events held included the Diamond Jubilee for North Sydney Olympic Pool's 75th, Starlight Cinema, Spring into Jazz, Crows Nest Festival, Art Along the Boardwalk, Twilight Food Fair and North Sydney and Kirribilli Markets.

GOAL 4.2 Lifelong Learning and Volunteering

- Stanton Library loaned 679,037 items. Membership grew from 45,747 to 49,393 and there were 400,560 visitors.
- Community volunteers assisted with the following programs Bushcare, community centres, Stanton Library, museums and Streets Alive.

GOAL 4.3 Health and Wellbeing

- The Community Transport service provided a door to door service for 10,000 clients.
- The Creative Wellbeing Program continued in 2010/11, reaching out to isolated members of the community, especially people experiencing mental health issues. Participants engaged in monthly group art activities. The program has been running for over five years.
- Consultation was held regarding the development of an Outdoor Fitness Training Code.

GOAL 4.4 Community Information, Facilities and Services

- Council's donations program provided \$16,150 in support to local community groups and non-profit organisations in 2010/11 for new and innovative projects. Other donations and subsidies of \$1.7m were also made.
- Council continued to support 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.
- Children's programs implemented included the immunisation program, vacation care, art workshops as part of the Guringai Festival and parenting seminars.
- The fifth Northern Sydney Region Migrant Expo was held in May; over 250 migrants and international students participated.

GOAL 4.5 Community Safety and Accessibility

- Road safety campaigns undertaken in 2010/11 included pedestrian safety, drink driving, child restraints, speed, safety around schools, learner drivers, motorcyclist safety and driver fatigue.
- Pedestrian crossings were installed at Ridge Street and Yeo Street at Rangers Road and a pedestrian refuge was installed at Sutherland Street at Ben Boyd Road. A traffic calming device was installed at Rawson Street near Kurraba Road.
- 4,102 square metres of graffiti was removed from private properties by Council at no cost to property owners.
- New DVDs and maps showing access to Council facilities were launched via the website in May.





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

- This year Council implemented its new corporate planning and reporting framework to ensure that all of Council's policies, strategies and activities work towards the achievement of the 2020 Vision. In doing so, Council was one of the first councils to implement quadruple bottom line planning and reporting in accordance with the Division of Local Government's new guidelines.
- Implementation of Council's four year Delivery Program commenced on 1 July 2011, following comprehensive public consultation which included an information session and interactive online budget allocator, encouraging community stakeholders to have their say.

GOAL 5.2 Community Participation, Collaboration and Engagement

- Community Ward Forums provided all residents with the opportunity to be informed of changes in their neighbourhood and raise questions and discuss their ideas and concerns with councillor and Council staff. During 2010/11 four forums were held rotating across each of the wards.
- Council celebrated 'Neighbour Day' on 27 March 2011.

GOAL 5.3 Communications and Community Awareness

- Council received 740,000 visitors to its website.
- Council joined Facebook and Twitter to promote and increase awareness of events and activities.

GOAL 5.4 Best Practice Civic Leadership

- Online payment for Resident Parking permits was introduced on Council's website.
- The Privacy Management Plan was amended to include the changes arising from the introduction of Government Information (Public Access) Act 2009 which require councils to proactively release documents to improve openness, transparency and accountability in government.
- Council piloted a Youth-Councillor Mentoring Program aimed at giving young people aged between 17 and 24 years an understanding of local government. The program gave participants first hand knowledge of local government and each participant was assigned a North Sydney Councillor as their mentor.
- 26 Council meetings and 44 Committee and Reference Group meetings were held. A total of 833 resolutions were made by Council. 99% of Council's decisions were made in open session at Council meetings.
- Council is part of the Northern Sydney Internal Audit Group of six Councils, employing a shared internal audit team. An Internal Audit and Risk Committee has been established, overseeing an annual internal audit plan. Four internal audits were undertaken in 2010/11 focusing on document management practices, procurement policy and the use of corporate credit cards

- Business Continuity testing was carried out in June under the guidance of an independent assessor.
- The virtualisation of Council's computer servers has resulted in a decrease from 20 to 9. This has delivered more efficient use of server resources, improved server availability and centralised server administration.
- Council hosted a number of civic events including Australia Day Awards, International Volunteers civic function and nine citizenship ceremonies

GOAL 5.5 Long Term Financial Sustainability

- Council's financial position as at 30 June 2011 was assessed by our auditors to be sound.
- The operating result for the year was a surplus of \$5.5m after capital income and \$156,000 before capital income. This was a decrease of \$12.1m from the result achieved in 2009/10. The decrease in the operating result can be attributed to a decrease in the fair value of Council's investment property portfolio - a reflection of the slowdown in the property market in 2010/11 brought about by higher interest rates and global economic uncertainty; and higher depreciation of roads, footpaths and drainage.
- In 2010/11 Council's operating revenue (before capital items) amounted to \$78.6m. Rates and annual charges represent the single largest source of revenue, accounting for 47% of the total revenue.
- In 2010/11 operating expenditure amounted to \$78.5m compared to \$71.4m in the previous year.
- Council expanded its revenue through the introduction of advertising on bus shelters and other infrastructure in North Sydney. This generated \$650 000 in income in 2010/11.





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

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

November 2011 | Printed on recycled paper

