

Annual Report 2009-2010

Annexure 2
Performance in Terms of Principal Activities



Delivery Program 2009 to 2013 + Operational Plan 2009/10

Annual Progress Report
(1 July 2009 to 30 June 2010)

*A connected and harmonious community
A supported community
A creative and vibrant community
Sustainable built form
A liveable place
Moving around*

*Protecting our environment
Sustainable use of resources
Community focused economic development
Working together
A well managed Council*



Woollahra Municipal Council Delivery Program + Operational Plan



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THEME : Goal 1 COMMUNITY WELL-BEING: A connected and harmonious community.

Strategy 2025: 1.1 Foster and build community partnerships and networks.

Priority: 1.1.1 Increase links between residents, local agencies and business.

<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
1.1.1.1 Work with the Double Bay Partnership to identify and develop community activities in Double Bay.	Completed	Through the Public Art Advisory Committee, support and expertise were provided in the development and production of the inaugural Double Bay Partnership Project 'Strike A Pose', which took place in March 2010.	Cultural Development Coordinator	31/03/2010	
1.1.1.2 Approach local schools to develop partnerships for delivery of community projects and cultural activities.	Completed	IT Training Courses have continued at Kincoppal and The Scots College schools, attracting full attendance numbers and favourable feedback. This is an ongoing project.	Manager Community Development	30/09/2009	
1.1.1.3 Implement partnership agreements with existing Council community partners.	Completed	Documentation of partnership agreements is ongoing in line with new projects.	Manager Community Development	31/12/2009	

Priority Progress Comments:

Easy PC computer training courses continued this quarter at both Kincoppal and The Scots College. They have been a very successful and popular initiative with Seniors and the schools involved.



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Strategy 2025: **1.2** **Increase engagement in community activities.**

Priority: **1.2.1** **Provide and facilitate a range of community projects and programs.**

<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
1.2.1.1 Implement the Community Activities and Events kit.	Completed	Three Community Activities and Events kits have been completed. They include a guide to Forming Partnerships, Promoting Your Community Project and Tips for Submission Writing. The information for Promoting Your Community Project is now available on the website with the additional two kits to be posted September 2010. This information will assist local residents in progressing their community initiatives. This is an ongoing project.	Manager Community Development	31/12/2009	✔
1.2.1.2 Establish and promote a Neighbourhood Development Program to enhance community capacity.	Completed	The National Council of Jewish Women (NCJW) launched the GrandKidz Playgroup in June providing a supportive network and information sessions for grandparents who take some responsibility for caring for grandchildren. The project received support from Council in the formative phase. Contact has been made with the Double Bay Rotary Club to link them with the Urban Arts Base program as the club has indicated an interest in supporting programs with a focus on Mental Health.	Manager Community Development	31/12/2009	✔
1.2.1.3 Celebrate and promote Good Neighbour Day.	Completed	There was a favourable response from the local community for Neighbour Day with seven known events hosted by local community members or groups. Council assisted with promotion of the event through media releases, banners and website information. The Rose Bay event attracted over 200 residents with discussions focusing on additional community activities in the future. This is an ongoing project and is listed on the 2010/11 Operational Plan.	Manager Community Development	31/03/2010	
1.2.1.4 Develop an Ageing Well Ambassadors Program to lead and advise on active ageing activities for seniors.	Completed	A data base of interested local seniors has been established. This list will provide an opportunity to invite seniors to be consulted in community development projects that have an impact on seniors in our local community. This is an ongoing project.	Manager Community Development	31/12/2009	

Priority Progress Comments:

The Good Neighbour Day project held in March was very successful, with seven known activities taking place in the local community. These were all organised by local



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residents, with support from Council.

Priority: 1.2.2 Provide grants to community organisations to support community and cultural services and activities.

Priority Progress Comments:

The Community and Cultural grant funding rounds have been completed for the year. The grants program includes one large grant and two small grant rounds per year providing financial support to a range of initiatives that have a positive impact in the local community.

Priority: 1.2.3 Provide and promote access to community venues for community activities.

Priority Progress Comments:

Venue provision maintained. Ongoing promotion of venues continued via improved information and features on Council website.



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Strategy 2025: 1.3 Improve access to information.

Priority: 1.3.1 Provide high quality information to promote community organisations, events, services and activities.

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
1.3.1.1 Conduct a review of the provision of community information to support and improve access to information by diverse community groups.	Completed	Background research completed. Framework developed to improve communication in December 2009.	Community Liaison Coordinator	31/12/2009	✔
1.3.1.2 Develop an online community engagement strategy.	In Progress	Action in progress. Online Engagement Guidelines drafted by working party. This is listed in the 2010/2011 Operational Plan.	Community Liaison Coordinator	31/03/2010	✔
1.3.1.3 Develop resources to support local community groups to establish themselves and build community networks.	In Progress	Design and scope of work for a community website has commenced. This is an ongoing project and has been listed in the 2010/11 Operational Plan.	Manager Community Development	30/06/2010	✔

Priority Progress Comments:

Continued promotion and improvements to design of marketing collateral.



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Strategy 2025: 1.4 Encourage respect and support for social and cultural diversity and inclusion.

Priority: 1.4.1 *Provide a range of social and cultural programs and resources to key target groups, including youth, seniors, Aboriginal and Torres Strait Islanders.*

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
1.4.1.1 Work with young people and relevant organisations to coordinate and promote activities in Mental Health Week.	Completed	The Mental Health Forum was held in October attracting local residents and service providers. This is ongoing event.	Manager Community Development	31/12/2009	
1.4.1.2 Identify opportunities for older men to be involved in community activities.	Completed	The Men's Health Fair was held in March providing a range of information and demonstration sessions for Seniors.	Manager Community Development	31/03/2010	✔
1.4.1.3 Review the community language collection in the Library & Information Service to meet changing community needs.	Completed	The community language collection review was completed in March 2010. Recommendations will be implemented from 1 July 2010.	Manager Library and Information Services	31/12/2009	✔
1.4.1.4 Conduct and promote Harmony Day activities.	Completed	A media release was distributed this quarter promoting the principles and local activities for Harmony Day. This is an ongoing project and listed in the 2010/11 Operational Plan.	Manager Community Development	31/03/2010	✔
1.4.1.5 Review the provision of community information in languages relevant to our community.	Completed	Research indicates that there is not sufficient need to provide community information in other languages than English. Assistance will be provided on request from residents and organisations.	Community Liaison Coordinator	30/06/2010	✔


Priority Progress Comments:

The Mens Health Fair was held in March providing information and demonstrations on aspects of health and wellbeing for Seniors.

Priority: 1.4.2 *Participate in the Eastern Suburbs Local Government Regional Aboriginal and Torres Strait Islander Forum.*




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Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
1.4.2.1 Conduct Reconciliation and NAIDOC week activities.	Completed	In celebration of Reconciliation Week there was a call for entries for the Pauline McCloud Awards that recognises groups and individuals who contribute towards reconciliation. The winners will be announced in the September quarter 2010 during NAIDOC Week. This is ongoing and is listed in the 2010/11 Operational Plan.	Manager Community Development	30/06/2010	

Priority Progress Comments:

Council continues to attend the forum and contribute to the annual projects.

Priority: 1.4.3 Encourage good citizenship.

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
1.4.3.1 Conduct the annual Woollahra Australia Day Citizen of the Year Program.	Completed	The Assessment Panel was convened and a decision reached on the winners for the 2010 Citizen of the Year Awards. The winners of the Awards program were announced in January at the Citizen of the Year Awards event. This is an annual event and listed in the 2010/11 Operational Plan.	Manager Community Development	31/03/2010	

Priority Progress Comments:

Activities are ongoing, including school group tours and regular Citizenship Ceremonies. A diverse range of community workshops that focus on improving our local environment and social networks were also conducted during the quarter.



Two school tours have been set up with Kambala and Cranbrook for May and June. A range of workshops hosted by Community Services and our Environmental education staff are being promoted for the rest of the year.



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THEME : Goal 2 COMMUNITY WELL-BEING: A supported community.
Strategy 2025: 2.1 Increase access to services and information to support families, young people and seniors.

Priority: 2.1.1 Support the provision of childcare in the Municipality.

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
2.1.1.1 Review the Woollahra Childcare Development Control Plan to encourage provision of additional long day care places for children under 2 years of age.	Completed	The findings of the Child Care Study indicated that there was no requirement to make changes to the existing Childcare Development Control Plan. However the Development Control Plan for Off Street Car Parking Provision and Servicing Facilities is currently being revised which will incorporate child care facilities in the review.	Manager Community Development	30/06/2010	
2.1.1.2 Conduct a study to determine childcare priorities for the Woollahra community.	Completed	The Woollahra Child Care Study report was submitted and endorsed at the Council meeting on 22 March 2010. Implementation of the study recommendations is listed in the 2010/11 Operational Plan.	Manager Community Development	31/12/2009	

Priority Progress Comments:

Council provides ongoing support for child care through community information and research.

Priority: 2.1.2 Manage the Woollahra Preschool Service.

Priority Progress Comments:

The Preschool continues to operate at full capacity and provides a high quality service.

Priority: 2.1.3 Provide services and activities to seniors through the Woollahra Seniors and Community Centre.

Priority Progress Comments:

The centre continues to provide a range of services and information for seniors and has hosted the Stepping On Program for Seniors which is run by St Vincents Hospital.

Priority: 2.1.4 Contract Holdsworth Community Centre and Services to provide family support services.



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<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
2.1.4.1 Review the range of services provided by Holdsworth Community Centre and Services in relation to changing community demands.	Completed	Review has been completed by Holdsworth Community Centre and Services, and included in their 2010/11 Business Plan.	Director Community Services	31/12/2009	✔

Priority Progress Comments:

The 2009/10 Holdsworth Community Centre and Services Strategic Plan has been endorsed by Council, with programs and services for family support services continuing.

Priority: 2.1.5 Provide information and resources to support families.

<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
2.1.5.1 Conduct a program of information and education sessions for parents such as resuscitation, Learn to Drive and resilience in children.	Completed	The information sessions for parents have been well attended and covered such topics as resuscitation and Disciplining Teenagers. This is an ongoing program and listed in the 2010/11 Operational Plan.	Manager Community Development	30/06/2010	✔

Priority Progress Comments:


An annual calendar of information/education sessions for parents has been completed with Council hosting monthly sessions. The sessions have been very popular with local parents and covered a range of contemporary issues.

Priority: 2.1.6 Provide support for volunteers.

<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
2.1.6.1 Develop mentoring program for volunteers.	Completed	Students from Kincoppal and The Scots College have been provided with mentoring opportunities as the educators in the Computer Skill program for seniors since August 2009. This model of including young people in this role has been extremely popular with seniors and participating schools. This is an ongoing project.	Manager Community Development	30/06/2010	✔



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<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
2.1.6.2 Promote the work of local volunteers through active participation in Volunteer Week.	Completed	There was acknowledgement of local volunteers during Volunteer Week in May.	Manager Community Development	30/06/2010	
2.1.6.3 Coordinate the volunteer forum for organisations with volunteers.	Completed	A Volunteer Forum was held in June with a review of the Terms of Reference being undertaken to ensure the focus of the forum was still relevant for local organisations. This is ongoing and is listed in the 2010/11 Operational Plan.	Manager Community Development	30/06/2010	

Priority Progress Comments:

Council has provided quarterly forums throughout the year which provides information and best practice on policy and procedures for local organisations utilising volunteers.



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Strategy 2025: **2.2** **Support opportunities to participate in active and healthy recreational activities.**

Priority: **2.2.1** **Promote healthy recreational activities to residents.**

Priority Progress Comments:

Ongoing promotion of recreational activities in the local community via the website, newsletters and posters.

Priority: **2.2.2** **Contract Holdsworth Community Centre and Services to provide recreational services to seniors and people with a disability.**

Priority Progress Comments:



The 2009/10 Holdsworth Community Centre and Services Strategic Plan has been endorsed by Council, with programs and services for seniors and people with a disability continuing.



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Strategy 2025: **2.3** **Encourage independent living for older people and people with special needs.**

Priority: **2.3.1** **Provide services and information to support older people and people with a disability to live independently.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
2.3.1.1 Implement the recommendations of the Access Action Plan.	Completed	The review of the Access Policy and Action Plan was submitted to Council in April. It outlined a range of actions to improve the access for people with a disability to services and programs. Implementation of the plans recommendations is listed in the 2010/11 Operational Plan.	Manager Community Development	30/06/2010	
2.3.1.2 Implement the outcomes of the Home Library Service Review.	In Progress	This project continues with a recommended completion date of 30 June 2011. It has been listed in 2010/11 Operational Plan.	Manager Library and Information Services	31/12/2009	

Priority Progress Comments:

The Access Policy and Action Plan was submitted to Council in April 2010 providing a range of new initiatives that increase the opportunities for people with a disability to access programs and services.

Priority: **2.3.2** **Contract Holdsworth Community Centre and Services to provide services for seniors, people with a disability and their carers.**

Priority Progress Comments:

The 2009/10 Holdsworth Community Centre and Services Strategic Plan has been endorsed by Council, with programs and services for seniors, people with a disability and carers continuing.



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Strategy 2025: **2.4** **Protect the health and well-being of residents and visitors to our area.**

Priority: **2.4.1** ***Manage the Public Health and Safety Program, the Childhood Immunisations Program, and the Pollution Control Program.***

Priority Progress Comments:



Childhood immunisation clinic operating monthly. Council's Environmental Health Officers and Health & Food Safety Officer responding to requests and conducting investigation of all public health, food safety and pollution matters in accordance with subject service standards.



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Strategy 2025: **2.5** **Improve community safety and reduce crime in Woollahra.**

Priority: **2.5.1** **Work with local communities to promote local community safety.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
2.5.1.1 Implement the strategies of the Crime Prevention Plan.	Completed	Sessions on personal safety and protecting your home from intruders were offered to Seniors this quarter at the Woollahra Community Centre.	Manager Community Development	30/06/2010	
2.5.1.2 Review Neighbourhood Watch groups.	Completed	Work continues to provide opportunities for the groups to seek new approaches to fostering safe communities and strengthening local community networks. The success of the Neighbour Day Event program in March has contributed to strengthening links in the areas where events were held.	Manager Community Development	30/06/2010	
2.5.1.3 Apply for funding from the Attorney General's Department to address priority issues in the Crime Prevention Plan.	Completed	Following discussions with Rose Bay Police Local Area Command no eligible projects have been identified for funding in the 2010 funding round.	Manager Community Development	30/09/2009	
2.5.1.4 Develop a kit to promote services to survivors of domestic violence.	Completed	The Information Kit has been completed and posted on Council's website.	Manager Community Development	30/06/2010	

Priority Progress Comments:

The Neighbourhood Groups have embraced the aims of the Good Neighbour Day and participated in the celebration in March which further strengthened neighbour relationships.



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THEME : Goal 3 COMMUNITY WELL-BEING: A creative and vibrant community.

Strategy 2025: 3.1 Preserve and promote local history and heritage.

Priority: 3.1.1 Collect local history and heritage information and improve its accessibility to the public.

<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
3.1.1.1 Develop and determine heritage content to be used online and in other formats.	Completed	Development of a program for the digitization of heritage content for online access is completed and staff have commenced a monthly program of incorporating Local History information on the web. This is an ongoing project.	Manager Library and Information Services	31/12/2009	
3.1.1.2 Prepare a web page with all relevant local history groups and links to key agencies.	Completed	Web page went "live" in December 2009.	Manager Library and Information Services	31/12/2009	
3.1.1.3 Develop a local history outreach program.	Completed	The outreach program has included displays of Local History photographs at Kincoppal and Kambala schools as well as assistance with Woollahra History and Heritage Society's walk held on 11 July 2010 as part of Council's 150 years celebration. This is a continuing program which has also been listed in the 2010/11 Operational Plan.	Manager Library and Information Services	31/12/2009	✔

Priority Progress Comments:



The Local History Centre is open 23 hours per week for public access and an increased amount of information is now available on-line.



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Strategy 2025: **3.2** **Support the celebration of local people, places and cultural heritage.**


Priority: **3.2.1** **Provide, support, and promote community cultural celebrations, programs and venues.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
3.2.1.1 Implement a Writers and Readers Program for children and young adults.	Completed	The second Writers and Readers program for Young People was held on 17 June 2010 with approximately 70 young people enjoying a talk from John Flanagan. The program consists of both open sessions for all community members and dedicated school sessions. The open community sessions are held quarterly with the next session to be held on 16 October with Darcey Bussell. This is an ongoing project.	Manager Library and Information Services	30/06/2010	
3.2.1.2 Investigate the feasibility of increased cultural programs in Woollahra, including drama activities and an open air cinema.	Completed	Feasibility, scoping and audits reports for open air cinema, drama and other cultural activities for the LGA were completed following a Notice of Motion. Report was presented to Council's Community and Environment Committee in February 2010.	Cultural Development Coordinator	31/03/2010	
3.2.1.3 Celebrate Council's sesquicentenary (150 years).	Completed	A very successful range of events were hosted to mark this important occasion. The remaining resource legacy of this event can be found on our website as a collection of information and images from the last 150 years. This is listed in the 2010/11 Operational Plan.	Manager Library and Information Services	30/06/2010	

Priority Progress Comments:

Support and promotion of community cultural celebrations, programs and venues is ongoing through Community PAC's, Community and Cultural Grants Program, local cultural networks, community information, What's On, and Council's website.

Priority: **3.2.2** **Provide cultural development services through facilitation and the development of partnerships.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
3.2.2.1 Support Queen Street West Woollahra Association in the development and management of the Woollahra Festival.	Ongoing	Support and expertise provided to Woollahra Festivals Inc for the development and management of the Woollaha Festival. The Festival has been confirmed to occur in November 2010 with an application made to the Community and Cultural Grants Program.	Cultural Development Coordinator	30/06/2010	



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<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
3.2.2.2 Undertake a strategic review of Council coordinated cultural activities and programs.	Completed	Cultural Activities Report was finalised and presented to Council's Community and Environment Committee meeting in February 2010.	Cultural Development Coordinator	31/03/2010	

Priority Progress Comments:

Through the ongoing role of cultural development and facilitation of networks, assistance has been provided to local cultural organisations including Woollahra Festival Inc, Double Bay Partnership, Woollahra Philharmonic Orchestra, Eastside Radio and Eastern Suburbs Organisation for Reconciling Australia (bush tucker walks) this quarter.



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Strategy 2025: **3.3** **Provide innovative and enhanced library services that encourage lifelong learning.**

Priority: **3.3.1** **Provide a high quality library and information service for the Woollahra community.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
3.3.1.1 Review existing lifelong learning programs to increase participation and partnerships.	Completed	Following a review of last year's successful children's program, an additional rhyme time at Double Bay and Paddington commenced in February 2010 and a new children's program at Watsons Bay Library in March 2010. The partnership with Vaucluse House Tea Rooms has continued in 2010 with a further session held on Wednesday 5 May to celebrate Mother's Day, with 30 children attending. This is an ongoing partnership.	Manager Library and Information Services	30/06/2010	✔
3.3.1.2 Implement the Library and Information Services Strategy.	Ongoing	Strategies progressed since April include: completion of major weeding project, access improvement plans for Double Bay Library finalised and completion of electronic resources survey on 12 July 2010.	Manager Library and Information Services	30/06/2010	✔
3.3.1.3 Improve technology at Council's libraries through implementing the outcomes of the Library Technology Plan.	Ongoing	The following actions have been completed : finalised the tagging of the existing Library collection in preparation for the implementation of RFID, upgraded the Library webopac to ensure faster service, implemented three new electronic databases for public use and continued the regular re-indexing of the library database. The Technology plan is a 3 year plan which will continue to be implemented in 2010/11.	Manager Library and Information Services	30/06/2010	✔

Priority Progress Comments:


Library & Information Services continues to provide a quality service for the Woollahra community. Detailed statistics are reported to the Community & Environment Committee on a quarterly basis.



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Strategy 2025: **3.4** **Support and promote arts, artists and cultural development within the local community.**

Priority: **3.4.1** **Provide support for, and promotion of, local arts and cultural activities.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
3.4.1.1 Establish the Local Cultural Network.	Ongoing	Woollahra Local Cultural Network established with inaugural meeting held in May 2009, followed by second meeting in July 2009. Subsequent meeting occurred in March 2010. Ongoing bi-monthly meetings to occur with rotating host now that network has been established.	Cultural Development Coordinator	30/09/2009	
3.4.1.2 Investigate providing "Artists in Residence" and "Emerging Artists" programs.	In Progress	Artist in residence audit commenced in February 2010. Completion of audit identified in 2010/11 Operational Plan.	Cultural Development Coordinator	30/06/2010	

Priority Progress Comments:

Ongoing support provided with local cultural development through expert advice and the provision of cultural funding through the Community and Cultural Grants Program. Local cultural activities promoted wherever appropriate through the Community Liaison Team and cultural networks. Increase in the number of cultural grants received in this quarter for the Community and Cultural Grants Program.

Priority: **3.4.2** **Produce the Woollahra Small Sculpture Prize.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
3.4.2.1 Review the Woollahra Small Sculpture Prize Committee.	Completed	Committee membership reviewed.	Cultural Development Coordinator	31/12/2009	

Priority Progress Comments:

The Woollahra Small Sculpture Prize (now in its tenth year in 2010) is produced annually with activity occurring throughout the year. The Prize continues to develop benefits back to the community including a Volunteer Program, schools touring, artist talks and strong links to other Council programs including Kids Day Out, Tea Topics and the Environmental Schools Sculpture Prize. The 2009 Prize attracted 553 entries, with finalists exhibited at Woollahra Council Chambers between 23 October and 1 November.



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Strategy 2025: **3.5** **Improve the accessibility of arts to the broader community.**

Priority: **3.5.1** **Facilitate and encourage inclusive arts activities and programs.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
3.5.1.1 Deliver the Community Benefits and Volunteer Program within the Woollahra Small Sculpture Prize.	Completed	Action completed by milestone. The 2009 Volunteer Program was implemented and other community benefits were produced including the schools touring program, artist talks, Tea Topic and Kids Day Out content. The 2009 Environmental Schools Sculpture Prize was also linked to the Woollahra Small Sculpture Prize.	Cultural Development Coordinator	31/12/2009	

Priority Progress Comments:

Facilitation and encouragement of a broad range of diverse programs is ongoing through promotion and the allocation of large and small cultural grants in August and October 2009.

Priority: **3.5.2** **Facilitate and develop an annual public art program.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
3.5.2.1 Develop and implement the Watsons Bay Zaishu Seat Project.	Completed	Project completed in this quarter and launched at the Watsons Bay Library in July 2010.	Cultural Development Coordinator	31/03/2010	✔
3.5.2.2 Identify public art projects that are eligible for funding and establish working parties.	Completed	Scoping of various projects commenced. Projects prioritised by Public Art Advisory Committee (PAAC) with priorities presented to Council's Community and Environment Committee in March 2010. Working Parties were established in this quarter. Ongoing in 2010/11 Operational Plan.	Cultural Development Coordinator	31/12/2009	✔

Priority Progress Comments:

The development of diverse public art opportunities reflective of the community is ongoing.





Annual Progress Report

THEME : Goal 4 PLACES AND SPACES: Sustainable built form.

Strategy 2025: 4.1 Encourage and ensure high quality planning and urban design outcomes.

Priority: 4.1.1 Provide an environmental planning and compliance framework for managing and controlling land development.

<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
4.1.1.1 Prepare a new principal local environmental plan (LEP).	In Progress	Project commenced, with work being overseen by the Council's Strategic Planning Working Party (SPWP). Up to 5 November 2009, eleven meeting held with SPWP. Progress reports made to Urban Planning Committee, with the most recent being on 1 February 2010. Decision by Council on 14 December 2009 to carry out consultation on housing target opportunity sites. Discussions have taken place with State Government agencies about Edgecliff bus and rail opportunity site. Consultation with owners of opportunity sites and owners of properties adjoining all opportunity sites occurred over the May to July period. Reporting on submissions to occur in last quarter of 2010.	Manager Strategic Planning	31/03/2011	
4.1.1.2 Review Section 94 Contributions Plan and Section 94A Development Contributions Plan.	Completed	Review commenced. Influenced by proposed changes to State Government legislation. Discussions held with Department of Planning. Legislation changes to be released in 2010. Guidelines for preparing new contributions plans released for comment in December 2009. New section 94A plan prepared and exhibited in November and December 2009. Report to Urban Planning Committee on 1 February 2010. Council decision on 8 February 2010 to approve plan. Commencement date 17 February 2010. A review of Woollahra's section 94 contributions plan and section 94A development contributions plan will be required when the Department releases the final version of the guidelines and new legislation is introduced. The review will be undertaken as a new project.	Manager Strategic Planning	30/09/2010	



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Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
4.1.1.3 Redraft/rearrange Development Control Plans (DCPs) and other planning documents to allow website access to controls for individual sites.	In Progress	Project commenced under funding from Commonwealth Government RIFF program. Electronic delivery dependent on purchase of new software. Modelling of new control framework commenced. Report to Strategic Planning Working Party in first quarter of new financial year.	Manager Strategic Planning	30/03/2011	
4.1.1.4 Finalise a Draft Local Environmental Plan (LEP) for White City.	In Progress	Decision of Council to prepare draft LEP. Preliminary work undertaken. That part of the land fronting New South Head Road, now associated with principal LEP housing target opportunity sites.	Manager Strategic Planning	31/12/2010	✔
4.1.1.5 Review of heritage provisions for Principal Local Environmental Plan (incorporating potential heritage conservation area Fairfax Road Bellevue Hill).	In Progress	Review of heritage inventory sheets for all currently listed heritage items continued. Consultant work on Fairfax Road, Bellevue Hill complete.	Manager Strategic Planning	31/03/2011	
4.1.1.6 Prepare draft Local Environmental Plan (LEP) and draft Development Control Plan (DCP) for Kiaora Lands Double Bay.	In Progress	<p>Council decision to prepare draft LEP and draft DCP. Authorisation from Department of Planning to use Director's delegated functions under s.65 and 69 of the Act obtained. Work on DCP controls continuing. Report on Draft LEP and Draft DCP to Urban Planning Committee 30 November 2009. Council decision on 14 December 2009 to exhibit Draft LEP and defer exhibition of Draft DCP pending public consultation with residents, with such consultation to include montages of likely development allowable under DCP controls. Decision also sought further information about Green Star rating, loss of trees and traffic generation.</p> <p>Further decision on 8 March to conduct public meeting and property owner meetings and extend the Draft LEP exhibition to 7 May. Public meeting held on 21 April. Property owner meetings held between 28 April and 26 May. Meetings with business operations and land owners held in May and June. Report on submissions to the Strategic and Corporate Committee in August.</p>	Manager Strategic Planning	30/09/2010	✔



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Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
4.1.1.7 Amend Paddington Development Control Plan (DCP) by including controls for lofts over garages.	In Progress	<p>Research completed. Draft controls prepared. Meetings of Paddington DCP Working Party conducted. Report considered by Urban Planning Committee on 14 September 2009. Decision of Council on 28 September 2009 to prepare draft DCP. Exhibiton of Draft DCP concluded on 23 April. Report considered by Urban Planning Committee on 26 July 2010.</p> <p>Note: Recommended that the action completion date be revised from 30 June 2010 to 9 August 2010.</p>	Manager Strategic Planning	30/06/2010	✔
4.1.1.8 Amend Paddington Development Control Plan (DCP) and Woollahra Local Environmental Plan (LEP) 1995 to include controls for William Street commercial uses.	In Progress	<p>Research completed. Public exhibition of three options complete. Council decision on 10 August 2009 to prepare draft LEP based on preferred option. Decision also required further report to UPC on possible controls in LEP to prevent amalgamation of allotments. Preparation of Draft LEP and Draft DCP underway. Report to UPC on 8 February 2010. Council decision on 22 February to defer Draft LEP to obtain legal advice on whether clause 4 acts as a development standard or a prohibition on development. Report to UPC on 8 March with legal advice. Council decision on 22 March to prepare Draft LEP. Due to savings and transitional provisions in EPA Act, Draft LEP now needs to proceed through new LEP gateway process. Planning proposal submitted to Department of Planning on 30 April. Gateway determination approved planning proposal, but with substantial changes. Meeting held with senior Department of Planning staff on 15 July. Further negotiations with Department required.</p>	Manager Strategic Planning	31/12/2010	✔



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Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
4.1.1.9 Prepare new Development Control Plan (DCP) Edgecliff Commercial Centre.	In Progress	Research commenced. Linked to preparation of new Principal LEP. Presentations made to Strategic Planning Working Party (SPWP) in regard to housing targets. Computer modelling of development options prepared by consultants and presented to SPWP on 5 November 2009. Report on SPWP meetings, including Edgecliff Commercial Centre options, considered by Urban Planning Committee on 1 February 2010. Council decision on 8 March to receive and note report. Meeting held with NSW Government departments to consider redevelopment options over bus and rail interchange. Further meetings held in May and July. Consultation regarding all Edgecliff Commercial Centre opportunity sites held with property owners and owners of properties adjoining sites during May to July. Reporting on submissions to occur in last quarter of 2010.	Manager Strategic Planning	31/03/2011	✔
4.1.1.10 Review planning controls for transition areas between Residential 2(a) and Residential 2(b) zones.	In Progress	Research complete. Draft report prepared and under review. Note: Recommend that end date be changed from 30 June 2010 to 31 October 2010.	Manager Strategic Planning	30/06/2010	
4.1.1.11 Develop the stormwater management Development Control Plan (DCP) as part of the floodplain risk management program.	In Progress	Flood plain studies for Paddington/Rushcutters Bay, Double Bay and Rose Bay completed. Preliminary draft DCP produced by consultants and being reviewed by staff in Strategic Planning. Further meeting held with consultant in July. Note: Recommended that the action completion date be revised to 31 December 2010.	Manager Strategic Planning	31/12/2010	✔
4.1.1.12 Prepare new Development Control Plan (DCP) for Schools and Colleges.	In Progress	Review commenced. Workshop with local school representatives conducted. Preliminary draft DCP prepared. Note: Recommended that the action completion date be revised to 30 September 2010.	Manager Strategic Planning	30/09/2010	

Priority Progress Comments:

All projects commenced. Focus on new Principal Local Environmental Plan, controls for lofts over garages in Paddington HCA, draft LEP and draft DCP for William Street Paddington properties, Edgecliff DCP and Schools and Colleges DCP.



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Priority: 4.1.2 Deliver high quality and timely development assessment.

Priority Progress Comments:

The principal performance indicator for the Development Control Department relates to the effectiveness and efficiency by which we process development applications. In the fourth Quarter of the 2009/2010 the net median determination time (which excludes stop the clock periods where Council must wait for information to be submitted by the applicant) for the department to process a DA was 43 days. This continues the historic lows achieved in the 2008/2009 financial year and is a better performance than that recorded in the third quarter which was 59 days. Similarly the gross mean time (which includes the time taken to obtain information from applicants) being the statistic gathered by the NSW Department of Planning was 83 days which is slightly lower to the third quarter which was 88 days.

The introduction of a new delegated tier being the ARP has achieved the following processing times; 84 net median days and 103 gross mean days in the fourth quarter.

The net median processing time for a matter determined by AAP in the fourth quarter was 128 days which is higher than the third quarter which was 104 days whilst the gross mean time to process a matter determined by AAP increased to 166 days from 122 days in the third quarter. The net median determination times for DCC matters was 119 days in the fourth quarter, whilst the gross mean was 155 days.

Because good development control outcomes must be measured in terms of the quality of the development determined as well as processing times it is considered that these outcomes are satisfactory.

The increase in the turnaround times for AAP and DCC matters can be attributed to current staff levels.

In accordance with previous requests for better presentation of this information, graphical representations of Development Applications - Lodgements, Determinations and Outstanding 4th Quarter, Age of Development Applications 4th Quarter, and Gross Mean Turnaround Times 4th Quarter for Development Applications, are provided as separate Annexure 2 to this report.



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Strategy 2025: 4.2 Promote sustainable design in future private and public development.

Priority: 4.2.1 Prepare planning documents that embrace sustainability principles.

<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
4.2.1.1 Include sustainability principles within principal Local Environmental Plan (LEP) and consolidated Development Control Plans (DCP).	In Progress	Work commenced. Provisions being prepared by Department of Planning for Standard Instrument and then inclusion in Woollahra Principal LEP.	Manager Strategic Planning	31/03/2011	

Priority Progress Comments:

Limited work undertaken on single action. Awaiting release of standard provisions from Department of Planning.



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Strategy 2025: 4.3 Protect local heritage and residential amenity, including protection of significant architecture and the natural environment.

Priority: 4.3.1 *Develop policies, including a Heritage Item Register and a Significant Tree Register, to maintain cultural and natural heritage items.*

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
4.3.1.1 Prepare the Heritage Item Local Environmental Plan (LEP) incorporating deferred potential heritage items in Woollahra and Watsons Bay Heritage Conservation Areas, Bellevue Hill and Rose Bay heritage item anomalies and contemporary heritage items.	In Progress	All consultant projects complete. Decisions to prepare draft LEPs. These have been merged to a single LEP. Authorisation from Director General Department of Planning to use delegated functions under section 65 and 69. Section 62 consultation carried out with Heritage Branch. Draft LEP public exhibition completed on 19 February 2010. Review of submissions underway. Report to UPC in September 2010. Note: Recommended that the action completion date be revised from 30 September 2010 to 31 December 2010.	Manager Strategic Planning	30/09/2010	✔
4.3.1.2 Prepare additional heritage controls for Oxford Street Paddington.	In Progress	Consultant report for Oxford Street Paddington complete. Further discussions with City of Sydney Council required. Further work on project awaiting appointment of new Strategic Heritage Officer. Note: Recommended that the action completion date be revised to 31 December 2010.	Manager Strategic Planning	31/12/2010	✔
4.3.1.3 Carry out a study of hotels in Paddington to determine and establish more specific conservation controls.	In Progress	Research work completed by consultant and draft heritage inventory sheets prepared by Strategic Heritage Officer. Note: Recommended that the action completion date be revised to 31 December 2010.	Manager Strategic Planning	31/12/2010	✔

Priority Progress Comments:

Work focussed on preparation of heritage item draft LEP.



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Strategy 2025: 4.4 Encourage diversity in housing choice to suit a changing population.

Priority: 4.4.1 Ensure Council's planning documents support housing diversity.

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
4.4.1.1 Carry out the Housing Strategy Review with consideration of diverse housing choice.	In Progress	Survey and analysis of existing housing capacity and opportunities for housing growth complete. Presentations made to Strategic Planning Working Party (SPWP). Project linked to preparation of new Principal LEP. Presentation of opportunity sites for increased residential density made to SPWP on 18 June, 9 July, 6 August and 5 November 2009. Report on housing target to Urban Planning Committee on 1 February 2010. Council decision on 8 February to receive and note progress of work on housing target. Refer to Principal LEP project and Edgecliff Commercial Centre DCP for further progress on housing opportunity sites.	Manager Strategic Planning	31/12/2010	✔
4.4.1.2 Prepare new principal Local Environmental Plan (LEP) with consideration of diverse housing choice.	In Progress	Refer to project 4.1.1.1.	Manager Strategic Planning	31/03/2011	✔
4.4.1.3 Review Development Control Plans with consideration to diverse housing choice.	In Progress	Review of FSR and envelope controls being carried out. Material presented to Strategic Planning Working Party and Urban Planning Committee. Agreement from Dept of Planning about use of FSR and envelope controls. Modelling of new controls being prepared for two precincts. Note: Recommended that the action completion date be revised to 31 December 2010.	Manager Strategic Planning	31/12/2010	✔

Priority Progress Comments:

Work concentrated on two aspects. First, identifying housing capacity and opportunity for increased residential development. Second, reviewing residential controls relating to FSR and building envelope controls.






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THEME : Goal 5 PLACES AND SPACES: A liveable place.

Strategy 2025: 5.1 Enhance local community, cultural and recreation facilities to become more attractive, integrated, safe and accessible.

Priority: 5.1.1 Plan for community, cultural and recreation facilities to ensure they reflect community needs and aspirations.

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
5.1.1.1 Report on the viability of an aquatic centre, featuring a 50-metre pool, to be built in the Woollahra Municipality.	In Progress	A brief report updating the findings of the various studies undertaken on this issue since 1999 will be presented to the Community and Environment Committee in September 2010. At this stage, it is intended that the report will be prepared using previous consultant reports and internal expertise, rather than to engage an external consultancy. Should the Council resolve to progress the matter further, it will be necessary to engage external expertise.	Project Manager - Strategic Projects and Policy	30/09/2009	
5.1.1.2 Conduct a feasibility study to provide a multi-purpose community facility in the Paddington/Woollahra area.	Not commenced	Stage 1 of this study will commence in July 2010. This Stage will include the feasibility of improving access of the Woollahra Seniors and Community Centre, with the other facilities to be included in further stages.	Director Community Services	31/12/2010	
5.1.1.3 Provide analysis and conduct research for the development of a new central library in Double Bay.	In Progress	A Library Design Brief for Double Bay Central Library has been finalised. Architects, Brewster Hjorth have been appointed to develop a concept design for the Library by end August 2010. This project is listed in the 2010/11 Operational Plan.	Manager Library and Information Services	31/03/2010	
5.1.1.4 Manage the community facilities component of the Kiaora Lands Project.	In Progress	The community facilities component consists of the proposed new Library. Planning for the new Library commenced in May 2010, with the development of a Functional Brief. The next stage includes the development of a concept design to be incorporated into the development prior to the lodgement of the Development Application.	Director Community Services	30/06/2010	

Priority Progress Comments:

The provision of community, cultural and recreation facilities are under constant review, with a report on the provision of community facilities presented to the Community & Environment Committee in September 2009.



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Priority: **5.1.2** **Staged implementation of recommendations in the Access Action Plan relating to community and recreation facilities.**

Priority Progress Comments:


This is a rolling program of works that forms part of Council's annual capital works program, ensuring safe and accessible facilities.

Priority: **5.1.3** **Implement a prioritised program of improvements to community and recreation facilities.**

Priority Progress Comments:

Capital improvement projects approved by Council are underway. Refer to Capital Works program for details.


Priority: **5.1.4** **Implement major upgrades to recreation facilities.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
5.1.4.1 Complete reconstruction of Watsons Bay Baths.	Works Programmed	Design finalised. Tender awarded to Sydney Marina Contracting. Construction to be undertaken during winter 2010.	Manager Open Space and Trees	30/09/2010	
5.1.4.2 Improve facilities and amenities at Lyne Park Kiosk.	Preliminary Investigation	Rental options and assessment report completed. Plan of Management review planned to ensure that kiosk development is supported.	Manager Open Space and Trees	30/06/2010	

Priority Progress Comments:


Upgrades approved by Council to recreational facilities such as baths amenities and Watsons Bay library are underway. Refer to Capital Works program for details.

Priority: **5.1.5** **Implement upgrades to community and cultural facilities.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
5.1.5.1 Relocate Watsons Bay Library to the Tea Rooms.	Completed	Watsons Bay Library opened in its new premises in the Watson Bay Tea Gardens on Thursday 25 March 2010. A community open day and official opening were held to celebrate the new Library which has been well received by the local community.	Manager Library and Information Services	31/12/2009	



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<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
5.1.5.2 Improve accessibility at Double Bay Central Library.	Not commenced	DA approved December 2009. Project will now not commence as Council did not receive the grant from the State Government needed to complete the works.	Manager Property and Projects	31/12/2009	

Priority Progress Comments:

Upgrades to community and cultural facilities approved by Council underway. Refer to Capital Works Program for details.



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Strategy 2025: **5.2** **Provide and maintain safe, serviceable public infrastructure including roads, footpaths, stormwater drains and seawalls.**

Priority: **5.2.1** **Complete annual condition surveys and prepare 5 year and annual Capital Works Programs for all classes of public infrastructure.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
5.2.1.1 Conduct annual review of the Asset Management Plan for infrastructure assets.	Completed	Council adopted the Asset Management Policy on 28 June 2010. Asset Management Strategy and Asset Management Plans for Transportation and Stormwater Assets completed.	Manager Civil Works and Infrastructure	30/06/2010	✔
5.2.1.2 Participate in the Southern Sydney Regional Organisation of Councils street lighting improvement project.	Completed	All meetings attended as required.	Manager Engineering Services	30/06/2010	✔
5.2.1.3 Prepare Capital Works Program for Infrastructure Renewal and Stormwater Renewal.	Completed	Review of the 5 year and annual Capital Works Programs is completed annually in January/February as part of Council's Budget Development Cycle.	Manager Civil Works and Infrastructure	30/06/2010	

Priority Progress Comments:

The annual condition survey of our infrastructure assets completed as programmed. The 5 year Capital Works Program for all classes of public infrastructure has been adopted by Council in April as part of Council's budget development process.

Priority: **5.2.2** **Implement the Capital Works Program for renewal of all classes of public infrastructure.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
5.2.2.1 Implement the Stormwater Capital Works Program.	Completed	Stormwater Capital projects approved by Council are in progress. Refer to projects in the Capital Works Program for details.	Manager Property and Projects	30/06/2010	
5.2.2.2 Implement the Streetscape Works Program.	Works in Progress	Streetscape Works Program as designed are complete. Bellevue Hill project 100% complete New South Head road project 91% complete. Works over Sydney Water channel being designed.	Manager Property and Projects	30/06/2010	✔




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Priority Progress Comments:

Refer to Capital Works Program for details.

Priority: 5.2.3 Implement Infrastructure Maintenance Program including restorations following utility works.

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
5.2.3.1 Implement the infrastructure maintenance programs including restoration works following utility works.	Ongoing	<p>Maintenance program for Council's Civil Infrastructure ongoing. Works completed as programmed.</p> <p>Scheduled inspection and cleaning of pits and pipes ongoing and completed as per weekly/monthly inspections program.</p> <p>In the fourth Quarter: Pollutants removed from GPTs: 8 GPTs inspected and cleaned; 21.1 tonnes of pollutants removed comprising of 17% Sediments; 16% Litter; 68% Organics.</p> <p>Pollutants removed from pits: 183 Pits inspected and cleaned; 11,235 kgs of pollutants removed comprising of 29% Sediments; 11% Litter; 60% Organics.</p> <p>Restoration works following utility upgrades ongoing. Restoration works completed as programmed.</p>	Manager Civil Works and Infrastructure	30/06/2010	

Priority Progress Comments:

Infrastructure Maintenance Program including restorations following utility works have been completed as programmed.



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Strategy 2025: **5.3** **Provide attractive, accessible, connected and safe parks, sportsgrounds, beaches and other public spaces.**

Priority: **5.3.1** **Ensure Plans of Management for public open spaces are updated periodically and reflect community needs and aspirations.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
5.3.1.1 Review and update Plans of Management for Redleaf Gardens, Woollahra Park and Natural Areas (Foreshores).	Works Commenced	Plans of Management for Redleaf Gardens and Woollahra Park are currently on hold as urgent reviews of Yarranabbe Park and Chiswick Gardens have been commenced and completed respectively. Natural Area (Foreshores) POM review has commenced. Note: Redleaf and Woollahra Park PoM reviews to be undertaken in 2010/2011.	Manager Open Space and Trees	30/06/2010	✔
5.3.1.2 Review and update the Plan of Management and Masterplan for Yarranabbe Park.	Community Consultation	Tender awarded to Guy Sturt and Associates. Note: Project not completed in 2009/2010.	Manager Open Space and Trees	30/06/2010	✔

Priority Progress Comments:

Plans of Management for public open space are periodically reviewed.

Priority: **5.3.2** **Implement a prioritised program of improvements to public open spaces.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
5.3.2.1 Implement staged actions arising from the Recreational Needs Assessment.	Completed	Agreed works relating to Recreational Needs Assessment (RNA) undertaken. We have forecast further works and funding for the RNA outcomes for the 2010/2011 financial year.	Manager Open Space and Trees	30/06/2010	✔

Priority Progress Comments:

Agreed improvements to public open space undertaken.

Priority: **5.3.3** **Implement major upgrades to open spaces.**



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<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
5.3.3.1 Implement the Gap Park Masterplan (Stage 1).	Completed	Agreed works undertaken within funding limits. CCTV, stairs and emergency phones installed.	Manager Open Space and Trees	30/06/2010	✔
5.3.3.2 Complete Lyne Park carpark upgrade (extent depends on Grant outcome).	Documentation	Tender documents completed. Looking at funding options for 2010/2011. Note: This project will not commence this financial year.	Manager Open Space and Trees	30/06/2010	✔

Priority Progress Comments:

Agreed major open space upgrades implemented.

Priority: **5.3.4 Complete annual maintenance programs for public spaces.**

Priority Progress Comments:

Maintenance programs and schedules completed to target.

Priority: **5.3.5 Support and promote public safety in public open spaces through local law enforcement officers.**

<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
5.3.5.1 Implement the Companion Animals and Animal Control Program.	Ongoing	Rangers and Companion Animals Officer undertaking educational and statutory functions on an ongoing basis, including routine patrols, responding to complaints, issuing warnings/fines and issuing notices and orders.	Manager Compliance	30/06/2010	

Priority Progress Comments:

Patrols conducted of public open spaces, together with the investigation and actioning of customer requests/complaints by Council's Rangers.

Priority: **5.3.6 Provide lifeguard services to Camp Cove Beach.**



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Priority Progress Comments:

Lifeguard services commenced in October 2009 and will continue through to Easter.



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Strategy 2025: **5.4** **Protect trees, streetscapes and landscapes.**

Priority: **5.4.1** **Implement adopted policy for public and private tree management throughout Woollahra.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
5.4.1.1 Update the Significant Tree Register.	Not commenced	Awaiting outcomes of review of the Tree Management Policy. Note: This project will be undertaken in 2010/2011.	Manager Open Space and Trees	30/06/2010	✔
5.4.1.2 Complete the Street Tree Masterplan.	In Progress	Draft STMP prepared. Awaiting outcomes of review of the Tree Management Policy to finalise this master plan.	Manager Open Space and Trees	31/12/2010	✔
5.4.1.3 Implement electronic asset inventory and condition surveys for all street trees and park trees in high visitation areas.	Works in Progress	Electronic asset inventory and condition survey for some park trees commenced. Street trees being assessed to schedule. Investigation options for software upgrade.	Manager Open Space and Trees	31/12/2010	✔
5.4.1.4 Finalise Tree Management Policy for adoption by Council.	Works Commenced	Draft Tree Management Policy prepared.	Manager Open Space and Trees	30/06/2010	✔

Priority Progress Comments:

Draft Tree Management Policy prepared.



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Strategy 2025: **5.5** **Encourage vibrant well maintained and connected neighbourhoods and town centres that build a sense of community.**

Priority: **5.5.1** **Implement Neighbourhood Centre Strategies (Stages 2 and 3) considering neighbourhood functionality.**

Priority Progress Comments:

No work commenced.

Priority: **5.5.2** **Staged implementation of recommendations in the Disability Action Plan relating to town centres and neighbourhoods.**

Priority Progress Comments:

Upgrades in accordance with the Disability Action Plan by Council are underway. Refer to Capital Works Program for details

Priority: **5.5.3** **Maintain and improve accessibility to public places for all user groups.**

Priority Progress Comments:

Maintenance of accessibility routes undertaken. Planning for improved access underway.



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Strategy 2025: **5.6** **Reduce impacts of local flooding and improve floodplain risk management.**

Priority: **5.6.1** ***Develop and implement a five year capital renewal program for stormwater drainage infrastructure and Environmental Works Program for water quality improvements.***

Priority Progress Comments:

Stormwater Capital Works projects approved by Council are in progress. Refer to Capital Works Program for details.

Priority: **5.6.2** ***Develop Floodplain Risk Management Plans for all Woollahra catchments: Rushcutters Bay, Double Bay, Rose Bay and Vacluse.***

Priority Progress Comments:

Rushcutters Bay: Flood Study Completed. Risk Study and Plan commenced.
 Double Bay: Flood Study Completed. Risk Study and Plan commenced.
 Rose Bay & Vacluse: Flood Study 90% completed. Risk Study and Plan not commenced.



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THEME : Goal 6 PLACES AND SPACES: Moving around.

Strategy 2025: 6.1 Facilitate a network of accessible and safe transport options.

Priority: 6.1.1 Provide for sustainable, safe convenient and efficient local movement of pedestrians and vehicles.

<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
6.1.1.1 Complete and implement Pedestrian Access and Mobility Plans.	Ongoing	3 projects deleted following review (Comber/Boundary, Caledonia/Jersey & Glenmore/Liverpool north side). Jersey Road/Underwood Street deferred to 2010/11. All other projects completed.	Manager Engineering Services	30/06/2012	✔
6.1.1.2 Convene a Community Transport Forum to involve Councillors and organisations in lobbying on transport issues.	Not commenced	Planned forum on alternative transport modes delayed and will be rescheduled in 2010/2011.	Manager Engineering Services	30/06/2010	✔
6.1.1.3 Contribute to the (Eastern) Inner City Council's Forum for Transport Staff.	Completed	Forum held in February 2010 with officer representatives from City of Sydney, Waverley and Randwick Councils.	Manager Engineering Services	30/06/2010	✔
6.1.1.4 Review the Woollahra Traffic and Transport Strategy.	In Progress	Review commenced and will be completed in 2010/2011.	Manager Engineering Services	31/12/2009	✔
6.1.1.5 Implement projects arising from recommendations of the Woollahra Local Traffic Committee.	Completed	Northland Road - Completed. Village Lower Road - Completed. Edgecliff Road at Wallis Street - Completed. Pinehill Avenue - RTA approval obtained. Darling Point Road and Mona Road - Issued for construction. New Beach Road completed.	Manager Engineering Services	30/06/2010	✔
6.1.1.6 Implement project and actions adopted in the Woollahra Bike Strategy.	Completed	Bike Strategy adopted November 2009. 8 of the 10 projects planned for 2009/10 were adopted by Council and have been completed.	Manager Engineering Services	30/06/2012	✔

Priority Progress Comments:

Traffic matters investigated promptly and reported to the Woollahra Traffic Committee. Proposals in the Paddington PAMP and Darling Point Study completed or in progress.

Priority: 6.1.2 Convene and service the Woollahra Local Traffic Committee and implement actions arising from this Committee's recommendations as adopted by Council.



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Priority Progress Comments:

Traffic Committee meetings held monthly as scheduled. Extraordinary meetings held as found necessary. Actions resulting from Traffic Committee progressed and implemented.



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Strategy 2025: **6.2** **Manage public parking on-street and off-street.**

Priority: **6.2.1** **Manage public parking infrastructure and access to parking across the municipality.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
6.2.1.1 Implement the traffic capital works program.	Works in Progress	Traffic Capital projects approved by Council are in progress.	Manager Civil Works and Infrastructure	30/06/2010	✔
6.2.1.2 Review resident parking schemes including inventory, surveys of eligible properties and eligibility criteria.	In Progress	Reports presented to Council on the review carried out of the Woollahra 1, Woollahra 2, Paddington 4, Paddington 2 and Edgecliff 1 Resident Permit Parking Scheme Areas. Further reports are currently being prepared on the Woollahra 1 and Paddington 4 Resident Parking Schemes following the public exhibition of the recommended changes to these schemes. The Paddington 3, Edgecliff 2 and Rushcutters Bay 1 Schemes currently in the process of being reviewed.	Project Manager - Strategic Projects and Policy	31/12/2009	✔
6.2.1.3 Review and upgrade parking facilities at Lyne Park.	Design/Scope of Works	Designs being finalised for works scheduled for 2010/2011. Note: No on ground construction in 2009/2010.	Manager Open Space and Trees	31/12/2009	✔

Priority Progress Comments:

Resident Permit Parking studies completed for Woollahra 1, Woollahra 2 and Paddington 4. Review in progress in Rose Bay area. Parking review completed in Double Bay and Oxford Street shopping centres.

Priority: **6.2.2** **Provide parking enforcement services.**

Priority Progress Comments:

Parking enforcement services provided throughout the Municipality.



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Strategy 2025: **6.3** **Promote provision of better, more integrated public and community transport.**

Priority: **6.3.1** **Provide services and programs to support improved and accessible public transport.**

Priority Progress Comments:



Public Transport Forum to be held in February 2010.

Priority: **6.3.2** **Review and analyse bus, train and ferry services, and linkages between services and lobby State Government.**

Priority Progress Comments:

Submission forwarded to Ministry of Transport requesting disability access at Edgecliff interchange. Requests forwarded to Sydney Buses to improve Darling Point and Watsons Bay services and connectivity.

Priority: **6.3.3** **Maintain and upgrade where possible, public transport facilities.**

<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
6.3.3.1 Implement the Disability Access for Bus Shelters Program.	Completed	Various access works including regrading of footpaths, ramps and handrails completed at 35 bus stops.	Manager Engineering Services	30/06/2010	
6.3.3.2 Implement bus shelters improvement program.	Completed	Watsons Bay bus shelter is complete.	Manager Property and Projects	30/06/2010	

Priority Progress Comments:

Bus shelters completed in Edgecliff Road (2) and in New South Head Road. Bus shelter in Eastbourne Avenue being refurbished. Disability access to bus stops under investigation.

Priority: **6.3.4** **Provide community transport connections between neighbourhoods and town centres.**



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Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
6.3.4.1 Report on the feasibility of providing a community shuttle bus between neighbourhoods and community nodes to provide a free and convenient local service for residents.	In Progress	Reported to Community & Environment Committee on 28 June 2010. Deferred for further investigation. Investigation to include workshops with Councillors to be convened in 2010/2011.	Manager Engineering Services	31/12/2009	✔

Priority Progress Comments:

Information provided to Community Services on possible routes for community shuttle service.

Priority: 6.3.5 Contract Holdsworth Community Centre and Services to conduct individual and community transport services throughout the Municipality.

Priority Progress Comments:

The 2009/10 Holdsworth Community Centre and Services Strategic Plan has been endorsed by Council, including the continued provision of individual and community transport services.



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THEME : Goal 7 A HEALTHY ENVIRONMENT: Protecting our environment.

Strategy 2025: 7.1 Protect natural landscapes and systems.

Priority: 7.1.1 Plan and implement strategies and initiatives to enhance natural landscapes and systems.

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
7.1.1.1 Develop the Environmental Management Plan.	In Progress	Environmental Management Plan being changed to Sustainability Action Plan as directed by DECCW.	Manager Open Space and Trees	30/06/2010	✔
7.1.1.2 Implement the Cooper Creek Rehabilitation Project (DECC project).	Completed	Stage one, upper pond, completed. Investigations underway for further work for this 3 year project.	Manager Open Space and Trees	30/09/2011	✔

Priority Progress Comments:

Agreed initiatives developed and implemented.
Planning for future natural landscapes and systems enhancements commenced.

Priority: 7.1.2 Implement a prioritised program of improvements to natural areas.

Priority Progress Comments:

Implementation of improvement program for natural areas undertaken.

Priority: 7.1.3 Educate and partner with the community on the protection of natural areas and waterways, including Bushcare.

Priority Progress Comments:

Bushcare, Streamwatch and other identified environmental education partnerships developed and undertaken.

Priority: 7.1.4 Provide scheduled tree maintenance program and services and respond to customer needs.



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<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
7.1.4.1 Complete the Street Tree Masterplan.	Works Commenced	Draft Street Tree Masterplan prepared.	Manager Open Space and Trees	30/06/2010	

Priority Progress Comments:

Scheduled and customer request tree maintenance programs undertaken.



Annual Progress Report

Strategy 2025: 7.2 Preserve and restore bushland areas and create wildlife corridor plantings.

Priority: 7.2.1 *Continue the implementation of the Greenweb Street Tree Strategy.*

Priority Progress Comments:

Greenweb street tree plantings undertaken.



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Strategy 2025: 7.3 Support cleaner, healthier waterways including improved water quality and healthy water catchments, creeks and harbour.

Priority: 7.3.1 *Implement a five year capital renewal program for stormwater drainage infrastructure and Environmental Works Program for water quality improvement.*

Priority Progress Comments:

Stormwater Capital Works projects approved by Council are in progress. Refer to Capital Works Program for details.

Priority: 7.3.2 *Undertake water quality monitoring for public waterways.*

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
7.3.2.1 Develop the Water Quality Monitoring Strategy.	Completed	Testing of water quality commenced in some areas. An overall strategy is being developed for the LGA.	Manager Open Space and Trees	31/12/2009	

Priority Progress Comments:

Monitoring equipment purchased and monitoring program undertaken.

Priority: 7.3.3 *Provide street cleaning services to prevent litter and dirt entering the stormwater drainage system.*

Priority Progress Comments:

Maintenance and service program for street cleaning is progressing to target. Over 802 tonnes of litter and leaves removed from gutters in 09/10 financial year.

Priority: 7.3.4 *Implement the Stormwater Asset Strategy and Stormwater Works Program.*

Priority Progress Comments:

Capital projects approved by Council are in progress. Refer to Capital Works Program for details.



Annual Progress Report

THEME : Goal 8 A HEALTHY ENVIRONMENT: Sustainable use of resources.

Strategy 2025: 8.1 Reduce greenhouse gas emissions and ecological footprint.

Priority: 8.1.1 Provide policy and planning initiatives based on the principles of Ecologically Sustainable Development (ESD).

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
8.1.1.1 Integrate Ecological Sustainable Development (ESD) considerations within the new principal Local Environmental Plan (LEP).	In Progress	Work commenced. Provisions being prepared by Department of Planning for Standard Instrument and then inclusion in Woollahra Principal LEP.	Manager Strategic Planning	31/03/2011	

Priority Progress Comments:

Work focussed on new Principal LEP and standard ESD provisions.

Priority: 8.1.2 Provide programs and projects to reduce local greenhouse gas emissions and ecological footprint.

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
8.1.2.1 Participate and implement projects arising from the Three Council Ecological Footprint Project.	Completed	Projects underway include: - Rose Bay promenade water quality monitoring underway - Barrett sustainable demonstration house fitout is now completed and the house is now open to the public. - Compost revolution project (Randwick and Waverley major project). - Community solar project has commenced.	Manager Open Space and Trees	30/12/2012	✔
8.1.2.2 Implement Council's Energy Savings Action Plan.	Completed	Preparing information for annual Department of Environment and Climate Change (DECCW) Reporting.	Manager Open Space and Trees	30/06/2010	✔
8.1.2.3 Participate in Barrett House, Sustainable Demonstration House Project.	Completed	The fitout of Barrett House has been completed, the house is now open to the public as an energy efficient demonstration house.	Manager Open Space and Trees	30/06/2010	



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Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
8.1.2.4 Implement the Sustainability Street project.	In Progress	Our Environmental Education Officer is facilitating the formation of community groups to implement sustainability street projects in Woollahra as part of the 3 Council ecological footprint project. Note: This project is planned to run beyond the 3 year grant timeframe.	Manager Open Space and Trees	30/06/2010	✔
8.1.2.5 Implement the Environmental Education Program for each year.	Completed	Agreed Environmental Education Program implemented this year.	Manager Open Space and Trees	30/06/2012	✔

Priority Progress Comments:

Programs and projects to reduce greenhouse gas emissions and to reduce ecological footprint in place.

Priority: **8.1.3 Coordinate Council's Environmental Grants Program.**

Priority Progress Comments:


Grants have been awarded to 12 community groups.



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Strategy 2025: **8.2** **Monitor and strategically manage environmental risks and impacts of climate change.**

Priority: **8.2.1** **Participate in projects that respond to the effects of climate change, including the effects of sea level rise.**

<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
8.2.1.1 Participate in the Cities for Climate Protection (CCP) Sustainable Transport Forum.	Ongoing	Attended two forums of transport staff from south-east councils to discuss metropolitan transport issues.	Manager Engineering Services	30/06/2010	

Priority Progress Comments:

Participation in projects that respond to climate change and sea level rise organised and undertaken.



Annual Progress Report

Strategy 2025: **8.3** **Encourage and assist our community to be leaders in waste management and resource recycling.**

Priority: **8.3.1** **Encourage greater community participation in waste reduction, recycling and composting initiatives.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
8.3.1.1 Review the household clean-up collection service.	Completed	A report was passed by Council reducing the collection from 4 per year to 3 per year for each household. The new schedules commenced in the third quarter and resulted in an 84 tonne reduction on 2008/09 figures.	Manager Depot and Waste Services	31/12/2009	
8.3.1.2 Participate in the regional recycling project.	Ongoing	This is an ongoing action and we continue to take part in regional and internal initiatives to increase recycling.	Manager Depot and Waste Services	30/06/2010	
8.3.1.3 Review green waste services.	Completed	The green/organics waste service was part of the overall waste policy recently approved by Council. This service is now provided to all residents within the municipality. Worm farms and compost bins be purchased through Council by residents.	Manager Depot and Waste Services	31/12/2009	

Priority Progress Comments:

Waste collection and education services are progressing in accordance with set targets and on budget. 11505 tonnes of garbage was collected in 2009/10, slightly down on previous figures

Priority: **8.3.2** **Implement programs to educate the community including schools, residents, community groups, businesses and staff on reducing waste and litter and increasing recycling.**

Priority Progress Comments:

School and community education programs are progressing to target.

Priority: **8.3.3** **Conduct cost effective and efficient waste collection and recycling to residents and businesses.**

Priority Progress Comments:

Waste collection services continuing to set schedules and within budget. Organics collection has now been rolled out through all areas of the municipality and worm farms and compost bins are now being sold to residents.



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Priority: 8.3.4 Conduct organics recycling service.

Priority Progress Comments:


Organics collection service is progressing in accordance with set targets. Small organics bins with lids have been delivered to residents of Paddington to assist them in participating in the organics collection service. 3,583 tonnes of organics collected in 2009/10, 200 tonnes more than previous years.



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Strategy 2025: **8.4** **Reduce local water usage by Council and on private property.**

Priority: **8.4.1** **Encourage greater community participation in water savings initiatives.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
8.4.1.1 Develop a policy on controlling bore water use.	Preliminary Investigation	Council has commenced monitoring in house bore water use as part of Council's Water Savings Action Plan (WSAP). Council will liaise with State Government on private bore water use issues. Note: This project will complete 30 June 2011.	Manager Open Space and Trees	30/06/2010	

Priority Progress Comments:

Initiatives to encourage community participation in water saving in place.

Priority: **8.4.2** **Implement the Environmental Education Program for each year.**

Priority Progress Comments:

Environmental Education Program implemented.

Priority: **8.4.3** **Educate the community to reduce use of potable water.**

Priority Progress Comments:


Community education program for water use reduction implemented.



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Strategy 2025: 8.5 Promote and carry out water sensitive urban design.

Priority: 8.5.1 Integrate water sensitive urban design into local infrastructure and development.

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
8.5.1.1 Include water sensitive urban design considerations into the new Comprehensive principal Local Environmental Plan (LEP).	In Progress	Work commenced. General ESD provisions being prepared by Department of Planning for Standard Instrument and then inclusion in Woollahra Principal LEP.	Manager Strategic Planning	31/03/2011	
8.5.1.2 Implement the monitoring program for water sensitive urban design at Rose Bay promenade.	Completed	Rose Bay promenade water quality monitoring undertaken for 2009/2010.	Manager Open Space and Trees	30/06/2010	

Priority Progress Comments:

Program of Water Sensitive Urban Design (WSUD) projects developed.




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THEME : Goal 9 LOCAL PROSPERITY: Community focused economic development.

Strategy 2025: 9.1 Encourage vibrant and vital local activity centres that support a healthy economy.

Priority: 9.1.1 Maintain access to parking for local residents and commercial centres, and manage paid parking facilities.

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
9.1.1.1 Undertake a review of car parking restrictions.	Ongoing	Review of Double Bay and Oxford Street shopping centres completed. 3 resident parking schemes reviews completed.	Manager Engineering Services	30/06/2011	

Priority Progress Comments:

Reviews completed in Woollahra 1 & 2, Paddington 4 Resident Permit Parking Schemes, and currently in progress in Rose Bay. Reviews completed of shopper parking in Double Bay and Oxford Street business centres.

Priority: 9.1.2 Encourage economic development in business and retail centres.

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
9.1.2.1 Participate in the Double Bay Partnership.	Ongoing	The Director of Planning and two Councillors are members of the Board of the Double Bay Partnership and have participated in Board meetings.	Director Planning and Development	31/12/2009	

Priority Progress Comments:

Council has continued to support the operation of the Double Bay Partnership which is working to achieve a vibrant and viable Double Bay business centre.

Priority: 9.1.3 Carry out urban design studies for areas, precincts and sites.



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Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
9.1.3.1 Undertake Oxford Street Paddington business management.	In Progress	Retail study by Urbis JHD completed. Discussions have occurred with City of Sydney Council. Reports to Urban Planning Committee on 14 May, 9 July and 14 August 2007. Decision of Council on 27 August 2007 to enter into discussions with the City of Sydney Council for a centre management model. Discussions have occurred and contact has been made with a newly created Oxford Street Partnership. Awaiting further response and submission from Oxford Street Paddington business group. Note: Recommend that the action completion date be revised to 31 December 2010.	Manager Strategic Planning	31/12/2010	✔
9.1.3.2 Continue Neighbourhood Centres Strategy, Stages 2 and 3 to encourage commercial vitality of centres.	Not commenced	Not commenced. Note: Recommend that the action completion date be revised to 30 June 2011.	Manager Strategic Planning	30/06/2011	✔
9.1.3.3 Develop and adopt the Edgecliff Commercial Centre Development Control Plan.	In Progress	Research commenced. Linked to preparation of new Principal LEP. Presentations made to Strategic Planning Working Party in regard to housing targets. Computer modelling of development options prepared by consultants and presented to SPWP on 5 November 2009. Report on SPWP meetings, including Edgecliff Commercial Centre options, considered by Urban Planning Committee on 1 February 2010. Council decision on 8 March to receive and note report. Meeting held with NSW Government departments to consider redevelopment options over bus and rail interchange. Further meetings held in May and July. Consultation regarding all Edgecliff Commercial Centre opportunity sites held with property owners and owners of properties adjoining sites during May to July. Reporting on submissions to occur in last quarter of 2010. Note: Change end date from 30 June 2011 to 31 March 2011 to be consistent with project 4.1.1.9	Manager Strategic Planning	30/06/2011	✔

Priority Progress Comments:

On 23 August 2010 Council resolved to not proceed with a proposal to increase the development potential of the Edgcliff centre as part of its residential strategy. A new approach will



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need to be developed for the preparation of the Edgecliff Commercial Centre DCP. This will need to be the subject of further consideration and report to the Urban Planning Committee.

Priority: **9.1.4** ***Manage and promote open space and foreshore areas with high visitation rates.***

Priority Progress Comments:

Promotional material and bookings management system in place.



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Strategy 2025: **9.2** **Balance tourism demands with impacts on the community.**

Priority: **9.2.1** **Ensure planning for high profile tourism areas considers and protects residential amenity.**

Priority Progress Comments:

Two projects within the Double Bay commercial centre are currently being developed in consultation with Council staff. These are the redevelopment of the Stamford Plaza Hotel and the development of the Kiaora Lands site. Both projects will be designed to ensure that the residential amenity of adjoining and nearby properties will be protected.



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Strategy 2025: **9.3** **Maintain a high quality public domain to support and promote local business.**

Priority: **9.3.1** **Provide services to meet community expectations in relation to the presentation of business centres and high profile areas.**

Priority Progress Comments:

Services carried out on time and to budget. 714 tonnes of rubbish collected from public litter bins in 2009/10 financial year. 174 tonnes more than last year. Maintenance services carried out on schedule and to budget.

Priority: **9.3.2** **Provide street furniture maintenance services.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
9.3.2.1 Implement the Streetscape Improvements Program.	Works in Progress	Streetscape project in Belleview Hill is complete and Double Bay Business areas is complete except for works over the stormwater channel which is jointly funded with Sydney Water.	Manager Property and Projects	30/06/2010	✔
9.3.2.2 Review maintenance and planting policies and practices for our open spaces.	In Progress	Woollahra's Tree Management Policy, which will give direction to our planing policies and practices, is currently being prepared. A draft was presented to Council in November 2009. The Vegetation Management Working Party continue to refine this document.	Manager Open Space and Trees	30/06/2010	✔

Priority Progress Comments:

Projects implemented as required. Refer to Capital Works Program for details.




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THEME : Goal 10 COMMUNITY LEADERSHIP AND PARTICIPATION: Working together.

Strategy 2025: 10.1 Improve communication with the community and increase awareness of Council activities.

Priority: 10.1.1 Provide professional publications, promotional material and media releases.

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
10.1.1.1 Develop a style guide to improve recognition of Council's brand.	Completed	Completed. CD versions of the manual have been circulated to relevant staff. The Style Guide has also been added to the K drive for easy reference by staff.	Manager Communications	30/09/2009	
10.1.1.2 Develop online newsletters for specific areas of interest.	Ongoing	Ongoing. What's On Newsletter subscription online completed August 2009. Our website team have developed enewsletters for sustainability/the environment and for bushcare volunteers. Another newsletter for Woollahra Small Sculpture Prize is also available for subscription. Communications continue to publish a Monthly What's On newsletter in the Wentworth Courier, the Mayoral column and the website has just undergone an upgrade to the home page based on user statistics and customer feedback.	Manager Communications	31/12/2009	

Priority Progress Comments:

Woollahra News our community bulletin is published monthly in the Wentworth Courier. Regular media releases are issued on Council actions, initiatives and events to promote our work, events, facilities and the opportunity for engagement. Our website is updated daily/weekly with news content and event information and revisions to service information for public use and benefit. Regular advertising, by way of our notification page and the Mayoral column also enhances public awareness of our initiatives. Our events are also used to showcase our community, build skills and awareness and encourage two way communication between Council and the community. As much as possible Mayoral speeches also include relevant information on our services, facilities and projects in an effort to broaden public awareness of what we do. An e-newsletter on bushcare and environmental issues are now available for public subscription. A website page to celebrate our 150th anniversary was launched in April and other activities and events were conducted to increase awareness of the celebrations and our local history - which have been well received.

Priority: 10.1.2 Provide educational tours for school children and community groups on local government processes and Council's role in the community.

Priority Progress Comments:


Council's communication department has developed a program on local government processes and Council's role in the community. Council conducts educational tours for school children and community groups on an ongoing basis throughout the year. Tours and excursions are regularly held at the Council Chambers in consultation with our environmental education staff. Feedback from staff has been positive for all 2010 visits.



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Strategy 2025: **10.2** **Plan for the long term future for Woollahra.**

Priority: **10.2.1** **Develop and maintain a long term Community Strategic Plan for Woollahra.**

<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
10.2.1.1 Develop and implement a community engagement program to inform the Woollahra Community Strategic Plan 2025.	Completed	Community Engagement and the Community Survey were completed in December 2009, with the results presented to Council in February 2010.	Director Community Services	31/12/2009	

Priority Progress Comments:

The Woollahra Community Strategic Plan - Woollahra 2025 - our community..our place..our plan - was adopted by Council on 27 April 2010, following a public exhibition period of 28 days. This Plan sets the long term community direction for Woollahra.



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Strategy 2025: **10.3** **Build and foster relationships, strategic networks and work collaboratively with all levels of government,**

Priority: **10.3.1** **Work closely with the Southern Sydney Regional Organisation of Councils (SSROC) to improve service efficiency and effectiveness and to promote Council's position on matters of common interest.**

<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
10.3.1.1 Actively participate in a range of SSROC Working Groups formed to undertake projects.	Ongoing	Action ongoing.	General Manager	30/06/2010	


Priority Progress Comments:

Council continues to work closely with SSROC in all areas including ordinary, standing committees and working parties.



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THEME : Goal 11 COMMUNITY LEADERSHIP AND PARTICIPATION: Well managed Council.
Strategy 2025: 11.1 Facilitate community led decision-making that is open, honest and ethical and benefits the broad community.
Priority: 11.1.1 Undertake community consultation and engagement processes in Council decision-making and the delivery of projects.

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
11.1.1.1 Amend Council website to reflect Council's consultation and engagement processes.	Ongoing	Council's website is continually reviewed and updated to ensure the accuracy and currency of information presented. Details of the recent community engagements project are available on the website. The Have Your Say section of the website is being used to engage community opinion and feedback via submissions on a range of issues, particularly those relating to planning and development proposals.	Manager Communications	30/06/2010	

Priority Progress Comments:

Community consultation is being done across the organisation regularly on a broad range of issues and programs. Communications staff assist with promoting the engagement process through media, advertising and other promotional opportunities as requested. The extent of promotion is largely guided by the scope and reach of the project objectives and budget. Specifically this quarter assistance has been provided to strategic planning on the Kiaora Lands project and to the Paddington ward councillors in promoting the first of their public meetings, held on 29 April.

Priority: 11.1.2 Provide organisational support systems that facilitate transparent and democratic decision-making.

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
11.1.2.1 Review ward boundaries to ensure legislative compliance.	Completed	Enrolment statistics have been kept under review to ensure that Council complies with the legislative requirements. At 30 June the ward enrolment variation was 9.79% which was within the variation limit permitted by the Local Government Act before boundary changes are required to be made. Council has advised the Division of Local Government, Department of Premier and Cabinet that it intends to take no further action in relation to ward boundaries until after the 2012 local government general election.	Manager Governance	30/06/2010	



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Priority Progress Comments:


Democratic and transparent decision making is an important part in maintaining the community's support and confidence in Council. Council's well established and documented processes are continually under review and allows the community to participate and scrutinise the decisions of Council. The community's involvement in the process is facilitated by the timely availability of meeting agendas on Council's website, at Council's Customer Service Centre and libraries, access to Council documents and files relating to agenda matters, open Committee meetings where members of the public can address the Councillors to voice their opinions, and the timely release of the meeting minutes on Council's website and at Council's Customer Service Centre.



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Strategy 2025: 11.2 Develop and maintain effective reporting systems that enable Council to measure and report on performance.

Priority: 11.2.1 *Ensure Council maintains a transparent and integrated planning and reporting framework that is legislative compliant and facilitates effective decision-making.*

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
11.2.1.1 Continue the implementation of a contemporary corporate planning and reporting software system to support the integrated framework.	Completed	<p>Council has successfully fulfilled its obligations as a Group 1 nominated Council to have implemented the Division of Local Government's Integrated Planning & Reporting Framework by 30 June 2010. This involved the adoption of the Community Strategic Plan, Delivery Program and Operational Plan, as well as the preparation of a Resourcing Strategy comprising a Long Term Financial Plan, Human Resources Management Plan and an Asset Management Strategy. Council has extended the framework to include Departmental Business Plans, all linked to the other Corporate Planning documents through the corporate planning & reporting software system (Interplan).</p> <p>Third quarter progress reports on the Delivery Program 2009 to 2013 and Operational Plan 2009/10 were presented to Council Committees in May 2010. Work also continued during the June quarter on the implementation of the Interplan Risk Management Module to enable the integration of Council's enterprise risk management processes with the corporate reporting software system.</p>	Director Corporate Services	30/06/2010	


Priority Progress Comments:

Council has successfully implemented an Integrated Planning and Reporting Software System (Interplan) to measure and report on its performance against all Priorities and Actions contained in its Delivery Program and Operational Plan. Quarterly progress reports have been presented to Council during 2009/10. The corporate use of Interplan has now been extended to include detailed business plans for all Council Departments with particular emphasis being placed on the development of service improvement initiatives across all areas of Council's operations. Work will continue in 2010/11 on the implementation of the Interplan Risk Management Module to enable the integration of Council's enterprise risk management processes with the corporate reporting software system.

Priority: 11.2.2 *Ensure council maintains a strong governance framework by continually reviewing Council policies and procedures for adequacy and currency.*




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Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
11.2.2.1 Undertake a review of Council's systems, policies and procedures against the Department of Local Government's Promoting Better Practice Program Guidelines.	Completed	This action was commenced as an internal review of Council's systems, policies and processes in November 2009. While preparing information for the internal review Council was advised by the Division of Local Government, Department of Premier and Cabinet that they had commissioned IAB Services to undertake a Promoting Better Practice review of Council on behalf of the Division. The review was conducted in May and Council is awaiting the review findings. Due to the proactive approach taken to commence our own internal review, Council was well placed to participate in the external review.	Manager Governance	31/12/2009	

Priority Progress Comments:

All Governance policies and procedures are reviewed on an ongoing basis to ensure they meet legislative requirements and best practice standards.

Priority: 11.2.3 Report regularly on Council's activities and achievements to the community.

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
11.2.3.1 Develop a program of reporting to the community.	Ongoing	Council regularly reports to the community on Council's activities and achievements by media release, Mayoral column, Woollahra News, advertising, website, newsletters, customer service power point presentation slides, displays, events and brochures/posters.	Manager Communications	30/06/2010	

Priority Progress Comments:


We have already developed established communication methods for updating the community on our achievements: the media, promotional material, the website, displays, advertising and events. These methods are used regularly to communicate our activities and achievements.



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Strategy 2025: **11.3** **Maintain community access and effective participation in Council committees.**


Priority: **11.3.1** **Provide effective support to manage the efficient operation of Council and other Committee meetings.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
11.3.1.1 Review Council's business paper preparation and minutes recording processes in conjunction with the implementation of the integrated planning and reporting system.	Completed	The third quarterly reports (March 2010 quarter) of the Delivery Program and Operational Plan were submitted to Committees in May 2010. The format and information provided in the quarterly reports is continually under review in conjunction with the continued development and implementation of Council's integrated planning and reporting program.	Manager Governance	31/12/2009	

Priority Progress Comments:

Support to Council and Committee meetings is ongoing and includes the timely preparation and delivery of meeting agendas to Councillors and the public, provision of staff to attend meetings and record the decisions of the meetings, provision of advice to the Committee Chairperson on the legislative and policy requirements for the efficient operation of the meeting, and the distribution and publication of the meeting decisions to Councillors, staff and the public. Council also maintains a "Motions" database that records all decisions of Council and provides a system to manage the implementation of the decisions.

Priority: **11.3.2** **Encourage community representation on subject based sub-committees.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
11.3.2.1 Review Sub-Committee terms of reference and membership.	Completed	The following subject based sub-committees have been reviewed: Access Committee, Animal Advisory Committee, Community Safety Committee, Ecological Sustainability Task Force, Floodplain Risk Management Committee, Public Art Advisory Committee, Stormwater Management Working Party, Vegetation Management Working Party, Woollahra Small Sculpture Prize Committee and Yarranabbe Park Plan of Management Steering Committee. Each sub-committee's web page has been reviewed and where required, amended to show standard information in a consistent format about the sub-committee. The sub-committees Terms of Reference are progressively being reviewed.	Manager Governance	31/12/2009	



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Priority Progress Comments:

The activities to achieve this Priority are ongoing and include periodically reviewing the operation of sub-committees to their stated Terms of Reference, sub-committee membership, how meetings are conducted, how community participation is facilitated and how the sub-committees are reporting their activities to Council and the community.



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Strategy 2025: 11.4 **Maintain Council's strong financial position.**

Priority: 11.4.1 **Effective management of Council's finances.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
11.4.1.1 Review and update Council's long term (10 year) financial plan in conjunction with developing our Community Strategic Plan.	Ongoing	<p>Council's Community Strategic Plan, Woollahra 2025, has been adopted by Council. Council has also adopted its Delivery Program 2009 to 2013 and Operational Plan 2010/11 (including the 2010/11 Budget).</p> <p>Council's nomination to transition to the new integrated planning and reporting framework in Group 1 required it to have a Long Term Financial Plan (LTFP) by 30 June 2010 as part of its overall Resourcing Strategy. To facilitate this, Council's LTFP Model was presented to the Corporate & Works Committee on 31 May 2010 and component strategies and scenarios endorsed. An updated LTFP was presented to the Corporate & Works Committee on 21 June 2010 as part of Council's broader Resourcing Strategy.</p> <p>Note: Revise completion date to 30 June 2010.</p>	Manager Finance	31/12/2009	✔
11.4.1.2 Undertake a review of the Investment Strategy and Policy to ensure currency in changing economic times.	Not commenced	<p>Council's Investment Policy and Strategy will be reviewed in light of the final Investment Policy Guidelines. The Division of Local Government's Investment Policy Guidelines were released on 25 May 2010 and will form the basis of a review of Council's Policy early in the 2010/11 financial year.</p> <p>Note: Revise Target Date to 30 September 2010.</p>	Manager Finance	31/12/2009	✔

Priority Progress Comments:

Council's Financial Reports for the year ended 30 June 2009 were prepared, audited and reported to the Corporate & Works Committee initially on 7 September 2009. Council adopted its Financial Reports on 28 September 2009 and these were presented to the public at the Corporate & Works Committee meeting on 9 November along with the Auditor's reports.

A revised budget for 2009/2010 was adopted by Council on 14 September following the Minister for Local Government's decision to not approve Council's proposed special rate variation for 2009/2010. The March Quarterly Budget Review was reported to the Corporate & Works Committee on 3 May 2010.



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The preliminary draft Long Term Financial Plan (LTFP) was presented to the Corporate & Works Committee on 31 May 2010 and component strategies and scenarios endorsed. Council's broader Resourcing Strategy, including an updated LTFP, was presented to the Corporate & Works Committee on 21 June 2010, noting the "Do Nothing" and "Status Quo" scenarios modelled to date. Work is progressing on the preparation of the "Sustainability Model" with a further report to go to the Corporate & Works Committee in the 2010/11 financial year following finalisation of Council's Asset Management Plans.

Effective management of Council's finances remains a high priority in all operational business plans with regular reporting of finances to Managers to facilitate early identification of any budget variations. Implementation of a new corporate budgeting system commenced. The new system will facilitate further improvements to Council's budget review and reporting procedures.

Priority: 11.4.2 Manage the leasing and licensing of Council buildings.

Priority Progress Comments:

Review of leasing and licensing of Council buildings is conducted on an ongoing basis.

Priority: 11.4.3 Implement the outcomes of the Property Assets Study.

<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
11.4.3.1 Finalise the redevelopment of the Double Bay Cosmopolitan Centre.	Completed	Legal documents executed and all contractual payments under the agreement for lease have been made by Gloxinia Investments Limited.	Manager Property and Projects	31/12/2009	

Priority Progress Comments:

Property Assets Study outcomes are implemented on an ongoing basis. An update report will soon be submitted to Council regarding 9A Cooper park Road property.



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Strategy 2025: **11.5** **Deliver high quality services that meet customer expectations.**

Priority: **11.5.1** **Provide best practice customer services in a timely and professional manner.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
11.5.1.1 Implement a customer feedback process that will enable analysis of customer service standards and facilitate the delivery service standard improvements.	Ongoing	<p>Call quality in the Call Centre is measured by monthly call assessments. Regular coaching and feedback is provided following all call assessments and as required. Training and development action plans have been created for all Customer Service staff. A focus on departmental service delivery through these measures has seen a renewed focus by the team and an overall improvement in service levels. We are now consistently achieving our daily service level targets.</p> <p>Woollahra Council Call Centre has enrolled in a 'Mystery Shopping' program to measure the quality of customer service externally. This is a benchmarking exercise where quality is compared with and measured against other councils. This has been held over until the first quarter 2010/11.</p>	Acting Manager Customer Service	31/12/2009	✔

Priority Progress Comments:

Activities undertaken in the June quarter include ongoing cross training between call centre staff and front counter staff and ongoing call quality monitoring in the call centre and coaching and feedback for staff development. Staff training included OHS manual handling and telephone techniques, armed hold up training and continuation of two staff members in the Advanced Diploma of Management and Springboard Professional and Personal Development for women in local government. Other activities for the quarter include attendance and participation in a National Local Government Customer Service Network (NLGCSN) annual conference with a focus on effective use of resources in times of budget constraints. During this quarter a uniform has been issued to the customer service team to promote a professional image and consistent approach to dress standards.

The fourth quarter results for 2009/10:

21276 calls to our call centre; 297 development related applications; 3768 customer service requests generated; 957 parking permits issued; 424,350 webpage views; 52,156 unique visitors to our website.

Priority: **11.5.2** **Provide for the effective planning and delivery of information technology services to enable efficient services to the community.**



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<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
11.5.2.1 Implement a new electronic document management system.	Preliminary Investigation	Project is on hold until the completion of a business case that addresses the benefits to be derived from the implementation of an electronic document management system and the organisation's readiness to implement this technology.	Manager Information Systems	30/06/2010	✔
11.5.2.2 Prepare a five year Information Technology Strategy.	Completed	Woollahra Information Technology Strategy 2010-2015 completed.	Manager Information Systems	30/09/2009	✔

Priority Progress Comments:

Currently implementing new server infrastructure for remote sites to improve applications delivery to the depots and external libraries. Multiple system patches and upgrades were completed.

Priority: 11.5.3 Maintain a highly skilled, productive, committed and customer focused workforce.

<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
11.5.3.1 Develop and introduce formal corporate business improvement programs.	In Progress	The Best Service element of the Best Practice Program is the platform for the introduction and management of our approach to business improvement. Workshops for managers will commence in August 2010. Design of the processes and a 'toolkit' of information and techniques has been completed. The Advanced Diploma in Management has incorporated the program into its curriculum.	Manager Organisational Development and Human Resources	31/12/2009	✔
11.5.3.2 Develop and introduce a comprehensive workforce effectiveness framework including training, career development and performance management.	In Progress	The four (4) year Workforce Management Plan has been endorsed by Council. A core element of the Workforce Management Plan, Best People, is now in the implementation stage. The initial focus is on rolling out new and improved processes for Learning & Development and Career Management utilising the HR Central system. Early in the new financial year we will commence workshops to instruct staff on the features of the new systems and processes. The departmental service plan anticipates full implementation by 30 October 2010.	Manager Organisational Development and Human Resources	31/12/2009	✔



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<i>Actions</i>	<i>Status</i>	<i>Progress Comments</i>	<i>Responsible Person</i>	<i>Target Date</i>	<i>Comment Updated</i>
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Priority Progress Comments:

Council's Four (4) Year Workforce Management Plan is one element of Council's Resourcing Strategy and lays out our long term strategic framework for managing the workforce. The Best Practice Program which focuses on people issues (Best People) and on business improvement (Best Service) has been significantly advanced. Major improvements in the way we manage staff performance and training are under way utilising further development of our HR Information System. Planning for the conduct of business improvement workshops to commence in August are well advanced. Frontline services continue to meet their performance targets.



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Strategy 2025: 11.6 **Minimise risk for Council and the community.**

Priority: 11.6.1 **Maintain a risk management framework that achieves best practice in managing risks associated with Council's business activities.**

Actions	Status	Progress Comments	Responsible Person	Target Date	Comment Updated
11.6.1.1 Implement a contemporary risk management recording and reporting system that supports the corporate integrated planning and reporting framework.	In Progress	<p>Review of WMC Classification Codes has been completed and system updated to reflect changes.</p> <p>Council has now purchased the Interplan Risk Management Module to record all business risks and enable linkages to 'actions' in the core Interplan system, thereby integrating the planning and risk functionality into one system. Scoping and training commenced April 2010 with refinements to software system currently being implemented in readiness for organisational wide implementation to commence mid August 2010.</p>	Manager Risk Control and Safety Services	30/06/2010	✔
11.6.1.2 Implement a compliance monitoring process to ensure compliance with Australian standards.	Works Commenced	<p>Completed a review across all Departments within Council to confirm existing compliance monitoring processes in place and to determine effectiveness. Internal Compliance audit practice established in Open Space & Trees Department, 90% implemented in Depot & Waste Services Department and commenced in Civil Works Department.</p> <p>All managers have included this task as an action in their Department Service Plans for 2010/2011. Senior management will be developing Divisional internal audit plans of systems and the results of these will be reported quarterly.</p>	Manager Risk Control and Safety Services	31/03/2010	✔

Priority Progress Comments:

Effective management of risk remains a high priority across all of Council's operations and services. To support our commitment to effective risk management, Council has in place a comprehensive Risk Management Plan and Program that is pro-active and systematic in its approach to minimising our organisation's exposure to risks and losses.

Specifically for 2009/10, Council is extending its commitment to effective risk management by incorporating risk management actions and opportunities for improvement as key components in the development of service delivery plans (DSPs) for all Council Departments. The ongoing management and monitoring of our progress in implementing those risk management improvement opportunities will be through our integrated planning & reporting software system. Work in implementing this procedure is well advanced.



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Council has completed an audit of its activities directed at ensuring compliance with its strategic Risk Management Plan. As a consequence it has reviewed and updated its Risk Management Strategic Plan for the next 3 years and identified actions for improvement for inclusion in Department Delivery Service Plans for 2010/2011. Additionally, Council has extended the integrated planning & reporting software system to include a business risk management software system to assist management in identifying areas for risk improvement.

