



Attachments

Planning and Strategy Committee

Notice is hereby given that an Planning and Strategy Committee of Council will be held at Council Chambers, 1 Belgrave Street, Manly, on:

Monday 5 November 2012

Commencing at 7.30 PM for the purpose of considering items included on the Agenda.

Persons in the gallery are advised that the proceedings of the meeting are being taped. However, under the Local Government Act 1993, no other tape recording is permitted without the authority of the Council or Committee. Tape recording includes a video camera and any electronic device capable of recording speech.

Copies of business papers are available at the Customer Service Counters at Manly Council, Manly Library and Seaforth Library and are available on Council's website:

www.manly.nsw.gov.au

TABLE OF CONTENTS

Item	Page No.
------	----------

ITEMS FOR BRIEF MENTION**Item For Brief Mention Report No. 11**

Items For Brief Mention

AT1: North Head Quarantine Station Community Committee Membership Opportunity.....	2
--	---

CORPORATE SERVICES DIVISION**Corporate Services Division Report No. 26**

Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors

AT1: Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors	26
---	----

Corporate Services Division Report No. 28

First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

AT1: Quarterly Budget Review Statement - September 2012.....	42
AT2: KPI Graphs for the First Quarter Report.....	54
AT3: Delivery Program First Quarter Matrix.....	66

******* END OF ATTACHMENTS *******

ATTACHMENT 1

Item For Brief Mention Report No. 11.DOC - Items For Brief Mention North Head Quarantine Station Community Committee Membership Opportunity



Office of
Environment & Heritage
NSW National Parks & Wildlife Service



Our reference: DOC12/38711
Contact: Peter Todman
0429 056 673

Mr. Henry Wong, General Manager
Manly Council
PO Box 82
MANLY NSW 1655



Dear Mr. Wong

North Head Quarantine Station Community Committee membership opportunity

I write to inform you that the National Parks and Wildlife Service (NPWS) is seeking applications for membership on the North Head Quarantine Station Community Committee. Appointment to the Committee would be for a new four year term.

The committee, which is appointed by the Minister for the Environment is an important communication channel between the community and the NPWS and the Q Station lessee. Appointment would be for a four year term ending in 2016. Successful applicants would be expected to attend up to two meetings a year at the Quarantine Station. There are no sitting fees for membership on the Quarantine Station Community Committee.

Applications are particularly sought from Manly residents and local business community members; local Aboriginal communities; or people with experience and expertise in the following areas: local government; cultural heritage tourism and/or ecotourism; historic cultural heritage/history (particularly medical history), archaeology and/or architecture; Aboriginal cultural heritage; cultural and natural heritage interpretation and education, natural environment; and tourism marketing, business development and external funding.

I would welcome an application to the Committee from yourself or an appropriate member of the local business community. Application form and information kit are available from Mr Peter Todman: 0429 056 673 or peter.todman@environment.nsw.gov.au. For information on the Quarantine Station, visit the Office of Environment and Heritage website at: <http://www.environment.nsw.gov.au/nswcultureheritage/NorthHeadQuarantineStation.htm>

Please note that the closing date for applications is Friday 23 November 2012.

Yours sincerely

23/10/2012

GARY DUNNETT
a/Director Metropolitan & Mountains Branch
National Parks and Wildlife Service

PO Box 733 Queanbeyan NSW 2620
Level 3, 11 Farrer Place Queanbeyan NSW
Tel: (02) 6229 7021 Fax: 02 6229 7003
ABN 30 841 387 271
www.environment.nsw.gov.au

ATTACHMENT 1

Item For Brief Mention Report No. 11.DOC - Items For Brief Mention North Head Quarantine Station Community Committee Membership Opportunity



**Office of
Environment & Heritage**
NSW National Parks & Wildlife Service



Our reference: DOC12/36963
Contact: Peter Todman
0429 056 673

Dear Applicant

Thank you for applying to be a member of the North Head Quarantine Station Community Committee.

This attached application kit includes:

- Application form
- Pecuniary & Non-Pecuniary Interest Declaration Form which includes:
 - NSW Government Department of Premier and Cabinet Conduct Guidelines for Members of NSW Government Boards and Committees (Attachment A)
 - Quarantine Station Community Committee Terms of Reference (Attachment B)
 - Quarantine Station Community Committee Meeting Procedures (Attachment C)

Please complete **all** sections on the application form and attach your current curriculum vitae (CV) and a signed Pecuniary and Non-Pecuniary Interest Declaration form.

Your signed Application Form, current CV and signed Pecuniary and Non-Pecuniary Interest Declaration form should be mailed to:

Ms Louise O'Flynn
Environmental Performance Manager
Metropolitan and Mountains Branch
National Parks and Wildlife Service
Office of Environment and Heritage
PO Box 95
PARRAMATTA NSW 2124

THE CLOSING DATE FOR APPLICATIONS IS FRIDAY 23rd November 2012.

For more information on the Quarantine Station, please visit the OEH website at:
<http://www.environment.nsw.gov.au/nswcultureheritage/NorthHeadQuarantineStation.htm>

Thank you for your application.

PO Box 95 Parramatta NSW 2124
10 Valentine Avenue Parramatta NSW 2124
Tel: (02) 9895 7420 Fax: (02) 9895 7414
ABN 30 841 387 271
www.environment.nsw.gov.au

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**

**North Head Quarantine Station Community Committee
Member Application Form**

Applications Close Friday 23rd November 2012

Your Details

Committee for which appointment is sought: NORTH HEAD QUARANTINE STATION COMMUNITY COMMITTEE

Title: Ms, Mr, Miss, Dr _____

Given Name: _____ Family Name: _____

Postal Address: _____

Town or Suburb: _____

State: _____

Postcode: _____

Country: _____

Daytime Telephone number: _____ Mobile: _____

Email address: _____

My Qualifications for Community Committee Membership

I possess and/or I am:

- ☐ Manly resident/ Manly business community member
- ☐ Member of local Aboriginal community
- ☐ Expertise and experience in local government
- ☐ Expertise and experience in cultural heritage tourism and/or ecotourism
- ☐ Expertise and experience in historic cultural heritage/history (particularly medical history), archaeology and/or architecture
- ☐ Expertise and experience in aboriginal cultural heritage – values, history and/or archaeology
- ☐ Expertise and experience in cultural and natural heritage interpretation and education
- ☐ Expertise and experience in natural environment – terrestrial and/or marine ecosystems
- ☐ Tourism marketing, business development and external funding

ATTACHMENT 1

Item For Brief Mention Report No. 11.DOC - Items For Brief Mention North Head Quarantine Station Community Committee Membership Opportunity

Information to Support My Application

Are you currently a member of a NPWS Committee or another Government Committee? Please provide details:

Membership of/affiliation with relevant organisation:

To support my application I have the following experience/expertise/qualifications: (If nominating for more than one area of expertise, provide supporting evidence for each area):

Other remarks relevant to your application:

EEO Statistics: Please tick the applicable category

☐ Male ☐ Female

☐ English is your first language

☐ English is not your or your parents' first language

☐ Aboriginal or Torres Strait Islander descent

☐ Person with a disability

Age Range:

☐ 18-25

☐ 26-40

☐ 41-64

☐ 65 and over

IMPORTANT NOTE: Please ensure that you have attached your current curriculum vitae and a signed Pecuniary & Non-Pecuniary Interest Declaration Form to the completed application form.

SIGNATURE: _____

DATE: _____

Information submitted on this form, including any personal details, will be a matter of public record and will be stored in the Office of Environment and Heritage (OEH), Parks and Wildlife Group records system. You can find out more about how OEH handles the personal information it collects online by reading our privacy policy. By submitting this form, you consent to the collection and use of your personal information in accordance with this policy.

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**



**Office of
Environment & Heritage**
NSW National Parks & Wildlife Service



**NORTH HEAD QUARANTINE STATION COMMUNITY COMMITTEE
MEMBERS PECUNIARY & NON-PECUNIARY INTEREST DECLARATION &
UNDERTAKING**

Background

New rules have been introduced by the NSW Government regarding the pecuniary and non-pecuniary interest declarations of all members of government boards and committees. This includes volunteer members as well as members receiving sitting fees.

Under these rules, it is the responsibility of individual nominees to disclose professional, financial or personal circumstances that might constitute a real or perceived conflict of interest. This disclosure must take place before the member is nominated to the Government board or committee.

This briefing package contains some information about the Pecuniary & Non-Pecuniary Interest Declaration & Undertaking requirements as well as documents which may be useful when assessing the potential for pecuniary and non-pecuniary conflicts of interest.

What is a conflict of interest?

Members of NSW Government boards and committees are appointed for their expertise and skill in particular areas. As a consequence there may be potential for conflicts of interest to arise between a member's duties to the Government board or committee and his or her personal interests (or the duties or interests of others).

A conflict of interest exists when it is possible that an individual can be influenced, or *perceived* to be influenced, by a personal interest (or interests of others) when carrying out their duties as a member of a Government board or committee.

Conflicts of interest can be caused by a range of private interests that are wider than financial concerns (involving an actual or potential financial gain). Examples of non-pecuniary interests that may need to be declared and managed are: personal relationships, family relationships, and sporting, cultural and social associations.

Examples of situations that may give rise to a conflict of interest when appointments to Government boards and committees are being considered could be:

- Having a significant financial interest in a matter in which the Government board or committee is involved (e.g. holding shares in a company, property, etc)
- Having friends or relatives with a significant financial interest in a matter the Government board or committee deals with
- Having friends or relatives that are decision makers in Government on particular matters that are being considered by the Government board or committee
- Allowing personal beliefs or attitudes, not related to the work of the Government board or committee, to influence the impartiality of any advice given or decision made
- Having other employment, or a directorship that may, or may appear to, compromise the Government board or committee's integrity
- Having affiliations with for-profit or not-for-profit organisations, bodies, clubs or associations that may, or may appear to, compromise the Government board or committee's integrity

Page 1 of 20

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**



**Office of
Environment & Heritage**
NSW National Parks & Wildlife Service



**NORTH HEAD QUARANTINE STATION COMMUNITY COMMITTEE
MEMBERS PECUNIARY & NON-PECUNIARY INTEREST DECLARATION &
UNDERTAKING**

- Participating in political activities to do with, or making political comments about, the Government board or committee's work.

Conflicts of interest are not wrong in themselves and can happen without anyone being at fault. However, it is vital that they are disclosed and managed effectively so that individuals that are appointed to Government boards and committees are seen to be performing their duties in a transparent, fair and unbiased way.

For additional information about the expectations applying to members of Government boards and committees see the Department of Premier & Cabinet's *Code of Conduct Guidelines for Members of Boards & Committees* (Attachment A).

What are your responsibilities?

It is the responsibility of individuals to disclose any professional, financial or personal circumstances that might constitute a real or perceived conflict of interest.

Depending on the significance of your interest and the potential conflict, you may be required to take no further part in the discussions and decision making process, or to undertake a reduced role, or to continue your involvement with the interests and potential conflict known to all others involved.

At each meeting you will be asked to declare any existing or potential conflict of interest. You are also required to advise the NPWS Director Metropolitan and Mountains Branch in writing should a new or perceived conflict arise in your day to day life.

Throughout your time on the North Head Quarantine Station Community Committee you will routinely have access to confidential and sometimes commercially sensitive information. You are only entitled to use that information within your role as a member of the Committee. Use of information acquired during Committee business for other purposes is totally inappropriate unless the express prior permission of the Head of NPWS is obtained. Any release of such information to others, no matter how well-intentioned, brings the integrity of the Committee into question.

If you are in any doubt as to whether a person is entitled to receive certain information, you must first obtain the permission of the Head of NPWS to provide the information.

New nominees to the North Head Quarantine Station Community Committee, including previous members who are nominating for re-appointment or extension, are responsible to complete the Pecuniary & Non-Pecuniary Interest Declaration & Undertaking prior to nomination. This declaration is designed to assist and guide members to behave with probity, to make their recommendations or decisions fairly, and to ensure that the Head of NPWS, the Chief Executive of the Office of Environment and Heritage or the Minister administering the *National Parks and Wildlife Act 1974*, receives the highest quality advice.

ATTACHMENT 1

Item For Brief Mention Report No. 11.DOC - Items For Brief Mention North Head Quarantine Station Community Committee Membership Opportunity

Pecuniary and non-pecuniary interest declaration

I, _____, give the following undertaking:

1. There is no matter I am aware of concerning my interests* (pecuniary or non-pecuniary), or any activity in which I am or have been engaged, that may call into question the probity of the North Head Quarantine Station Community Committee, or give rise to any conflict with my responsibilities as a member of that Committee;
2. I am aware that I must exercise my responsibilities as a member of the North Head Quarantine Station Community Committee, in accordance with the *Conduct Guidelines for Members of NSW Government Boards and Committees*, including in relation to the confidentiality requirements set out in those Guidelines, as well as any applicable Code of Conduct/ Terms of Reference for the North Head Quarantine Station Community Committee,
3. I have the following interests* in corporations, partnerships, businesses or other organisations that may be relevant to the activities of the North Head Quarantine Station Community Committee:

Sources of income:

.....
.....
.....

Memberships of Boards and Committees:

.....
.....
.....

Interests and positions in corporations:

.....
.....
.....

Interests and positions in trade unions and professional or business associations:

.....
.....
.....

4. I will formally advise the QSCC and the Director Metropolitan and Mountains Branch of NPWS of any significant change in circumstances that affects the accuracy of this declaration and undertaking.

Signature: _____

Date: _____

*A member's interests include those of an associate or close relative.

ATTACHMENT 1

Item For Brief Mention Report No. 11.DOC - Items For Brief Mention North Head Quarantine Station Community Committee Membership Opportunity

ATTACHMENT A

Code of Conduct Guidelines for Members of Boards & Committees



New South Wales Government
Department of Premier and Cabinet

Conduct Guidelines for Members of NSW Government Boards and Committees

Version- December 2011

Page 4 of 20

ATTACHMENT 1

Item For Brief Mention Report No. 11.DOC - Items For Brief Mention North Head Quarantine Station Community Committee Membership Opportunity

Acknowledgments

This document was prepared by Ministerial and Parliamentary Services Division of NSW Department of Premier and Cabinet in consultation with the Independent Commission Against Corruption. The assistance of the Public Sector Management Office and the Legal Branch of the Cabinet Office is also acknowledged.

Contents

Purpose	2
Scope	2
Code of Conduct	2
1. Principles of Conduct for the Public Sector	3
2. Personal & Professional Behaviour	4
3. Accountability	4
3.1 For Public Expenditure	
3.2 For Decision Making	
4. Use of Public Resources	5
5. Use of Official Information	5
6. Gifts & Benefits	5

ATTACHMENT 1

Item For Brief Mention Report No. 11.DOC - Items For Brief Mention North Head Quarantine Station Community Committee Membership Opportunity

7. Disclosure of Interests	5
8. Recognising & Managing Conflicts of Interest	6
9. Reporting Suspected Corrupt Conduct	7
10. Lobbying	7
Relevant Legislation, Policy, Guidelines & Publications	8
Sources of Information/Advice	8

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**

Purpose

This document outlines fundamental values and principles that define the standards of behaviour expected of members of NSW government boards and committees.

It also provides sources of information and advice on ethical and other accountability issues of relevance to the NSW public sector.

Scope

These guidelines apply to both governing and advisory boards and to advisory committees.

Governing Boards are empowered to govern the management of the organisation which are subject to control and direction of the Minister but the circumstances in which ministerial control and direction are exercised are specific.

Advisory Boards provide advice to a portfolio Minister on matters relevant to the management of an authority but the Minister retains unfettered right to control and direct the Board and the CEO.

Advisory Committees, Councils etc provide advice on policy or operational issues with little or no policy determination or operational executive functions.

Code of Conduct

All boards should have a code of conduct defining the standards of behaviour expected of their organisation. For those boards that do not already have a code of conduct, guidance may be obtained from these guidelines and the document *Code of Conduct – DPC Policy Document*. Members of advisory committees are also encouraged to develop a code of conduct to define their values and behaviour.

The *Code of Conduct* can be accessed from the Department of Premier and Cabinet web site www.boards.dpc.nsw.gov.au or by contacting the Ministerial and Parliamentary Services on (02) 9228 4199.

A code of conduct should be developed as a collaborative undertaking. The process of developing and implementing a code of conduct is an important mechanism for positively shaping the culture of the board or committee. Once developed, the board or committee should formally endorse its code of conduct. Each member should sign and agree to abide by it. A good code of conduct is distinguished by a number of key features including:

- *ownership through a participative process*

To influence behaviour, a code must be an agreed document and one for which all those to whom it is intended to apply have a strong sense of ownership. The way to achieve this is by fully involving members in the development and implementation process. Without this involvement a code will lack legitimacy and authority.

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**

- *support by senior members*

The success of a code is dependent upon obvious and strong support by senior members.

- *ongoing promotion*

On introducing a code it is also important to conduct a well thought out and well resourced implementation plan. The promotion of a particular code should be tailored to the needs of the particular board or committee. Members should understand the importance of a code, how it fits within the operation of their organisation and what it means in the context of their board or committee work.

A code of conduct is not a static document. The board or committee should review the document periodically and amend the code to reflect changing circumstances.

1. Principles of Conduct for the Public Sector

Those who work within the public sector must maintain standards of conduct and ethics that maintain public confidence and trust. Public confidence means that the public has the right to expect that public sector organisations demonstrate the highest integrity and competence treating all citizens fairly, reasonably and equitably.

Members of government boards and committees as public officials are subject to the general principles of conduct that apply to public sector employees. These are set out below and are extracted from the document *Code of Conduct* (DPC Policy Document).

- *Respect for the law and system of government*

This encompasses compliance with any relevant legislative, industrial and administrative requirements and implementation of policies and decisions of the Government of the day in an impartial manner.

- *Respect for people*

Members of the public and colleagues are to be treated fairly and consistently, in a non-discriminatory manner with proper regard for their rights and obligations.

Public officials should perform their duties in a professional and appropriate manner, this encompasses inappropriate conduct, discrimination and bullying. Employees should also ensure that decisions involving individuals should be made on the basis of factual information.

- *Act with honesty and integrity*

In performing their duties public officials should act in a manner which promotes confidence in the integrity of public administration. They should always act honestly and in the public interest, rather than in their private interest, and be aware of any conflict of interest.

- *Use of official resources with economy and efficiency*

Employees are to be economical and efficient in the use and management of public resources. Limited and infrequent use of public resources for personal use is permitted.

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**

Source: *Code of Conduct* – Department of Premier and Cabinet Policy Document, issued by Corporate Governance Branch June 2008.

2. Personal and Professional Behaviour

All board and committee members need a clear understanding of their public duty and legal responsibilities and must act for the proper purpose and without exceeding their powers.

The primary source of information on the role and functions of the board or committee is the board or committee's enabling legislation ie. the legislation which establishes the board or committee and its functions.

Board and committee members must perform their functions with:

- integrity
- impartiality
- honesty
- conscientiousness
- care
- skill
- diligence and
- loyalty to the public interest

A suggested reference source regarding the legal obligations of board and committee members is the *Australian Institute of Company Directors (AICD)*, *Code of Conduct* and other AICD publications.

3. Accountability

The nature of work in the public sector requires a high standard of accountability, transparency and fairness.

3.1 For Public Expenditure

Board and committee members must ensure the efficient and responsible expenditure of public funds in accordance with government legislation, policy and guidelines.

For access to relevant legislation, policy, guidelines see NSW Treasury, web site www.treasury.nsw.gov.au

For access to NSW government procurement policy see Department of Services, Technology and Administration web site www.services.nsw.gov.au

3.2 Decision Making

Members should attend all meetings of the board or committee as far as is possible, and allow the necessary time to prepare for meetings. Decisions, reasons for those decisions and processes of the board or committee must be documented and minutes of all official meetings prepared and retained as official records.

Page 9 of 20

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**

4. Use of Public Resources

The relevant agency will provide furniture and equipment and other resources for the board or committee to perform its functions. All such resources are to be used only for board or committee work and in accordance with any guidelines or rules about the use of those resources.

5. Use of Official Information

A board or committee member must not disclose official information or documents acquired as a consequence of membership of the board or committee other than is required by law or when the member has been given proper authority to do so.

6. Gifts and Benefits

As a board or committee member you are a public official and are required to perform your functions with integrity, impartiality and honesty. During your term of appointment you may be offered certain gifts or benefits.

The receipt of gifts and benefits can compromise employees in that they may be perceived to be unable to make unbiased decisions in the future with respect to the person or organisation that was the source of the gift or benefit.

If a board member is offered a bribe (ie anything given in order to persuade a person to act improperly) they must refuse it. Any attempt to bribe a board member, or the acceptance of a bribe, is an act of corrupt conduct.

To avoid the possibility of being compromised, only gifts or hospitality of token or nominal value may be accepted in some circumstances. Accepting such gifts or benefits is essentially a matter of judgement. You must be satisfied that your position will not in any way be compromised or appear to be compromised by acceptance. Agency guidelines on the subject must be taken into account.

It is recommended that a Register of Gifts be maintained to enable the receipt and disposal of gifts to be conducted in an open and transparent manner. The information recorded should include who made the offer, who received the gift or benefit, the date, its value and the decision made on its allocation.

For information and advice see the Independent Commission Against Corruption publication *Managing Gifts and Benefits in the Public Sector – Toolkit (June 2006)*.

7. Disclosure of Interests

A member must disclose interests to the board or committee (which include positions and pecuniary interests) in corporations, partnerships or other businesses that may be relevant to the activities of the board or committee. A guide declaration form can be obtained from www.boards.dpc.nsw.gov.au for this purpose. A member's interests

Page 10 of 20

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**

include those of an associate or close relative. A register of such interests should be maintained by the organisation. Such interests must also be reported to the Minister.

8. Recognising and Managing Conflicts of Interest

Members of government boards and committees are appointed for their expertise and skill in particular areas. As a consequence of their expertise in these areas there may be the potential for conflicts of interest to arise between a member's duties to the board or committee, and his or her personal interests (or the duties or interests of others).

A conflict of interest may arise for example from:

- Other directorships or employment
- Professional and business interests and associations
- Investment interests
- Family relationships

Further to section 7 above **Disclosure of Interests**, a member has a duty to declare any private interest that may impinge upon a board or committee decision. When an issue arises, the board or committee member must as soon as practicable disclose full and accurate details of the interest or issue to the board or committee.

Mechanisms for Avoiding or Managing a Conflict of Interest

The board or committee should make a decision as to how to manage the conflict of interest and record reasons for that decision.

There are a number of ways of managing conflicts of interest. One method may be for the member not to take part in any discussion of the board or committee relating to the interest or issue, and not vote on the matter. This would include a requirement for the member to be absent from the meeting room when any discussion or vote is taking place and to not receive any relevant board or committee papers. This should also be recorded in the board or committee Minutes.

Other means may be more appropriate to the management of the conflict of interest issue:

- In an extreme case this may require resignation by the member from the board or committee
- Divestment of the interest/issue that is creating the conflict, for example the sale of shares
- Severing the connection for example resignation from a position in another organisation giving rise to the conflict

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**

The code of conduct and in particular the section on conflicts of interest, should address areas of concern or risk to the board or committee and include specific examples where possible.

For information on dealing with conflicts of interest, contact the Independent Commission Against Corruption (ICAC), Corruption Prevention Education and Research Division.

9. Reporting Suspected Corrupt Conduct

A principal officer of a public authority is its most senior officer usually the CEO, Director General, General Manager or Chairperson of a Board or Committee. Principal officers are required to report corrupt conduct or suspected corruption to the Independent Commission Against Corruption (Section 11 of the Independent Commission Against Corruption Act). Corrupt conduct can be generally understood as the dishonest or partial exercise of public official functions. It may also involve the conduct of non-public officials which adversely affects the honest and impartial exercise of a public official's functions.

For conduct to be considered corrupt under the ICAC Act definition it has to be serious enough to involve a criminal offence, a disciplinary offence, be grounds for dismissal or, in the case of Members of Parliament, involve a substantial breach of their Code of Conduct.

A report must be made to the ICAC as soon as you have a reasonable suspicion that corrupt conduct may have occurred or may be occurring. Matters must be reported to the ICAC regardless of any duty of secrecy or other restriction on disclosure. It is important that reports to the ICAC be made without advising the person(s) to whom the report relates and without publicity.

The *Protected Disclosures Act* provides protection to public officials who voluntarily report suspected corrupt conduct. Board and committee members can make reports to the Chairperson of the Board or to the principal officer of the relevant public authority where that is available to the board or committee in accordance with the agency's internal reporting guidelines. Members can also report directly to the following investigative bodies. Disclosures concerning:

- Corrupt conduct should be made to the Independent Commission Against Corruption
- Maladministration should be made to the NSW Ombudsman
- Serious and substantial waste of public money should be made to the NSW Auditor General

However it is recommended that as a first point of contact, you contact the office of the NSW Ombudsman regarding any matter pertaining to the *Protected Disclosures Act*.

10. Lobbying

The NSW Government Lobbyist Code of Conduct regulates contact between registered lobbyists and Government representatives, defined as Ministers, Parliamentary

Page 12 of 20

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**

Secretaries, their staff and public servants. Government representatives must not meet with a third party lobbyist who is not registered. The Code and Premier's Memorandum 2011-13 ([M2011-13 Lobbying of NSW Government Officials](#)) restrict the circumstances in which a lobbyist can be appointed to a Government Board or Committee.

In preparing their own Code of Conduct, Government Boards and Committees should consider whether it is appropriate in the light of the role and functions of the Board or Committee, and particularly having regard to the extent of the involvement of members of the Board or Committee in Government decision-making and policy development, to apply some or all aspects of the Lobbyist Code as part of their own Code of Conduct.

For further information, and to view the current list of registered lobbyists, go to the Department of Premier and Cabinet web site
http://www.dpc.nsw.gov.au/prem/lobbyist_register

Relevant Legislation

- Your Board/Committee's enabling legislation
- Anti Discrimination Act 1977
- Crimes Act 1900
- Freedom of Information Act 1989
- Independent Commission Against Corruption Act 1988
- Occupational Health & Safety Act 1983
- Ombudsman Act 1974
- Protected Disclosures Act 1994
- Public Finance & Audit Act 1983
- Public Sector Employment and Management Act 2002

Policy & Guidelines

NSW Department of Premier and Cabinet
Code of Conduct

DPC memo 2007-02 Dignity and Respect: Policy and guidelines on Preventing and Managing Workplace Bullying

Publications

Independent Commission Against Corruption. *The First Four Steps Building Organisational Integrity*

Audit Office NSW. *On Board: Guide to Better Practice for Public Sector Governing and Advisory Boards*

Sources of Information/Advice

NSW Department of Premier and Cabinet
Governor Macquarie Tower,

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**

1 Farrer Place
SYDNEY NSW 2000
Telephone (02) 9228 4199; Facsimile (02) 9228 4634
Web site address

www.boards.dpc.nsw.gov.au

Information on public sector employment, policy and guidelines; board and committee appointments and remuneration.

Australian Institute of Company Directors New South Wales Office

Level 25, Australia Square,
264-278 George Street
SYDNEY NSW 2000
Telephone (02) 8234 3333

Web site www.companydirectors.com.au

Australian professional organisation for company directors providing education, information and advocacy.

Independent Commission Against Corruption (ICAC)

191 Cleveland St
Redfern NSW 2016
Telephone (02) 9318 5999
Web site address

www.icac.nsw.gov.au

Information concerning corruption prevention, investigation and ethics.

NSW Ombudsman

Level 24; 580 George St
SYDNEY NSW 2000
Telephone (02) 9286 1000 or
1800 451 524 (toll free)
Web site address

www.ombo.nsw.gov.au

Investigates and reports on complaints about the administrative conduct of NSW government agencies and their employees.

The Audit Office of New South Wales

Level 11; 234 Sussex St
SYDNEY NSW 2000
Telephone (02) 9285 0155; Facsimile (02) 9285 0100
Web site address

www.audit.nsw.gov.au

Information concerning public sector accountability requirements and corporate governance.

Institute of Public Administration Australia (IPAA) NSW Division

Level 6; 4-6 Bligh St
SYDNEY NSW 2000
Telephone (02) 9228 5225 ; Facsimile (02) 9241 1920
Web Site address

www.nsw.ipaa.org.au

Association for professionals in the public sector. IPAA runs conferences, courses, and programs concerning public administration.

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**

ATTACHMENT B

**NORTH HEAD QUARANTINE STATION COMMUNITY COMMITTEE
TERMS OF REFERENCE (Version 2012)**

1. North Head Quarantine Station History

The Quarantine Station was in operation from 1828 until 1984. Its purpose was as a place to isolate immigrants to Australia who were liable to be, or suspected of, carrying an infectious disease. The site has national heritage significance.

In 1984, the Quarantine Station was transferred to the NSW National Parks and Wildlife Service (NPWS), now part of the Office of Environment and Heritage (OEH), which managed the site on behalf of the public.

2. North Head Quarantine Station Conservation and Adaptive Reuse Project

NPWS assessed alternatives for the future management of the Quarantine Station and concluded that a private sector lease would be the best option. NPWS sought expressions of interest from the private sector to lease the Quarantine Station and take over the day-to-day management of the site.

Mawland Hotel Management Pty Ltd (Mawland) was selected as the preferred tender for the lease and in 2000, Mawland and NPWS signed a Conditional Agreement to Lease. The Agreement to Lease was subject to a satisfactory outcome from the Environmental Impact Statement (EIS).

The EIS was completed in 2001, along with a species impact statement covering the threatened species on site. The Heritage Council approved the Detailed Area Conservation Management Plans and the Minister for the Environment became a co-proponent of the development.

Following significant community interest in the proposal a Commission of Inquiry was undertaken to review impacts of the conservation and adaptive reuse proposal. In 2002 Commissioner William Simpson AM concluded that there were no environmental grounds which would preclude the carrying out of an activity subject to the adoption of the findings and recommendations in the Commission of Inquiry report. Drawing from the Commissioner's recommendation, the co-proponents revised the original proposal in their Preferred Activity Statement.

The Minister for the Environment granted concurrence for the activity in accordance with Section 112D of the EP&A Act on 6 January 2003. The Joint Determination Report (*North Head Quarantine Station Conservation and Adaptive Re-use Proposal*, henceforth referred to as the Conditions of Approval) under Clause 243, Part 5 of the EP&A Act, was signed off by the NSW Minister for the Environment, the Director NSW Heritage Office, and the Chief Executive Waterways Authority on 23 December 2003. It is a 21 year planning approval.

The approved uses include a visitor centre; guided tours; a restaurant; accommodation; functions and conferences; and an environmental and cultural

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**

study centre. The approved activity involves physical changes to the site, including the buildings and the landscape.

The Quarantine Station Lease was signed by the Minister for the Environment and Mawland Quarantine Station Pty Ltd on 26 October 2006. Commencement of the preferred activity was granted by the Department of Planning on 6 November 2006. Mawland Quarantine Station Pty Ltd is the current lessee.

The Conditions of Approval for the project require that a Quarantine Station Community Committee (QSCC) be established for the life of the project. The Minister for the Environment appointed the first QSCC in 2004 for a four year term with the first meeting held on 8 December 2004. The second term of the QSCC commenced in 2008 and concluded in 2012. Between 2004 and 2012, the role of the QSCC has focused on the preparation and review of site-wide plans and programs, detailed designs for building works and two independent comprehensive audits of the Quarantine Station. The Q Station is now into the operational phase of the project.

3. Role of the Quarantine Station community Committee

The QSCC is an important communication channel between the community, the NPWS and the lessee on proposals or relevant matters including the implementation and review of site-wide plans for the Quarantine Station, the integrated monitoring program, annual environmental reports, comprehensive audit reports and compliance with the conditions of approval. The conditions of approval also include other specific functions of the QSCC:

It is the responsibility of each QSCC member to liaise with members of the organisations or interest groups they represent, and inform their organisation of any Committee meeting outcomes. The members should be empowered to make representations on behalf of their organisation and contribute to the decision-making of the QSCC accordingly.

4. Member appointment

The NPWS will advertise for membership on the QSCC in accordance with the requirements of the NSW Department of Premier and Cabinet. The NPWS will use a variety of methods to attract applications for membership to the QSCC. These methods will include but may not be limited to advertisements in the local newspaper and on the [NSW Government Boards and Committees website](#), information dissemination at the September 2012 Community Open Day, direct contact with stakeholders including relevant community groups and a search of the NSW Department of Premier and Cabinet Register of people who have expressed an interest in board or committee appointment.

The NPWS will be seeking nominations from the following sectors of the community and/or people with expertise in one or more of the following areas:

- Manly residents and local business community members.
- Local Aboriginal communities.
- Expertise or experience in local government.
- Expertise or experience in cultural heritage tourism and/or ecotourism.

Page 16 of 20

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**

- Expertise or experience in historic cultural heritage – history (particularly medical history), archaeology and/or architecture
- Expertise or experience in Aboriginal cultural heritage – values, history and/or archaeology.
- Expertise or experience in cultural and natural heritage interpretation and education.
- Expertise or experience in natural environment – terrestrial and/or marine ecosystems.
- Expertise or experience in tourism marketing, business development and external funding.

If gaps in the knowledge and expertise of members are identified, the NPWS will seek representation from organisations and individuals considered the most appropriate to provide this expertise and knowledge.

On receipt of nominations, the NPWS will make recommendations to the Minister for the Environment. Appointments to the QSCC will be approved by Cabinet and applicants will be notified in writing.

In addition to the above, the NPWS will be represented on the QSCC by a senior officer of the NPWS.

5. Term of the Quarantine Station Community Committee

The third term of the QSCC will be established from the date of the first meeting. Meetings will be held in accordance with the requirements of the Quarantine Station Conditions of Approval. Members will be approved by Cabinet and appointed by the Minister for the Environment to the QSCC for a four year term.

6. Quarantine Station Community Committee Chairperson

The QSCC will nominate a Chairperson for approval by the NPWS and Department of Planning and Infrastructure. The Chairperson will facilitate QSCC meetings.

7. Reimbursement of expenses

The lessee shall, depending on the frequency of meetings and workload of the QSCC, consider reimbursing community representatives for reasonable expenses associated with their work on the QSCC.

8. Resignations

Resignations from the QSCC are to be made in writing to the Minister for the Environment and copied to the QSCC Chairperson. The NPWS in consultation with the QSCC Chairperson will determine whether a new member should be sought to fill the place of the resigned member. This determination will be based on the length of the existing term of the QSCC and whether the remaining members can fulfil the expertise and knowledge required to meet the QSCC's role.

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**

ATTACHMENT C

**NORTH HEAD QUARANTINE STATION COMMUNITY COMMITTEE
MEETING PROCEDURES (Version 2012)**

1. Protocol

The Quarantine Station Community Committee (QSCC) Chairperson will facilitate the meetings of the QSCC. Meetings will be structured to ensure that the work of the QSCC is focused and systematic. All members of the QSCC will have equal opportunity to contribute and express their views and ideas. The QSCC will aim to reach consensus on outcomes, however, where this is not possible differences will be documented.

All members of the QSCC will be treated with respect and will be expected to address each other and observers, in a professional and polite manner.

Members will be required to attend the majority of meetings of the QSCC.

2. Meeting documentation

All meetings will have an agenda set and issued to the members at least one week prior to the meeting. Requests for agenda items are to be forwarded to the QSCC Chairperson. Meeting agendas will be set by the QSCC Chairperson in consultation with the NPWS. Whenever possible, members will receive written advice of any change to meeting dates or times at least one week prior to the meeting.

All procedures and outcomes of the meetings of the QSCC will be documented by the administrative support provided by the NPWS. A copy of the outcomes of each meeting will be provided in writing to QSCC meetings within two weeks of the meeting.

Minutes of QSCC meetings will be available for public review by appointment. Copies of QSCC meeting minutes are to be held at the NPWS office for this purpose.

3. Venue

The meetings will be held at North Head Quarantine Station, North Head Scenic Drive, Manly.

The lessee will provide the QSCC with access to sufficient resources to perform its functions, including: a meeting space; photocopying; phone and facsimile facilities; computer/printer and supervised access to the site.

4. Review material

To facilitate QSCC input into Quarantine Station planning and operations, the NPWS and the lessee will:

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**

1. Provide the QSCC with regular information on the environmental performance and management of the activity.
2. Ensure the QSCC has reasonable access to the necessary plans and reports and is provided with sufficient time to carry out its functions.
3. Consider the recommendations and comments of the QSCC and provide a response to the QSCC.

The NPWS and the lessee will consider all recommendations of the QSCC carefully, however, management of the Quarantine Station must be in accordance with the objectives and content of plans of management as set out in Section 72AA of the *National Parks and Wildlife Act 1974*, the joint determination report (*North Head Quarantine Station Conservation and Adaptive Re-use Proposal*), otherwise known as the Conditions of Approval, the lease, site-wide plans and the overall objectives of the project.

5. Quorum

A majority of the current members of the group shall form a quorum at any meeting of the QSCC. A quorum is required to formally adopt meeting minutes or any other resolution.

The NPWS will work with the QSCC Chairperson to ensure that a quorum will be achieved for each scheduled meeting. Where this is not possible, for example due to unforeseen illness or events on the meeting day, then the scheduled meeting will go ahead but any resolutions arising from the meeting will be held over until they are endorsed by the quorum of members.

6. Confidentiality

The QSCC will discuss a wide range of issues, many of which may be sensitive or controversial. To enable members to make an informed decision on a particular matter, it may be necessary to consider "privileged" information. Such information must be treated with the utmost confidentiality and kept within the confines of the QSCC.

QSCC members may agree on a summary report at the conclusion of the meeting, which may be released to the public on the QSCC's behalf.

QSCC members should ensure privileged or confidential information is not released to the media at any time.

7. Teamwork

Members are expected to work together to produce comment and recommendations in accordance with the QSCC terms of reference, although each member retains the right to express the interest and expertise that they represent. Should any member consistently demonstrate an inability or unwillingness to participate constructively in the preparation of comment and recommendations, then the NPWS reserves the right to seek the opinion of the QSCC Chairperson as to whether a new representative of that interest is required.

**Item For Brief Mention Report No. 11.DOC - Items For Brief Mention
North Head Quarantine Station Community Committee Membership Opportunity**

8. Site Tours

Site inspections of the Quarantine Station will be provided to the QSCC to assist the work of the QSCC. Members are required to dress appropriately for site inspections with particular attention to enclosed footwear and sun protection.

9. Essential NPWS and lessee officers

Whilst not members of the QSCC, all meetings will be attended by the Quarantine Station Environment Manager (or their delegate) and the lessee's General Manager (or their delegate). This is to assist in the provision of timely information to the QSCC. At the request of the QSCC Chairperson, QSCC members or the NPWS may invite guests to speak at or observe QSCC meetings.



Policy on Payment of Expenses & Provision
of Facilities to Mayor & Councillors

ADOPTED November 2011

ATTACHMENT 1

Corporate Services Division Report No. 26.DOC - Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors

Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors

CONTENTS

INTRODUCTION	1
PART 1 - PRELIMINARY	1
1.1 TITLE.....	1
1.2 POLICY NO	1
1.3 KEYWORDS.....	1
1.4 POLICY OBJECTIVES	1
1.5 LEGISLATIVE AND OTHER GOVERNMENT POLICY PROVISIONS	1
1.6 REPORTING	1
1.7 MONETARY LIMITS	2
1.8 DISPUTE RESOLUTION.....	2
PART 2 - FACILITIES FOR MAYOR AND COUNCILLORS	3
2.1 MAYOR.....	3
2.2 COUNCILLORS.....	3
2.3 SPOUSE/PARTNER/ACCOMPANYING PERSON	4
2.4 PRIVATE USE OF EQUIPMENT AND FACILITIES	4
2.5 UNAUTHORISED USE OF COUNCIL FACILITIES	4
2.6 RETURN OF EQUIPMENT	4
PART 3 - ANNUAL FEES.....	5
3.1 MAYOR AND COUNCILLORS.....	5
PART 4 - PAYMENT OF EXPENSES FOR MAYOR AND COUNCILLORS	6
4.1 TRANSPORT.....	6
4.2 CONFERENCES AND SEMINARS.....	6
4.3 EXPENSES INCURRED.....	7
4.4 PAYMENT IN ADVANCE	8
4.5 CATEGORIES OF PAYMENT OR REIMBURSEMENT	8
(a) <i>Travel</i>	8
(b) <i>Accommodation</i>	8
(c) <i>Out-of-Pocket Expenses</i>	8
(d) <i>Spouse/Partner</i>	8
PART 5 - INSURANCE - COUNCILLORS	9
(a) <i>Personal Injury</i>	9
(b) <i>Professional Indemnity</i>	9
(b) <i>Public Liability</i>	9
(b) <i>Councillors and Officers Liability</i>	9
PART 6 - LEGAL ASSISTANCE FOR COUNCILLORS.....	10
6.1 LEGAL ASSISTANCE FOR COUNCILLORS	10
6.2 GENERAL.....	11
6.3 ENGAGEMENT OF LEGAL REPRESENTATIVES – REQUIRED PROCEDURE	11
6.4 EXCLUSION FROM POLICY.....	13
PART 7 - POLICY HISTORY.....	14

Corporate Services Division Report No. 26.DOC - Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors

Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors



Payment of Expenses & Provision of Facilities Policy

PART 1 INTRODUCTION

1. Preliminary

1.1 Title: Payment of Expenses & Provision of Facilities – Mayor and Councillors

This policy is in accordance with the requirements of the Local Government Act 1993 and may be cited as the "Payment of Expenses and Provision of Facilities to Mayor and Councillors Policy".

1.2 Policy No: MAN-POL-P51

1.3 Keywords

Payments, Expenses, Facilities, Benefits, Travel, Mayor, Councillors, Equipment, Private Use, Accommodation, Spouse.

1.4 Policy Objectives

The purpose of this policy is to allow for Councillors to receive adequate and reasonable expenses and facilities to enable them to carry out their civic duties as elected representatives of their local communities.

This policy will also apply as applicable to NSW Council administrators in the event of their appointment.

1.5 Legislative and other Government Policy Provisions

1. This policy is made under the Local Government Act 1993 ("the Act"), including sections 252 to 254. The Act requires that Council must adopt a policy concerning the payment of expenses and the provision of facilities to the Mayor and other Councillors.
 - The Local Government (General) Regulation 2005 ("the Regulation").
 - Division of Local Government, Department of Premier and Cabinet Guidelines for the payment of expenses and provision of facilities for Mayors and Councillors for Local Councils in NSW" (October 2009).
 - Department of Local Government Circular No 05/08 – Legal Assistance for Councillors and Council Employees and No 08/24 – Mis-use of Council Resources
 - Council's Code of Conduct
 - ICAC Publication – No Excuse for Misuse, preventing the misuse of Council resources
 - Other relevant publications.
2. Clause 403 of the Regulation states that a policy under section 252 of the Act must not include any provision enabling Council:
 - (a) to pay any councillor an allowance in the nature of a general expense allowance, or

Corporate Services Division Report No. 26.DOC - Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors
Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors



Payment of Expenses & Provision of Facilities Policy

- (b) to make a motor vehicle owned or leased by Council available for the exclusive or primary use or disposition of a particular Councillor other than the Mayor.

1.6 Reporting

Section 428(2) (f) of the Act requires a council to include in its Annual Report:

- Council's policy on the provision of facilities for, and the payment of expenses to Councillors.
- Total amount of money expended during the year on providing those facilities and paying those expenses.

Clause 217(1)(a) and (a1) of the Regulation requires Council to include in the Annual Report the total cost of expenses and provision of facilities for the Mayor and Councillors, specifically:

- details (including the purpose) of overseas visits undertaken during the year by Councillors while representing Council
- cost of the provision, including rental, of dedicated office equipment allocated to councillors on a personal basis such as laptop computers, mobile phones, telephones and facsimile machines and internet installed in Councillors homes
- cost of telephone calls including mobiles, home located landlines, facsimile and internet services
- attendance of Councillors at conference and seminars
- interstate visits and cost of travel, accommodation, etc
- overseas visits and cost of travel, accommodation, etc
- spouse/partner/accompanying person expenses
- care and other related expenses

1.7 Monetary Limits

The payment of expenses and provision of equipment and facilities is limited by the budget allocations made for Councillor expenses each year in the adopted Estimates which are included and exhibited as part of Council's Annual Management Plan, or as otherwise indicated in this policy.

Any claim submitted to Council for reimbursement must be approved by the General Manager. The General Manager will assess the appropriateness of the claim and shall have regard to the budget allocations.

1.8 Dispute Resolution

Any dispute by a Councillor relating to the administration of this policy must be made in writing to the General Manager detailing the grounds of the dispute.

All such disputes will be referred to the Full Council for determination and resolution.

Corporate Services Division Report No. 26.DOC - Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors
Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors



Payment of Expenses & Provision of Facilities Policy

PART 2 FACILITIES FOR MAYOR AND COUNCILLORS

2.1 Mayor

In addition to those facilities provided to the Councillors below, the Mayor is entitled to receive the benefit of:

- use of the Mayoral office;
- a mobile telephone for use for in relation to official duties;
- secretarial services associated with office of the mayor;
- cost of transport to official functions (if required);
- provision and maintenance of mayoral chain and robes.

2.2 Councillors

The Councillors, including the Mayor and Deputy Mayor are to receive the benefit of:

- use of official council stationery;
- postage of official correspondence - all mail is to be directed through the Council's own mailing system;
- meals/refreshments prior to Council and Committee Meetings;
- cost of transport to official functions (if required) when deputising for the Mayor
- an electronic access card for parking in the Whistler Parking Station seven (7) days per week;
- provision (on loan) of a facsimile machine at place of residence or business;
- provision of a laptop personal computer (on loan), modem, and a fax/laser printer, and domicile support services from Council IT staff;
- provision of broadband internet services to the Councillor's residence;
- provision of a residential telephone service (where requested), and payment of monthly line rental fee and 50% of call charges including designated mobile and STD calls relating to council business up to maximum \$100.00 per month (*CPI Indexed Annually*) (subject to below[#]);
- Councillor's own residential telephone service OR mobile telephone service - reimbursement of reasonable telephony expenses incurred by Councillors for telephone calls made in the performance of their duty, up to a maximum of \$100 per month (*CPI Indexed Annually*) (subject to below[#]);

Provided that:

- a) Councillor's telephone numbers in respect of which a claim is made are made available to the public;
- b) claims for reimbursement are made no later than three (3) months after the account is due for payment;
- c) claim for payment of telephone calls are to be certified as being substantially incurred on council business;
- d) copy of telephone account to be provided;

Corporate Services Division Report No. 26.DOC - Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors

Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors



Payment of Expenses & Provision of Facilities Policy

- e) maximum claim for telephone service(s) is limited to \$50.00 per month where calls have not been itemised. Where the account exceeds \$50.00, maximum claim will be \$100.00 per month provided telephone calls made in the performance of their duty are itemised on the account;

Attendance at political fundraising functions are considered to be a personal interest and not covered in the policy.

2.3 Spouse/Partner/Accompanying person

Council may from time to time hold functions or civic events where Councillor's spouses, partners or accompanying person are also invited. In these instances, Council shall meet the cost of meals and refreshments.

2.4 Private Use of Equipment and Facilities

Council acknowledges that incidental private use of equipment and facilities may occur from time to time and such use is not subject to compensatory payment. The General Manager shall determine the standard and quality of equipment provided. However, Councillors must not obtain more than incidental private use of facilities.

2.5 Unauthorised use of Council Facilities, Equipment and Services

Council facilities, equipment and services are not to be used to produce election material or for any other political purposes.

2.6 Return of Equipment and Facilities by Councillors

Councillors are required to return all Council issued equipment to Council after the completion of the Councillors term of office or at the cessation of their civic duties.

Councillors may choose to purchase Council equipment previously allocated to them at the cessation of their duties. Items will be offered at the written down value at the time of purchase.

Corporate Services Division Report No. 26.DOC - Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors
Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors



Payment of Expenses & Provision of Facilities Policy

PART 3 ANNUAL FEES

3.1 Mayor and Councillors

The Councillors are paid an annual fee (s248), and in addition the Mayor receives an annual allowance (s249). Members fees and the Mayoral allowance are set by resolution of Council in accordance with the determination of the Local Government Remuneration Tribunal for the category of Council each year, and do not form part of this policy.

At Council's Meeting held on 27th July 1998, Council resolved as follows:

"That in respect of future determinations by the Local Government Remuneration Tribunal, Council, as policy, set the Mayor and Councillor remuneration fees at the maximum level determined by that body."

A councillor may elect by agreement with Council to forgo part of their fees under s248 or 249 in return for contributions paid to a complying Superannuation Fund (see Australian Tax Office Interpretive Decision (ATO ID 2007/205)). (Cnl 18/02/2008)

Corporate Services Division Report No. 26.DOC - Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors
Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors



Payment of Expenses & Provision of Facilities Policy

PART 4 PAYMENT OF EXPENSES FOR MAYOR AND COUNCILLORS

4.1 Transport

In addition to the payment of annual fees in accordance with sections 248 and 249 of the Act, Councillors are entitled to claim "mileage" allowance for use of private vehicles to drive between their place of residence and the Council Chambers, inspections within the area of the Council undertaken in compliance with a resolution of the Council, meetings which Council has endorsed the Councillor's membership, civic receptions hosted by Council, or meetings or functions approved by the Mayor or General Manager, and return. "Mileage" rates will be paid at the then current rate set by the appropriate Local Government Industrial Award or equivalent.

Other out of pocket expenses associated with travel by motor vehicle such as parking fees and road toll charges may be claimed, noting that the driver is personally liable for all traffic or parking fines while travelling in private or council vehicles on Council business.

Reimbursement is subject to a formal claim being lodged not later than three (3) months after the expense was incurred.

Alternatively, Councillors may travel by taxi and use a Councillor issued Taxi charge-card.

4.2 Conferences and Seminars

4.2.1 Who May Attend Conferences and Seminars

Councillors may be nominated to attend conferences, seminars and similar functions by:

- the Council, through resolution duly taken;
- the Mayor and General Manager acting under delegated authorities and subject to budget requirements being adhered to.

In addition the Mayor may nominate a substitute attendee for functions within the Council area or general Sydney Metropolitan Area or on those occasions where the Mayor is unable to be in attendance.

4.2.2 What Conferences and Seminars may be Attended

The conferences, seminars, workshops, courses and similar to which this policy applies shall generally be confined to:

- Local Government Association Annual Conferences (Federal and State);
- special "one-off" conferences called by Local Government Association on important issues;
- annual conferences and congresses of the major industry associations and professions in local government;

Corporate Services Division Report No. 26.DOC - Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors
Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors



Payment of Expenses & Provision of Facilities Policy

- seminars which further the training and development efforts of the Council and within the budget framework.

4.2.3 Overseas Travel

The cost of overseas travel for purposes such as conferences and delegations to friendship communities shall not be met by Council. In extenuating circumstances, any agreement to meet the costs of overseas travel either in whole or in part, shall be specifically resolved by a meeting of Council and subject to a detailed report to Council on all aspects of the trip relevant to Council business within three (3) months of the completion of the travel.

4.2.4 Registration

The Council will pay all normal registration costs which are charged by organisers, including the costs of related official luncheons, dinners and tours which are relevant to the interests of the Council or assist Councillors to discharge the functions of their civic office.

4.3 Expenses Incurred

Payment or reimbursement of expenses incurred or to be incurred shall be subject to the requirements that:

- (a) travel expenses relate to travel that is on Council business, being to and from the periodical conferences and seminars of local government related organisations (generally as listed above) at which attendance has been approved.
- (b) the travel is undertaken with all due expedition, and by the shortest route and the most practicable and economical transport;
- (c) only reasonable amounts are claimed or accepted towards necessary out-of-pocket expenses;
- (d) out-of-pocket expenses for which amounts are claimed relate only to the verified costs of meals, travel, registration fees, accommodation, stationery and the like;
- (e) any time occupied or travel incurred in other than Council business is not included in the calculation of expenses to be paid; and
- (f) the claim is made not later than three (3) months after the expenses were incurred, and upon an approved claim form, supported by appropriate receipts and tax invoices.
- (g) any expenses in relation to Council related business should only be incurred by Councillors in accordance with the provisions of this policy. All claims shall be submitted for approval by the General Manager or his delegate.

Corporate Services Division Report No. 26.DOC - Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors

Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors



Payment of Expenses & Provision of Facilities Policy

4.4 Payment In Advance

The Council will normally pay registration fees, accommodation deposits and airline tickets direct in advance. Where this is not appropriate or possible, a cash allowance or cheque equivalent thereto will be paid to the attendee in advance.

An allowance for estimated "out-of-pocket" expenses may be paid to an attendee in advance upon request.

Any advance payments are subject to a reconciliation statement accompanied by tax invoices/receipts, verification of expenses and the refund of any unexpended amount being submitted within ten (10) days of the close of the conference, seminar or function.

4.5 Categories of Payment or Reimbursement

Subject to nomination in accordance with the provisions of Clause 4.4, the categories of payment or reimbursement are as follows:

(a) Travel

- All reasonable travel costs will be met by the Council. Where appropriate, travel will be provided by air (economy class). Depending upon the circumstances, it may be more appropriate for travel to be undertaken by car or train. Where trains are used, the Council will provide first class travel, including a sleeping berth where necessary.
- Travel by motor vehicle may be undertaken by Council vehicle (where available) or by private vehicle subject to prior approval from the General Manager. Persons using private vehicles will be paid the "mileage" allowance at the then current rate set by the appropriate Local Government Industrial Award from time to time, but subject to any such payment not exceeding economy class air fares to and from the particular destination.
- Costs of vehicle hire and/or taxi fares which are reasonably incurred while attending conferences will be reimbursed by the Council.

(b) Accommodation

Reasonable accommodation costs (including meals), including the night before and/or after the conference where this is necessary, will be met by the Council.

(c) Out-of-Pocket Expenses

Reasonable out-of-pocket expenses will be reimbursed for costs associated with attending the conference, seminar, meeting or function including entertainment but excluding expenses of a normal private nature.

(d) Spouse/Partner

All other costs for the spouse/partner (including travel and meals) are to be borne by the attendee.

Corporate Services Division Report No. 26.DOC - Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors

Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors



Payment of Expenses & Provision of Facilities Policy

PART 5 INSURANCE - COUNCILLORS

Councillors are to receive the benefit of insurance cover for:

(a) Personal Injury

Whilst ever on Council business, world-wide covering bodily injury caused by accidental, violent, external and visible means up to a sub-limit for death of \$500,000. Also covering permanent disablement, temporary total disability and temporary partial disability. The cover does not include medical expenses other than that covered by travel insurance taken out in respect of the travel on approved council business. Full details of personal accident insurance are available in Council's Insurance Manual held by the Risk Manager.

(b) Professional Indemnity

For matters arising out of Councillors' performance of civic duties or exercise of their functions as councillors, provided the performance or exercise of the relevant civic duty or function is *authorised under the Act, was carried out in good faith and is* in the opinion of Council bona fide and/or proper; subject to any limitations or conditions set out in the policy of insurance which is, at the direction of Council, taken out. No such benefit, irrespective of insurance cover, shall be provided in relation to an action by one Councillor against another Councillor or a Councillor against a member of staff.

(c) Public Liability

For matters arising out of Councillors performance of civic duties or exercise of their functions as councillors provided the performance or exercise of the relevant civic duty or function is *authorised under the Act, was carried out in good faith and is* in the opinion of Council bona fide and/or proper; subject to any limitations or conditions set out in the policy of insurance which is, at the direction of Council, taken out. No such benefit, irrespective of insurance cover, shall be provided in relation to an action by one Councillor against another Councillor or a Councillor against a member of staff

(d) Councillors and Officers Liability

For matters arising out of Councillors performance of civic duties or exercise of their functions as councillors provided the performance or exercise of the relevant civic duty or function is *authorised under the Act, was carried out in good faith and is* in the opinion of Council bona fide and/or proper; subject to any limitations or conditions set out in the policy of insurance which is, at the direction of Council, taken out.

Corporate Services Division Report No. 26.DOC - Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors
Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors



Payment of Expenses & Provision of Facilities Policy

PART 6 LEGAL ASSISTANCE FOR COUNCILLORS

6.1 Legal Assistance for Councillors

In the event of:

1. An enquiry, investigation or hearing by any of:
 - The Independent Commission Against Corruption
 - The Office of the NSW Ombudsman
 - Division of Local Government, Department of Premier and Cabinet
 - The NSW Police Force
 - The Director of Public Prosecutions; or
 - The Local Government Pecuniary Interest and Disciplinary Tribunal
 - Council's Conduct Review Committee/Reviewerinto the conduct of a Councillor provided the subject of the proceedings arises from the performance in good faith of a function under the Act and the body makes a finding substantially favourable to the Councillor, or
2. Legal proceedings being taken against a Councillor, arising out of or in connection with the Councillor's performance of his or her civic duties or exercise of his or her functions as a Councillor, Council shall, providing the body makes a finding substantially favourable to the councillor, reimburse such Councillor, after the conclusion of the enquiry, investigation, hearing or proceeding, for all legal expenses properly and reasonably incurred, given the nature of the enquiry, investigation, hearing or proceeding, on a solicitor/client basis, PROVIDED THAT:
 - a. the amount of such reimbursement shall be reduced by the amount of any monies that may be or are recouped by the Councillor on any basis;
 - b. the Councillor's performance or exercise of the civic duty or function was, in the opinion of Council, bona fide and/or proper.
 - c. the amount of such reimbursement be limited to the extent that only fees charged at a rate equivalent to the hourly rate then being charged by Council's solicitors will be paid, ie any portion of the expenses representing any hourly charge rate higher than the hourly charge rate of Council's solicitors will not be reimbursed.
 - d. In the case of a conduct complaint made against a Councillor, legal costs should only be made available where a matter has been referred by the General Manager to a conduct reviewer/conduct review committee to make formal enquiries into that matter in accordance with the procedures in the Model Code of Conduct.
 - e. In the case of a pecuniary interest misbehaviour matter, legal costs will only be made available where a formal investigation has been commenced by the Division of Local Government.

Corporate Services Division Report No. 26.DOC - Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors
Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors



Payment of Expenses & Provision of Facilities Policy

Despite the above, Council in its absolute discretion may refuse any or part of a reimbursement.

3. Defamation proceedings, or other proceedings arising from the making of public statement, where a Councillor is a defendant or anticipated defendant in such proceedings.

To ensure that indemnity or reimbursement in respect of costs of defending an action in defamation or other action is only available in circumstances where the person to be indemnified or reimbursed was acting properly when making the statement complained of, the threshold criteria for the application of the indemnity or reimbursement will apply.

6.2 General

Where proceedings have been foreshadowed or commenced against any of the Mayor and Councillors arising from a public statement or statements made or acts done by any of them and, in the opinion of Council's appointed solicitor the following "Three Criteria" are satisfied through the required procedure set out below namely:

- i. The statement was made or the act was done in relation to discharging the functions of civic office;
- ii. The Councillor concerned was acting in good faith; and
- iii. The statement or the act in question was reasonable in the circumstances and not made or done maliciously or frivolously and, in the case of a statement, was not made with knowledge of its falsity or with recklessness as to whether it was true or false,

Then Council will indemnify or reimburse the Councillor for:

- i. All legal expenses properly and reasonably incurred, given the nature of the legal services provided; and
- ii. Any other loss, expense, liability or cost incurred (including without limitation any order for the payment of damages, interest and/or costs or any other order for the payment of money made against the Councillor),

In responding to or defending such proceedings **PROVIDED THAT** the amount of such indemnity or reimbursement shall be reduced by the amount of any moneys that may or are recouped by the Councillor on any basis.

6.3 Engagement of Legal Representatives – Required Procedure

1. The Councillor must, as soon as practicable after they become aware that a claim may be forthcoming or aware that they may have made a statement or action which may give rise to a claim, notify either the General Manager, Public Officer or Mayor that there is a possibility of a claim against the Councillor. This notification must:
 - (a) Be in written or electronic form;
 - (b) Include all details including any correspondence from the alleged injured party concerning the possible claim; and
 - (c) Include the Councillor's comments on whether the Councillor considers that the Three Criteria are satisfied.
2. The Councillor must not respond to any allegations made or accept any liability in respect to any allegations made unless authorised to do so by council or its solicitor

Corporate Services Division Report No. 26.DOC - Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors

Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors



Payment of Expenses & Provision of Facilities Policy

or the insurer or its solicitor. The Councillor must at all times without undue delay keep Council fully informed of any oral or written communications made to the Councillor by the alleged injured party or the injured party's agents or legal representative in respect of the claim.

3. The General Manager must immediately upon becoming aware that a claim may be forthcoming or aware that a statement has been made which may give rise to claim, notify and forward to Council's insurer any information in relation to the matter with a view to obtaining the Insurer's acceptance and carriage of the claim should the three criteria be satisfied
4.
 - (a) If proceedings are threatened (and not commenced), the General Manager must without undue delay inform Council's appointed solicitor and Council's insurer of the notification. The Council's solicitor at Council's cost must form a view as to whether the Three Criteria are satisfied, and must notify the General Manager who will in-turn notify the Councillor concerned in written or electronic form of that view.
 - (b) If the Council's solicitor considers that the Three Criteria are satisfied, the General Manager will either instruct Council's solicitors or if Council's Insurers have accepted the matter as a possible claim then it will represent the Councillor concerned.
5. If Council's solicitor forms the view that the Three Criteria are not satisfied under clause 4(a), the Councillor may request a review of that advice from an independent legal practitioner as agreed in advance between the Councillor concerned and the General Manager and failing agreement as nominated the President for the being of the Law Society of NSW or the President of the NSW Bar Association.
6. If the proceedings are commenced and the Three Criteria are satisfied then the following procedure must be followed:
 - In the case that the claim is accepted by Council's insurer it will have sole carriage of the matter and Councillor will be required to abide by any reasonable instruction of the insurer or its nominated lawyer.
 - If the Insurer does not accept the claim as it is of the opinion that the matter is outside the policy then the General Manager in consultation with Council's solicitor will nominate a legal practitioner that they consider should represent the Councillor. If the Councillor considers that such representation is appropriate then the procedures in clause 7 must be followed. If Council's solicitors are not of the same opinion as the Insurers the General Manager in consultation with Council's solicitors will take what ever action is necessary (without unduly holding up the defamation proceedings) to have the question determined.
 - If the Councillor considers that the legal practitioner nominated is not appropriate then the Councillor concerned and the General Manager must attempt to reach agreement on an alternative legal practitioner, and failing agreement the legal practitioner must be as nominated by the President for the time being of the Law Society of NSW or the President of the NSW Bar Association.
7. If Council's insurers have not accepted the claim the General Manager must contact the proposed legal practitioner and must require that an agreement be entered into between the legal practitioner and the Council which will include such terms and conditions as the General Manager sees fit including:

Corporate Services Division Report No. 26.DOC - Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors
Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors



Payment of Expenses & Provision of Facilities Policy

- (a) Terms and conditions as to costs and disbursements including procedures for costs estimates to be given at appropriate times; and
 - (b) Accounts being considered and approved by the General Manager prior to payment; and
 - (c) All instructions provided to the legal representatives by the Councillor concerned to be subject to the concurrence of the General Manager.
8. Notwithstanding the provisions of paragraphs 2(b) and 5 above, once proceedings have actually been commenced then the procedures set out in paragraph 5 above must be followed.

[Note: The General Manager should regularly review Council's insurance policies with respect to the application of them to the Council's possible liability pursuant to this policy.]

6.4 Exclusion from Policy

This policy will not apply to:

- 1. any action in defamation taken by a Councillor or Council staff member as plaintiff in any circumstances as Council will not meet these costs.
- 2. costs incurred by a Councillor or Council employee seeking advice in respect of possible defamation, or in seeking a non-litigious remedy for possible defamation as Council will not meet these costs.
- 3. any defamation or other action brought by any Councillor or Council employee against any Councillor, arising from the making of a statement by any of the latter of and concerning any of the former, unless in addition to the Three Criteria set out above:
 - a) the statement complained of is made to a person or body in circumstances where it is likely to be subject to qualified privilege or absolute privilege (including without limitation statements made in good faith to the Police or Director of Public Prosecutions, the Department of Local Government, statements made ancillary to, and in giving evidence to, a Court or Tribunal or other body conducting any inquiry, investigation or hearing, statements made to the Office of the Ombudsman and statements made to any Parliamentary Committee) (but in such circumstances the policy will only apply to the extent of the publication of the statement in these circumstances, and not to any other publication of the statement); or
 - b) the statement:
 - i. is made at a meeting of Council, a briefing of Councillors or a meeting of a Committee of Council in respect of an item on the agenda for that meeting or briefings; and
 - ii. is in accordance with the Local Government (General) Regulation 2005 (Meetings) and Council's Code of Meeting Practice current at the time the statement was alleged to have been made; and
 - iii. does not breach any other law.

ATTACHMENT 1

Corporate Services Division Report No. 26.DOC - Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors

Policy of Payment of Expenses and Provision of Facilities to Mayor and Councillors



Payment of Expenses & Provision of Facilities Policy

PART 7 POLICY HISTORY

Date of Council Resolution	Details	Report / Source	Minute No	Author
16 August 2004	Policy adopted by Council	Policy No. M70		
19 February 2007	Policy revised	DLG Circular 06/57	OM15/07	
18 February 2008	Minor amendment to CI 3.1	CSD Report No 3	OM19/08	
8 December 2008	Minor amendment to CI 2.2	CSD Report No 28	OM198/08	
14 December 2009	Compliance with DLG Circular 9/36 and Guidelines	CSD Report No 32	OM182/09	
8 November 2010	Minor revision only	CSD Report No	OM 207/10	DGM PPI
14 November 2011	No change, Policy Adopted by Council.	CSD Report No. 45	OM 206/11	Manager Administration

....

ATTACHMENT 1

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Quarterly Budget Review Statement - September 2012

Quarterly Budget Review Statement for the period 01/07/12 to 30/09/12

Table of Contents	page
1. Responsible Accounting Officer's Statement	1
2. Income & Expenses Budget Review Statement's - Variation Details	2 3
3. Capital Budget Review Statement - Variation Details	4 5
4. Cash & Investments Budget Review Statement - Variation Details	6 7
5. Key Performance Indicator (KPI) Budget Review Statement	8
6. Contracts Entered into during the September Quarter - Variation Details	9 10
7. Consultancy and Legal Expenses Statement	11

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13
Quarterly Budget Review Statement - September 2012

Quarterly Budget Review Statement
for the period 01/07/12 to 30/09/12

Report by Responsible Accounting Officer

The following statement is made in accordance with Clause 203(2) of the Local Government (General) Regulation 2005.

It is my opinion that the Quarterly Budget Review Statement for the period 01/07/12 to 30/09/12 indicates that Council's projected financial position at 30 June 2013 will be satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.

This assessment is supported by Council's auditors Hillis Roger Spencer Steer who described Council's financial position as satisfactory at 30 June 2012, having regard to its available working capital, unrestricted current ratio and debt servicing.

Signed : .



Jenny Nascimento
Responsible Accounting Officer

Date:

Page 1

ATTACHMENT 1

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13 Quarterly Budget Review Statement - September 2012

Manly Council Quarterly Budget Review Statement for the period 01/07/12 to 30/09/12

Income & Expenses Budget Review Statement

Budget review for the quarter ended 30 September 2012

(\$000's)	Original Budget 2012/13	Approved Changes		Revised Budget 2012/13	Variations for this Sep Qtr	Notes	Projected Year End Result	Actual YTD figures
		Other than by a QBRs	Sep QBRs					
Income								
Rates and Annual Charges	35,368			35,368			35,368	34,642
User Charges and Fees	11,968			11,968	4	1	11,972	4,933
Interest and Investment Revenues	912			912	(252)	2	660	175
Other Revenues	5,931			5,931	48	3	5,979	1,091
Grants & Contributions - Operating	3,849			3,849			3,849	543
Grants & Contributions - Capital	645			645			645	125
Net gain from disposal of assets	-			-			-	203
Share of Interests in Joint Ventures	-			-			-	
Total Income from Continuing Operations	58,673	-	-	58,673	(200)		58,473	41,712
Expenses								
Employee Costs	29,644			29,644	(65)	4	29,579	7,820
Borrowing Costs	1,092			1,092	(252)	5	840	27
Materials & Contracts	12,895			12,895	134	6	13,029	2,586
Depreciation	8,366			8,366			8,366	2,092
Legal Costs	474			474			474	57
Consultants	526			526			526	30
Other Expenses	5,365			5,365			5,365	2,400
Interest & Investment Losses	-			-			-	
Net Loss from disposal of assets	-			-			-	
Share of Interests in Joint Ventures	-			-			-	
Total Expenses from Continuing Operations	58,362	-	-	58,362	(183)		58,179	15,012
Net Operating Result from Continuing Operations	311	-	-	311	(17)		294	26,700
Discontinued Operations								
Net Operating Result from All Operations	311	-	-	311	(17)		294	26,700
Net Operating Result before Capital Items	(334)	-	-	(334)	(17)		(351)	26,575

Page 2

ATTACHMENT 1

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13 Quarterly Budget Review Statement - September 2012

Manly Council Quarterly Budget Review Statement for the period 01/07/12 to 30/09/12

Income & Expenses Budget Review Statement Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes	Details	
INCOME		
1	BA extensions & review increase to User Charges & Fees	\$ 4,000
2	Interest income reduction due to RBA interest rate cuts	-\$ 252,250
3	Recognition of income received & corresponding expenditure from workers compensation OHS rebates	\$ 48,000
		-\$ 200,250
EXPENDITURE		
4	Transfer employee costs budget savings to fund the staff care initiatives program	-\$ 20,600
4	Transfer employee costs budget savings for Harbourview Children Centre to fund the increased usage of agency staff	-\$ 13,918
4	Transfer budget for Manly Scenic Walkway project from operation to capital program	-\$ 29,500
5	Variable loans interest expense reduction due to interest rates cuts	-\$ 252,250
6	Recognition of income received & corresponding expenditure from workers compensation OHS rebates	\$ 48,000
6	Transfer employee costs budget savings to fund the staff care initiatives program	\$ 20,600
6	Transfer employee costs budget savings for Harbourview Children Centre to fund the increased usage of agency staff	\$ 13,918
6	Transfer previous year unspent grant to fund Club Friday Christmas party	\$ 2,000
6	Transfer special events budget to fund the Student Scholarship ICMS program	\$ 11,900
6	Transfer special events budget to fund the Student Scholarship ICMS program	-\$ 11,900
6	Transfer previous year unspent grant to fund Crime Prevention project	\$ 48,814
		-\$ 182,936
	NET VARIATION	\$ 17,314

Page 3

ATTACHMENT 1

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13 Quarterly Budget Review Statement - September 2012

Manly Council Quarterly Budget Review Statement for the period 01/07/12 to 30/09/12

Capital Budget Review Statement

Budget review for the quarter ended 30 September 2012

(\$'000's)	Original Budget 2012/13	Approved Changes Other than by a QBRs	Approved Changes Sep QBRs	Dec QBRs	Revised Budget 2012/13	Variations for this Sep Qtr	Notes	Projected Year End Result	Actual YTD figures
Capital Expenditure									
New Assets									
- Plant & Equipment	6,030				6,030	425	1	6,455	-
- Land & Buildings									
- Other									
Renewal Assets (Replacement)									
- Plant & Equipment	3,044				3,044			3,044	171
- Furniture & Fittings	11				11			11	30
- Office Equipment	603				603			603	224
- Land Improvements - Depreciable	-				-			-	84
- Land & Buildings	300				300	30	2	300	145
- Roads, Bridges, Footpaths	920				920			950	44
- Storm Water	553				553			553	-
- Other Structures	2,174				2,174			2,174	216
- Library Books	270				270			270	54
- Art Works & Other Heritage	34				34			34	-
Total Capital Expenditure	13,939	-	-	-	13,939	455		14,394	968
Capital Funding									
Rates & Other Unified Funding	2,570				2,570			2,570	479
Rates - (Special Rates / Infrastructure Levy)	1,546				1,546			1,546	445
Storm Water Levy	370				370			370	
Capital Grants & Contributions	645				645			645	44
Reserves:									
- External Restrictions/Reserves	600				600	425	3	1,025	
- Internal Restrictions/Reserves	200				200			200	
New Loans	7,030				7,030			7,030	
Receipts from Sale of Assets									
- Plant & Equipment	978				978			978	
- Land & Buildings	-				-			-	
Total Capital Funding	13,939	-	-	-	13,939	425		14,364	968
Net Capital Funding	-	-	-	-	-	(30)		(30)	-

Page 4

ATTACHMENT 1

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Quarterly Budget Review Statement - September 2012

Quarterly Budget Review Statement for the period 01/07/12 to 30/09/12

Manly Council

Capital Budget Review Statement Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes Details

CAPITAL EXPENDITURE

- 1 Additional price on 40 Stuart Street funded from Section 94 Developer Contribution Reserve
- 2 Transfer budget for Manly Scenic Walkway project from operation to capital program

\$ 425,000
\$ 29,500
\$ 454,500

CAPITAL FUNDING

- 3 Additional price on 40 Stuart Street funded from Section 94 Developer Contribution Reserve

\$ 425,000
\$ 425,000

NET VARIATION

\$ 29,500

Page 5

ATTACHMENT 1

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13 Quarterly Budget Review Statement - September 2012

Manly Council Cash & Investments Budget Review Statement for the period 01/07/12 to 30/09/12

Budget review for the quarter ended 30 September 2012

(\$000's)	Closing Balance 2011/12	Original Budget 2012/13	Approved Changes Other than by a QBRS	Approved Changes Sep QBRS	Dec QBRS	Revised Budget 2012/13	Variations for this Sep Qtr	Notes	Projected Year End Result	Actual YTD figures
Externally Restricted ⁽¹⁾										
Developer Contributions - General	4,878	4,653				4,653	(425)	1	4,228	4,453
Specific Purpose Unexpended Grants	980	900				900	(80)	2	849	929
Domestic Waste Management	-	266				266			266	-
Other	720	720				720			720	720
Total Externally Restricted	6,578	6,539	-	-	-	6,539	(476)		6,063	6,102
(1) Funds that must be spent for a specific purpose										
Internally Restricted ⁽²⁾										
Infrastructure Replacement	1,903	1,900				1,900			1,900	1,903
Employees Leave Entitlement	1,328	1,250				1,250	(78)		1,250	1,328
Deposits, Retentions & Bonds	1,588	1,600				1,600	12		1,600	1,588
Balgownie Area Improvements	280	356				356	76		356	280
Depot Redevelopment	152	150				150	(2)		150	152
Environment Levy	122	-				-	(122)		-	122
Manly Wharf Forecourt	50	50				50			50	50
Manly Youth Council	6	6				6			6	6
Meals on Wheels	349	350				350	1		350	349
Shelly Beach Improvements	9	9				9			9	9
Unexpended Loans	573	1,000				1,000	427		1,000	573
Total Internally Restricted	6,360	6,671	-	-	-	6,671	311		6,671	6,360
(2) Funds that Council has earmarked for a specific purpose										
Unrestricted (ie. available after the above Restrictions)										
Total Cash & Investments	12,938	13,210	-	-	-	13,210	(272)		12,734	12,462

Page 6

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Quarterly Budget Review Statement - September 2012

Quarterly Budget Review Statement
for the period 01/07/12 to 30/09/12

Manly Council

Cash & Investments Budget Review Statement

Budget Variations being recommended include the following material items:

Notes	Details	
1	Additional price on 40 Stuart Street funded from Section 94 Developer Contribution Reserve	-\$ 425,000
2	Transfer previous year unspent grant to fund Club Friday Christmas party	-\$ 2,000
2	Transfer previous year unspent grant to fund Crime Prevention project	-\$ 48,814
NET VARIATION		-\$ 475,814

Comment on Cash & Investments Position

Investments

Investments have been invested in accordance with Council's Investment Policy and Section 625 of the Local Government Act 1993 and also the DLG Circular 11-01 - Ministerial Investment Order dated 12 January 2011 .

Council's Investment Portfolio report for the month of September 2012 shows a total market value of cash and investments held as at 30 September 2012 of \$17,774,881.

Cash

The value of Cash at Bank which has been included in the Council's Investment Portfolio Report for September totals \$253,606.

Cash at Bank General Ledger has been reconciled to Council's physical Bank Statements. The date of completion of this bank reconciliation is 04/10/12.

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Quarterly Budget Review Statement - September 2012

Manly Council

Quarterly Budget Review Statement
for the period 01/07/12 to 30/09/12

Key Performance Indicators Budget Review Statement

Budget review for the quarter ended 30 September 2012

The Council monitors the following Key Performance Indicators:

1. Unrestricted Current Ratio

Current Assets less all External Restrictions

Current Liabilities less Specific Purpose Liabilities

2. Debt Service Ratio

Debt Service Cost

Income from Continuing Operations excluding Capital Items & Specific Purpose Grants/Contributions

3. Rates & Annual Charges Outstanding Ratio

Rates & Annual Charges

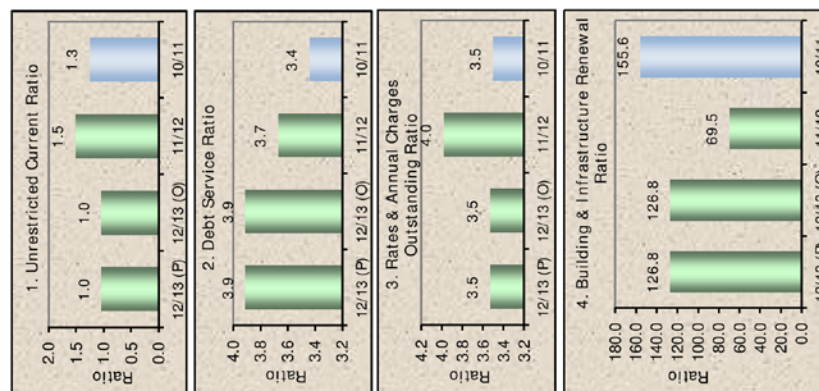
Income from Continuing Operations

4. Building & Infrastructure Renewal Ratio

Annual Renewals (Building & Infrastructure)

Depreciation, Amortisation & Impairment (Building & Infrastructure Assets)

	Current Projection 12/13	Original Budget 12/13	Actuals Prior Periods 11/12 10/11
--	--------------------------------	-----------------------------	---



Page 8

ATTACHMENT 1

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13 Quarterly Budget Review Statement - September 2012

Quarterly Budget Review Statement for the period 01/07/12 to 30/09/12

Manly Council

Contracts Budget Review Statement

Budget review for the quarter ended 30 September 2012

Part A - Contracts Listing - contracts entered into during the quarter with a value greater than \$50,000

Contractor	Contract detail & purpose	Contract Value	Start Date	Finish Date	Budgeted (Y/N)
<u>Licences</u>					
NIL					
<u>Other</u>					
AGL Sales Pty Ltd	Tender for Retail Charging of Electricity - Contestable Sites & Street Lighting	Schedule of Rates	01/01/2013	31/12/2014	Y
Grace Records Management Australia Pty Ltd	Provision of Records Management Services	Schedule of Rates	10/05/2012	10/05/2015	Y
Garwood International Pty Ltd	Supply of 1 x 8 Metre Garbage Compactor & a VD Nissan Chassis	\$ 182,045	23/05/2012	07/07/2012	Y
Harbour Port Consulting	Supply & Delivery of Netted Swimming Pools Inspection & Maintenance Services	\$ 114,750	01/07/2012	30/09/2014	Y
GE Group Grosvenor Engineering	Provision of Fire Testing & Maintenance Services	Schedule of Rates	01/07/2012	30/06/2015	Y
Cardno (NSW/ACT) Pty Ltd	Manly LGA Flood Study	\$ 297,400	27/08/2012	27/08/2013	Y
The Trustee for Sarb Enterprises Hybrid	8 Pinforce Licences, 21 Ranger PDA Devices and Printers with 3 years hardware support	\$ 78,999	12/07/2012	27/07/2012	Y

Page 9

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Quarterly Budget Review Statement - September 2012

Manly Council

Quarterly Budget Review Statement
for the period 01/07/12 to 30/09/12

**Contracts Budget Review Statement
Comments & Explanations relating to Contractors Listing**

Note Details

- 1 Contracts listed are those entered into during the quarter being reported and exclude contractors on Council's Preferred Supplier list.
- 2 Contracts for employment are not required to be included.
- 3 All contracts listed have been provided for within current budget allocations. If additional funding is required this will be reported in the following Quarter Budget Review.

Page 10

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13
Quarterly Budget Review Statement - September 2012

Quarterly Budget Review Statement for the period 01/07/12 to 30/09/12		
Manly Council		
Consultancy & Legal Expenses Budget Review Statement		
Consultancy & Legal Expenses Overview		
Expense	YTD Expenditure (Actual Dollars)	Budgeted (Y/N)
Consultancies	29,572	Y
Legal Fees	57,214	Y
<u>Definition of a consultant:</u>		
<i>A consultant is a person or organisation engaged under contract on a temporary basis to provide recommendations or high level specialist or professional advice to assist decision making by management. Generally it is the advisory nature of the work that differentiates a consultant from other contractors.</i>		
Legal Cost above include LEC court related costs of \$38,065. Some of which were not captured in the budget due to the uncertainty of their timing and final amount.		

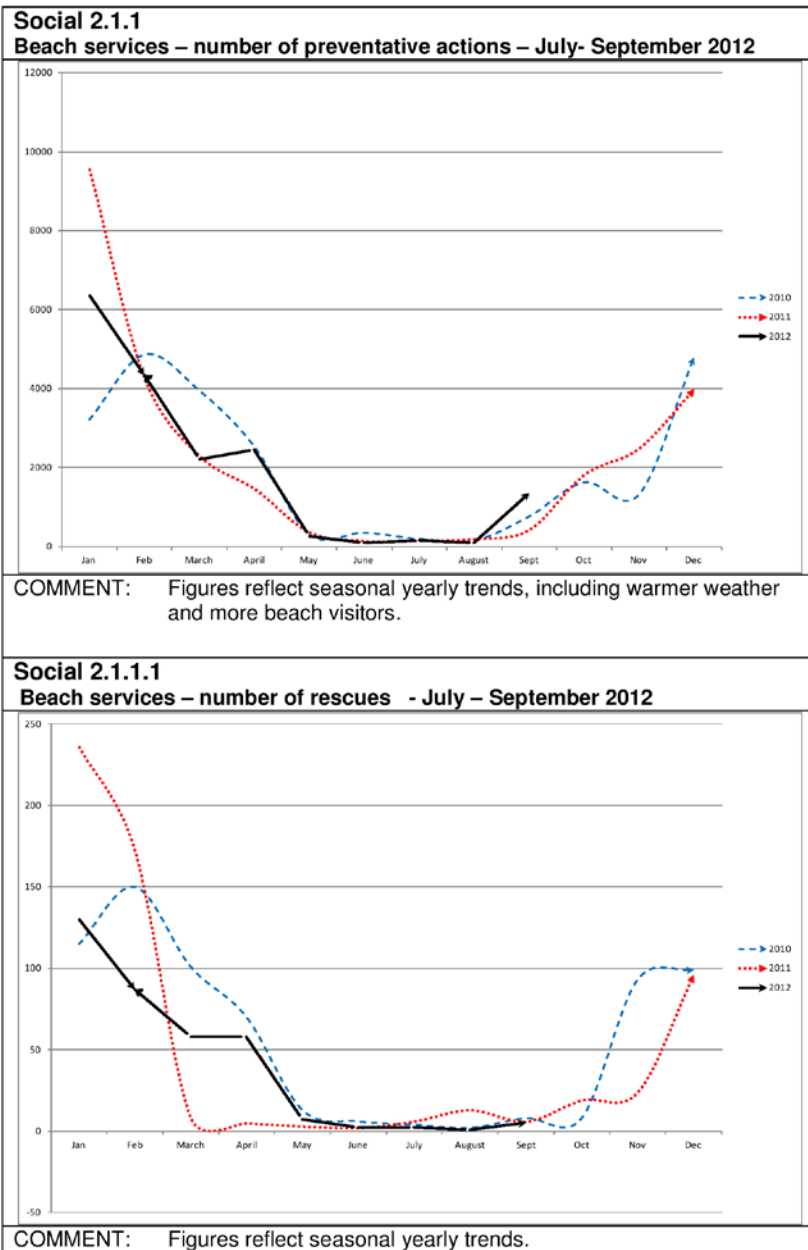
Page 11

ATTACHMENT 2

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

KPI Graphs for the First Quarter Report

First Quarter 2012-13 – Progress with Operational Plan 2012-13 and Delivery Program 2011-2015

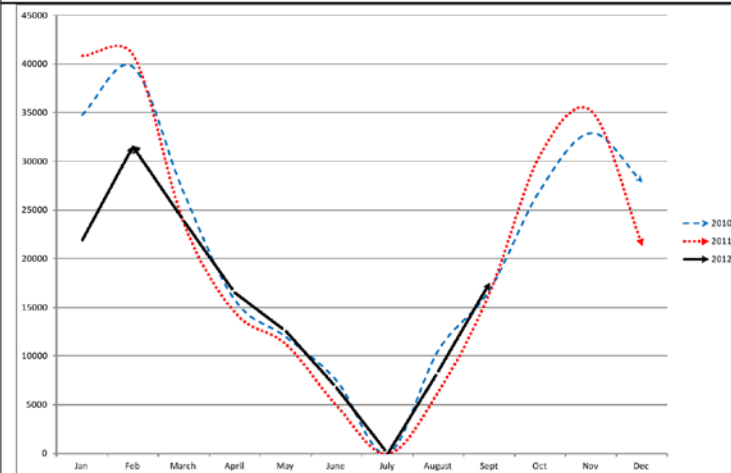


ATTACHMENT 2

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

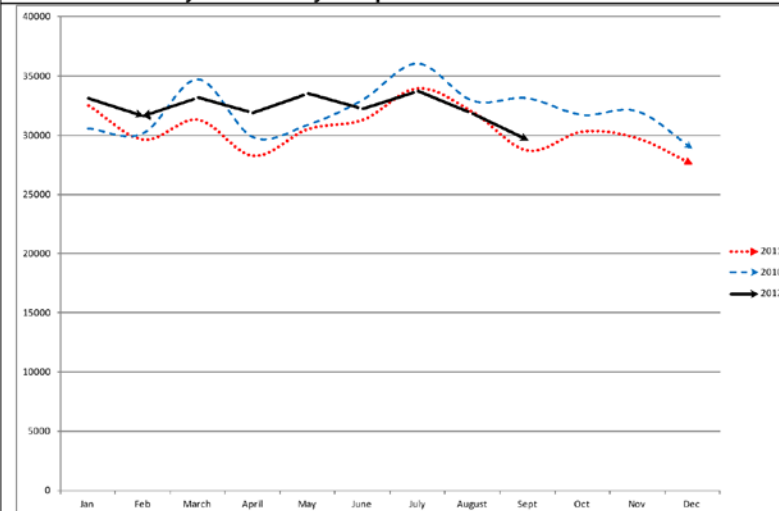
KPI Graphs for the First Quarter Report

Social 2.1.2.1
Manly Andrew “Boy” Charlton Swim Centre patronage – July –September 2012



COMMENT: Figures reflect seasonal yearly trends.

Social 4.2.1
Number of library loans – July – September 2012



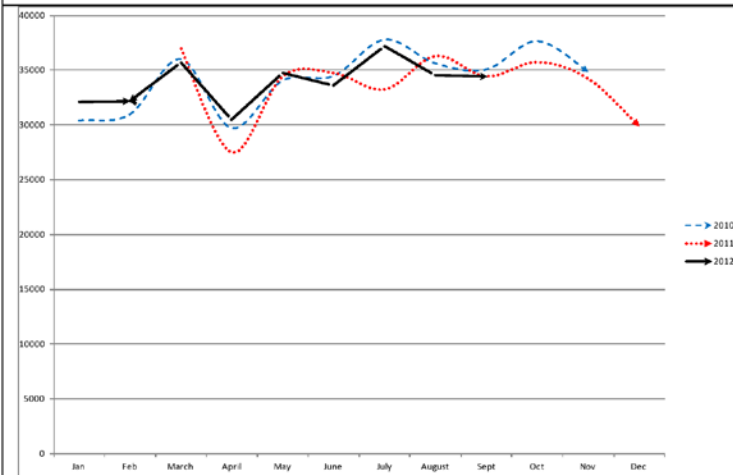
COMMENT: Loan figures reflect yearly visitation figures.

ATTACHMENT 2

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

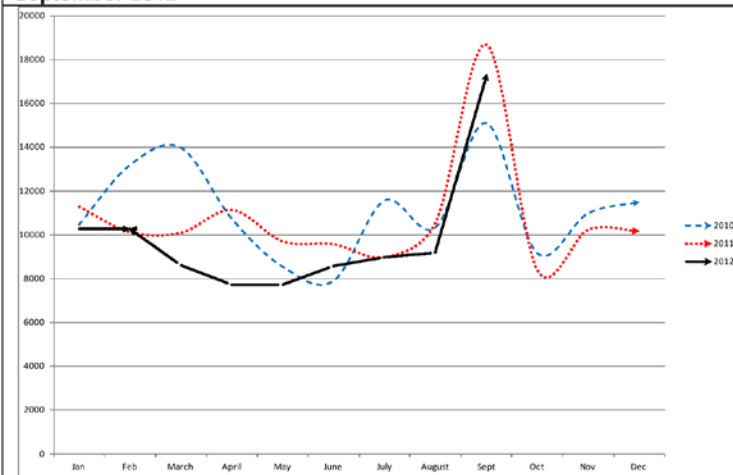
KPI Graphs for the First Quarter Report

Social 4.2.1.1. Number of library visits – July – September 2012



COMMENT: Visitation figures are in line with yearly trends.

Social 4.2.2.1. Manly Art Gallery & Museum (MAGM) visitation – September 2012

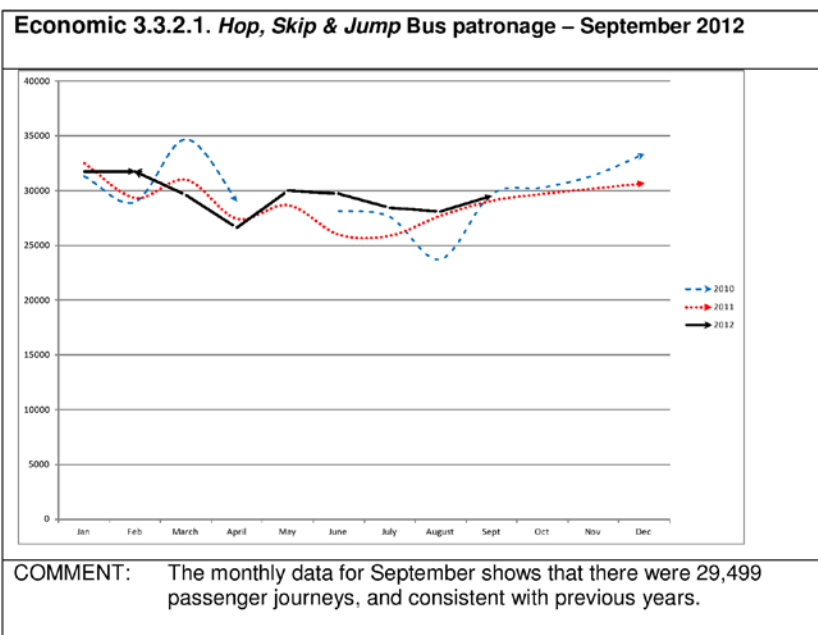
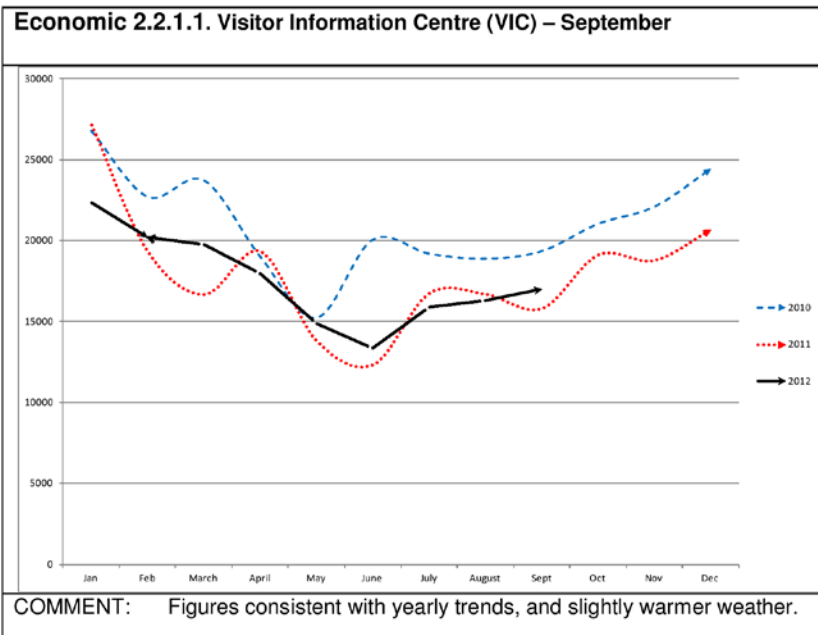


COMMENT: Large increase in monthly figures as a result of the Manly Arts Festival attendance and start of holidays.

ATTACHMENT 2

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

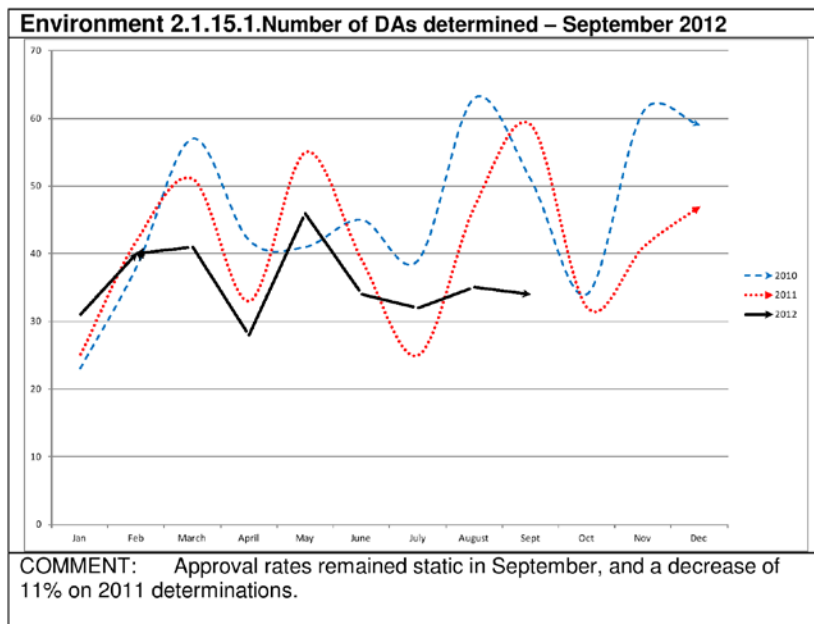
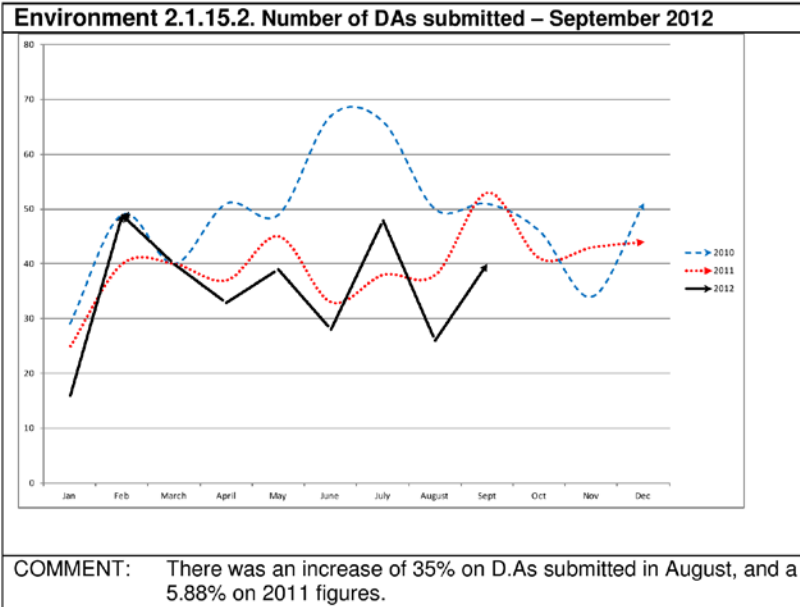
KPI Graphs for the First Quarter Report



ATTACHMENT 2

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

KPI Graphs for the First Quarter Report

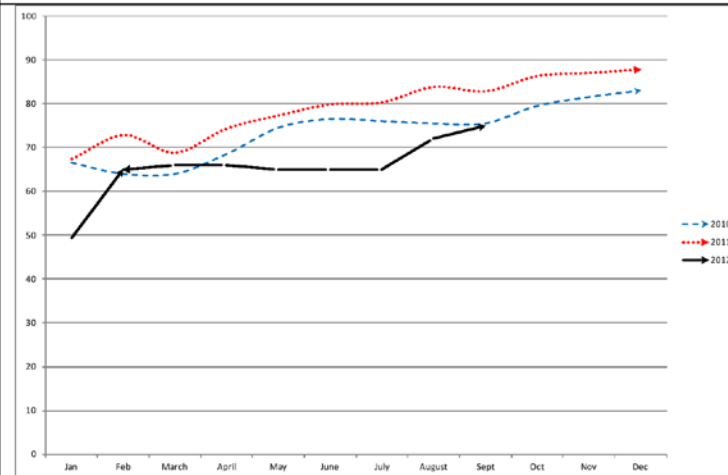


ATTACHMENT 2

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

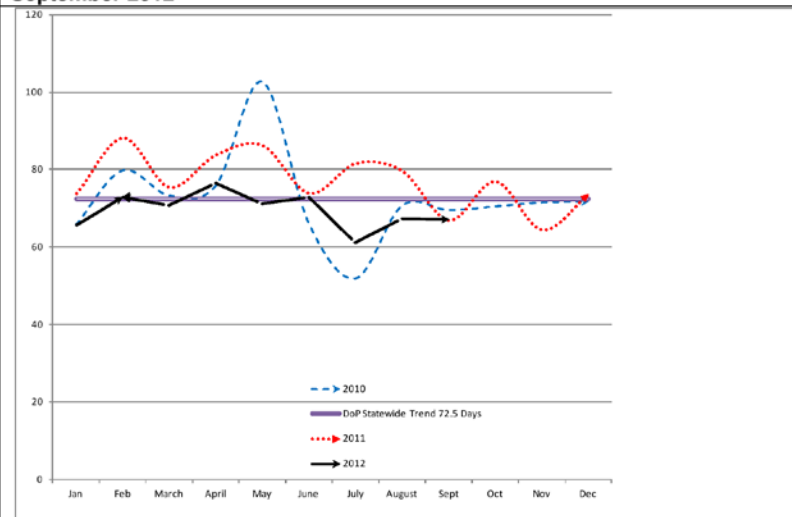
KPI Graphs for the First Quarter Report

Environment 2.1.15.2. Year To Date Median days turnaround time of a DA



COMMENT: Slight increase in the quarter is consistent with previous yearly trends.

Environment 2.1.15.2. Mean (Average) days turnaround time of a DA - September 2012



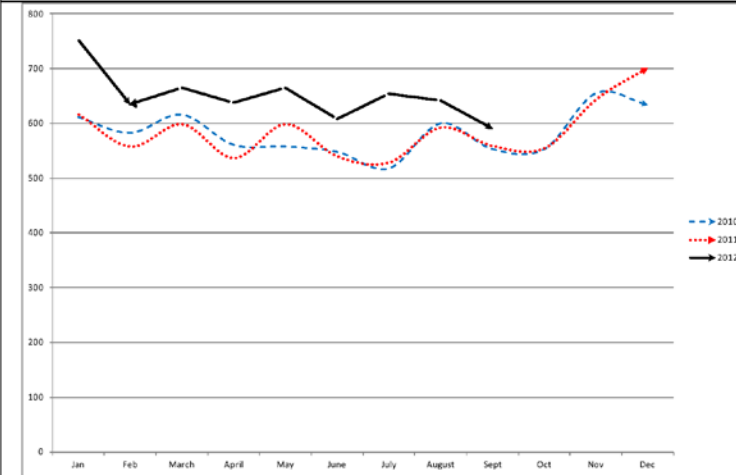
COMMENT: Slight decrease in the quarter is still under DOP average.

ATTACHMENT 2

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

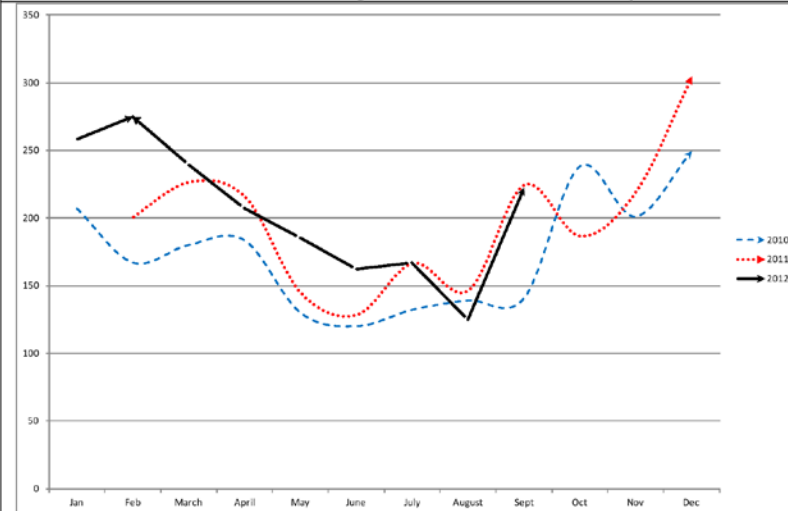
KPI Graphs for the First Quarter Report

Environment 4.1.2.1. Tonnes of domestic garbage collected – September 2012



COMMENT: A decrease for the quarter is in line with other yearly trends.

Environment 4.1.3.1. Tonnes of green waste collected - September 2012

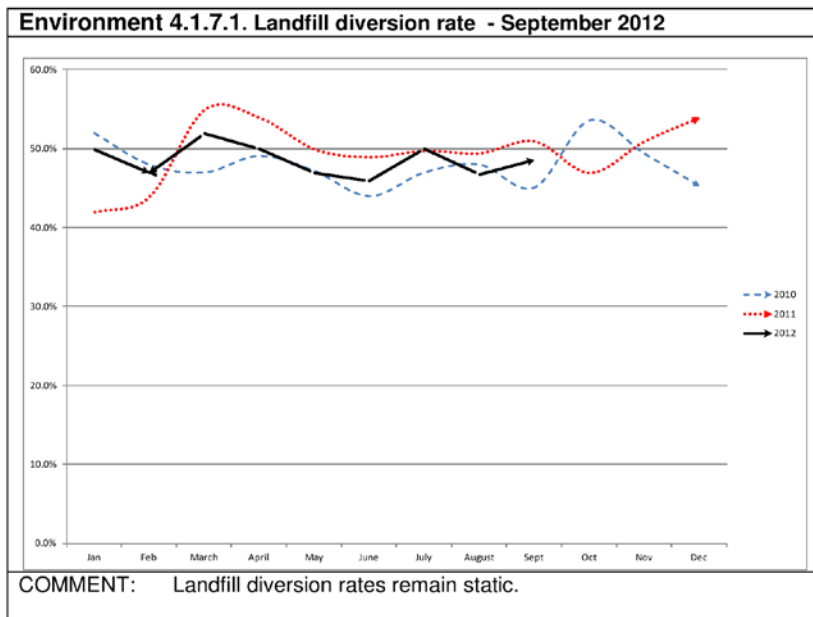
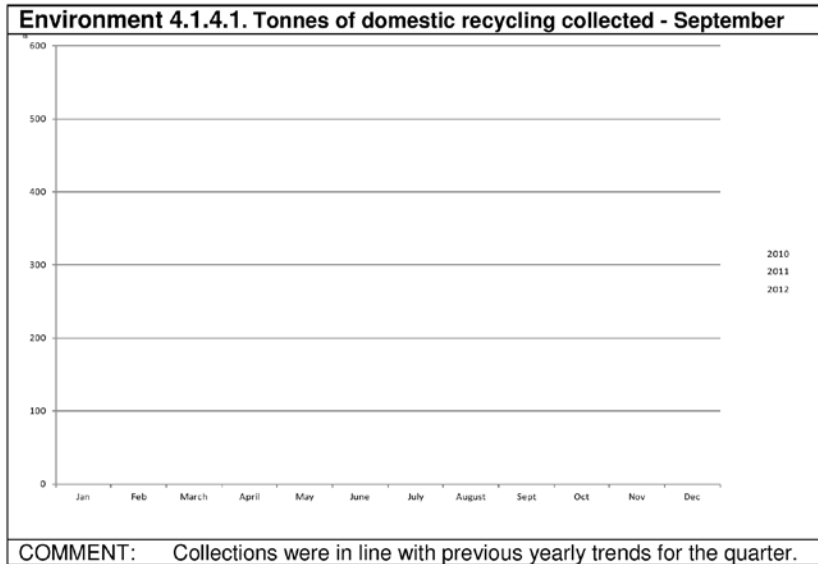


COMMENT: An increase in tonnage collected for the quarter is due to seasonal changes.

ATTACHMENT 2

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

KPI Graphs for the First Quarter Report

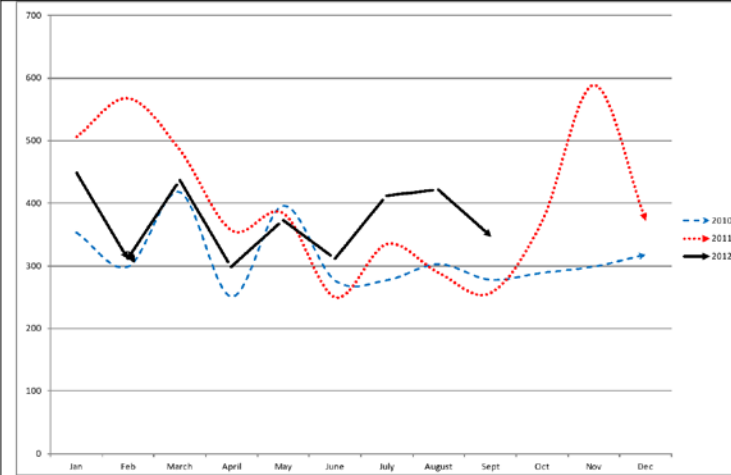


ATTACHMENT 2

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

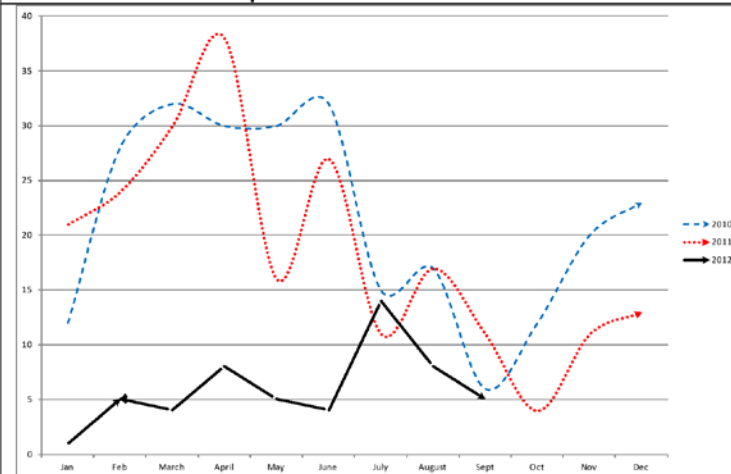
KPI Graphs for the First Quarter Report

Environment 4.1.7.4. Street sweeping – litres collected – September 2012



COMMENT: All streets sweeping collections decreased during the winter quarter, and was in line with previous season trends.

Environment 2.1.13.1. Number of regulatory and compliance Notices and Orders issued – September 2012

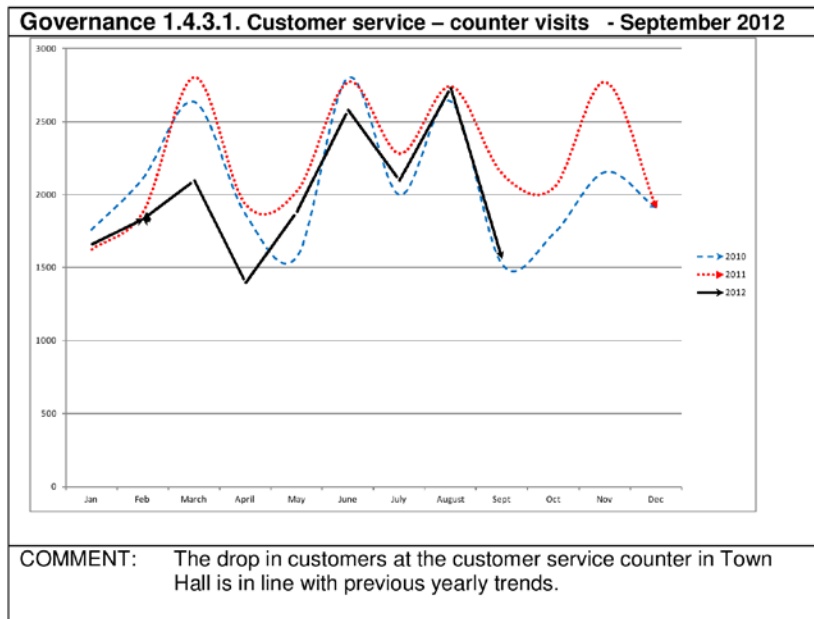
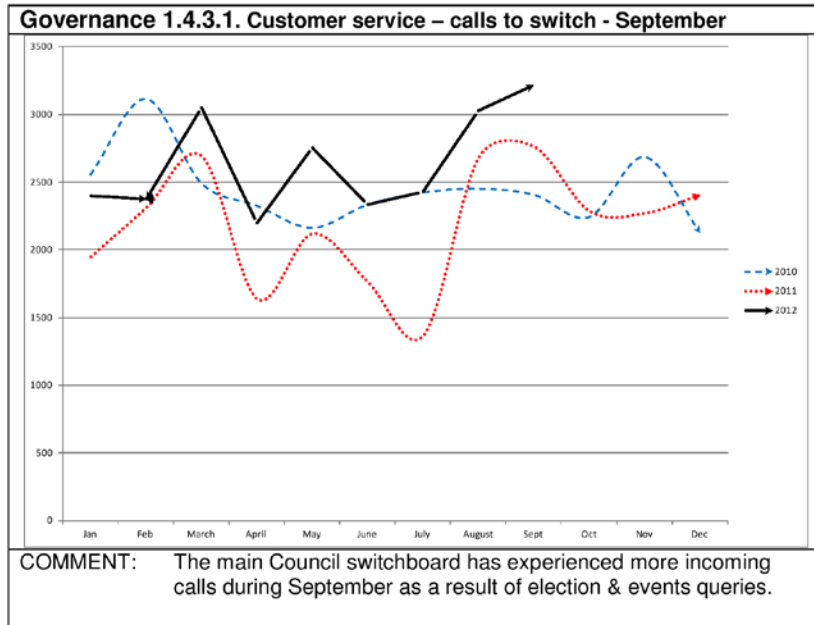


COMMENT: Notices and Orders issued decreased between July to September 2012.

ATTACHMENT 2

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

KPI Graphs for the First Quarter Report

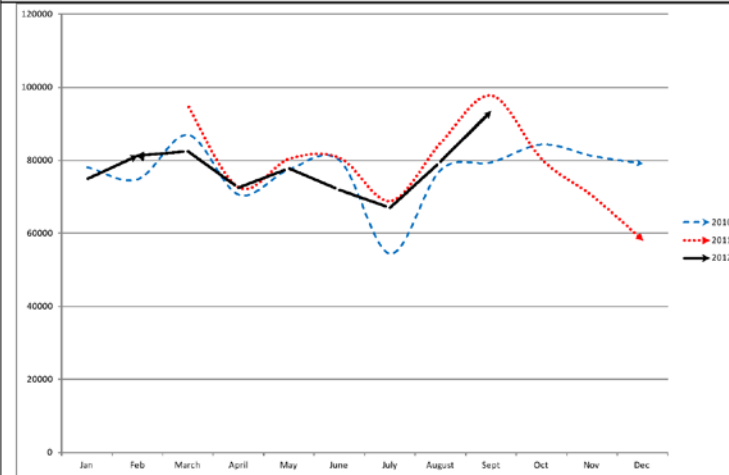


ATTACHMENT 2

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

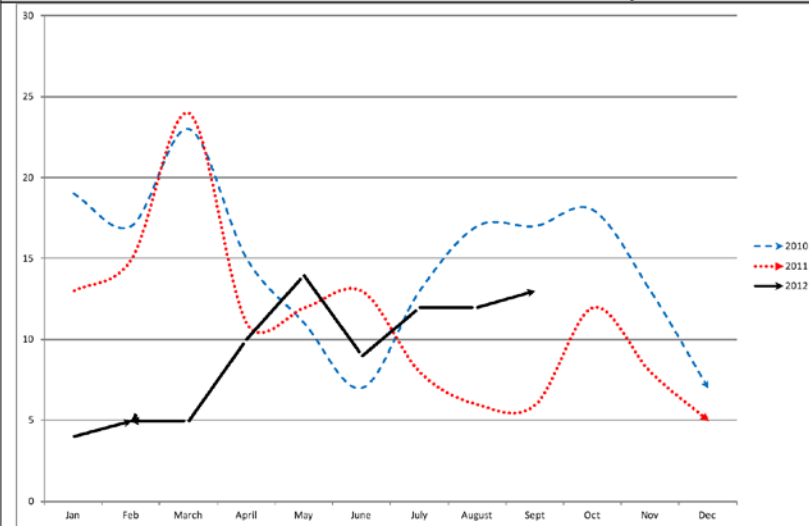
KPI Graphs for the First Quarter Report

Governance 1.4.5.1. Number of Page Views on Council Website – September 2012



COMMENT: For the quarter, there was a noticeable increase in page views due to the improving weather and visitor interest in the activities of the area.

Governance 1.5.2.1. Number of media releases issued – September 2012

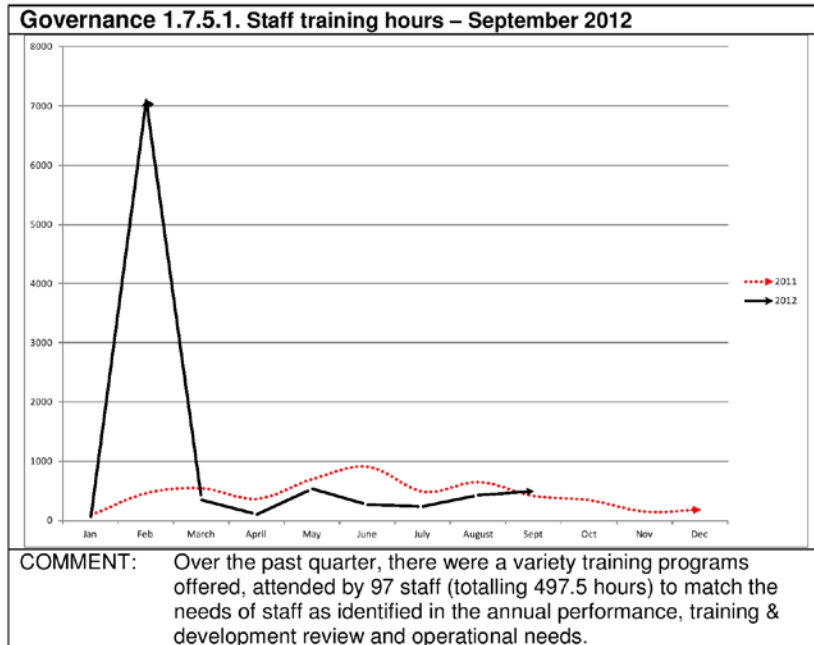


COMMENT: The number of releases provided during the quarter reflected the organisation's increasing activities. Media releases are an effective communication tool used to promote Council's activities.

ATTACHMENT 2

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

KPI Graphs for the First Quarter Report



ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

July - September 2012 Quarter					
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division
1. Improve Manly's community safety	1.1 Work with key stakeholders to address alcohol culture and crimes	1.1.1 Implement Manly's Crime Prevention Plan 2011-2013, in particular by developing strategies for late night transport, education, regulation and enforcement, planning and community engagement.	1.1.1.1 Implement Crime Prevention Plan actions in consultation with key stakeholders and the Community Safety Committee.	Number of initiatives within Manly Crime Prevention Plan implemented and evaluated.	HSF
			1.1.1.2 Address culture of drinking by promotion of non-drinking activities.	Participation levels, satisfaction surveys, and cost-benefit analysis for events completed.	HSF
			1.1.1.3 Provision of drug and alcohol free under 18 events.	Published statistics on alcohol consumption for Manly area (annual report).	HSF
			1.1.1.4 Continued participation in Manly Precinct Liquor Accord (Hassle Free Nights).	Effectiveness of agreements with NSW agencies and local stakeholders in reducing alcohol related incidents in Manly area (measured by survey data).	HSF
			1.1.1.5 Provision of civic and cultural events in accordance with determined community needs.	Events undertaken to meet community needs.	HSF
1.2 Work with the community to ensure Manly is a safe place	1.2.1 Develop Community Safety Plan 2012-2015.		1.2.1.1 Implement community safety actions in consultation with the Community Safety Committee.	Implementation and evaluation of the Community Safety Plan 2012-2015.	HSF
				Number of practical safety actions implemented and evaluated through the Community.	HSF
				Improvements from Late night safety obstacles implemented including signage, lighting, Homelessness protocol adopted, training for staff implemented, and the Manly Community Safety Plan implemented.	HSF
				All CS Committee recommendations are underway or completed. Reporting on actions will continue to when Committee reconvenes.	HSF
1.3 Work with key stakeholders to improve road safety	1.3.1 Develop and implement Council's Five Year Road Safety Strategic Action Plan.		1.3.1.1 Develop and implement Council's Five Year Road Safety Strategic Action Plan.	100% of plan item implemented.	CUS
				100% of practical safety actions and initiatives implemented.	CUS

A. SOCIAL

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

July - September 2012 Quarter					
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division
2 A healthy and active Manly community	2.1 Provide safe swimming facilities and beaches in Manly	2.1.1 Providing professional lifeguard services Manly Ocean Beach to ensure public swimming safety, and public risk management.	2.1.1.1 Provision of Ocean Beach Professional Lifeguard services	Number of rescues and preventable actions.	HSF
				Annual update of lifeguard proficiencies.	HSF
				Percentage of actions on the beach resulting in litigation.	HSF
			2.1.2 Delivery of Aquatic Services and review of services at Manly Swim Centre and the associated equity and access in relation to the wider community users.	Number of visitors to Manly Swim Centre.	HSF
				Compliance with risk management.	HSF
				Safety record of nil drowning.	HSF
				Annual update of lifeguard proficiencies.	HSF
				Managing programs and activities.	HSF
			2.2 Promote healthy and active living programs	Managing programs and activities.	HSF
				Managing programs and activities.	HSF
2 A healthy and active Manly community (cont'd)	2.3 Work with local stakeholders to enhance healthy lifestyles and recreation	2.3.1 Continued community development programs focusing on physical, mental and sexual health.	2.3.1.1 Active after school care (e.g. sporting x 2 weekly, healthy eating, sun safety, immunisation, child protection awareness).	Managing programs and activities.	HSF
			2.3.1.2 Develop Youth & School Age Children's activities website for SHOROC region.	Managing programs and activities.	HSF
			2.3.2 Ongoing development of Council's Smoke Free Zones education and awareness program	Managing programs and activities.	HSF
			2.3.2.1 Evaluation of current programmes.	Audits of smoke free signage.	GMU
			2.3.2.2 Continued participation on Smoke Free Outdoor Areas Working Party.	Awareness of smoke free zones amongst residents measured in annual customer satisfaction survey.	GMU
			2.3.2.3 Encourage and support commercial opportunities that cater to the health and well being needs of young people.	Working Party meetings attended.	GMU
			2.3.2.4 Assistances provided to other Councils and organisations.	Assistance provided to other Councils and organisations.	GMU
			2.3.2.5 Council working with Northern Area Health to develop a smoke free zone outside Manly Hospital.	Working Party on smoke free areas within retirement villages.	GMU
			2.3.2.6 Council has ceased operating before and after school care services.	Working Party on smoke free areas within retirement villages.	GMU
			2.3.2.7 Healthy lifestyles promoted in early learning and care centres. Immunisation clinic operates monthly.	Working Party on smoke free areas within retirement villages.	GMU
			2.3.2.8 Not progressing with SHOROC	Working Party on smoke free areas within retirement villages.	GMU

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

A. SOCIAL								July - September 2012 Quarter	
Goals	Strategy	Four Year Plan		One Year Plan		KPI	Responsible Lead Division	% Complete	Comment on KPI
3	Liveable Manly neighbourhoods	2.2.2	Develop health promotion strategies.	2.2.1	Develop Youth & School Age Children's activities website for SHOROC region.	Managing programs and activities.	HSF	0%	As above
		2.2.3	Build capacity of community organisations in Manly to provide active ageing programs and events.	2.3.1	Continued seniors support program, such as Keeping Them Well, Promoting connections in seniors' lives, volunteering, intergenerational contacts, aerobic activity, lifelong learning.	Managing programs and activities.	HSF	25%	Active ageing programs in place at Manly Club For Seniors. 200 volunteers support the Manly MON program
		2.4	Provide safe and age appropriate playgrounds in Manly	2.4.1	Implement playground strategy by upgrading and maintaining playgrounds through appropriate standards.	100% of Proposed actions for 2012/13 implemented from Strategy. 100% of maintenance schedule implemented to Australian Standard.	CUS	90%	Actions from 5 year strategy. Of this years maintenance schedule
		2.4.2	Develop a 10 Year strategy for all playgrounds in Manly LGA inclusive of council childcare centres, upgrading and maintaining playgrounds through appropriate standards.	2.4.1.2	External independent audit of playgrounds carried out each year.	100% of asset information updated. 100% of external audit process completed. 100% of proposed audit actions completed.	CUS	100% 0%	External audit cost is too high. Wellover budget allocation. Council staff completed the audit
		2.4.3	Source future grant funding for projects.	2.4.1.3	Manage and work with Playground Committee.	Number of Playground Committee meetings held. February 2013	CUS	25%	Re start Committees
3	Liveable Manly neighbourhoods	2.4.2	Develop a 10 Year strategy for all playgrounds in Manly LGA inclusive of council childcare centres, upgrading and maintaining playgrounds through appropriate standards.	2.4.2.1	Draft 10 Year Playground Strategy. Gain endorsement from Council in 2012/13. Implement actions from an endorsed strategy 2012-22.	100% of draft 10 Year Strategy document completed. 100% of proposed public consultation completed. 100% of 1st year's proposed actions from 10 Year Strategy for 2013 completed.	CUS	10%	Auditing of playgrounds currently being carried out.
		2.4.3	Source future grant funding for projects.	2.4.3.1	Determine what grant funding is available to Council for recreational projects.	Number of grant fundings obtained.	CUS	0% 0%	On going monitoring/ review of available programs.
		3.1	Provide well utilised, maintained and managed community, open space and sports facilities that meet community needs	3.1.1	Utilise capital funds or available grant funding to improve existing infrastructure and facilities. Develop projects to cater for future need in line with Recreational Strategy and asset management principles; LM Graham Reserve Landscape Masterplan; major opprestating of oval; implement new front Sydney Water LEP project, second stage of Manly Oval spectator seating.	100% of determined actions from strategy for 2012-13 implemented. 100% of determined sportfields capital improvements completed. 100% of proposed actions from LM Graham Reserve implemented. 100% of proposed actions from LM Graham Reserve implemented. 100% of major upgrading completed.	CUS	20% 25% 25%	LM Graham Reserve demolition of all old infrastructure complete. Installation of portable sight cricket screens complete. Rejuvenation of Creek. Application for new grassion nets completed.
		3.1	Provide well utilised, maintained and managed community, open space and sports facilities that meet community needs (cont'd)	3.1.2	Manage fitting approvals, event approvals, community centre bookings and reserve bookings.	Number of bookings taken per type of facility. Fitting/Wedding approvals granted each year.	HSF	On-going	Fitting approval booking continue to be taken and approval policy implemented. Conditions are imposed.
		3	Liveable Manly neighbourhoods (cont'd)	3.1.2.2	Manage the use of public space in the Manly CBD Corridor including licenses, entertainment, charity approvals, and barrier placements.	Review of local residents' complaints logged; Observed quality customer service.	HSF	Ongoing	All complaints are logged through Tel Us and investigated promptly, although there are very few.

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

A. SOCIAL		July - September 2012 Quarter						
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI	
	3.1.3	Involve young people in design aspects and developing the aesthetic of public spaces such as gardens, art and landscape facilities.	3.1.3.1	Construction and maintenance of facilities that cater to young people in the Park. Set up a Youth Space in Seaford, dedicated youth space. Develop Youth and Children's services, promote youth programs.	Report on progress and outcomes.	CUS/HSF	50%	Youth Services facilitated a Youth Space in Seaford on the first day of the Manly Vibe (Jazz) festival. A chalk jam was also held allowing members of the public to create temporary artwork on the pavement around, as well as watch dedicated artists develop pieces.
			3.1.3.2	Ensure that there is community consultation in planning of public open space, so that it caters to the needs of young people and is visually appealing to them. The actions from the Recreation Policy and Strategy (structured activity) are implemented in conjunction with this process. Maintain standard of synthetic and grass surfaces on sports ovals and grass playing field surfaces to meet standard.	100% of proposed consultation implemented 100% of proposed actions from Policy and Strategy for 2012/13 implemented. 100% of grass and synthetic surfaces maintained within the required standard	CUS	100% for this quarter 25% 100% of synthetic surface maintained this quarter	Repairs to Edgewood Oval Wicket. Repairs to Keirio Park Wicket carried out.
			3.1.3.3	Audit irrigation systems to ascertain standard and status. Investigate possible improvements to services and savings that may be achieved.	100% of audit to systems completed 100% of possible improvements investigated.	CUS	25% 15%	Replacement of turbine Park irrigation pump. High level of repairs to aging irrigation systems this quarter. Ocean beach. Bantley bay, Grahams Reserve.
			3.1.3.4	Maintain civic gardens, and cultural heritage. Implementation of public spaces programs.	100% of scheduled regional cycle maintenance completed.	CUS	100% for this quarter 25% overall. 100% of synthetic surface maintained this quarter	Cycles for this quarter completed
3.2	3.2.1	Keep Manly public spaces and gardens well managed, clean and sustainable	3.2.1.1	Improve irrigation systems to achieve more efficient systems and investigate possible future water savings.	100% of proposed actions from signs of a remote supervision. 100% of proposed Ocean Beach turf improvements completed. 100% of proposed East West Esplanade turf improvements completed.	CUS	0% 10% 30% 40%	Reviewing existing signage for dog off leash areas. The Corso to Denison Street turfing completed. Western end of Esplanade turfing completed. Esplanade completed
			3.2.1.2	Implement proposed actions from the Tree Management Policy & Strategy. Develop and adopt a street tree program to involve local community in caring for trees.	Audit 13 of the 12 Precincts for street tree planning programs per quarter. 100% of proposed street tree planting program completed. 100% of Adopt a Tree program developed.	CUS	10%	Discussions with Lillo Manly Precinct re street tree planting program pilot.
			3.2.1.3	Continue Tree Maintenance Cycle Works program. Review of all North and Pine Management and Maintenance Plan. Implementation of actions from Plan.	2 cycles per year completed 100% of audit, North and Pine Management and Maintenance Plan endorsed by Council. 100% of proposed '1st year actions from Plan implemented.	CUS	0%	Installation of new raised garden beds in Seaford street footpath.
			3.2.1.4	Implement mowing services in line with contract intervention levels.	100% of scheduled mowing cycles completed and 100% of mowing intervention levels met.	CUS	100% of cycles for this quarter completed	Auditing of all mowing contracts carried out September. Contractor meetings carried out
	3.2.2	Develop plan and program for expanding business opportunities for internal tree works.	3.2.2.1	Continue to develop an internal Tree Maintenance Program for smaller tree works. Review services unit rates to improve services. Seek opportunities for in-house service if cost effective.	100% of evaluation process completed each quarter for unit rates evaluation.	CUS	100% of evaluation process completed this quarter	Reviewed mowing contracts for possible transition to in house works.

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

A. SOCIAL		July - September 2012 Quarter					
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI
			4.1.1.4	Provide opportunities for young people to participate and recognise their contributions and achievements.	Report quarterly.	50%	Many Youth Council sponsored three young people to attend YAPA Conference in New York. Many young musicians provided opportunity to perform at the larger Many Vibe Festival through the Youth Stage. Reikiability participants provided opportunity to be involved in the development of the project and recognised at 24/7 Final and Awards Night. 24/7 screenings and final recognised achievements of participants.
4.2	Provide high quality library services and cultural information facilities	4.2.1 Continued development of the provision of Library and Information Services, especially: on line services, Shorelink network, specialist local studies, strategic partnerships, new technology, upgrading building services. 4.2.2 Provision of services and maintenance of facilities at the Many Art Gallery and Museum, such as Many Arts Festival, public arts program, fund raising, maintaining best practice standards, gallery shop management, collect artworks, and variety of public programs.	4.2.1.1 Continued provision of Library and Information Services, including loans, reference services, children and target group programming, exhibitions, intra-library loans, mobile Library Abroad. Ebooks. 4.2.2.1 Continued provision of Many Art Gallery and Museum (MAGAM) services, including maintenance of collection, touring exhibitions management, support MAGAM society, and act on audience assessment.	Many GGA Library members door counters, circulation stock number, database & electronic resource usage. Management Reports on visitor numbers, exhibitions, programs, financial reporting, new initiatives and staff.	HSF	100%	Door count: 105,003 / Loans: 83,678 / Database: 115,326 / sessions: 11,000 / Exhibitions: 2,701 / hours PC access: 1,425 / Wireless internet access customers.
4.3	Strengthen the social capital and bonds within key Many neighbourhoods with its special international communities	4.3.1 Development of place making and neighbourhood development community development initiatives. 4.3.2 Engage in cultural exchanges with other Councils and government organisations nationally and internationally.	4.3.1.1 Coordination of Meet Your Street program. 4.3.1.2 Manage a program of family friendly interactive events to develop community spaces at various locations across Many GGA.	Updates on range of programs conducted. Undertake programs and events in Many.	HSF	100%	20 summer events booked. Dogs Day Out / Vietnam Veterans Day / Citizenship ceremonies / Many Jazz / Bike Week / Many Arts Festival / Relay for life / Sydney Chamber Music
		4.3.2.1 Engage in cultural exchanges with other Councils and government organisations nationally and internationally.	4.3.2.1 Further development of new Friendship City program with Yeongdo, Korea;	New Programs developed	CS	On-going	Programs engaging Odawara City Japan exchange occurred in July together with Taiilo City Mayoral delegation visit.
			4.3.2.2 Continuation of Staff Charity Fundraising Committee;	Committee managed.	CS	On-going	Charity support continuing
			4.3.2.3 Continuation of East Timer support project;	Project managed.	CS	On-going	Continued support for friendship through fund raising, etc
			4.3.2.4 Continued support for Many / Ocasus Friendship.	Project managed.	CS	On-going	Continued support for friendship through fund raising, etc

CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

July - September 2012 Quarter					
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division
4. A connected & culturally vibrant Manly (cont'd)	4.4 Assist the community in their educational needs	4.4.1 Working with Council's stakeholders in maintenance of standards and delivery of educational services.	4.4.1.1 Assisting through the delivery of existing education programs run through Council environmental and other services, such as Libraries, and Art Gallery.	Updates on range of programs conducted.	HSF
5. A socially inclusive, equitable and supportive Manly	5.1 Provide a range of children and youth community support services	5.1.1 Continue delivery of programs and services for children and families such as Family Day Care, Preschools & Immunisation Clinic services in accordance with community needs.	5.1.1.1 Continued children services delivery at Roundhousa, Roundhousa and Harbord, Family Day Care, Harbour View Occasional Care, Family Day Care, Kauri Park and Kangaroo Street Pre-schools, and Vacation Care.	Updates on range of programs conducted.	HSF
			5.1.1.2 Operate and maintain the Immunisation Clinic.	Updates on range of programs conducted.	HSF
			5.1.1.3 Locate a multi use facility to accommodate an Early Childhood Health And Parenting Centre in Manly.	Report on progress.	HSF
		5.1.2 Continue programs and services for youth, including youth strategy.	5.1.2.1 Continued Youth Service delivery at Kangaroo Street Youth Centre, Supported by Manly Youth Council, Providing Recreation & Leisure program for youth.	Updates on range of programs conducted.	HSF
			5.1.2.2 Provision of Adolescent and Family Counselling.	Updates on range of programs conducted.	HSF
			5.1.2.3 Develop a GLTBQ program and activities for GLTBQ young people.	Updates on range of programs conducted.	HSF
	5.2 Provide community support services, programs and events for targeted groups	5.2.1 Continued programs and support for Aged, Disability, ATSI & CALD groups and community development, including Club Friday, information and referral services to CALD and ATSI communities, support Northern Sydney Aboriginal Social Plan program, Gay and Lesbian at Manly social support group, Mental Health Advocacy, homelessness support and action plan.	5.2.1.1 Provide information and referral to target groups.	Updates on range of programs conducted.	HSF
			5.2.1.2 Develop and update information guides and brochures for seniors, CALD communities and PWD.	Updates on range of programs conducted.	HSF

A. SOCIAL

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

A. SOCIAL					July - September 2012 Quarter		
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI
			3.2.1.3 Operation of Manly Seniors Centre to provide a range of social & recreational activities.	Updates on range of programs conducted.	HSF	25%	Manly Club for Seniors continue to provide a range of sport and recreation programs including lawn bowls, table tennis, ballroom dancing, line dancing, scrabble, cards and mahjong to ensure healthy ageing and social inclusion
			3.2.1.4 Continued operations of Meals on Wheels; Community Restaurant, shopping & recreational excursions for seniors. Operation of Club Friday recreation program for PWD.	Updates on range of programs conducted.	HSF	25%	Club Friday operates weekly MOW continues to operate weekly restaurants weekly in Manly CBD and Manly Seniors Centre and once a month at Seaforth Football Pavilion. MOW shopping trips held weekly and recreational trips are held fortnightly
			3.2.1.5 Administration of Community Development Support and Education (CDSEI) grants and Community Cultural grants.	Report on number of successful applications.	HSF	100%	Community Development coordinator worked with Clubs and key stakeholders on Club Friday Community and Cultural grant applications. Cultural grant applications evaluated and decision reached. Report to Council regarding successful allocation for November meeting
			3.2.1.6 Promotion and support of the International Day for People with a Disability.	Updates on range of programs conducted.	HSF	0%	This is expected to be undertaken in the next quarter.
			3.2.1.7 Provide programs or funding that actively engage excluded groups.	Updates on range of programs conducted.	HSF	25%	Grant funding provided to Manly Women's Shelter. Homelessness support achieved with direct funding to the Manly Community Centre Council provided Club Friday weekly recreation program for intellectually disabled people, as well as meals on wheels for frail aged and disabled people. Youth services provide GL@M a recreational program for young people identifying as gay or lesbian or questioning their sexuality

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

July - September 2012 Quarter					
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division
1. A diversified and balanced Manly economy that caters for locals and visitors alike	1.1 Work in partnership with the community to develop strategies to diversity and broaden Manly's economy	1.1.1 Progress strategies by refining strategies to broaden Manly's range of local businesses and services (to cater for both residents and visitors) in Manly CBD.	1.1.1.1 Progress activation of laneways and pedestrian streets through improved urban design measures.	Regular community newsletters; Community panel surveys; Business surveys; Visitor surveys; Measure success of local programs (satisfaction indicators).	On-going
		1.1.2 Continue developing partnerships with local and regional stakeholders.	1.1.2.2 Continued development of partnerships with local stakeholders.	Report on activities quarterly.	On-going
2. Tourism is recognised as a critical part of the local economy	2.1 Develop a Manly tourism management strategy to protect and preserve local environmental heritage	2.1.1 Develop Manly tourism development and management strategy to review the social, economic and environmental impact of tourism on Manly, considering its composition, current and future needs and opportunities, and local management requirements.	2.1.1.1 Review data for preparation of draft Tourism Plan and draft following survey of key stakeholders.	Completion of Plan; Actions proposed; Community involvement and consultation in strategy.	25%
	2.2 Promote Manly as a visitor destination, and provide local tourism and visitor services	2.2.1 Manage Manly's Visitor Information Centre (VIC).	2.2.1.1 Continued management and delivery of services at the VIC. (a) Provide accessible services; (b) sale of tourism products & services; (c) responding to enquiries at VIC; (d) Consider new initiatives and methods of providing resources needed for the delivery and operation of a larger VIC; (e) Implication of a booking system for sale of local Manly tourism products.	Measure success of local programs (satisfaction indicators); Feasibility and costs in construction and building of new VIC; Review and update Manly VIC; Champion Quality customer service; Generated income; Project planning Visitation numbers.	100%
		2.2.2 Review Manly's VIC current and future accommodation needs for purpose and capacity of service business.	2.2.2.1 Prepare a feasibility & design for extension to VIC premises by reviewing the current package, customer space and future improvements for design purposes.	Project completed on time and to budget.	25%
		2.2.3 Working in partnership with Tourism NSW and local businesses.	2.2.3.1 The conduct of a Manly tourist forum with key tourism stakeholders.	Report on forum conducted.	25%
	2.3 Deliver events and activities to entertain, educate and involve Manly's community	2.3.1 Continued delivery of Council local events services and programming.	2.3.1.1 (a) Continued organisation of Manly Council events as per events program; (b) Facilitate event approval for non-council organisers; (c) Conduct surveys and monitor audience participation in Manly events; (d) Manage and coordinate the events application and approval processes; (e) Management and delivery of Manly Arts / Craft Market and Farmers Market.	Programs and events delivered within approved budget; Outcome of Sponsorship income as sourced for major events; Review of Manly events; Quality of delivery of event presentations (by survey); Audience numbers; Sponsorships attained; Generated income (per event); Media coverage (per event).	100%
				As at 30/9/12 income: Special events: \$7,286; Jazz: \$36,035; Markets: \$60,303; Jazz not included because of staff and police costs; expenditure to be shared with Food & Wine; URM sponsorship: \$55,000 / Extensive media coverage for Jazz.	
		2.3.2 Develop an overall strategy to manage Events Programs.	2.3.2.1 Review existing calendar of festivals and events and report to Council recommendations for the future.	Review of events reported to Council.	25%
				Review of events reported to Council.	

B. ECONOMIC

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

July - September 2012 Quarter					Comment on KPI	
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete
3 Manly has a variety of sustainable transport and car alternatives	3.1 Improve Manly's Transportation Programs	3.1.1 Improvements in the Local Area Traffic Management (LATM), by completion of various LATM schemes in the Manly LGA.	3.1.1.1 A.) Develop and implement a program of LATM projects, B.) Implement actions from Traffic Committee, C.) Undertake audit program of all traffic signs, road markings and signs, from audits develop program of maintenance works, D.) Develop road safety campaigns to target issues raised by crash analysis and black spot program, E.) Identify and develop road safety measures to improve road safety at accident hot spots.	A.) 100% of LATM projects implemented up to available budget, B.) 100% of approved items implemented, C.) 100% of audit program completed, D.) 100% of planned campaigns undertaken, E.) Completed annual accident hot spot analysis and bidding process.	CUS	A.) 0% complete, B.) 0% complete, C.) 0% complete, D.) 0% complete, E.) 100% complete
	3.2 Improve Manly's regional public transport network and connections	3.2.1 Working with SHOROC and other agencies to deliver improved regional transport networks.	3.2.1.1 Implementation of SHOROC regional directions.	Report on number of State and Commonwealth grants received for road infrastructure improvements.	CUS	25%
	3.3 Develop alternative and sustainable transport choices in Manly	3.3.1 Planning and developing implementation of alternative transport methods (bikes, public transport links, etc);	3.3.1.1 Installation of approximately 50 cycle racks at Manly Wharf and at other key sites within the CSD.	100% of cycle facilities program completed.	CUS	40%
	3.3.2 Continuation of community bus network via Operation of free bus service "Hop, Skip and Jump".	3.3.2.1 Community bus network improvements by: (a) Develop marketing and revenue plan for community buses; (b) Continuous improvements in services and operations.	3.3.2.1.1 Community bus network improvements by: (a) Develop marketing and revenue plan for community buses; (b) Continuous improvements in services and operations.	Measure success of local programs and use of Hop Skip Jump Bus service (satisfaction indicators); Increase number of users during week (Sustainable Transport Committee, Chamber of Commerce).	GMU	complete
	3.3.3 Attaining increased sponsorship and patronage for service.	3.3.3.1 Target new sponsorship.	3.3.3.1.1 Target new sponsorship.	Source new sponsorship. Report quarterly on success and outcomes.	GMU	On-going

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

B. ECONOMIC								July - September 2012 Quarter	
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI		
4 Improved amenities and physical infrastructure services in Manly	4.1 Manage infrastructure and assets to ensure financial sustainability and meet community expectations	4.1.1 Implementing Asset Management Plan and Policy for Infrastructure Assets. In line with Department of Local Government guidelines. Infrastructure Assets. Condition assessments. Safety assessments. Roll out of 10 year Urban Services works program schedule. Establish service levels for required works based on available funding to meet community expectation.	4.1.1.1 Asset Management Plan - Condition Ratings (a) Footpath (b) Drainage (Pipe, Pt, GRT) using CCTV (c) Buildings and Recreations. (d) Parks and Recreation. Works Program as per Asset Management Plan (a) Roads (b) Footpath (c) Drainage (Pipe, Pipe, GPT) (d) Parks and Recreation.	100% Implementation of Asset Management Plan and Policy for Infrastructure Assets. 100% review of other areas required to be included in Asset Management Plan (e.g. footpaths & drainage). Quarterly reports on progress of all Annual Maintenance and Works programs; % reduction in number of accidents reported on Council footpaths.	CUS	(a) 100% (b) 100% (c) 85% (d) 10% (e) 50% (f) 80% (g) 90% (h) 75%	Condition assessment completed for all roads and footpath within Manly LGA. Other assets such as Drainage Buildings, parks & recreation condition assessment are underway. Road and footpath works program have been completed almost 90% for roads and 80% for footpaths based on the visual condition assessment within Manly LGA.		
		4.1.2 Roads resurfaced and rehabilitated to standard	4.1.2.1 (a) Annual Road re-sheetting program development. (b) Annual Road resurfacing program implementation.	Completion of annual roads program on time and within budget. Road network condition remains to be improved. Condition assessment undertaken for road network. (25% annually).	CUS	(a) 100% (b) 0%	All the re-sheetting works have been programmed as per the visual condition assessment undertaken. Works have been scheduled to commence in the third quarter.		
		4.1.3 Review of Civic Plant and Equipment purchasing policy to provide a safe, efficient, cost effective and environmentally sustainable fleet that meets operational needs.	4.1.3.1 Review Civic Plant and Equipment Fleet Purchasing Policy to: (a) Incorporate green fuel reductions (carbon footprint reduction strategy); (b) Incorporate fleet management systems (e.g. fleet cards) to monitor and manage fleet usage; (c) Undertake a fleet rationalisation usage.	Cycle Costs. Annual review of Leaseback vehicles completed.	CUS	40%	Number of diesel vehicles have been increased. Fleet rationalisation complete.		
4.2 Deliver major infrastructure projects to ensure safety, sustainability and improve public amenity	4.2.1 Delivery of Projects in Capital Works Program.	4.2.1.1 Major Projects planned, exhibited, designed, delivered: Manly Aquatic Centre; Seaforth TAFE site redevelopment; Recreation development for Baby Health Centre site. CBD revitalisation projects as approved by Council.	4.2.1.1.1 Capital Projects (a) Program and scoping (b) Program and scoping (c) Implementation. Recurrent Projects (maintenance) (a) Program and Scoping (b) Implementation. Seaforth TAFE and Seaforth Town Centre Redevelopment. Cowan Beach Stage 5 – Queenscliff surf club & LMUD Community Centre. Manly Aquatic Centre upgrade – (uncertain dependent on funds); CBD laneways and urban design improvements Input to Council's Floodplain Management Study and modelling. New Drighy Storage Facilities at Sandy Bay.	100% Delivery of Projects in Capital Works Program and Policy for Infrastructure Assets. Number of accidents related to Plant condition: Vehicle downtime / running costs.	CUS	Capital Projects (a) 80% (b) 20% Re-current Projects (a) 85% (b) 12%	Design and works program has been completed for Y 2012/13. Footpath recurrent works program have been completed.		
	4.2.2 Major Projects planned, exhibited, designed, delivered: Manly Aquatic Centre; Seaforth TAFE site redevelopment; Recreation development for Baby Health Centre site. CBD revitalisation projects as approved by Council.	4.2.2.1 Major Projects planned, exhibited, designed, delivered: Manly Aquatic Centre; Seaforth TAFE site redevelopment; Recreation development for Baby Health Centre site. CBD revitalisation projects as approved by Council.	4.2.2.1.1 Major Projects planned, exhibited, designed, delivered: Manly Aquatic Centre; Seaforth TAFE site redevelopment; Recreation development for Baby Health Centre site. CBD revitalisation projects as approved by Council.	Projects progressed and delivered on time and to budget and desired specification. Projects endorsed to proceed by Council.	STRATEGY	80%	Aquatic Centre Consultation Phase being progressed and LIRS funding obtained. Seaforth TAFE Renovation Works program has been completed. Streetscape within CBD being progressed and being progressed and assessment undertaken in relation to Manly2015.		

US - Civic Urban Services, US - Land-use Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

B. ECONOMIC							July - September 2012 Quarter
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI
4 Improved amenities and physical infrastructure services in Manly (cont'd)	4.2 Deliver major infrastructure projects to ensure safety, sustainability and improve public amenity, cont	4.2.3 Provide drainage infrastructure that is functional, effective and environmentally sensitive and meets community expectations.	4.2.3.1 Annual capital Drainage Projects (a) Forward Works Program and Sourcing Capital Works Budget (c) Implementation – Design Annual recurrent drainage projects / works (a) Pit and pipe cleaning schedule (b) Reactive drainage works (c) Climate change mitigation measures to address. Drainage Modelling for each sub catchment and identify the flooding spots Map of Flood levels for marine floods and localised floods to determine the impact of sea level rise of 500mm for riverine floods and 300mm for localised flooding for any development within Manly LGA. Review of stormwater management policy and guidelines (a) Review DISPLAN and mitigation strategies; (b) Council to respond in concert with nominated combat agencies in official emergency situations and conduct training exercises in accordance with the above. Continue to meet with Commonwealth and State agencies to discuss proposed legislation to protect Manly's interests. Stormwater Management Plan and Policy implemented.	90% Reduction in number of customer complaints and calls; Completion and identification of capital drainage works program on time and within budget. 30% Reduction in number of flooding claims/flooding. Length of pipelines constructed / reconstructed.	CUS	(a) 100% (b) 20% (c) 16% (a) 25% (b) 20% (c) 5%	Drainage capital works have been completed for 2012/13. Few of the capital works have been investigated/ designed. 1 Kangaroo Street drainage improvements, 2 Clontarf Pool area drainage pipe diversion periodic Pt and Pipe schedule works are in progress. The location and type of drainage pit (Sag or On-grade)
			4.3.1.1 Pedestrians and footpaths network improvements, including: (a) Completion of annual (Urban Services) audit of the footpath network to identify footpath conditions; (b) Implementation of audit to construct new footpaths; on existing footpaths as well as condition ratings and capital funds available; (c) Identifying new links and construction of new footpaths based on identified community needs; (d) Implementing Traffic Committee recommendations relating to traffic devices and road safety; (e) Undertake regular maintenance and upgrading of buildings and facilities as per Council's Asset Management strategy and its identified in its Capital Works Program; (f) Upgrading public toilets as per plan and maintenance requirements.	100% completion of footpath audit; 75% reduction in complaints, trip claims, Meeting agreed and identified community expectations depending on budget allocation; 100% of agreed infrastructure projects completed and funded; >25mm Footpath Conditions; Condition Assessment of Footpath Network, 25% annually; Areas of footpath repaired/constructed; Number of complaint insurance claims.		(a) 100% (b) 0% (c) 8% (d) 15% (e) 20% (f) 5%	(a) Footpath condition audit have been completed for all 12 precincts. (b) Footpath resurfacing works have been completed based on the priority basis. (c) Linkages with new footpaths have been identified in some areas of Baginwala Haglits.
	4.4 Develop emergency plans to protect community, natural environment and built assets	4.4.1 Preparation and review of Emergency DISPLAN for the Manly area.	4.4.1.1 (a) Review DISPLAN and mitigation strategies; (b) Conduct training exercises and combat agencies in official emergency situations and conduct training exercises in accordance with the above. Continue to meet with Commonwealth and State agencies (quarterly per annum) to represent Manly's interests.	Plan implemented; Annual committee (quarterly); Review completed.	CUS	50%	Regular meeting has been scheduled for future references for action plan.
4 Improved amenities and physical infrastructure services in Manly (cont'd)	4.5 Provide community facilities, assets, and public parking that are accessible, clean, fit and habitable	4.5.1 Maintain Buildings and Facilities to a sustainable and functional standard.	4.5.1.1 (a) Undertake regular maintenance and upgrading of buildings and facilities as per Council's Asset Management strategy and as identified in its capital works program; (b) Upgrading public toilets as per plan and maintenance requirements.	Regular site inspections and condition audits were completed and were compared to community standards. 100% Customer requests responded to for Building Maintenance within required timeframes.	CUS	35% Condition Audit Reports completed	Building and Facility Condition Standards met via Scheduled inspections and service
		4.5.2 Maximise return to Council by appropriate utilisation of Community facilities and properties.	4.5.2.1 Provide an accessible booking system of all council's facilities available for hire and/or use by members of the general public.	Implementation of accessible booking system; Satisfaction with facilities (via survey information and condition assessments).	CS	On-going	Councils undertaking a monthly condition survey to providing an line bookings

US - Civic Urban Services, US - Land-use Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

B. ECONOMIC		July - September 2012 Quarter				
		Goals	Strategy	Four Year Plan	One Year Plan	KPI
					4.5.2.2 Manage Council's property portfolio to maximise access to the facilities by the public and where appropriate maximize the return on Council's assets.	Facilities rented to achieve market rental or a use of benefit to the community as appropriate.
				4.5.3 Manage acquisition and divestment of property in accordance with Council policy and planning frameworks (adopted documents) and in accordance with statutory requirements.	4.5.3.1 Acquisition and divestment of property in accordance with statutory requirements and Council resolutions. This to include the acquisition of 40 Stuart Street Manly.	Report on progress.
				4.5.4 Providing public parking facilities within the Manly LGA and managing and improving usage across Council's four public car parking facilities.	4.5.4.1 (a) Manage, operate and maintain Council's four parking facilities at Whistler St; Pacific Waves building; Peninsula building; Manly National building; (b) Develop marketing plan to improve usage; (c) Review rates regularly to assess usability; (d) Management of Council's parking meters at the Ocean Beach Front.	Review and report on car parking usage statistics by car park; Report on street parking (revenue received from meters).
		4.6 Work with community stakeholder groups to better understand infrastructure improvements needed		4.6.1 Community infrastructure partnerships to ensure delivery improvements.	4.6.1.1 (a) Manage committees and stakeholder input (e.g. Manly scenic Walkway Committee); (b) Manage community expectations and data; (c) Respond to community complaints in writing, by phone, etc.	100% of Community committee responded to within allocated time frame; 100% of Committee commitment met.
				4.6.2 Develop plan and policies to respond to infrastructure community concerns.	4.6.2.1 Develop and refine current infrastructure plans with community input.	100% of consultation process carried out. 100% of proposed plans completed.
						Revenue related from parking meters is at 70% of ytd budget, this will improve as we move towards warmer months.
						Community consultation process has been in place for all the capital works. Ex: Sandy Bay Road, Seawall Construction and associated Civil works
						Property at 40 Stuart Street has been acquired
						304,005 vehicles have used council parking stations this quarter, of this number 238,723 have left under two hours 78.5%.
						100% for this quarter.
						100% for this quarter.
						100% for this quarter.

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

July - September 2012 Quarter						
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete
1. Natural heritage, bushlands and biodiversity is protected and preserved for future generations	1.1 Promote the protection of the environment as the key to a sustainable future	1.1.1 Preparation of a State of the Environment Report for Manly 2012/13 under the new (IP&R framework).	1.1.1.1 Prepare for new reporting format for 2012/13 SoE Report.	Draft list of appropriate indicators.	LS	25% Draft list of appropriate indicators completed
	1.2 Deliver and enhance environmental regulation services to protect natural environment	1.2.1 Implementation of all relevant actions in the Manly Sustainability Strategy (MSS).	1.2.1.1 Progress towards implementation of relevant MSS actions.	Report on completion of actions.	LS	ongoing
		1.2.2 Administer Environmental Levy and report on this to the community.	1.2.2.1 Administration of Environmental Levy, including Environmental Levy budget, annual and community reporting.	Completion of EL Annual Report and Environmental Levy funded projects implemented on time and to budget.	LS	ongoing (25%) 2012/13 Funding allocated, 2013/14 funding allocated in line with budget timeline.
	1.3 Undertake projects in partnership with community stakeholders that protect, preserve and manage Manly's bushlands, biodiversity, geo-diversity, coastal and estuary environments and water-cycles to benefit future generations.	1.3.1 Specific Contaminated Site Management in liaison with DECCW.	1.3.1.1 Contaminated Site Management at Adiscoombe Road (Stage 1 remediation).	Report on contaminated site management progress.	LS	0% Project is on hold as requested by executive
		1.3.2 Undertaking Biodiversity and terrestrial management environments programs that protect threatened species, habitat and populations such as:	1.3.2.1 Advice provided on private and public contaminated lands in referred Development Applications.	Provision of advice in accordance with the Contaminated Land Policy.	LS	ongoing
		1.3.3 Implement recommendations of the Manly Flora and Fauna Study.	1.3.3.1 Participation in and implementation of threatened species recovery programs and projects (including Bandicoot Education Project).	Progress towards implementation of recovery programs and projects, publication of annual threatened species data.	LS	ongoing (25%) Engaged Sydney University as a research partner to undertake Long-term Bandicoot Education Project
		1.3.4 Develop a Biodiversity Strategy for Manly and implement priority actions.	1.3.4.1 Undertaking threatened species assessments & projects.	Number of Data assessed in relation to threatened species issues.	LS	ongoing (25%) 9 threatened species assessments completed
		1.3.5 Companion Animal Management Plan to adhere to statutory obligations and to have a focus on responsible pet ownership.	1.3.5.1 Progress priority outstanding recommendations.	Progress towards outstanding priority actions, number of advice about species, threatened species, populations and communities recorded in LGA.	CUS	60% Study being progressed
		1.3.6 Identify, map and evaluate significant geodiversity elements in the LGA and incorporate data into Council's GIS, and develop a geodiversity conservation plan.	1.3.6.1 Complete stage one of the Biodiversity Strategy (including planning mechanisms to protect and conserve biodiversity corridors).	Stage one of the Biodiversity Strategy completed.	LS	30% Feedback received from relevant staff on draft project brief and draft project sheet
		1.3.7 Implementation of adopted Coastline & Estuary Management Plans including the following:	1.3.7.1 Review the Consultation Animals Management Plan with a focus on allocating responsible pet ownership which minimises impacts on others and the natural environment.	Reporting on initiatives undertaken.	LS	50% Management plan under review.
		1.3.8 Consolidation and revision of existing Coastal and Estuary Management Plans into Coastal Zone Management Plans following recent NSW Government's Guidelines.	1.3.8.1 Develop actions and planning controls for selected conservation areas.	Progress towards actions and planning controls.	LS	100% Report completed
			1.3.8.2 Continue to implement management actions proposed in the adopted CMPs, priorities - seagrass mapping of Manly Cove, estuary health assessment of Coomanderry Bay.	Number of actions funded and implemented	LS	50% Ongoing - Planning progressing for seagrass mapping and health assessment to be completed in 2013
			1.3.8.3 Seek funding for revision of Manly Ocean Beach CMP and engage consultant, if funded.	Funding received and consultant engaged.	LS	0% Ongoing - Identification of Coastal Erosion & Inundation Study completed grant offer of \$14,000 received from OCEH to assist with revision and implementation of CMP

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

C. ENVIRONMENT		July - September 2017 Quarter					
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI
1. Natural heritage, bushlands and biodiversity is protected and preserved for future generations (cont'd)	1.3 Undertake projects in partnership with community stakeholders that protect, preserve and manage Manly's bushlands, biodiversity, geo-diversity, coastal and estuary environments and water-cycles to benefit future generations. (cont'd)	1.3.1 Undertake measures for coastal protection and implement Emergency Action Plans.	1.3.1.1 Undertake estuary/hazard study for Contar/Battery Bay area.	1.3.1.1 Funding received and consultant engaged.	LS	50%	Funding received and consultant engaged.
		1.3.2 Aquatic Reserve Management Plan preparation & implementation.	1.3.2.1 Assist NSW DPI in adoption and implementation of the Cabbage Tree Bay Aquatic Reserve Management Plan.	1.3.2.1 % of proposed actions implemented.	LS	75%	Draft Plan exhibited by NSW OEH
		1.3.3 Landscape Masterplan for reserves in coastal forests.	1.3.3.1 Implement selected Sandy Bay, North Harbour and Elmer's Point Reserve Landscape Masterplans	1.3.3.1 % of proposed actions implemented.	QUS	75%	Plans being implemented ongoing on the ground
		1.3.3.1 Assess and plan water access facilities & infrastructure.	1.3.3.1.1 Develop long-term plan for maritime infrastructure & boat storage, seek funding for new boat storage and other maritime infrastructure.	1.3.3.1.1 Complete and fund sought.	LS	100%	Plan completed. Funding being sought for implementation from Sharing Sydney Harbour Access Program.
		1.3.3.1 Establish and manage coastal erosion risk areas.	1.3.3.1.1 Incorporate identified coastal risk areas into LEP.	1.3.3.1.1 Coastal Erosion and inundation risk area incorporated into LEP.	LS	90%	Relevant studies completed by WRI. Incorporation into LEP on hold pending NSW Govt Stage 2 Coastal Planning underway
		1.3.3.2 Delivery of Water Cycle Management Plans, Projects and Strategies.	1.3.3.2.1 Prepare and issue s149 certificate on properties located in risk areas.	1.3.3.2.1 Number of certificate prepared and issued.	LS	0%	see 2.1.4.2
		1.3.3.2 Development of a new 4 year Potable Water Savings Action Plan (2012/13) subject to ongoing statutory requirement.	1.3.3.2.1 Delivery of SHOROC Regional Groundwater Resource Investigation Consultancy Brief.	1.3.3.2.1 Completion of SHOROC Regional Groundwater Resource Investigation.	LS	50%	SHOROC Regional Groundwater Survey appointed and underway.
		1.3.3.3 Continued development and implementation of sustainable alternate water re-use schemes at Council facilities.	1.3.3.3.1 Completed implementation of adopted 2008/09 - 2012/13 Wattle Savage Action Plan by 2012/13.	1.3.3.3.1 Ongoing Council operational potable water reduction (KL consumption vs 2000/01 target). Report implementation.	LS	85%	Exceeding 4 year VISAPE Completed and implemented. Awaiting decision on requirement to do a new plan
		1.3.3.3 Ongoing implementation of Manly Lagoon Integrated Catchment Management Strategy in partnership with Warringah Council.	1.3.3.3.1 Stormwater harvesting feasibility assessment for key reserves (e.g. LM Graham as per adopted Masterplan).	1.3.3.3.1 Number of Council alternative water sourcing schemes (rainwater, stormwater, groundwater). Potable water saved.	LS	25%	Design work for LM Graham Stormwater Harvesting On Hold in WCM Team due to project resourcing.
		1.3.3.4 Development of a Manly LGA & Manly Lagoon Catchment Flood Study, Floodplain Risk Management Study, and Floodplain Risk Management Plan (2014).	1.3.3.4.1 Ongoing Operational Maintenance shared with Warringah Council, including (1) MH and Sewer Maintenance (2) Tree and Vegetation Maintenance, and (3) Stormwater Channel Entrance Management, and (4) Lagoon Boom Maintenance.	1.3.3.4.1 Continuation of Ongoing Operational Maintenance shared with Warringah Council for pollution and flood risk management.	LS	25%	Projects underway and ongoing. Design finalised for Manly Warringah Partnership. Construction planned end 2012.
		1.3.3.5 Development of a Water Sensitive Urban Design (stormwater) Plan, and improved Stormwater & Sewer Pollution Control.	1.3.3.5.1 Development and adoption of a Manly LGA & Manly Lagoon Catchment Flood Study (12-24 month project duration).	1.3.3.5.1 Development and adoption of appropriate Manly LGA & Manly Lagoon Catchment Flood Risk Management documents.	LS	50%	Manly Lagoon Flood Study at Stage 4 (of 5). Public Exhibition Planned in February 2013. Manly LGA Study appointed and commenced.
		1.3.3.6 Bushland management, restoration works and maintenance on Council lands.	1.3.3.6.1 Development of WSUD (stormwater) Plan, implement and monitor in partnership with Council systems. Continue Dry Weather Sewer Leak Investigation Program.	1.3.3.6.1 Development of a WSUD (stormwater) Plan, implement and monitor in partnership with Council systems. Ongoing Dry Weather Sewer Leak Investigation.	LS	60%	Plan drafted and relevant conditions for LEP and Council WCM Team due to project resourcing.
		1.3.3.6.1 Bushland management, restoration works and maintenance on Council lands.	1.3.3.6.1.1 Development 3-4 year bushland works program to provide strategic direction and implementation.	1.3.3.6.1.1 100% of proposed 4 year works program actions implemented and works performance indicators met.	QUS	25%	Draft review of current document underway
		1.3.3.6.2 Restoration of bushland reserves and corridors.	1.3.3.6.2.1 Number of bushland reserves under active management. 100% of maintenance cycle for quarter completed. Number of native plants used to revegetate bushland corridors.	1.3.3.6.2.1 Number of bushland reserves under active management. 100% of maintenance cycle for quarter completed. Number of native plants used to revegetate bushland corridors.	QUS	100% for this quarter	100% of maintenance cycle completed this quarter.

US - Civic Urban Services, US - Land-use Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

July - September 2012 Quarter					
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division
1. Natural heritage, bushlands and biodiversity is protected and preserved for future generations (cont'd)	1.3 Undertake projects in partnership with community stakeholders that protect, preserve and manage Manly's bushlands, biodiversity, geo-diversity, coastal and estuary environments and water-cycles to benefit future generations. (cont'd)	1.3.19 Bushland management, restoration works and maintenance on Council lands (cont'd)	1.3.19.1 Enforce noxious weed control on private property. Provide community education on impact of noxious weeds. Participate in regional strategies of noxious weed control in partnership with Sydney North Regional Weeds Committee.	Number of noxious weed inspections, notifications issued, and percentage compliance to notifications. Provide community education on noxious weeds. All Council managed environmental events. All Sydney North Regional Weeds Committee meetings attended.	CUS
			1.3.19.4 Maintain and upgrade bushland track on the Manly Scenic Walkway and other bushland reserves.	Linear metres of walking track upgraded and maintained.	CUS
			1.3.19.5 Implementation of Bushland Environment Levy projects.	100% completion of bushland Environment Levy projects.	CUS
			1.3.19.6 Develop and implement a four year rabbit control program. Identify all projected problem areas and actions for future control. Undertake ongoing rabbit control programs using various methods. Work cooperatively with neighbouring councils and land managers.	100% of cycle of rabbit control completed. Number of rabbit control programs implemented. Reduction in rabbit population identified by survey and Rabbit Density Index measure. Attendance at Urban Feral Animal Action Group meetings.	CUS
			1.3.19.7 Support volunteer participation in managing Council bushland areas. Continue to support and develop volunteer Bushcare Program. Review program yearly.	Number of volunteer Bushcare hours worked annually. Number of volunteer hours per quarter. Calculated percentage of volunteer works carried out.	CUS
			1.3.19.8 Undertake bushfire fuel reduction works on Council land. Audit Council land to determine areas of risk. Identify and record categories or risk areas in consultation with Fire and Rescue NSW. Implement actions from Bushfire Risk Management Plan.	100% implementation of Bush Fire Risk Management Plan.	CUS
			1.3.19.9 Development and implementation of bushfire education strategy coordinated by Manly Mosman North Sydney Bushfire Committee.	100% of Bushfire education strategy developed. 100% of actions from bushfire education strategy implemented.	CUS
		1.3.20 Continued environmental advocacy and advice such as:	1.3.20.1 Environmental advocacy and advice such as:	Advice provided as required.	LS
		1.3.21 Providing internal sustainability advice on major development assessments, and Council's Reviews of Environmental Factors, policy/ strategic sustainability planning as required.	1.3.21.1 Provision of advice for DAs/ REFs, strategic sustainability planning as required	100% of advice provided as required.	LS
			1.3.21.2 Provide sustainability input onto cross-Council project teams as required e.g.: LEP / DCP. Education for Sustainability etc.	Input provided as required.	LS
		1.3.22 Working with SHOROC on regional sustainability projects as required.	1.3.22.1 Provide input to the SHOROC Sharing Our Future regional strategy, and make accessible to the community.	Input provided into SHOROC Sharing Our Future Regional Strategy	LS
		1.3.23 Continued Community & Environmental Partnerships.	1.3.23.1 Continued Community & Environmental Partnerships.	Programs developed and implemented.	LS

C. ENVIRONMENT

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

July - September 2012 Quarter				
Goals	Strategy	Four Year Plan	One Year Plan	KPI
1. Natural heritage, bushlands and biodiversity is protected and preserved for future generations (cont'd)	1.3 Undertake projects in partnership with community stakeholders that protect, preserve and manage Manly's bushlands, biodiversity, geo-diversity, coastal and estuary environments and water-cycles to benefit future generations. (cont'd)	1.3.24 Update Manly Council Education for Sustainability Strategy to reflect latest best practice in education for sustainability. 1.3.25 Capacity-build community members to become capable of leading community based sustainability initiatives.	1.3.24.1 Demonstrate leadership in sustainability through interpretative signage and other relevant educational tools for Council's sustainability-oriented projects, such as solar panels and environmental restoration projects. 1.3.25.1 Share knowledge on education for sustainability methods with Shire/DOC Councils and work collaboratively on joint initiatives where appropriate.	Number of programs / events per quarter. At final review stages.
		1.3.26 Continue to provide sustainability engagement programs targeting schools, businesses, Council staff and community. 1.3.27 Manly Environment Centre (MEC) management of "shopfront" for the purpose of information exchange, advocacy and research, events, activities and projects, and volunteers, including the following: 1.3.28 Relocation of MEC.	1.3.26.1 Develop and implement CEP programs. 1.3.27.1 Promote awareness of Manly Environment Centre and Council's successful projects via International Sister Centres Network. 1.3.28.1 Planning to secure a permanent long term venue for MEC and consult appropriate stakeholders.	Measure success of local programs (satisfaction indicators). Programs developed and implemented. Expand on MEC international program for global project. Progress with plans.
		1.3.29 Move towards a more environmentally sustainable Manly working together with Councils and NGOs; 1.3.30 Maintain and promote the social and environmental networks; 1.3.31 Increase the numbers of interns and volunteers; 1.3.32 Promote eco tourism; and 1.3.33 Promote MEC's role in addressing Climate Change issues in Manly.	1.3.29.1 Celebrate 2012 as 20th Anniversary Year of World Environment Day and undertake public education programs on key environmental topics to engage new groups. 1.3.30.1 Celebrate the International Year of Co-operatives to develop new partnerships local, national and globally. 1.3.31.1 Continue to promote volunteer and internship programs. 1.3.32.1 Continue to encourage visits from overseas delegations and universities to promote MEC & Council's projects. 1.3.33.1 Working with local and national stakeholders to run events to celebrate 2012 International Year of Sustainable Energy for All.	Requirements determined via consultation workshop between staff & Community Environment Committee. Council has implemented WSUD & water saving & achieved significant reductions in water use only have been installing water tanks. Attended Australian Museum Science Week for 2500 school children, Education Centre for 500 teachers & Community NGA Booklets. 2800 Volunteer hours July - Sept 2012. 1 visit by Oatwara students July 2012. 4 events including Bike Life Festival.

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

July - September 2012 Quarter							
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI
1 Create liveable neighbourhoods and more affordable housing choices by better managing population growth	2.1 Work in partnership with the community to better plan new and existing development of the built and natural environment	2.1.1 Refining & improving local character and built environment through the provision of Council urban design and planning services statutory requirements including:	2.1.1.1 Changes to Planning Instruments to retain and improve local character. Comments to the Department on proposed changes to legislation.	Council submissions to various legislation changes to the Department.	LS	Ongoing	Submissions to Green Paper, Codes SEPP
		2.1.2 Compliance with NSW planning legislation.	2.1.2.1 Finalise comprehensive LEP, DCP and other plans.	Refining and development of new comprehensive LEP and DCPs to meet local & community planning requirements.	LS	25%	Draft LEP submitted to Department. Currently refining the document with the Dept.
		2.1.3 Provision and preparation of Environmental Planning Instruments (EPs), Strategic Land Use Planning advice and development plans (LEP, DCPs, etc).	2.1.3.1 Arrange and manage public exhibition of EPs and address submissions.	Delivery of planning instruments in accordance with agreed schedule.	LS	100%	Public exhibition of LEP/DCP in accordance with communications strategy
		2.1.4 Provide strategic planning advice internally.	2.1.4.1 Consideration of the planning implications of the Metropolitan Strategy, draft North East Sub-regional Strategy, 2008 SHORCC sub-regional Employment Strategy and other changes to Planning Instruments. Maintenance and review of delivery of 5149 planning certificates. 2.1.4.2 Provide internal advice to Council's Development Assessment Planners. 2.1.4.3 Provide internal advice, research and investigation on strategic land use planning matters such as Part 5 Applications. 2.1.4.4 Participation and advice as part of the Foreshore Advisory Committee established under SRPEP 2005 - Sydney Harbour and advice to Council's Development Assessment Branch. 2.1.4.5 Provision of planning advice to progress the delivery of Council community infrastructure improvements and Council of non statutory actions as approved by Council e.g. Strategic plans, coastline plans and heritage plans.	Planning advice provided within timelines. Certificates delivered within 3-5 days of applications being submitted to Council. Planning advice provided within timelines. External grant applications applied for relevant projects that meet criteria. Represent land use planning interests on behalf of Manly community with NSW agencies as required (no of inquiries, submissions etc). Correspondence is prepared and issued within agreed timelines and Council standards.	LS LS LS LS LS	50% 100% 25% 25% 25%	New Metropolitan Strategy being formulated by the Department & will be ready in 2013 KPI achieved All advice provided within timelines Part 5 applications done when required Participation at all meetings when required Issued on agreed timelines Plans completed online
2 Create liveable neighbourhoods and more affordable housing choices by better managing population growth (cont'd)	2.1 Work in partnership with the community to better plan new and existing development of the built and natural environment (cont'd)	2.1.5 Non statutory Landuse Planning Actions.	2.1.5.1 Completion of non statutory actions as approved by Council e.g. Strategic plans, coastline plans and heritage plans.	Reporting non statutory actions undertaken per quarter.	LS	100%	Plans completed online
		2.1.6 Develop and implement Masterplans for major projects.	2.1.6.1 Identification of priorities for Masterplan implementation with new Council term post September 2012 elections.	Actions implemented from adopted Masterplans	LS	To be done	Masterplans yet to be identified
		2.1.7 Develop and implement Plans of Management for Community Lands.	2.1.7.1 Progress implementation of Plans of Management and associated Landscape Masterplans, eg. LM Graham Reserve and Little Manly Reserve.	Priority actions implemented.	L3/L4/L5	15%	LM G Master plan demolished old terms court
		2.1.8 Upgrade reserves, town centres and urban and community infrastructure.	2.1.8.1 Submissions on State land use and environmental planning policies as required. 2.1.8.2 Preparation of documents and reports to accompany Council capital works.	Planning advice provided within timelines. Planning advice provided within timelines.	LS LS	Ongoing Ongoing	Provided when required Provided when required
		2.1.9 Work with the NSW government to ensure public benefits from future development of former Seaford TAFE site.	2.1.9.1 Communicating general planning policy to stakeholders, including within Council and community. 2.1.9.2 Preparation of Grant applications.	Listing activities undertaken on a quarterly basis.	LS	25%	Part 5 application being assessed
		2.1.10 Heritage Planning by providing a strategic approach to dealing with all types of heritage in Manly including built, natural, Aboriginal, maritime, parks and gardens and moveable heritage.	2.1.10.1 Heritage Planning by providing a strategic approach to dealing with all types of heritage in Manly including built, natural, Aboriginal, maritime, parks and gardens and moveable heritage.	Grants achieved to assist planning and heritage. Provision of timely advice on heritage matters.	LS LS	50% 25%	LEP Acceleration Fund & Heritage Grants All enquiries responded to within given timelines
		a Identification and protection of Manly's heritage items;	a Review and update existing heritage inventory sheets.	Management of bi monthly Heritage Committee, including report preparation and monitor outcomes.	LS	25%	EQs for new Committee are to be invited soon
		b Develop, update and review of heritage controls;	b Provision of heritage advice on development proposals.	Heritage input to LEP and DCP planning as required on time.	LS	25%	Heritage advice is provided as required.
		c Manage Council's Heritage Committee;	c Provide support for the Aboriginal Heritage Office.	Provision of heritage advice.	LS	25%	All enquiries responded to within given timelines
		d Assume responsibility for the Manly Landmark;	d Completion and implementation of Manly Comprehensive Heritage Review recommendations.	Report on progress.	LS	25%	Ongoing
e Reporting on heritage maintenance and protection.	e Management of Council's Local Heritage grants program	Grants achieved to assist planning and heritage.	LS	50%	Two of the four grants paid this year		

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

C. ENVIRONMENT		July - September 2012 Quarter				
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	Commitment on KPI
2. Create liveable neighbourhoods and more affordable housing choices by better managing population growth (cont'd)	2.1 Work in partnership with the community to better plan new and existing development of the built and natural environment (cont'd)	2.1.1 Development of education programs for locals and visitors to better understand Manly's environmental heritage;	i Support and coordinate the activities of the Aboriginal Heritage Office.	Activities listed via AHO annual report process and updating GIS information.	LS	Ongoing
		2.1.2 Infrastructure improvements to protect Manly's heritage.	g Reports to Council on heritage matters.	Reports to Council on heritage matters.	LS	Ongoing
		2.1.3 Development of new communication strategies regarding Manly's heritage.	h Reports to Council on heritage matters.	Reports to Council on heritage matters.	LS	Ongoing
		2.1.4 Continued heritage advice on Manly Cemetery maintenance activities	i Continued heritage advice on Manly Cemetery maintenance activities including: Implement actions from the Manly Cemetery Grounds Maintenance specification, 100% of proposed weed control effected.	Provision of heritage advice. 100% of the cemetery maintenance cycle completed.	LS/CUS	Ongoing
		2.1.5 Provide security measures to prevent vandalism;	j Manage conservation program. Implement actions from the Cemetery Conservation Management Plan.	Provision of heritage advice. 100% of proposed recommended	LS/CUS	Ongoing
		2.1.6 Provision of funding to implement maintenance and restoration of graves as identified in the Cemetery Conservation Management Plan.	k Progress the restoration of grave sites on the iconic Graves List in consultation with the Heritage Committee.	Provision of heritage advice. 100% of proposed grave reclamation works recommended by Heritage Committee completed.	LS/CUS	Ongoing
		2.1.7 Provision of design and specifications for Council architectural and landscape projects as required.	2.1.1.1 Preparation of designs, consultation and approval of construction.	Design advice provided within timelines.	CUS	100% for this quarter
		2.1.8 Design of street scape plantings & playgrounds.	2.1.1.2 Provision of designs, plans and specifications to for urban landscape and community infrastructure improvement projects as required.	Design advice provided within timelines.	CUS	100% for this quarter
		2.1.9 Maintaining Corporate Geographic Information System (GIS) and Land Information Systems (LIS) services.	2.1.12.1 Ensure that the GIS is available as staff to assist Council business and customer service functions.	GIS advice within timelines.	CUS	100%
		2.1.10 Linking disparate databases and datasets relating to Manly's natural resources (e.g. groundwater, acid sulphate soils, biodiversity, geodiversity, coastlines) via geographic location using GIS.	2.1.12.2 Compile a comprehensive list of existing databases and datasets, and identify additional data required e.g. location and list of threatened species in LGA.	List of existing databases and additional data compiled.	CUS	15%
	2.1.11 Continued Council regulation of development in accordance with sound and consistent local planning controls.	2.1.13 Continued Council regulation of development in accordance with sound and consistent local planning controls.	2.1.13.1 Continued provision of Building Compliance services	Number of mandatory building inspections (pa).	LS	on-going
			a Assess and approve development proposals.	Number of Construction Certificates (pa).	LS	on-going
			b Review of DA approval process.	Manage safety complaints (number pa).	LS	on-going
			c Provide comments for Development Application	Manage Cooling Tower complaints.	LS	on-going
			d Building Compliance & complaints and illegal use	Water quality testing of public swimming pools (number pa).	LS	Due to commence November 2012
			e Swimming Pool Compliance & Fire Safety.	Customer requests investigated.	LS	on-going
			f Manage Trust Fund Deposits	Number of notices and orders issued.	LS	on-going
			g Provide Advisory Service	Number of customer requests investigated.	LS	on-going

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

July - September 2012 Quarter					July - September 2012 Quarter	
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	Comment on KPI
3. Create liveable neighbourhoods and more affordable housing choices by better managing population growth (cont'd)	3.1 Work in partnership with the community to better plan new and existing development of the built and natural environment (cont'd)	3.1.4 Continued Council regulation of Environmental Health Services in accordance with the local, state and national legislation.	3.1.1.1 Continued Environmental Health (EH) services.	Conduct Environmental Health inspections and audits of local businesses in relation to food preparation and safe presentation (number per).	LS	Inspections just commenced
			3.1.1.2 Conducting public health inspections.	Completion of annual EH inspections.	LS	Shared Accommodation complete. Remainder to be finalised 2013.
			3.1.1.3 Compliance with NSW Food Safety standards.	Monitor Ocean and Harbour water quality.	LS	Due to commence December 2012
			3.1.1.4 Regulation and pollution prevention programs relating to air, water and noise.	Number of customer requests investigated.	LS	on-going
			3.1.1.5 Implement Manly Scores on Doors Food Safety Rating Program for restaurants.	Report on program quarterly.	LS	on-going
			3.1.1.6 Provide comments for Development Application proposals.	Report quarterly.	LS	on-going
			3.1.1.7 Conduct Food Handling Seminars.	Report quarterly.	LS	on-going
			3.1.1.8 Acoustic testing as required for Environmental related noise complaints.	Report quarterly.	LS	on-going
			3.1.1.9 Assessment and review of all development applications received by Council in accordance with State legislation, Planning Instruments, current Council plans and policies.	Number of DA assessed per annum.	LS	The number of development applications assessed in the quarter are 115.
			3.1.1.10 Update systems to incorporate changes in legislation and Environmental Planning Instruments.	Number of days to assess a DA.	LS	The number of days to assess applications has increased over last quarter. Measures being actioned to reduce assessment time.
			3.1.1.11 Update systems and implement New Manly Local Environmental Plan and Development Control Plan.	Value of development proposals.	LS	The value of development proposal has increased over previous quarter whilst the number of applications received is slightly reduced.
			3.1.1.12 Review and assess development applications and modification applications in accordance with State legislation, Planning Instruments, Council Control Plans and policies.	Number of Pre lodgement meetings held.	LS	The number of Pre lodgement meetings requested and held indicates restrained development activity through this quarter.
			3.1.1.13 Provide training to assessing planners in order to implement changes in legislation and implement the New Manly Local Environmental Plan Update systems in order to implement New Manly Local Environmental Plan.	Number of staff attending training.	LS	All Assessment Planners have attended meetings and programmed training.
			3.1.1.14 Provide feedback to Council's Strategic Planning section on development control trends and any measures necessary to ensure the environment is enhanced/maintained.	Percentage of determinations subject of appeal to Land and Environment Court. Percentage of appeals dismissed.	LS	Number of Appeals static. Decisions made available to Strategic Planning section.
			3.1.1.15 Finalisation of the Climate Change Adaptation Action Plan (CCAAP) and Carbon Emissions Reduction Plans for Council and the community.	Correlation of CCAAP and Carbon Emission Reduction Plans.	LS	Responsibility of Environmental Planner (vacant since April 2011). Limited progress made.
			3.1.1.16 Identify and commence implementation of priority actions in the CCAAP and CERP.	Progress towards implementation of the Council CERP, the Manly Community CERP and the Manly CCAAP (once finalised), progress towards Council's carbon emission reduction targets.	LS	Priority actions implemented in draft CCAAP. Progressing CERP priority actions at present including Solar Hot Water at identified key locations.
			3.1.1.17 Continue partnerships with the SCCG, LGSA and universities which seek to provide Council with best practice management responses to climate change.	Partnerships with and support provided to SCCG, universities etc continued.	LS	Ongoing and case study projects regularly undertaken and partnerships with key groups.

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

C. ENVIRONMENT		July - September 2012 Quarter				
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	Comment on KPI
4.1 A clean Manly with zero waste	Work in partnership with the community to minimise waste & undertake public cleansing programs	4.1.1 Continued waste and cleansing programs such as: 4.1.2 Waste Avoidance program by reducing material entering the waste stream, including increases in diversion rates.	4.1.1.1 Managed waste services continued, such as: 4.1.2.1 Domestic garbage collection. Continue waste minimisation education to increase waste avoidance, recycling rates, increase composting & worm-farming rates and increase awareness and use of alternatives to disposable nappies.	Continued managed Waste Services. (KCA).	LS	Ongoing
		4.1.3 Cleaning public places, facilities, parklands, beaches, road reserves and stormwater catchments.	4.1.3.1 Cleansing Services continued such as: 4.1.3.1 Beach Cleaning. 4.1.3.2 Street Sweeping. 4.1.3.3 Public Toilet Cleaning. 4.1.3.4 Facilities Cleaning. 4.1.3.5 Reserve Cleaning. 4.1.3.6 Public Place Cleaning.	Clean Beaches awards. Street sweeping lines collected. Reduced unit costs. Reduction in accidents. Report quarterly. Report quarterly.	LS LS LS LS LS LS	Ongoing Ongoing Ongoing Ongoing Ongoing Ongoing
		4.1.4 Extending the range of recyclable materials suitable for collection within Council services.	4.1.4.1 Vegetation, paper and container recycling and kerbside collection services. The range of recyclable materials has been extended. Continue to educate residents on this change to encourage increased recycling & recovery of resources.	Report quarterly.	LS	25%
		4.1.5 Pursue partnerships to facilitate regional and SHORC-wide common waste collection systems.	4.1.5.1 Introduce a green waste collection bin to all residents.	Financial viability reports.	LS	50%
		4.1.6 Undertaking Community and Environmental Partnerships to increase composting by residents, and educate and implement sustainability programs.	4.1.6.1 Continue to sell compost bins, worm farms and accessories to residents at cost price. Continue education of residents through Green Up Your Life Sustainability workshops. Introduce online training programs such as the Compost Revolution. Make available waste and sustainability workshops to schools.	Report quarterly.	LS	50%
		4.1.7 Educating residents, schools, businesses, industry and visitors about waste minimisation.	4.1.7.1 E-waste kerbside pickup and E-waste initiatives.	Tonnes green waste collected; E-waste collected; diversion rates from landfill.	LS	50%
						When requested the waste education team will always provide a workshop on any trending waste topic. Whether this be helping a school with composting or running a school holiday litter pollution workshop for kids. We provide workshops to the community on request. Council also holds 2 waste collections per year.

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

D. GOVERNANCE							July - September 2012 Quarter	
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete	Comment on KPI	
1 Transparent and accountable decision making	1.1 Provide transparent and accountable corporate governance	1.1.1 Develop and apply effective governance systems for monitoring and evaluating policies and procedures to ensure they are up to date, relevant and effective.	1.1.1.1 Review relevant Codes and Policies required following local government election.	Payment of Expenses and Provision of Facilities to Councilors Policy, Council's Code of Conduct and Code of Meeting Practice reviewed.	GMU	25%	Will be reviewed in coming months. Code of Conduct will be reviewed after new Model Code is adopted	
			1.1.1.2 Review Council's Policy Register.	Policy Register updated	GMU	40%	Policy register readopted by Council on 15 October 2012. Full review due for Cfs workshop in Feb 2012	
			1.1.1.3 Provide awareness raising activities / relevant training on revised Codes and Policies.	Report to GM quarterly on awareness / training activities undertaken.	GMU	25%	Information provided to staff via iPolicy as appropriate.	
			1.1.1.4 Review relevant best practice guidelines.	Report quarterly.	GMU	25%	Reviewed as required and recommendations for improvements made as identified.	
			1.1.1.5 Report on governance systems implemented, policies and procedures reviewed, and updates/revisions made.	Report on actions furnished.	GMU	25%	Reported as identified.	
		1.1.2 Ensure that Council has access to and use of quality professional advice internally and externally.	1.1.2.1 Maintain a register of professional advice provided internally and externally.	Register is maintained, accurate and up-to-date	GMU	100%	Completed. Ongoing maintenance.	
			1.1.2.2 Review the quality, timeliness and value for money of advice provided internally and externally.	Report quarterly.	GMU	75%	Legal panel survey conducted in August 2012. Results to be analysed. Review of internal advice ongoing.	
		1.1.3 Transitioning Council to an Integrated Strategic Planning framework and reporting systems within Council business and service delivery units that align the Community strategic plan, Delivery Program and Operational Plan.	1.1.3 Transitioning Council to an Integrated Strategic Planning framework and reporting systems within Council business and service delivery units that align the Community strategic plan, Delivery Program and Operational Plan.	1.1.3.1 Manage IPF documents and plans to produce Quarterly updates to Councilors on Delivery Program 4 year actions and 1 year Operational Plan actions and key performance indicators.	Monitoring the achievement of 10 Year Community Strategic Plan strategies.	Strategy	100%	End of Term Report completed and to be included in Annual Report to community (due November 2012)
					Monitoring and Reporting on the achievement of Four Year Delivery Plan actions.	Strategy	25%	Preparation of quarterly reports to Council on this plan.
					Monitoring and Reporting on the achievement of One Year Operational Plan actions.	Strategy	25%	Preparation of quarterly reports to Council on this plan.
1.2 Continue to meet legal and ethical obligations	1.2.1 Develop and apply governance systems that ensure that Council is meeting its legal and ethical obligations. 1.2.2 Develop and apply governance systems that prevent and detect fraudulent, dishonest and unethical behaviour.	1.2.1.1 Monitor legislative compliance processes and reporting program.	Legislative and reporting requirements delivered on time and as required under various legislation.	GMU	25%	Ongoing		
		1.2.2.1 Monitor effectiveness of organisations systems in detecting fraudulent, dishonest and unethical behaviour.	Report quarterly.	GMU	25%	Policy and plan in draft ready to be presented to Council		

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

D. GOVERNANCE				July - September 2012 Quarter		
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	% Complete
1.3	Provide organizational support to Councillors, employees and staff, and information to the community as required	1.3.1 Continued provision of support services to Councillors.	1.3.1.1 Production of Business Papers and Councillor information packages. 1.3.1.2 Monthly Briefing Report to Councillors. 1.3.1.3 Manage Corporate Diary and Civic Events 1.3.1.4 Ensure that Council Chambers and meeting areas are serviced.	Production of Business Papers/Councillor Information Packages distributed by close of business Thursday. Production of Monthly Briefing Report to Councillors. Corporate Diary and Civic Events updated and distributed by close of business Thursday. Report quarterly.	CS	25%
					Strategy	25%
					CS	Ongoing
					HSF	25%
						Chambers services have hosted the following functions and business meetings in the Cove, Councillors Room and in the Main Chambers: • 13 x Committee Meetings • 48 x Meetings e.g. staff training sessions, interviews, staff meetings • 19 x functions, including offsite functions • 3 x Council Meetings/Cir Workshops • 17 x Citizenship Ceremonies • Special Functions/Events All meetings, events, functions and functions are serviced through the staffing and planning undertaken in this area. Please note that within this quarter Council was in caretaker mode during Council elections
		1.3.1.5 Coordinate an information program for community members wishing to stand for local government.		Information provided for those wishing to stand for local government.	CS	100%
		1.3.1.6 Conduct Local Government Elections.		Local Government elections conducted as required.	CS	100%

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	July - September 2012 Quarter	
						% Complete	Comment on KPI
1. Transparent and accountable decision making (cont'd)	1.3 Provide organizational support to Councilors, employees and staff, and information to the community as required (cont'd)	1.3.1 Continued provision of support services to Councilors, cont	1.3.1.7 Review and implement Councilor induction Program.	Induction Program delivered for all Councilors following local government election.	CS	100%	Induction program completed and attended by all Councilors following elections.
			1.3.1.8 Coordinate training program for Councilors.	Training provided for all Councilors following local government election.	CS	100%	Training provided for all Councilors following Local Government elections.
			1.3.2 Access by the community to Council reports and information.	Action items arising out of Council meetings carried out within agreed timeframe.	CS	Ongoing	All Council resolutions are assigned to action officers and monitored by Senior Management.
			1.3.2.1 Manage Council meetings.	Production and public availability of Business Papers and Minutes by close of business Thursday.	CS	100%	Business papers circulated to Councilors and posted on website the Thursday evening before each scheduled P&S and Ordinary Meeting of Council. Minutes posted on website and circulated to Councilors the Thursday following.
			1.3.2.2 General promotion of Council services and activities.				
		1.3.4 Manage Council's records in accordance with the State Records requirements.	1.3.4.1 Continue to maintain comprehensive records systems for Council's records including TRIM EDMS implemented and training continuing.	Records systems are up to date and comprehensive. TRIM EDMS operating effectively.	CS	Ongoing	Trim records Management System has been installed and ensures compliance with relevant legislation - State Records Act.
			1.3.5.1 Upgrades to core business software to improve the effectiveness and efficiency for the delivery of IT services.	Upgrades delivered.	CS	50%	Additional upgrade requirements have been identified and will be deployed before the end of the year.
			1.3.6.1 Management and implementation of rollover system for technology infrastructure.	Rollover managed.	CS	70%	Rollover continuing
			1.3.6.2 Identification and mitigation of risk for Council's technology investments.	Identification of risks.	CS	80%	Key risks identified and recommendations submitted
			1.4.1.1 Nil action (4 year action only).	Nil.	GMU	0%	Council is yet to determine need and possible location for additional decentralised customer service kiosk.
		1.4 Maintaining quality customer services and dispute resolution processes	1.4.2.1 Revise all staff position descriptions and performance review documents to incorporate standard customer service objectives.	New staff PDs to incorporate new customer service objectives. All existing staff position descriptions amended. All performance review documents amended to include customer service objectives.	CS	10%	Communications preparing Position Description template inclusive of Customer Service objectives.
			1.4.3.1 Improved layout of Town Hall foyer brochures stands, seating, displays, computer access, lighting.	Improved customer service facilities.	GMU	Ongoing	Quote for the upgrade of the brochure, display and computer area have been received.
			1.4.4.1 More automated production of 149 (2) and (5) certificates.	149 certificates applications, payments and final certificates produced online via website.	CS	100%	System developed
			1.4.4.2 Investigate feasibility of payment for additional services on line.	Payment of additional services made available online.	CS	Ongoing	New software being developed in relation to parking permits.
			1.4.5.1 Update KMS on intranet.	Provision of more information and services in electronic format and via the website.	CS	Ongoing	Councils intranet and internet information updated on an ongoing basis. Review and approval Officers in place for each Division of Council.
			1.4.5.2 Review of Customer Service Charter.	Review of charter.	GMU	90%	Charter edited and being referred for internal comment.

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

D. GOVERNANCE		Goals	Strategy	Four Year Plan		One Year Plan	KPI	Responsible Lead Division	July - September 2012 Quarter	
									% Complete	Comment on KPI
1	Transparent and accountable decision making (cont'd)	1.4	Maintaining quality customer services and dispute resolution processes, cont	1.4.5	Responsive customer services to inquiries, cont	1.4.5.3	Review Council's Complaint Management Policy and Procedures.	GMU	0%	Not due until December 2012. Complaint information reviewed weekly at Management meeting
						1.4.5.4	Provide awareness raising activities / relevant training on Council's complaint management processes.	GMU	25%	Complaint training provided as part of corporate induction and also at Code of Conduct training
						1.4.5.5	Investigate feasibility of developing an electronic complaint management system.	GMU	25%	Complaints captured in TRIM with a record sub type of complaint
						1.4.5.6	Moment of truth surveys.	CS	90%	Form completed. Next stage is to roll out to customer facing services.
						1.4.5.7	Develop New Residents kit	GMU	30%	The style of the kit and the information are being updated.
						1.4.5.8	Maintain Companion Animals Register.	CS	Ongoing	Register is maintained in accordance with State Government requirements on an ongoing basis.
						1.5.1.1	Design and production of promotional material for a range of Council's projects and initiatives. Production and distribution of Council's Annual Report and other relevant reports as necessary.	GMU	25%	Material developed as required. Manly Vibe and new layout for Council News major graphic elements designed during the period.
						1.5.1.2	Improve communication with community and increase awareness and understanding of Council's decisions.	GMU	25%	Communications and digital media strategies being implemented. Improvements identified and advised to GM as identified
						1.5.2.1	Liaise with media and provide information to various media agencies as required.	GMU	25%	300 items appearing in media. This number is slightly high than normal due to the Manly Arts Festival and Manly Jazz Festival. 70% of items appeared in the Manly Daily.
								GMU	25%	There were 43 inquiries received during the quarter. 57% of inquiries were received from the Manly Daily.

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

D. GOVERNANCE		July - September 2012 Quarter			
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division
1.0	Identify and manage risk to Council. Take appropriate action to eliminate or minimise Council's risk exposure. Minimise loss to Council by proactive claims management and pursuing recoveries	1.0.1 Completion of Enterprise Risk Management for whole of Council. Increase awareness to risk or risk avoidance. Completion of HIF recovery and Lehmann's alternative dispute resolution process. Reduction in number and quantum of claims.	1.0.1.1 Finalise climate change action plan with assistance Landuse & Sustainability Division and of Statewide. Continue process of establishing enterprise risk management. Proactive in-house management of under excess claims. Identification of recovery opportunities. Promote minimisation of risk throughout Council.	Completion of Climate Change Action Plan (CCAP). Completion of risk rating in Council's risk register. Ensure adequate insurance coverage in place to decrease as far as possible, Council exposure. Reduction in number or quantum of claims. All possible recoveries pursued.	CS
1.7	Ensure Council's workforce is recruited, trained, managed and rewarded fairly and equitably	1.7.1 Develop incentives to attract and retain skilled employees. 1.7.2 Provide employees with a voice on workplace matters. 1.7.3 Operation of salary Administration System. 1.7.4 Increase representation of young persons within workforce. 1.7.5 Manage Corporate Training Program. 1.7.6 Workforce planning to retain professional staff.	1.7.1.1 Optimise relationship between pay and performance to increase employee satisfaction with pay. 1.7.2.1 Provide a Staff Consultative Committee. 1.7.3.1 Award compliance. 1.7.4.1 Develop and expand graduate, trainee and apprenticeship program. 1.7.5.1 Individual training and development plans that meets the needs of employees and Council. 1.7.6.1 Succession plans developed, and flexible work options provided.	Completion of Climate Change Action Plan (CCAP). Completion of risk rating in Council's risk register. Ensure adequate insurance coverage in place to decrease as far as possible, Council exposure. Reduction in number or quantum of claims. All possible recoveries pursued. HR Ratio of acceptance to offers made; and Bi-Annual Staff Climate Survey. Frequency of Joint Staff Consultative Committee meetings. Number of wage-related grievances. Ratio of graduates, trainees & apprentices to employee population. Ratio of performance appraisals conducted and return on investment of learning initiatives. HR plans developed and implemented in all Departments. Number of WH&S incidents, and injury claims. Employee usage of work-life programs. Claims by age, and cost of claims to Local Government industry.	CS
1.8	Provide a workplace that ensures the health, safety and well-being of employees, workers & volunteers	1.8.1 Monitor work practices & identify strategies to minimise WH&S risk. 1.8.2 Provide a Work/Life Balance Program. 1.8.3 Support injured workers to return to pre-injury duties.	1.8.1.1 Conduct WH&S audit program of work sites. 1.8.2.1 Implement staff wellbeing work-life balance program. 1.8.3.1 Manage the rehabilitation of injured workers.	Completion of Climate Change Action Plan (CCAP). Completion of risk rating in Council's risk register. Ensure adequate insurance coverage in place to decrease as far as possible, Council exposure. Reduction in number or quantum of claims. All possible recoveries pursued. HR Ratio of acceptance to offers made; and Bi-Annual Staff Climate Survey. Frequency of Joint Staff Consultative Committee meetings. Number of wage-related grievances. Ratio of graduates, trainees & apprentices to employee population. Ratio of performance appraisals conducted and return on investment of learning initiatives. HR plans developed and implemented in all Departments. Number of WH&S incidents, and injury claims. Employee usage of work-life programs. Claims by age, and cost of claims to Local Government industry.	CS
1.9	Workplace diversity is valued and embraced	1.9.1 Strategies implemented to improve representation of EEO target groups.	1.9.1.1 Monitor representation by EEO categories. 1.9.1.2 Learning opportunities provided to EEO categories.	Updated EEO employee survey will be administered in November 2012. Training application forms updated to include EEO categories for collection purposes.	CS

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit

ATTACHMENT 3

Corporate Services Division Report No. 28.DOC - First Quarter Report (1 July to 30 September 2012) – Progress with Four Year Delivery Program 2011-2015, Operational Plan 2012-2013 and Budget 2012-13

Delivery Program First Quarter Matrix

D. GOVERNANCE		July - September 2012 Quarter				
Goals	Strategy	Four Year Plan	One Year Plan	KPI	Responsible Lead Division	Comment on KPI
2	Work in partnership with the community	2.1 Strategic development and involvement of community panel to assist with community input to decision making. 2.2 Service of Council's Special Purpose Committees and Working Groups. 2.3 Enhance the Precinct Community Forum system, including more strategic engagement.	2.1.1 Community Panel working with Council staff and informing key decisions on a quarterly basis. 2.1.2 Continuing to service Special Purpose Committees and Working Groups. 2.1.3 Continued support by Council of Precincts.	Community Panel surveys undertaken. Servicing Special Purpose Committees and Working Groups with timely Agendas and Minutes. Management of membership of committees, attendance register, reporting to Councils of Minutes and Items for Brief Mention. Servicing Precinct Community Forums by providing timely responses to issues raised at monthly Precinct Meetings.	Strategy	0% 0% Ongoing
3	Efficient use of Council's resources	3.1 Deliver clear and concise financial and management reporting 3.2 Ensure Council meets its fiduciary responsibilities in use of public funds. 3.3 Ensure that all statutory financial returns are completed and lodged by due dates. 3.4 Completion of statutory requirements in relation to Council's property rates.	3.1.1 Council's investments reported to Council confirming compliance with investment policies. 3.1.2 Annual Financial Reports and Auditors Reports delivered to Division of Local Government and Bureau of Statistics. 3.1.2.1 Ensure compliance with Council's taxation obligations. 3.1.2.2 Annual Financial Reports and Auditors Reports delivered to Division of Local Government and Bureau of Statistics. 3.1.3 Ensure the levying and collection of property rating income and maintain Council's property database. 3.1.4 Review Council's property portfolio and revenue opportunities.	Publish agendas on Council's website. Regular information provided to the community on Council's activities. Preparation of reports in accordance with DLG and statutory requirements. Report quarterly. User Charges & Fees to be set comparable with market pricing. Annual audit of Council's finances. Annual report to NSW DLG. Compare movement in Rates and Annual Charges from previous year. Conduct review of all properties, leases and licences.	CS CS CS CS CS GMU	100% 100% 100% 100% 25% Ongoing
4	Advocate to State and Federal Governments	4.1 Lobby for more resources and funding of public programs and projects in Manly and regionally 4.2 Working with SHOROC in lobbying for improvements and fundings for transport, health, social services and environmental projects.	3.1.5 Develop Long Term Financial Plan that supports investment in infrastructure. 3.1.6 Continue to facilitate Internal Audit function. 4.1.1 Participate with SHOROC Procurement Group. 4.1.2 Refine strategies in working with SHOROC Executive. 4.1.2.1 Participation by relevant senior staff at SHOROC Executive and Regional forums.	Long Term Financial Plan developed to support current and future infrastructure needs. Audit and Risk Committee meets quarterly. Annual Internal Audit Program devised. Outcomes reported to Council. Savings achieved through SHOROC procurement actions. Report on achievements gained through SHOROC initiatives. Report actions and achievements undertaken quarterly in agreed SHOROC initiatives.	CS CS CS CS GMU	Ongoing Ongoing Ongoing Ongoing Ongoing

CUS - Civic Urban Services, LS - Landuse Sustainability, HSF - Human Services Facilities, CS - Corporate Services, GMU - General Manager Unit