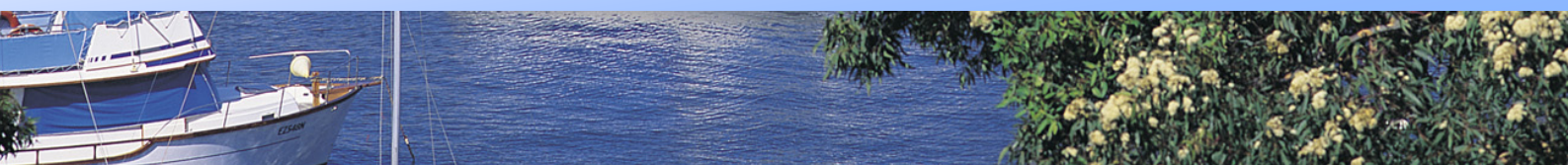




Annual Report 2009-2010



17 November 2010

Her Worship The Mayor
Mosman Council
PO Box 211
SPIT JUNCTION NSW 2088

Dear Councillor Connon,

Re: 2009-2010 Annual Report

In conformity with the provision of Section 428 of the Local Government Act, I enclose a copy of Council's Annual Report for the period 1 July 2009 to 30 June 2010 that has been submitted to the Minister for Local Government.

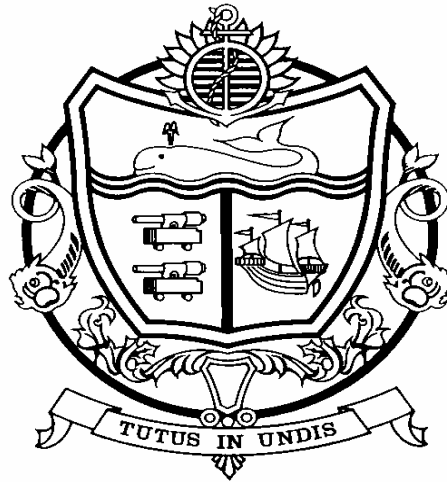
Incorporated as part of the report is the regional (SHOROC) and the Community Environmental Contract (CEC) with the infrastructure levy for the same period. The Annual Report will be available as a link from the Council website from 30 November 2009.

Yours Faithfully,



(V H R May ^{PSM})
GENERAL MANAGER

Mosman Municipal Council



*Proud to be Mosman
Protecting our Heritage
Planning our Future
Involving our Community*

2009 - 2010 Annual Report

VISION

Proud to be Mosman
Protecting our Heritage
Planning our Future
Involving our Community

MISSION

To protect and enhance the distinctive qualities
of Mosman in a responsive, friendly and caring way

CUSTOMER SERVICE POLICY

Our Commitment: quality and friendliness
In the provision of service

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Members of Council 2009/10

MAYOR

Councillor Anne Spiers CONNON

DEPUTY MAYOR

Councillor Simon MENZIES

BALMORAL WARD COUNCILLORS

Councillor Dominic Joseph LOPEZ, OAM

Councillor Thomas SHERLOCK

Councillor Elizabeth MOLINE

MIDDLE HARBOUR WARD COUNCILLORS

Councillor James Thomas REID

Councillor Denise Mary WILTON

Councillor Kenneth Warren YATES

MOSMAN BAY WARD COUNCILLORS

Councillor Simon MENZIES

Councillor Anne Spiers CONNON

Councillor Belinda Louise HALLORAN

**Councillors Connon and Menzies were elected as Mayor and Deputy Mayor respectively for both the 2009/2010 and 2010/2011 Mayoral terms.*

Councillor Attendance at Council Meetings and Workshops 2009/10

1 July 2009 - 30 June 2010

Councillor	Ordinary Meetings Attended 25 (held)	Traffic Committee Meetings Attended 6 (held)	Workshops Attended 12 (held)
Cr D J Lopez	21	0	5
Cr T Sherlock	23	0	9
Cr L Moline	21	0	6
Cr J T Reid	24	0	8
Cr D M Wilton	23	5	10
Cr W Yates	25	4	12
Cr P S Menzies	25	6	10
Cr A S Connon	24	5	12
Cr B Halloran <i>(maternity leave 16 March 2010 - 6 July 2010)</i>	14	1	3

Council meetings: Ordinary (includes Mayoral Election)

Workshops:

- 1 Military Road Upgrade Update
- 1 LEP Website Info Session *
- 1 Parliamentary Breakfast
- 1 2050: Exploring the Visions
- 1 Kimbriki / 2050
- 3 MOSPLAN: 2050
- 1 Consultation Methods
- 1 SHOROC Regional Directions
- 1 LEP Workshop *
- 1 Code of Meeting Practice & Code of Conduct *

* denotes training provided for Councillors

Statement of Values

We, the Councillors and staff, work under the following key principles:

Integrity	Leadership	Selflessness	Objectivity
Accountability	Openness	Honesty	Respect

We strive ...

For our community:

to ensure all are treated equitably and have access to information, to have a consistent and transparent decision-making process, and to enable everyone to share and enjoy Mosman's services and resources

For our volunteers:

to appreciate and respect their valuable contribution in service and time, to seek their opinion and to provide quality training and friendly and timely support

For our Councillors:

to be honest and objective in all our deliberations, to nurture ethical behaviour, to respect the views of the residents, the rights of all Councillors to express their opinions and to be heard with respect and courtesy and to make decisions for the common good of the community.

For our staff:

to provide a safe workplace, to nurture ethical behaviour, and to promote professional, frank and honest advice and discussion in a learning environment, where leadership and individual potential are developed, and where excellence and initiative are recognised and rewarded.

For our suppliers and contractors:

to communicate our requirements precisely, to exercise and expect honesty in all commercial dealings and to observe all commercial commitments.

About Mosman's Management Plan - MOSPLAN

In 2009 and 2010, Mosman Councillors participated in a series of workshops to redefine the long term visions for Mosman, these have been incorporated in the Long term Community Strategic Plan as well as the 4 and 1 year plans and are clearly labelled as **VISION2050**.

The 10 year Community Strategic Plan is the overarching document that expresses Council's long-term strategic direction and vision for the local Government area of Mosman. It contains the objectives, priorities and financial implications. This Plan is supported by two other documents, the Four Year Delivery Plan, and the Operational Plan, a one year "action" plan. Together, this suite of three documents is known as **MOSPLAN**.

At the 4 year delivery level, the four themes - Governance, Environment, Social and Economy, divide into 12 programs. Each program in turn divides into Sub-Programs. There are 70 Sub-Programs, each with specific objectives that have been carefully defined to enable and position Council to deliver the services and projects that deliver on the 10 year Community Strategic Plan objectives.

Each of the 12 programs is overseen by a convenor who is a member of the senior staff team. At the Sub-Program level a co-ordinator is responsible for the achievement of the objectives within budget.

To measure and monitor progress as well as set targets, the 4 year Delivery Plan shows Service Level Indicators (SLIs). The Community Survey conducted once every 3 years is often the data source and several of the indicators will be addressed in the 2010 Customer Satisfaction Survey. A 4 year Forward Financial Plan for each Sub-Program is included.

At the Operational level, the four themes - Social, Governance, Environment and Economy, which were divided into 12 programs and 70 sub programs at the 4 year Delivery Plan level are presented with actions that must be performed during the current year in order for the 4 year and 10 year objectives to be achieved. Some of the operational actions are ongoing while others have a completion date. Every action has a responsible officer. Many actions are linked to other plans such as the Social Plan, Environmental Management Plan (EMP) and the Community Environmental Contract (CEC).

To measure and monitor progress, the Operational Plan displays many quantitative and qualitative Service Performance Indicators (SPI's). Also outlined is the budget for each of the activity areas. Every member of staff is reviewed annually within 3 months of the adoption of MOSPLAN, this ensures that all staff members are linked in with the actions listed in MOSPLAN and that every action listed in MOSPLAN is included in a specific staff member's workplan.

The General Manager and the Administration are directly accountable for the actions and associated budget of the Delivery and Operational Plans.

There are many more documents that support and inform MOSPLAN. The supporting documents focus in detail on specific areas of service delivery. The more prominent ones are;

- Asset Management Plan,
- Workforce Plan,
- Environmental Plan,
- Social Plan,
- Capital Works Program.

MOSPLAN ensures that Mosman Council can deliver services to the Mosman community effectively, efficiently and in a planned logical and financially viable way, always working towards achieving the Community's short and long term objectives.

MOSPLAN Summary Table:

Document	Purpose	Responsible	Review Cycle
Community Strategic Plan	To express the long term, 10 year and beyond, strategic direction of Council, the objectives, the priorities and their financial implications.	This is the commitment to Mosman by the Council	Once every 4 years – usually following Council elections.
Delivery Plan	The Delivery Plan supports the objectives of Council's 10 year Community Strategic Plan.	This 4 year plan is a commitment to the elected Council by the General Manager and the Administration. Key officers are responsible for ensuring the outcomes within the forward financial plan.	Every year this plan is reviewed to ensure that the programs are on track to achieve the 4 year and 10 year objectives
Operational Plan	This one year plan drives the outcomes to be achieved through the 4 year Delivery Plan	The General Manager and the Administration. Specified officers are directly accountable for the actions and associated budget.	Every year this plan is reviewed in conjunction with the 4 year Delivery Plan. Each action is reported on quarterly to Council to monitor progress.

Details of the 12 programs and 70 sub-programs by theme follow:

THEME ONE - GOVERNANCE

This theme addresses the civic leadership of Council and Council administration. It covers; Council meetings; civic involvement; communication; community safety; ranger services; financing and budgeting; maintenance of Council property and assets; Council itself (internal processes) including information technology and human resources.

Program 1 - Council, Community and Communication

Sub-Programs in place to deliver on the program objectives:

- 1.01 Council, Secretariat and Civic Involvement**
Co-ordinator: Manager Governance
- 1.03 Governance**
Co-ordinator: Manager Governance
- 1.04 Communication**
Co-ordinator: Director Community Development

Program 2 - Resource and Asset Management

Sub-Programs in place to deliver on the program objectives:

- 2.01 Policy and Administration and Customer Focus**
Co-ordinator: Director Corporate Services
- 2.02 Finance**
Co-ordinator: Manager Finance
- 2.03 Information Technology and Infrastructure**
Co-ordinator: Manager Information Technology Services
- 2.04 Insurance and Risk Management**
Co-ordinator: Manager Governance
- 2.05 Human Resources**
Co-ordinator: Executive Officer - Corporate & Human Development
- 2.07 Strategic Asset & Property Management**
Co-ordinator: Manager Assets and Services

Program 7 - Community Safety

Sub-Programs in place to deliver on the program objectives:

- 7.01 Collaboration, Communication and Accountability**
Co-ordinator: Director Corporate Services
- 7.03 Combating Offences and Crime**
Co-ordinator: Manager Ranger Services
- 7.05 Event Management - Safety and Traffic Aspects**
Co-ordinator: Manager Ranger Services

- 7.06 Emergency Management**
Co-ordinator: Manager Ranger Services
- 7.08 Safe Communities**
Co-ordinator: Manager Community Services
- 7.09 Companion Animals**
Co-ordinator: Manager Ranger Services

THEME TWO - ENVIRONMENT

This theme addresses and encompasses: urban planning; heritage planning and protection; development assessments; ecological sustainability; biodiversity conservation; waste management and street cleaning; environmental health management; water, air and noise management; sustainability education; transport, traffic, roads and cycling; open space management; recreational facilities including the Swim Centre.

Program 3 - Urban Planning

Sub-Programs in place to deliver on the program objectives:

- 3.03 Plan Making and Implementation**
Co-ordinator: Manager Urban Planning
- 3.04 Heritage Planning**
Co-ordinator: Manager Urban Planning

Program 4 - Planning and Built Environment

Sub-Programs in place to deliver on the program objectives:

- 4.01 Development Assessment and Regulation**
Co-ordinator: Manager Development Services

Program 5 - Sustainability, Environment and Health

Sub-Programs in place to deliver on the program objectives:

- 5.01 Policy and Administration and Customer Focus**
Co-ordinator: Director Environment & Planning
- 5.02 Climate Change and Air Quality**
Co-ordinator: Manager Environment and Services
- 5.03 Total Water Cycle**
Co-ordinator: Manager Assets and Services
- 5.04 Biodiversity**
Co-ordinator: Manager Environment and Services
- 5.05 Trees**
Co-ordinator: Team Leader Open Space
- 5.06 Land and Coast**
Co-ordinator: Manager Environment and Services
- 5.08 Engagement and Education for Sustainability**
Co-ordinator: Manager Environment and Services
- 5.09 Environmental and Public Health**
Co-ordinator: Manager Environment and Services
- 5.10 Waste**
Co-ordinator: Manager Environment and Services

- 5.11 Environmental Cleaning Services**
Co-ordinator: Manager Environment and Services
- 5.12 Food Safety**
Co-ordinator: Manager Environment and Services

Program 6 - Parks and Recreation

Sub-Programs in place to deliver on the program objectives:

- 6.01 Policy and Administration and Customer Focus**
Co-ordinator: Director Environment & Planning
- 6.02 Parks, Gardens, Playgrounds and Civic Spaces**
Co-ordinator: Manager Assets and Services
- 6.03 Recreational Facilities**
Co-ordinator: Manager Assets and Services
- 6.04 Beaches, Sea Pools and Foreshores**
Co-ordinator: Manager Environment and Services

Program 11 - Transport and Traffic

Sub-Programs in place to deliver on the program objectives:

- 11.01 Policy and Administration and Customer Focus**
Co-ordinator: Director Environment & Planning
- 11.02 Roads**
Co-ordinator: Manager Assets and Services
- 11.03 Traffic Facilities**
Co-ordinator: Manager Assets and Services
- 11.04 Traffic Management**
Co-ordinator: Manager Assets and Services
- 11.05 Road Safety and Pedestrians**
Co-ordinator: Manager Assets and Services
- 11.06 Bicycles**
Co-ordinator: Manager Assets and Services
- 11.07 Public Transport**
Co-ordinator: Manager Assets and Services

THEME THREE - SOCIAL

The social theme is the people theme. It covers areas such as community needs and services for all ages and abilities; volunteering; Aboriginal culture and heritage, library services, the website and electronic engagement; art gallery; cultural activities; festive events and friendship communities.

Program 8 - Community Development and Services

Sub-Programs in place to deliver on the program objectives:

- 8.01 Policy and Administration and Customer Focus**
Co-ordinator: Manager Community Services
- 8.02 Community Connection and Volunteering**
Co-ordinator: Aged & Disability Development Officer
- 8.03 Children/Family**
Co-ordinator: Children's Services Development Officer
- 8.04 Youth**
Co-ordinator: Youth Development Officer
- 8.05 Older People**
Co-ordinator: Aged & Disability Development Officer
- 8.06 People with a Disability**
Co-ordinator: Aged & Disability Development Officer
- 8.07 Primary and Community Health**
Co-ordinator: Manager Community Services
- 8.08 Healthy Lifestyle and Fitness**
Co-ordinator: Manager Community Services
- 8.09 Aboriginal Culture, Heritage and Reconciliation**
Co-ordinator: Manager Community Services
- 8.10 Culturally and Linguistically Diverse People (CALD)**
Co-ordinator: Manager Community Services

Program 9 - Library and Information

Sub-Programs in place to deliver on the program objectives:

- 9.01 Policy and Administration and Customer Focus**
Co-ordinator: Mgrs Library Resources & Library Services
- 9.02 Library Resources**
Co-ordinator: Manager Library Resources
- 9.03 Library Services**
Co-ordinator: Manager Library Services
- 9.04 Library Information Technology**
Co-ordinator: Manager Library Resources

- 9.05 Library Building**
Co-ordinator: Manager Library Services
- 9.06 Education**
Co-ordinator: Manager Library Services
- 9.07 Local Studies**
Co-ordinator: Local Studies Librarian
- 9.08 Community Information**
Co-ordinator: Community Information Librarian
- 9.09 Mosman Website**
Co-ordinator: Internet Coordinator

Program 10 - Cultural Development and Services

Sub-Programs in place to deliver on the program objectives:

- 10.01 Policy and Administration and Customer Focus**
Co-ordinator: Manager Cultural Services
- 10.05 Cultural Development**
Co-ordinator: Manager Cultural Services
- 10.06 Gallery Exhibitions and Activities**
Co-ordinator: Manager Cultural Services
- 10.07 Community Arts, Crafts and Village Markets**
Co-ordinator: Manager Cultural Services
- 10.08 Civic Events organised by Council**
Co-ordinator: Events & Marketing Coordinator
- 10.09 Commercial Community Events approved/facilitated by Council**
Co-ordinator: Events & Marketing Coordinator
- 10.10 Friendship Agreements**
Co-ordinator: Manager Cultural Services

THEME FOUR - ECONOMIC

The economic theme covers subjects such as local business liaison and support; local employment; marketing Mosman; tourism and regional planning and cooperation.

Program 12 - Local and Regional Economy

Sub-Programs in place to deliver on the program objectives:

12.01 Policy and Administration and Customer Focus
Co-ordinator: Director Community Development

12.02 Business Support and Local Employment
Co-ordinator: Director Community Development

12.03 Marketing Mosman
Co-ordinator: Manager Cultural Services

12.04 Regional Development
Co-ordinator: General Manager

MOSPLAN – Management Plan – Review to 30 June 2010 with Actions and Service Performance Indicators 428(2)(b)

MOSPLAN - MANAGEMENT PLAN

This section contains:

An overview of MOSPLAN, a report on progress of Actions and Service Performance Indicators to 30 June 2010.

THEME ONE: GOVERNANCE

- PROGRAM 1** **COUNCIL, COMMUNITY AND COMMUNICATION**
Practising participative, ethical local government.
- PROGRAM 2** **RESOURCE AND ASSET MANAGEMENT**
Building financial strength and enhancing the community's assets.
- PROGRAM 7** **COMMUNITY SAFETY**
Keeping the community safe in collaboration with the police and SES.

THEME TWO - ENVIRONMENT

- PROGRAM 3** **URBAN PLANNING**
Improving the built environment.
- PROGRAM 4** **BUILT ENVIRONMENT**
Providing effective development assessment services.
- PROGRAM 5** **ENVIRONMENTAL MANAGEMENT / HEALTH**
Achieving outstanding environmental performance and good health.
- PROGRAM 6** **PARKS AND RECREATION**
Encouraging a strong community spirit.
- PROGRAM 11** **TRANSPORT AND TRAFFIC**
Driving a sustainable transport solution for Mosman.

THEME THREE - SOCIAL

- PROGRAM 8** **COMMUNITY SERVICES**
Redeveloping and maintaining community services and facilities to meet the emerging needs of all members of the community.
- PROGRAM 9** **LIBRARY AND INFORMATION**
Satisfying the information, leisure and lifelong learning needs of the community in a welcoming and inclusive place.
- PROGRAM 10** **CULTURAL DEVELOPMENT AND SERVICES**
Encourage strong community spirit and pride in our cultural heritage.

THEME FOUR - ECONOMIC

- PROGRAM 12** **LOCAL AND REGIONAL ECONOMY**
Promoting our local and regional economy.
- CEC** **COMMUNITY ENVIRONMENTAL CONTRACT**

Report on Actions within MOSPLAN

Report on achievements in implementing Council's delivery program and the effectiveness of the principal activities undertaken in achieving the objectives at which those principal activities are directed.

The report on Actions for each of the 70 sub-programs by theme for the period 1 July 2009 to 30 June 2010 follows.

PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATION

Convenor: Executive Officer - Corporate & Human Development

SUBPROGRAM 1.01: COUNCIL, SECRETARIAT AND CIVIC INVOLVEMENT

Co-ordinator: Manager Governance

ACTIONS	DATE	PROGRESS
Assign the necessary resources to ensure agendas, minutes and actions arising from meetings are completed and distributed on time.	Annual Review January	Achieved and ongoing. Notice of Motion status report circulated to Councillors monthly.
Review and enhance systems relating to online minute taking, business papers and agenda preparation.	Ongoing January	Achieved and ongoing.
Answer all correspondence relating to items referred to Council, and update the Delegations Register and Question Without Notice Register within 7 days of relevant meeting or decision.	Ongoing January	Correspondence and action initiated generally within 7 days. Managers review staff Dataworks task list.
Provide ongoing education, training and support for new Councillors by Councillors and the General Manager.	Ongoing July	Ongoing training and support is offered to Councillors, including Code of Conduct.
Review and update indexes for Policies and Delegations Manuals, continually review Policies and Procedures.	Annual Review January	Achieved and ongoing. Code of Meeting Practice, Payment of Expenses and Provision of Facilities to Mayor and Councillors Policy and Complaints Handling Policy reviewed. Access to Information Policy adopted. Delegations Manual presently under review.
Implement Council decisions expeditiously.	Ongoing July	On target. Decisions acted upon expeditiously.
Resource Ward meetings and issue Ward Councillor newsletters at discretion of respective Ward Councillors.	Ongoing July	Will action when requested by Councillors.
Host memorable Citizenship ceremonies, and Mayoral and Civic Receptions including Citizen of the Year, Young Citizen of the Year and School Citizenship Awards annually.	Ongoing December	Five citizenship ceremonies were conducted including Australia Day 2010,
Prepare submissions to lobby State and Federal Government on issues pertaining to Mosman.	Ongoing July	Ongoing
Support the LGSA in its endeavours re constitutional recognition for Local Government.	Annual Review July	Council has been active in pursuing constitutional recognition particularly in light of High Court ruling in relation to Federal Government direct funding of local government.

PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATION

Convenor: Executive Officer - Corporate & Human Development

SUBPROGRAM 1.03: GOVERNANCE

Co-ordinator: Manager Governance

ACTIONS	DATE	PROGRESS
Review Council's policies in regard to access to information and ensure that confidential matters are dealt with appropriately.	Annual Review March	Report submitted to Council and GIPA Act requirements implemented.
Contribute to induction and ongoing training in staff awareness of Council's confidentiality, open file polices and the FOI Act.	Monthly Review	Achieved and ongoing. The subject is covered at inductions and as part of recent Code of Conduct training.
Enhance the use of the accolades/complaints reporting system; ensuring unambiguous procedures are in place.	Quarterly Review September	Achieved and ongoing. The subject is covered at staff inductions.
Regularly update elected members on feedback and results from customer surveys.	Ongoing September	It was determined that Council's major Community Survey not be conducted in 2009, the next survey is now due to be undertaken in late October 2010. Councillors will be advised of results when available.
Review the introduction of a Mosman Independent Hearing Assessment Panel following the release of the ICAC Development Approval Process discussion paper.	Annual Review July	No action. Unlikely to proceed.
Conduct and support the internal audit function in accordance with Council's Internal Audit Charter and the Internal Audit Committee Charter.	Quarterly Review	Achieved and ongoing. Council has established a shared internal audit function with Lane Cove, Manly, Hunters Hill, North Sydney and Willoughby Councils. An Audit Committee has been established and a protocol that links the adopted Audit Charter and Audit Committee Charter has been established. The first Audit Committee meeting was held on 15 April 2010.
Ensure the results of all disclosures of interest, voting and decision making at Council meetings are available to the public.	Ongoing July	Achieved and ongoing. Disclosures, voting and resolutions clearly accessible at Council meetings and confirmed in Minutes posted to Council's website usually within 2 days of the Council meeting.
Review, regularly update and promote awareness of all policies and plans comprising Council's Governance Plan.	Annual Review January	Achieved and ongoing. Governance Plan discussed at induction sessions for staff. Code of Conduct refresher courses conducted. Governance Plan available on website.
Implementation of Risk Management Action Plan.	Annual Review June	High level Enterprise Risk Management assessment undertaken by consultants which will be used to assist in preparing future Internal Audit plans.

ACTIONS	DATE	PROGRESS
Review and improve Management Plan.	Quarterly Review February	MOSPLAN was further updated and refined in 2009/10 in line with the State government's legislative requirements for Integrated Planning and Reporting. This process of continuing improvement will be ongoing in 2010/11.
Ensure Council's Procurement Policy is consistent with sustainability principles and procedures.	Annual Review June	Procurement Policy currently under review. Expect adoption of reviewed plan in 2010/2011.

PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATION

Convenor: Executive Officer - Corporate & Human Development

SUBPROGRAM 1.04: COMMUNICATION

Co-ordinator: Director Community Development

ACTIONS	DATE	PROGRESS
Conduct public meetings and make information available prior to the meetings.	Ongoing	Business papers for all meetings accord with requirement of Local Government Act and regulations.
Keep the community informed of contentious issues and major proposals.	Ongoing	The major issue of the current year - paid street parking required considerable resource and residents were kept informed on the matter. Greater use is being made of e-technology and five issues of Mosman News were letterboxed to all residents.
Keep the State and Federal Governments informed and up to date on issues pertaining to Mosman.	Ongoing	Ongoing.
Resource the Corporate Support Team to deliver high level frontline customer service and communication.	Ongoing July	Corporate Support team split into Customer Service Team and Records Management Team. Same level of resourcing will apply to provide quality customer service and communications systems.
Ensure production of Mosman News.	Ongoing June	Five editions of Mosman News, including a special edition focussing on the Mosman LEP, were produced and distributed to Mosman residents during the year.
Survey community expectation, opinion and satisfaction every three years.	To be Completed by October 2009	Community survey to be undertaken in October 2010.
Develop Council's web site to facilitate the conduct of business on-line.	Ongoing December	Data Tracker upgraded with data feeds to allow 3rd party notification services via planning alerts website
Liaise with media organisations to ensure that Council information is disseminated effectively.	Ongoing December	Positive relations have been maintained with media organisations, in particular the Mosman Daily.
Monitor residents' use of electronic information systems and improve facilities for community consultation and feedback online.	Annual Review September	35.7% increase in Page Views and 18% increase in visits this year for Council website. Online community consultation opportunities provided for Mosman LEP Review, Vision Mosman 2050 for MOSPLAN Review, Mosman Rider forum, email alerts for consultation items, surveys including evaluation of consultation techniques for LEP Review, over 55s services, RSVP for Library events.
Implement Council's Community Engagement Strategy.	Ongoing December	Strategy adopted by Council April 2009 and revised April 2010 following Community Engagement workshop with Councillors.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

Convenor: Director Corporate Services

SUBPROGRAM 2.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS

Co-ordinator: Director Corporate Services

ACTIONS	DATE	PROGRESS
Review the organisation structure and procedural arrangements, and where appropriate, introduce workplace reform.	Ongoing June	Ongoing.
Market test for the most cost-effective provision of existing and new services.	Ongoing June	Tenders called for new and existing services upon expiry of existing contracts or when new services required.
Identify contract management staff skills and run training programs to develop those skills.	Ongoing June	Ongoing
Assess demand, utilisation and appropriateness of Council's facilities.	Ongoing June	New public amenities being constructed in foreshore reserves due to overuse and age of existing facilities.
Develop, implement and keep up-to-date a contract management system.	Ongoing June	Ongoing
Monitor complaints and complete investigations of complaints within ten working days of receipt.	Ongoing June	On Target and on-going.
Review procedures and ensure contractors perform work in accordance with the specification and conditions of contract.	Ongoing June	Contractors are reviewed randomly in respect of various aspects of their performance and this is used to assess compliance with specifications and input to new specifications.
Ensure contractors know and comply with their statutory obligations, and understand the community's and Council's expectations.	Ongoing June	All contractors are advised of expectations and requirements on appointment, induction and at periodic meetings with supervisors to discuss performance.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

Convenor: Director Corporate Services

SUBPROGRAM 2.02: FINANCE

Co-ordinator: Manager Finance

ACTIONS	DATE	PROGRESS
Review rating structure annually to ensure fair and reasonable imposition.	Annual Review April	Achieved
Review Pricing Policy quarterly to ensure fees and charges are set at a level to reflect statutory requirements, the user-pays principle, the ability to pay principle and movement in the CPI.	Quarterly Review September	Achieved
Prepare annual financial reports and refer to auditors in accordance with Section 413 of Local Government Act, 1993.	Ongoing August	Achieved
Program funding strategies in relation to Council's Community Environmental Contract.	Annual Review April	Achieved
Effectively manage Council's external loan borrowing program.	Ongoing July	Ongoing
Ensure accurate and timely recording of accounts and quarterly reporting.	Quarterly Review September	Achieved
Maintain and review Council's Strategic Financial Plan.	Quarterly Review September	Achieved
Raise funds for local purposes by the fair imposition of rates, charges for services, Section 94 contributions, income earned from investments, borrowing and grants, and where possible look to develop public-private partnerships.	Annual Review April	Achieved
Ensure the Estimates process provides recurrent funding for new and extended services.	Annual Review April	Achieved
Review costing structure for all revenue streams of Council.	Ongoing September	Ongoing
Develop and maintain a complete register and an effective management system for all Council assets.	Ongoing July	Ongoing
Encourage, train and assist staff responsible for a budget.	Annual Review September	Ongoing
Account to the Community in respect of expenditure of funds raised through the CEC and Infrastructure levies.	Quarterly Review	Ongoing

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

Convenor: Director Corporate Services

SUBPROGRAM 2.03: INFORMATION TECHNOLOGY AND INFRASTRUCTURE

Co-ordinator: Manager Information Technology Services

ACTIONS	DATE	PROGRESS
Coordinate internal user groups for all systems to meet on a needs basis but at least quarterly to discuss problems with systems.	Quarterly Review April	Regular meetings held with Core System Champions (for Document Management and Phone Systems).
Maintain an awareness of technical research and development of Internet facilities for the purpose of improving service provision to Council and community.	Monthly Review	DA Tracking Software upgraded to include closer functionality with Google Maps.
Review and enhance usage of all office equipment, features, computer systems and technologies.	Quarterly Review March	IT Services replaced 60 Desktops with latest models as part of regular lease upgrades.
Expand external secure access to the Council's PC network to facilitate out of office hours staff access.	Half Year Review April, October	Use of the Firewall VPN resulted in conflicts with home user networks, and investigations into a secure web based Staff Portal are now being undertaken.
Review all Council business processes and ensure usage of appropriate corporate software systems.	Monthly Review December	Ongoing updates to Document Management System Protocols and business processes continue.
Replace and review Councils' PBX and Telephone systems with new VOIP enabled technology, integrated with core applications software used throughout Council.	To be Completed by July 2009	Achieved in February 2010 with installation of new PABX technology across all council sites.
Review and enhance, as appropriate, provision of IT equipment and services (including training) to Councillors.	Annual Review April	Councillors provided with equipment and trained on their use as required.
Review and enhance the IT strategy to meet Council's needs to 2011 and beyond.	Annual Review May	Reviewing is underway of the Finance and Property System in line with improved functionality.
Ensure ongoing planning and budget provision for growth and enhancement in Information Technology facilities and services.	Annual Review March	Additional disk and external storage purchased for natural growth.
Review and implement revised data management procedures.	Monthly Review	Conducted a review of internal backup and security procedures and software packages.
Provide full electronic services to customers both internal and external, including 24 hour access.	Half Year Review June, December	Upgraded DA Tracker site with additional functionality for Mapping, and updated online customer enquiry forms with regard to Australian Standards.
Regularly review network infrastructure, maintenance, improvement and upgrade.	Quarterly Review September	Replaced main council building network switches as part of PABX upgrade. An external Health Check of the network will be conducted in the 2010/11 period.

ACTIONS	DATE	PROGRESS
Review, enhance and replace, as appropriate, all IT related software for internal process improvements (including specialised software solutions such as asset, works, waste and traffic management systems).	Quarterly Review March	Ongoing patch management of all core systems were conducted during the reporting period. A major upgrade for the Document Management System Software was completed in May 2010.
Review and enhance internal Web hosting services, providing for dynamic delivery of customised electronic information from Council IT systems.	Quarterly Review April	Increased the Council's main Internet link to 10M/10M connection to improve bandwidth capacity.
Review, replace or augment (as appropriate) scanning and photographic technologies.	Half Year Review April, October	A preliminary internal investigation into scanning and photographic equipment was conducted, and new photocopier devices will be enabled for scanning as they are replaced.
Review and enhance IT systems and services to include commercial opportunities for revenue generation and expenditure savings.	Quarterly Review September	Ongoing as opportunities arise.
Review and enhance internal IT standards and procedures for the acquisition and environmental disposal of hardware equipment and E-consumables.	Annual Review April	An investigation into possible software systems to assist with PC power management was commenced in the last Quarter of the 2009/10 reporting period. A trial of a software product will be conducted in the 2010/11 period.
Review and enhance new and existing field capture techniques to enable increased accuracy, useability and availability of Spatial information via the GIS to all departments.	Quarterly Review April	A review on the possible use of LIDAR imagery was conducted, but budgetary considerations prevent purchase at this time.
Ensure IT Systems are current with applicable, updated and new software standards, as changed from time to time by Standards Australia.	Annual Review	Upgrades to the Web forms to comply with AS4590 were carried out in the reporting period.
Review, enhance and implement systems administration and maintenance procedures, including workflows to ensure organisational needs are met and compliance with the State Records Act.	Monthly Review June	A review of Procedures and Protocols for the Document Management System in conjunction with changes to the Records and GIPA act was undertaken.
Implement image compression to assist the delivery of corporate information on the Internet.	Quarterly Review September	The DA Tracker was upgraded to provide PDF documents instead of larger TIF (Tagged Image Files) in order to improve delivery of compressed imagery.
Review and enhance usage of the Geographic Information System.	Annual Review September	Implemented the MAPInfo Exponare Product within Council offices.
Review and enhance existing physical file retrieval and storage processes.	Monthly Review January	Additional Disk storage acquired as a result of Natural growth, and an internal review on usage of temporary media and registrations into the Document Management System was conducted in the period.

ACTIONS	DATE	PROGRESS
Conduct an audit of Council's records management system to ensure compliance with the State Records Act.	To be Completed by September 2009	Preliminary audit conducted July 2009. Comprehensive follow up audit to be conducted 2010/2011 to clearly identify areas of non-compliance. An action plan will then be developed to address suspect areas.
Ensure comprehensive training for Key Users and End Users of the Corporate Information is maintained with release upgrades and maintain up to date user guides.	Quarterly Review January	A number of regular training sessions in the Document Management System and the new Phone Systems were conducted throughout the reporting period.
Regular liaison with Departmental Managers to determine specific information management needs and to facilitate changed processes.	Quarterly Review January	Ongoing and discussed as a standard item on the regular Monthly Management meeting agendas.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

Convenor: Director Corporate Services

SUBPROGRAM 2.04: INSURANCE AND RISK MANAGEMENT

Co-ordinator: Manager Governance

ACTIONS	DATE	PROGRESS
Develop awareness of and promote information gathering by staff to identify, report and record potential hazards and witness accounts of accidents.	Ongoing January	Staff are regularly reminded of their need to document issues and actions and task them as and when they occur.
Continually review insurance portfolio and obtain most cost-efficient renewal terms.	Ongoing April	Review undertaken in consultation with broker each year prior to renewal
Review and maintain an effective Business Recovery Plan for the Civic Centre, Community and Cultural Centre, Depot and Library complex.	Half Year Review June, December	Business Recovery Plan last updated, key stakeholders briefed and desk top trial conducted in 2008. Plan presently being updated for subsequently briefing staff and further trial. Awareness of plan's existence communicated to all staff.
Audit all public open space and bushland areas to ensure that the necessary regulatory and information signs are in existence, readable and comply with Australian Standards.	To be Completed by June 2010	Audit not completed due to staff resourcing. Will be completed prior to 31 December 2010
Audit Council's footpaths for trips and trees on nature strips, in car parks, public parks and reserves to ensure that their condition is in accordance with adopted policies.	Ongoing December	Ongoing
Review and document all risk management procedures and processes.	Ongoing December	Risk Management Plan currently undergoing review in association with Internal Audit.
Review effectiveness and security of public access areas within the Civic Centre.	Ongoing September	Audit is currently being undertaken by consultants

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

Convenor: Director Corporate Services

SUBPROGRAM 2.05: HUMAN RESOURCES

Co-ordinator: Executive Officer - Corporate & Human Development

ACTIONS	DATE	PROGRESS
Workforce Plan Develop, maintain, and review a relevant Workforce Plan with HR Strategy.	To be Completed by December 2009	Workforce Plan completed and will be continually updated.
Source and develop electronic systems to improve access to HR information/data and HR processes.	Ongoing July	Research continuing for cost effective products that will enhance HR functions.
Industrial Relations Review and negotiate Employment Agreements as required.	Ongoing July	New Enterprise agreement was signed and adopted.
EEO Investigate EEO issues, promote awareness throughout council and review EEO Management Plan.	Annual Review July	No EEO issues raised, EEO Management Plan continually reviewed
Staff Culture Measure Staff climate through a two yearly survey.	Bi-Annual Review	Due October 2010
Prepare a report investigating opportunities for the employment of people with disabilities.	To be Completed by December 2009	To be completed
Training and Development Ensure that appropriate quality training and skill development is identified and scheduled for staff (including contract management, regulatory, safety) – to encourage staff career development opportunities.	Ongoing July	Opportunities for professional development courses identified via workplans and performance review process
Recruitment / EEO Encourage employment opportunities that reflect the make-up of the community, attract appropriate talent and keep the principle of merit, while meeting Council's legislative obligations.	Ongoing July	Principles of merit and EEO firmly applied to all recruitment.
Family / Work Life Balance Investigate opportunities to encourage work-life balance, and ensure Council is a lifestyle/family friendly workplace.	Ongoing July	Consideration given to all applications for variations to conditions for family/lifestyle reasons.
OHS Conduct regular OHS audits, inspections and checks. Develop and implement action plans to address OHS across the organisation and to continually improve audit results.	To be Completed by	Quarterly work area inspections completed and remedial action taken, StateCover audit completed
Staff Wellbeing Continue immunisation and counselling programs for Council staff.	Ongoing July	Influenza immunisation program is well supported, professional counselling services provided where appropriate

ACTIONS	DATE	PROGRESS
Workers Compensation Monitor Council's work injury rehabilitation, Workers' Compensation insurance and return to work program.	Ongoing July	All cases successfully returned to work.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

Convenor: Director Corporate Services

SUBPROGRAM 2.07: STRATEGIC ASSET & PROPERTY MANAGEMENT

Co-ordinator: Manager Assets and Services

ACTIONS	DATE	PROGRESS
Provide a 24 hour incident and make-safe callout system for Council's Assets.	Ongoing July	24 Call out in operation
Implement public transport asset improvements in conjunction with Public Domain improvements.	Annual Review March	Upgraded where opportunity arises
Ensure that environmental considerations and guidelines are included in Council's Asset Management System.	Quarterly Review	Ongoing
Investigate the provision of more bus shelters to provide covered seating.	Annual Review June	Ongoing where applicable
Undertake a condition audit of all Council owned assets on the Balmoral Promenade.	To be Completed by July 2010	Balmoral Sea Wall and Footpath audit complete
Conduct an annual environmental compliance audit of the Depot.	Annual Review September	Ongoing
Enhance the Computerised Asset Management System to account for all asset types.	Ongoing July	Ongoing as part of Councils Asset Management Systems
Implement a system of regular condition audits for all assets	Ongoing July	Ongoing as part of Councils Asset Management Systems
Develop and implement whole of life asset management plans for individual assets, public amenity facilities, including minimum 5 year rolling maintenance and capital works programs.	Ongoing July	Ongoing as part of Councils Asset Management Systems
Investigate as a matter of urgency ways of cooling the Grand Hall by means of mechanical or other technologies.	Ongoing July	Works Complete
Ensure entrepreneurial assets are adequately maintained to provide acceptable rates of returns	Ongoing July	Ongoing
Review use of Bridgepoint for advertising and other opportunities.	To be Completed by December 2009	Development application for advertising on Bridgepoint lodged with Council and presently being assessed.

PROGRAM 7: COMMUNITY SAFETY

Convenor: Director Corporate Services

SUBPROGRAM 7.01: COLLABORATION, COMMUNICATION AND ACCOUNTABILITY

Co-ordinator: Director Corporate Services

ACTIONS	DATE	PROGRESS
Review, update and have Police recommit to the Local Solutions to Local Crime & Safety Issues - Collaborative Management Plan.	To be Completed by October 2009	The Collaborative Management Plan has been reviewed and was relaunched in conjunction with the Harbourside Local Area Command in November 2009.
Support Harbourside Local Area Command, Police Accountability Community Team, representing key stakeholders in the Mosman Local Government Area.	Ongoing February	Ongoing support given to Harbourside LAC at local level and through LEMC
Ensure that Police and Council Rangers exchange information and assist each other where possible, to develop proactive responses to crime and community safety.	Ongoing July	Rangers and Police share information routinely through reporting of suspicious activity.
Assist Police by ensuring that information regarding safer communities is made available but ensure that confidential or strategic Police information remains confidential.	Quarterly Review	Information provided to Police routinely through reporting of suspicious activity.
Promote appropriate use of Emergency services and Rangers' contact numbers.	Quarterly Review	Police and Ranger phone numbers provided to the public routinely.
Use the Council website and media including the Mosman Daily, Mosman News and newsletters to inform the community about community safety, crime and good news.	Quarterly Review April	Utilised as and when considered appropriate.
Recognise (in consultation with Harbourside Local Area Command) those who make a major contribution to improving community safety and reducing crime.	Quarterly Review September	Actioned when appropriate
Lobby State government to retain Mosman Police Station as a 24 hour manned Police Station.	Ongoing	Despite a major campaign the Mosman Police Station is to close.

PROGRAM 7: COMMUNITY SAFETY

Convenor: Director Corporate Services

SUBPROGRAM 7.03: COMBATING OFFENCES AND CRIME

Co-ordinator: Manager Ranger Services

ACTIONS	DATE	PROGRESS
Work with Harbourside Local Area Command to develop strategies to improve visibility of Police.	Ongoing February	The Local Solutions to Local Crime and Safety Issues Collaborative Management Plan was relaunched by Council and the Harbourside Local Command in November 2009. This signalled a further public commitment by Council and the Area Command to work cooperatively in our local area. One of the actions in the Management Plan is to deliver collaborative, proactive and visible Policing and Ranger Services. The Safety Consultative Group has been very effective in giving practical effect to the commitments made in the Plan. Officers from the Area Command have also held periodic information stalls in Military Road to further progress community understanding and awareness of local policing.
Support the Police by reporting crimes, suspicious activity and offences on public land.	Ongoing September	Crime and suspicious activity reported routinely to local Police and via the Police Assistance Line.
Council Rangers provide a regular overview of the function of Rangers and the support and assistance required from the Police to new personnel at Harbourside Local Area Command. Involve Council Rangers where appropriate in the Harbourside Local Area Command training days.	Ongoing February	Regular contact made with Police at Mosman Police station to build relationships.
Work with Harbourside Local Area Command to provide information about crime prevention and reporting.	Ongoing September	Residents and the public given information on crime prevention through the Community Safety Group and residents encouraged to report crime.
Continue education in appropriate artistic expressions for young people.	Ongoing September	The Youth Development Team provide ongoing opportunities for young people to engage in a range of diverse artistic and cultural programs.
Promote the SHOROC Safe Parties Kit and the Party Register at Harbourside Police.	Ongoing September	Youth Services continue to promote the Harbourside Police party register and work to ensure young people are aware of the Safe Party Kit and other relevant safe partying tools available to the demographic.
Regularly review and if necessary enhance CCTV surveillance in Civic areas.	Ongoing September	Contractor appointed in 2010 to review Councils CCTV

ACTIONS	DATE	PROGRESS
Provide Police contact information to the community and encourage the reporting of all crimes.	Ongoing September	Police contact information provided routinely to residents and encouraged to report all crime.
Support Police Remembrance Day (29 September) and Police Open Day (usually first Sunday in November).	Ongoing September	Police Remembrance Day supported on Council's website
In association with the Police, promote personal and home safety using Council's website, the Mosman Daily and Mosman News.	Ongoing September	Information provided through the Community Safety Consultative Committee is displayed appropriately and distributed through several forums.
Continue the Youth Peer Program to encourage young people to keep safe and to report crime.	Ongoing September	Council's Youth Services staff continue to encourage young people to keep themselves and their peers safe and to report criminal activity. Specific attention has been paid to promoting safe partying packs.
Recognise and address the needs of older residents and invite Police to seniors' functions as guest speakers.	Ongoing September	Representatives from the Police and Fire Department have been invited to speak at the Community Restaurant and when there is a Seniors Safety Seminar.
Implement anti-graffiti strategies including reporting graffiti to Police, reporting graffiti on utilities and monitoring anti graffiti strategies.	Ongoing September	Ongoing
Advise the School Principals Liaison Group of safety and crime related issues, use this group to promote Police educational visits to schools.	Ongoing September	Information given to School Principals particularly regarding dangerous parking outside schools.
Continue the relationship between Council Youth Development staff and Harbourside Police, particularly with the Police YLO and North Sydney PCYC to develop relationships, confidence and trust with young people.	Ongoing December	Relationships between the Council's Youth Services team and the Harbourside and Mosman Police station continue to be maintained. Harbourside Police have been engaged in our Mosman High Youth Health Forums as have the PCYC Police from North Sydney. Council staff have engaged with Mosman Police on several matters over the past 12 months to ensure the safety of young people and the wider community.
Develop education strategies for parents regarding the safety of children and young people.	Ongoing July	The Youth Services team continue to run parenting workshops on communicating effectively with teens, cyber safety, transitioning to high school and a range of other programs which holistically tool parents to best ensure the safety of their young people.
Have Council Rangers regularly patrol school zones, car parks and streets as a visual deterrent and to provide a sense of safety while enforcing illegal parking.	Ongoing September	Daily patrols conducted in streets carparks and outside schools.

ACTIONS	DATE	PROGRESS
Ensure that the spread of hours worked by Rangers meets the safety needs of the community without prejudicing the safety of Rangers and within economic means.	Ongoing July	Rangers work from 6AM to 10PM daily.

PROGRAM 7: COMMUNITY SAFETY

Convenor: Director Corporate Services

SUBPROGRAM 7.05: EVENT MANAGEMENT - SAFETY AND TRAFFIC ASPECTS

Co-ordinator: Manager Ranger Services

ACTIONS	DATE	PROGRESS
Ensure that events are organised in accordance with Council's Special Event Management Policy, and that event organisers are aware of their responsibilities and meet all OHS and statutory requirements. Ensure ongoing coordination between Council and event organisers and relevant agencies.	Ongoing September	Ongoing
Provide information to residents holding events or street parties to embrace community safety.	Ongoing September	Achieved and ongoing. Information provided where requested.

PROGRAM 7: COMMUNITY SAFETY

Convenor: Director Corporate Services

SUBPROGRAM 7.06: EMERGENCY MANAGEMENT

Co-ordinator: Manager Ranger Services

ACTIONS	DATE	PROGRESS
Convene or attend regular meetings of the Mosman North Sydney Local Emergency Management Committee and maintain contact with emergency services.	Ongoing September	Quarterly meetings of the LEMC held and additionally desktop simulation conducted this year.
Participate in desktop disaster management exercises at Council and with Local Emergency Management Committee.	Annual Review May	I participated in a desktop disaster simulation at the Police Simulation Centre this year with members of the LEMC
Inform Police and Council staff of structure and activities of Local Emergency Management Committee.	Ongoing September	Information given to Police, Council staff and residents through Community Safety Group, LEMC.
Maintain close relationships and support the Mosman State Emergency Service and local fire and ambulance services.	Ongoing September	Close relationship maintained with Mosman SES and a coordinated storm response to be developed with combat agencies following August wind storm
Incorporate bushfire hazard reduction strategies into Bushland Rehabilitation Contracts.	Ongoing February	Bushfire hazard reduction strategies are a component of contracts and are audited during contract reviews
Implement the recommendations of the Manly-Mosman District Bushfire Management Plan.	Ongoing February	Works in the management plan are prepared and coordinated with the fire brigade.

PROGRAM 7: COMMUNITY SAFETY

Convenor: Director Corporate Services

SUBPROGRAM 7.08: SAFE COMMUNITIES

Co-ordinator: Manager Community Services

ACTIONS	DATE	PROGRESS
Work with residents and businesses to improve safety by cooperating with Police, Fire Brigade, Ambulance and State Emergency Services.	Ongoing June	Rangers work closely with residents, Police, Fire, Ambulance and SES. August wind storm is the most recent example.
Develop and implement community risk management strategies and projects that address safety issues in the Mosman community.	Ongoing November	Through the Community Consultative safety Committee Council endeavours to raise the profile of community safety and provide the community with up to date information reflecting the current crime and safety trends for the area. The consultative committee also provides an opportunity for residents to advise Council staff of safety issues and have them acted on in a timely manner.
Ensure any development in Mosman addresses safety issues particularly in relation to traffic and work on public land.	Annual Review July	This continues to be ongoing activity with consents now including where appropriate the submission of construction traffic management plans to better address impacts of construction activity in the public domain.

PROGRAM 7: COMMUNITY SAFETY

Convenor: Director Corporate Services

SUBPROGRAM 7.09: COMPANION ANIMALS

Co-ordinator: Manager Ranger Services

ACTIONS	DATE	PROGRESS
Continue enforcement of the Companion Animals Act.	Ongoing July	Companion Animals Act enforced through regular patrols and the issuing of infringement notices where appropriate.
Provide information and education on responsible dog and cat ownership, leash-free areas and registration requirements.	Ongoing September	Companion animal information on Council's website including all leash free areas and through the annual People and Pets Day
Where possible use the Internet for dissemination of information on Council's policies, leash-free areas and registration requirements for companion animals.	Ongoing July	Companion animal information on Council's website including all leash free areas

PROGRAM 3: URBAN PLANNING
Convenor: Director Environment & Planning

SUBPROGRAM 3.03: PLANNING AND BUILT ENVIRONMENT
Co-ordinator: Manager Urban Planning

ACTIONS	DATE	PROGRESS
Prepare a new comprehensive LEP consistent with the Standard Instrument.	To be Completed by June 2010	The Draft LEP was reported to Council on 6 July to be adopted and forwarded to the NSW Department of Planning.
Prepare and implement a consultation strategy to inform and consult with the community in the LEP public exhibition.	To be Completed by September 2009	A consultation strategy was prepared and implemented through the public exhibition of the LEP in October-November 2009. Features included a purpose-built website www.mosmanlep.net , information sessions at various locations, blogs, online survey, and a Google based mapping tool.
Effectively communicate mandated changes to the LEP made through State Government policy and legislation.	Annual Review June	State government mandated changes to the LEP were communicated to Councillors and the community as part of the consultation strategy.
Implement relevant actions and recommendations of the Inner North Sub-regional Plan into Mosman strategic planning.	Annual Review March	Inner-North Sub-regional Plan still in draft form, however, housing and employment targets have been provided for through Draft LEP.
Prepare DCPs to have regard to the changing planning landscape of the NSW planning reforms. Note: required reference to trees and TPO controls in DCPs.	To be Completed by December 2009	Draft DCPs prepared and exhibited in October/November 2009. Report to Council to adopt final plans prepared for later in 2010.
Review and update contribution plans including quarterly CPI adjustments.	Quarterly Review	Contribution plans adjusted according to CPI annually.
Advocate in the interests of Mosman and lobby government to protect those interests by preparing submissions on relevant Government Policy, Inquiries and Legislation.	Annual Review March	Numerous submissions prepared including: + Nation Building and Jobs Plan Act Review + Draft Model Local Clauses + Planning for Renewable Energy Generation + Metro Strategy Review + Draft Sea level rise planning guidelines + Standard instrument amendments
Amend planning documents (including section 149 Certificates) as required to meet statutory obligations.	Ongoing July	Section 149 certificates have had a significant number of amendments this year mainly due to exhibition of Draft Mosman LEP and draft DCPs.
Undertake a Civic Improvement Plan for the business centres.	To be Completed by June 2010	Work has been delayed due to other priorities and has been contingent in finalisation of LEP and whether master planning for Spit Junction identified by Council as a 2050 Vision has any implications.

ACTIONS	DATE	PROGRESS
Consider redevelopment feasibility and options for the civic centre site incorporating sustainable design principles.	To be Completed by December 2009	Feasibility study for civic centre site would be more appropriately considered as part of a masterplan for Spit Junction as per Council resolution of 4 May 2010.
Monitor implementation of existing open space Plans of Management (eg Clifton Gardens amenities/kiosk). Identify any 'missing links'.	To be Completed by December 2009	The progressive implementation of existing Plans of Management is monitored by relevant teams within the Environment and Planning Department to ensure consistency with the Plans and implementation in a timely manner.
Implement appropriate recommendations in current Plans of Management, Recreation Strategy Actions Plans and Management frameworks.	Ongoing July	Recommendations within these plans that are relevant to Planning continue to be implemented as the budget allows.
Undertake planning studies/plans of management for open space sites without current plans.	Annual Review March	Plans of Management for Rosherville Reserve and Chinamans Beach, and The Spit are underway. Rosherville draft Plan of Management was adopted for exhibition purposes on 1 June 2010.
Review community land plans of management after exhibition of new LEP.	To be Completed by March 2010	To be undertaken in 2011 after gazettal of draft LEP.
Monitor the demographics of the Mosman community and make information available to staff and community.	Annual Review December	Demographic information made available to staff and the community through Council's website Community Profile and Atlas. Both updated in 2010.
Participate and support the preparation of the SHOROC Regional Strategy.	Annual Review March	Involvement in development of "Shaping our Future", the draft strategic document developed for the SHOROC area.
Undertake periodic surveys of the community to measure the effectiveness of strategic planning projects and consultation.	Annual Review March	Planning Exhibition Awareness Survey undertaken March 2010 to evaluate effectiveness of exhibition and consultation for Draft LEP and DCPs. Results of survey (approximately 100 responses) were posted on Council's website.
Ensure plans provide for opportunities for development which would include a range of housing choices.	Annual Review March	LEPs, both current and draft, provide for a range of housing types including houses, semi-detached, small to medium blocks of units, and mixed development of commercial and residential on sites with good access to transport and facilities.

PROGRAM 3: URBAN PLANNING
Convenor: Director Environment & Planning

SUBPROGRAM 3.04: HERITAGE PLANNING
Co-ordinator: Manager Urban Planning

ACTIONS	DATE	PROGRESS
Identify, list and review heritage items and heritage conservation areas.	Annual Review June	Draft LEP includes two additional heritage conservation areas and seven additional heritage items, exhibited and adopted by Council.
Investigate and utilise funding opportunities for heritage projects.	Annual Review June	Funding for sensitivity mapping of Aboriginal heritage through the Heritage Branch of the Department of Planning was unsuccessful in 2009/10, however, Council was encouraged by the Department to apply again.
Implement recommendations of the Heritage Study prepared January 2007.	Ongoing April	Only one recommendation still outstanding relating to a separate study for mid to late twentieth century housing in Mosman. No funding for this project is currently available to carry out this study.
Implement Boronia Conservation Management Plan.	Ongoing July	A programmed implementation of the recommendations of the conservation management plan is being undertaken across a number of different sections of Council.
Investigate and utilise opportunities to promote heritage conservation and educate the community, including Mosman Design Awards.	Annual Review December	Mosman Design Awards 2009 was very successful with a record number of entrants. The Awards program itself won a Planning institute of Australia Media Award.
Develop and prepare a co-ordinated program of on-site interpretation of significant sites in Mosman.	Annual Review March	Work is continuing on the Artists' Walk around Sirius Cove in co-operation with Mosman Art Gallery.
Provide high level customer service and information via website and other media.	Ongoing July	Mosman LEP website developed in house as part of the draft LEP and DCPs exhibition includes additional heritage information.
Provide a heritage advisory service for advice on heritage matters and for community education.	Annual Review June	The heritage advisory service continues with a visit to Council every three weeks by Council's Heritage Advisor. A total of 118 heritage matters were referred for expert advice and 41 meetings with owners/architects/planners were attended. The total of all matters dealt with was 159 which represents a 50% increase over the 2008/09 figure.
Continue with Local Heritage Fund on an annual basis.	Annual Review September	The Fund continues to provide small grants to owners of heritage properties. Despite some targeted and more general promotion of the Fund, only four projects were approved for funding in 2009/10.

ACTIONS	DATE	PROGRESS
Prepare photographic surveys of all heritage conservation areas.	To be Completed by December 2009	Photographic surveys of seven of the eleven heritage conservation areas have now been completed.
Update the State Heritage Inventory as required.	Ongoing July	Updates carried out as needed.

PROGRAM 4: PLANNING AND BUILT ENVIRONMENT

Convenor: Manager Development Services

SUBPROGRAM 4.01: DEVELOPMENT ASSESSMENT AND REGULATION

Co-ordinator: Manager Development Services

ACTIONS	DATE	PROGRESS
All planning information and documents of a high standard, in plain English and accessible to all potential users.	Ongoing July	All application, information and notification forms and documents reviewed and updated to comply with GIPA and PIPA requirements.
Process applications in a timely and effective manner in accordance with legislative requirements.	Quarterly Review July	This remains ongoing and may be affected by legislative change, additional assessment arising from the Draft LEP as well as volume and type of application lodged.
Provide pre-lodgement advice to prospective applicants and community.	Ongoing July	Council continues to provide timely and high quality pre-lodgement advice through access to the Duty Planner and Assessment staff.
Liaise with other departments to ensure consistency of standards and policies and stream-lining of processes.	Ongoing July	This continues to be an ongoing process.
Investigate and resolve complaints and provide feedback to community.	Ongoing July	Complaints about Private Certifier controlled site continue to be a source of ongoing complaint and investigation.
Review processes and procedures within the statutory framework and wherever possible implement improvements.	Ongoing July	This continues to be an ongoing activity.
Monitor and review compliance with approved development against applicable legislation, codes, policies and conditions.	Ongoing July	This continues to be an ongoing activity.
Negotiate outcomes which align with policy objectives and community expectations while having regard to design intent.	Ongoing July	This continues to be an area of ongoing activity.
Periodically inspect the Municipality from the Harbour.	Ongoing July	Inspection from the Harbour has been tentatively scheduled for Spring 2010, subject to availability of NSW Maritime vessel.
Carry out regulatory enforcement and liaise with the Manager Ranger Services to ensure appropriate management of building sites, environmental controls and to minimise obstructions on Council property.	Ongoing July	This continues to be an ongoing activity.
In assessing development application and framing consent conditions, ensure relevant performance standards, legislation codes and policies are taken into consideration.	Ongoing July	All assessment templates and consent conditions are reviewed and updated regularly to ensure performance to all relevant legislation, codes and policies.
Seek Public infrastructure improvements where such assets are affected by development, e.g. undergrounding of power lines.	Ongoing July	Where conditions are available, developments are required to underground powerlines. This has most recently occurred in Superba Parade

ACTIONS	DATE	PROGRESS
Ensure street awnings meet satisfactory structural adequacy requirements.	Ongoing July	Procedures have been implemented to ensure structural certification is included in applications for footpath occupation and all properties with awnings for which a DA is submitted.
Continue to monitor fire safety issues and implement outcomes of Fire Safety Upgrade Program..	Ongoing July	This continues to be an ongoing activity.
Undertake inspections and provide information to achieve required regulatory safety standards.	Ongoing July	This is an ongoing activity.
Periodically inspect swimming pools and fencing in accordance with the Swimming Pools Act.	Ongoing July	This is a continuing activity which has included the implementation of a pool register and pool registration process.

PROGRAM 5: ENVIRONMENTAL MANAGEMENT / HEALTH

Convenor: Director Environment & Planning

SUBPROGRAM 5.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS

Co-ordinator: Director Environment & Planning

ACTIONS	DATE	PROGRESS
Implement the actions in the Greenhouse Gas Reduction Plan and Sustainable Purchasing Action Plan.	Ongoing July	Actions in MOSPLAN 2009-10 have been completed. New actions are now included in MOSPLAN 2010-11.
Develop a sustainable leasing policy, guidelines, and sustainability conditions for inclusion into leases of Council property.	To be Completed by May 2010	Sustainability Team have completed guidelines and handed over to Manager Governance.
Incorporate sustainable design principles into any works on property owned by Council.	Quarterly Review	Recent designs for public amenities have involved passive design elements, power saving and water saving installations in design development and specifications.
Develop an environmental performance evaluation system that incorporates management operational and environmental condition indicators.	To be Completed by July 2010	Will be incorporated in projects planned for 2010-11 and the SHOROC Indicators project.
Develop an Environmental Manual and Procedures Handbook that collates and/or makes reference to all key environmental documentation and technical/administrative procedures.	Ongoing July	Will be reviewed as part of a comprehensive EMP review in 2010/11.
Review Council's Environmental Sustainability Policy.	Annual Review March	Environmental Sustainability Policy was reviewed and adopted in 2009.
Facilitate the Sustainability Group.	Ongoing July	Sustainability Group meets every quarter and contributes to sustainability policy and projects.
Establish and manage project team over the life of the CEC, including office and IT requirements.	Ongoing June	Ongoing
Conduct an independent financial audit of CEC program.	Annual Review July	Achieved and Ongoing
Continue to investigate and pursue external funding for CEC projects.	Ongoing July	External funding applied for when available
Investigate opportunities for and develop CEC projects that combine elements from the different CEC programs and include a comprehensive education component.	Annual Review July	Multiple combined projects completed like Pearl Bay Sea Wall works and other opportunities explores when they arise
Report directly to the community and Council on the progress of the CEC.	Annual Review July	Ongoing
Pursue opportunities to work with local community groups on CEC projects.	Annual Review July	Ongoing
Monitor environmental legislative developments, update the register of environmental legislation and communicate to staff (and Councillors where required) with environmental responsibilities accordingly.	Bi-Annual Review	Ongoing as required.

ACTIONS	DATE	PROGRESS
Ensure the application of the environmental impact assessment guidelines and procedures manual for Council works and services, by Council staff.	Ongoing July	Ongoing
Enforce relevant legislation where necessary to reduce pollution and to reduce harm to human health and the environment (including Local Government Act, POEO Noxious Weeds Act, relevant sections to the Sydney Water Act).	Ongoing July	Ongoing
Prepare the Regional SHOROC State of the Environment report.	To be Completed by November 2009	Regional SoER was submitted to DLG in November 2009.
Review costs and benefits of Council's memberships, including SCCG, ICLEI, WMAA and other groups and associations.	To be Completed by December 2009	Review undertaken as part of 2010/11 MOSPLAN process.
Participate in regional forums and networking groups on environmental and sustainability issues as relevant.	Ongoing March	Council staff attended and contributed to a number of regional forums and conference as well as being members of a number of working groups on the environment and sustainability.

PROGRAM 5: ENVIRONMENTAL MANAGEMENT / HEALTH

Convenor: Director Environment & Planning

SUBPROGRAM 5.02: ATMOSPHERIC ENVIRONMENT

Co-ordinator: Manager Environment and Services

ACTIONS	DATE	PROGRESS
Implement actions in the GHG Reduction Plan (GHGRP).	Quarterly Review September	MOSPLAN 2009/10 actions achieved. New actions incorporated in MOSPLAN 2010/11.
Report on the feasibility of introducing a car share scheme in Mosman, and related actions for reducing the community's reliance on energy intensive motor vehicles.	To be Completed by July 2010	Two car spots have been introduced.
Implement Actions in the Sustainable Transport Action Plan (STAP).	Quarterly Review	MOSPLAN 2009/10 actions achieved. New actions incorporated in MOSPLAN 2010/11.
Participation in Council-community partnership program for reducing community GHG emissions.	To be Completed by July 2010	The 'Footprints' projects worked with the community to reduce GHG emissions.
Participation in SHOROC Regional Project – Community GHG emissions.	Ongoing July	Ongoing discussion between Councils on best way to move forward on a regional project. SHOROC also involved in this discussion.
Monitor the workings of the Local Government and National Emissions Trading Schemes.	Quarterly Review	Ongoing as required.
Increase GreenPower street lighting.	Ongoing July	Achieved in July 2009.
Council to purchase 10% GreenPower for 4 main buildings and 100% for smaller buildings.	Ongoing July	Achieved for 4 main buildings.

PROGRAM 5: ENVIRONMENTAL MANAGEMENT / HEALTH

Convenor: Director Environment & Planning

SUBPROGRAM 5.03: WATER CYCLE MANAGEMENT

Co-ordinator: Manager Assets and Services

ACTIONS	DATE	PROGRESS
Undertake monitoring program to review and evaluate cleanout frequency of Stormwater Quality Improvement Devices (SQIDs) to ensure ongoing effectiveness and efficiency of the devices and removal of pollutants.	Ongoing July	Ongoing
Collect relevant information (including volumes captured) on pollutants captured from SQIDs to assist with review of cleanout frequency of the devices.	To be Completed by July 2010	Ongoing
Install a SQID to filter Plunkett Road sub catchment HB8.	To be Completed by June 2010	Preliminary investigation work underway
Install a SQID in Pearl Bay Avenue to filter Pearl Bay sub catchment TS2.	To be Completed by June 2010	Design to be out for Tender in December 2010
Install SQID in Botanic Road to filter Balmoral Beach South sub catchment, incorporating water reuse scheme HB2.	To be Completed by June 2010	Completed
Install a SQID in Reginald Street to filter part of Mosman Bay West sub catchment subject to negotiation with North Sydney Council MB3.	To be Completed by June 2010	Tenders for design closed in early September and are being assessed
Install a SQID in Brierley Street to filter part of Mosman Bay West subject to negotiation with North Sydney Council MB7.	To be Completed by June 2010	Tenders for design closed in early September and are being assessed
Install SQIDs in Morella Road to filter Chowder Bay sub catchment subject to outcome of proposed BMX track CG4.	To be Completed by June 2010	Preliminary Investigation to begin in 2011
Install SQIDs on pipes draining to National Park Chowder Bay sub catchment subject to outcome of proposed BMX track CG5.	To be Completed by June 2010	Preliminary Investigation to begin in 2011
Install SQIDs to filter Quakers Hat Bay North sub catchment QH3.	To be Completed by June 2010	Preliminary Investigation to begin in 2011
Continue to investigate opportunities for large-scale water-sensitive urban design asset renewal projects consistent with the development of asset management plans, public domain improvement projects and open space improvements.	Quarterly Review	Advice provided to assets and services as required.
Collect, collate and report upon data from the State Government's Beachwatch program.	Ongoing November	Undertaken annually.

ACTIONS	DATE	PROGRESS
Implement a program to collect bio-indicator and physical and chemical data from Mosman creeks / receiving waters.	To be Completed by December 2009	Program now complete.
Undertake video analysis of stormwater pipelines which are suspected to require rehabilitation and incorporate required works into Council's Stormwater Asset Management Plan.	Ongoing April	Ongoing
Undertake rehabilitation on pipelines identified in Council's Asset Management Plan.	Ongoing July	Ongoing
Undertake education programs as per EMP to promote reduction in water use.	Ongoing July	New projects will be undertaken as required.
Implement outstanding Every Drop Counts recommendations.	Quarterly Review	Management diagnostic undertaken in 2009. Recommendations being implemented on an ongoing basis.
Implement actions in the Water Savings Action Plan and provide an Annual report to the State Government Department in March.	Annual Review March	Report submitted to DECCW in March 2010.
Council involvement in the Sydney Water Overflow Abatement Program.	Quarterly Review	Achieved for 2009.

PROGRAM 5: ENVIRONMENTAL MANAGEMENT / HEALTH

Convenor: Director Environment & Planning

SUBPROGRAM 5.04: BIODIVERSITY

Co-ordinator: Manager Environment and Services

ACTIONS	DATE	PROGRESS
Investigate the development of bush corridors through Mosman linking to adjoining local government areas. Provide maps for public use/reference showing bushland linkages.	Ongoing July	Ongoing
Mosman Bay Creek. Erosion control and armouring MB7.	To be Completed by June 2010	Work awarded in August 2010 and still underway
Balmoral Park. Stormwater diversion works and erosion control and armouring HB8, subject to outcome of BMX track.	To be Completed by June 2010	Work completed in July 2010
Implement a sustainable bushland management program which systematically addresses priority areas and threatening processes based on: <ul style="list-style-type: none"> • Community type • Rare or threatened species • Critical habitat • Location 	Ongoing July	Ongoing
Follow the recommendations of the Chinamans Beach monitoring program to ensure that beach cleaning practices do not negatively affect intertidal biodiversity.	Annual Review September	Beach monitoring continuing although some residents are concerned that the biodiversity improvements may be at the expense of aesthetics of the beach.
Manage the Middle Harbour catchment Contract for Bushland Restoration 2001 - 2011.	Ongoing January	Contract due for review and assessment of future action in its final year.
Manage the Port Jackson catchment Contract for Bushland Restoration 2001 - 2011.	Ongoing January	Contract due for review and assessment of future action in its final year.
Progressively implement the Unmade Roads Rehabilitation Strategy in accordance with the program timetable.	Ongoing June	Existing sites proceeding as per timetable.
Co-ordinate and support Council's volunteer Bushcare Program.	Ongoing April	Staff and resources including the quarterly newsletter, Bushland Matters continue to be provided and have resulted in additional volunteers joining groups this year.
Implement the plan for the future management of <i>Phytophthora cinnamomi</i> .	Quarterly Review September	All works in bushland areas have regard to this issue.
Review, revise and implement the 5 year rolling program for the upgrade of walking tracks and trails through Council's bushland areas.	Annual Review June	Track work maintenance and upgrade works on existing tracks as per program and included in new work where appropriate.
Implement the feral animal control program.	Ongoing May	Rabbit and fox baiting carried out in conjunction with other surrounding land managers.

ACTIONS	DATE	PROGRESS
Support and participate in the Native Bogul/Black Rat Project in partnership with Taronga Zoo, UNSW and NSW NPWS.	Quarterly Review	Bogul program initiated with assistance of funding from Council.
Incorporate environmental considerations into marine assets contracts and the management of marine assets, facility development, and asset refurbishment and renewal.	Ongoing March	Requirements included in recent jetty, baths and seawall upgrades with accompanying monitoring.
Monitor seagrass species and the aquatic pest <i>Caulerpa taxifolia</i> in Mosman's waterways.	Ongoing March	Continued monitoring in conjunction with other authorities and Sydney Coastal Councils Group.
Redesign seawalls to provide habitat for intertidal communities (when repair/restoration works are required).	Annual Review	Work complete for Pearl Bay, Other walls being reviewed
Undertake an assessment of the impacts (positive and negative) private lands are having on Council's bushland management works.	To be Completed by December 2009	Monitoring of encroachments conducted on an ongoing basis with removal where requirements. In some instances works are required to address issues such as undesirable runoff to public land.

PROGRAM 5: ENVIRONMENTAL MANAGEMENT / HEALTH

Convenor: Director Environment & Planning

SUBPROGRAM 5.05: TREES

Co-ordinator: Team Leader Open Space

ACTIONS	DATE	PROGRESS
Update and provide user-friendly information to communicate Council's tree policies.	Ongoing July	Ongoing
Continue to implement the five year forward planting program for street trees in accordance with the Street Tree Master Plan.	Annual Review July	Ongoing
Monitor and review the contract for the proactive management and maintenance of Council's street trees and trees in parkland reserves.	Annual Review November	Ongoing
Participate in National Tree Day activities.	Ongoing July	Ongoing
Complete a review of the Urban Forest Management Register and publish the document on Council's website.	Ongoing June	Continual review of items for inclusion in accordance with policy requirements.
Report and commence action on Balmoral Figs.	To be Completed by September 2009	Report completed and identified actions in progress.
Contribute to development of statutory recognition of the Urban Forest as an element in the natural and urban environment.	Ongoing July	Review of LEP/DCP will result in revised method of dealing with tree management upon adoption.
Audit TPO approvals where replacement trees have been required to ensure they are planted.	Ongoing September	Ongoing

PROGRAM 5: ENVIRONMENTAL MANAGEMENT / HEALTH

Convenor: Director Environment & Planning

SUBPROGRAM 5.06: LAND MANAGEMENT

Co-ordinator: Manager Environment and Services

ACTIONS	DATE	PROGRESS
Repair unstable areas adjacent to Coastal Patrol at The Spit.	To be Completed by December 2009	Completed 2010
Complete sea wall repairs at the Spit, and Pearl Bay SW10, SW11, SW13, SW16.	To be Completed by December 2009	Completed 2010
Replace damaged stones, Clifton Gardens.	To be Completed by December 2009	Investigation to be undertaken in 2011
Pearl Bay. Stabilise and reset stones; and The Spit, western side. Rehabilitate seawall and re-build sections to enhance inter-tidal ecology.	To be Completed by December 2009	Complete 2010
The Spit, south of Middle Harbour Yacht Club. Reconstruct collapsed areas.	To be Completed by December 2009	Complete 2010
Musgrave Street. Face or replace eroded stones.	To be Completed by December 2009	Work to be reviewed in 2011
Develop environmental management plans for Council sites as appropriate.	Ongoing September	EMP for Balmoral due for completion September 2010. Ongoing as required.
Ensure compliance with the Site Environmental Management Plan for Lots 13 - 15 Julian Street.	Ongoing September	Ongoing
Complete remediation of contaminated lands at Balmoral Oval, and ensure compliance with the Environmental Management Plan.	Ongoing September	Audit completed and remediation action plan to continue into 2011
Ensure compliance with the Environmental Management Plan for the Northern Nursery School.	Ongoing September	Compliance checked through data received from the school.
Report on the viability of establishing a community garden in Mosman, and establish the community garden, if feasible.	To be Completed by July 2009	Report completed and sites identified. Awaiting further consultation with community garden group.
Design and construct all foreshore works using adopted 'sea-level rise' data.	Ongoing July	Ongoing

PROGRAM 5: ENVIRONMENTAL MANAGEMENT / HEALTH

Convenor: Director Environment & Planning

SUBPROGRAM 5.07: NOISE

Co-ordinator: Manager Environment and Services

ACTIONS	DATE	PROGRESS
Enforce the provisions of the Protection of the Environment Operations Act 1997 and associated Regulations with respect to the emission of offensive noise	Monthly Review July	Ongoing and timely response to all noise complaints and customer requests.

PROGRAM 5: ENVIRONMENTAL MANAGEMENT / HEALTH

Convenor: Director Environment & Planning

SUBPROGRAM 5.08: ENVIRONMENTAL EDUCATION

Co-ordinator: Manager Environment and Services

ACTIONS	DATE	PROGRESS
Implement and/or support programs to promote Greenpower and encourage community uptake of up to 100% accredited Greenpower.	Quarterly Review	MOSPLAN 2010/11 has more actions to promote GreenPower.
Conduct programs to reduce water and energy use in the community, including the Home Audit and Retrofit Program.	Quarterly Review	2009/10 programs completed. More actions in 2010/11 MOSPLAN.
Promote the Sydney Water rainwater tank rebate to residents.	Annual Review February	Achieved for 2009/10.
Participate in the Living Environment Evening Series Program.	Ongoing September	Council participated in the program by organising and hosting 2 evening programs.
Conduct bushland and native wildlife education programs.	Ongoing January	Program to be implemented during 2010/11.
Place educational information concerning control and management of Indian Myna birds on Council's web site.	Ongoing	Achieved in 2009.
Implement community waste education workshops to promote and encourage home composting and worm farming, waste avoidance, recovery of recyclables from the waste stream, and increased recycling rates.	Annual Review February	Six workshops during 2009/10.
Implement the Education for Sustainability Grant Project (3 year project).	Ongoing February	Ongoing. Project officer now appointed.
Implement the regional Ecological Footprint Project in partnership with neighbouring Councils. Commenced March 2009.	Annual Review	Completed in 2010.
Continue staff awareness programs about water and energy conservation, and waste minimisation at work.	Ongoing August	Ongoing.
Develop an environmental training plan, consistent with Council's Training and Development Policy that covers personnel selection, recruitment, employee knowledge and awareness and individual competency needs.	Annual Review	Ongoing.

ACTIONS	DATE	PROGRESS
Deliver environmental awareness and competency based training to staff. Deliver environmental training including spills response, POEO responsibility and incident response to staff identified as having responsibilities under Council's Environmental and Public Health Incident Response Plan, Depot staff, Rangers, other regulatory staff, and environmental training to other council staff where relevant.	Annual Review March	Ongoing.
Implement a staff education program on sustainable transport.	Ongoing November	Achieved in 2009.
Develop an environmental training plan, consistent with Council's Training and Development Policy that covers employee knowledge and awareness and individual competency needs.	To be Completed by March 2010	Ongoing.
Deliver environmental awareness and competency based training to Council staff. Deliver environmental training, including spills response, POEO responsibility and incident response training to staff identified as having responsibilities under Council's Environmental and Public Health Incident Response Plan, Depot staff, Rangers, regulatory staff.	Annual Review March	Ongoing.

PROGRAM 5: ENVIRONMENTAL MANAGEMENT / HEALTH

Convenor: Director Environment & Planning

SUBPROGRAM 5.09: ENVIRONMENTAL HEALTH

Co-ordinator: Manager Environment and Services

ACTIONS	DATE	PROGRESS
Regulate premises offering: <ul style="list-style-type: none"> . Food for sale . Skin penetration services . Premises with public swimming pools . Water cooling and warming systems. 	Annual Review July	All planned inspections completed for 2009/10. Standard operating procedures developed.
Enforce the provisions of the Food Act 2003, Public Health Act 1991, the Local Government Act 1993, and the Protection of the Environment Operations Act 1997, Environmental Planning and Assessment Act and associated regulations.	Annual Review July	Ongoing.
Review and revise Food Act Enforcement Policy.	To be Completed by October 2009	Completed and adopted in 2009.
Develop and deliver community education initiatives and campaigns that support Council's environmental health regulatory activities.	Monthly Review July	A number of community and staff training sessions completed.
Establishment and implementation of Grey Water Guidelines to increase water reuse.	Annual Review	Guidelines developed by DECCW. Council to develop policy in 2010/11.

PROGRAM 5: ENVIRONMENTAL MANAGEMENT / HEALTH

Convenor: Director Environment & Planning

SUBPROGRAM 5.10: WASTE MANAGEMENT

Co-ordinator: Manager Environment and Services

ACTIONS	DATE	PROGRESS
Administer the Waste and Recycling Services Contract to ensure the Contractor performs the services in accordance with the full requirements of the Contract.	Annual Review March	Achieved for 2009/10. Ongoing for 2010/11.
Develop a waste management procedures manual.	To be Completed by December 2009	Due for completion in 2010/11.
Implement an E-Waste collection strategy.	To be Completed by July 2009	A number of e-waste collection options trialled successfully such as collection event and kerbside collection.
Co-ordinate an audit of the Waste and Recycling Services Contractor's compliance with the Contract Safety Plan.	To be Completed by November 2009	Ongoing.
Waste Audit as per conditions set by the Department of Environment and Climate Change.	To be Completed by July 2009	Will be undertaken in 2010 as DECCW are developing new guidelines for conducting waste audits.
Implement educational sign writing on waste collection trucks.	To be Completed by December 2009	Funds allocated to other priority projects.
Provide support for Clean Up Australia Day.	Annual Review March	Support was provided for 2010 event.
Implement the Community Coastcare Project 'Working together to keep Mosman's coasts clean' (grant funded project).	To be Completed by December 2009	Project completed successfully. Final report due for completion October 2010.
Through SHOROC, investigate the viability of a regional waste facility that recovers resources, generates energy and sustainably manages organic by-products.	Quarterly Review	Ongoing with SHOROC and Kimbriki.
Report on the outcomes of the Public Place Recycling Trial, and continue to implement public place recycling in Mosman if successful.	To be Completed by December 2009	More PPRs planned for 2010/11 through WaSIP program.
Undertake regular audits of waste generated from Council facilities, and respond to results as appropriate.	Ongoing July	Audit planned for 2010.
Implement the new recycled paper towel system in Council's amenities and kitchen facilities to reduce the amount of paper waste generated.	To be Completed by July 2009	Completed early 2009.
Audit toxic and hazardous materials used by Council and contractors and recommend alternatives products or processes.	Annual Review September	Audit and 6-monthly review completed.
Promote disposal and recycling schemes for household and commercial hazardous and toxic wastes.	Annual Review December	Household chemical cleanout, fridge buyback, mobile phone and battery recycling programs completed.

ACTIONS	DATE	PROGRESS
Develop and implement a litter prevention strategy in conjunction with public place recycling and the waste education strategy.	To be Completed by September 2009	Strategy completed and actions are being implemented.
Implement the Department of Environment and Climate Change recommendations regarding the control of illegal dumping.	To be Completed by September 2009	Completed for 2009.

PROGRAM 5: ENVIRONMENTAL MANAGEMENT / HEALTH

Convenor: Director Environment & Planning

SUBPROGRAM 5.11: CLEANING AND ENVIRONMENTAL SERVICES

Co-ordinator: Manager Environment and Services

ACTIONS	DATE	PROGRESS
Benchmark the existing Street and Gutter Sweeping and Beach and Reserves Cleaning Contracts against best practice, review the levels of service and prepare a report with recommendations to ensure the ongoing provision of efficient and effective services.	To be Completed by December 2009	Review of contract completed.
Administer the following contracts to ensure the services are performed in accordance with the full requirements of the Contract: - Street and Gutter Cleaning Services - Beach and Reserves Cleaning Services - Civic and Public Amenity Buildings Cleaning - Graffiti Management	Ongoing July	Achieved for 2009/10.
Ensure that future contracts stipulate minimisation of toxic and harmful substances.	Ongoing July	New service contracts include a 15% weighting on environmental factors.

PROGRAM 6: PARKS & RECREATION
 Convenor: Director Environment & Planning

SUBPROGRAM 6.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS
 Co-ordinator: Director Environment & Planning

ACTIONS	DATE	PROGRESS
Ensure that information on parks and recreational facilities is widely available and easily accessed.	Ongoing July	Councils Website used and phone line kept up to date
Carry out user satisfaction surveys of all sporting groups using Council's sporting fields on a seasonal basis.	Ongoing July	Ongoing
Prepare strategies to facilitate prompt and effective decision-making concerning the management of open space and recreational services.	Quarterly Review July	Ongoing
Undertake inspections of parks, reserves and recreation areas and facilities to ensure their safety and condition.	Ongoing July	Ongoing and part of Contract requirements
Provide opportunities for community involvement in, and consultation on, recreational development.	Ongoing July	Ongoing
Participate in industry benchmarking programs relating to parks assets.	Ongoing July	Ongoing
Complete existing Drill Hall Common projects and work to provide linkages to Headland Park for pedestrians and cyclists.	Ongoing	Ongoing

PROGRAM 6: PARKS & RECREATION
 Convenor: Director Environment & Planning

SUBPROGRAM 6.02: PARKS, GARDENS, PLAYGROUNDS AND CIVIC SPACES
 Co-ordinator: Manager Assets and Services

ACTIONS	DATE	PROGRESS
Implement, where appropriate, public domain improvements for Mosman's civic spaces in accordance with the Public Domain Improvement Program.	Ongoing July	All public works continue on basis of existing policy with review to be included as part of Military Road upgrade program.
Undertake projects in accordance with relevant priority programs and Plans of Management i.e. picnic area upgrade Clifton Gardens.	Ongoing July	Works on picnic area and new toilet block underway
Implement program to manage and upgrade ordinance fencing.	Ongoing July	Standard rates for ordinance fence replacement produced by Core Group to work in conjunction with asset management plan.
Develop and implement a program full maintenance and upgrade of street and park furniture.	To be Completed by June 2010	Work is proceeding based on existing approved furniture but this is to be subject of review next year.
Continue to work with the community and across the organisation regarding improving accessibility for people in wheelchairs, and those with prams, people with sight impairment and the frail.	Ongoing July	Ongoing, Assets and Services representative at Accessibility Committee meetings to update any new infrastructure works
Undertake a review of walking paths and develop strategies to address issues and improve the provision of the paths, associated signage and disability access.	Ongoing July	To be included in action plan for new Active Transport Working Group
Continue to implement the Playground Improvement Program while consulting with Community Services personnel, children, parents and Ward Councillors, (Beaconsfield Road).	Ongoing July	Ongoing
Investigate, identify and seek external funding opportunities to support the implementation of Open Space Capital Improvement Program.	Ongoing July	Ongoing
Complete acquisition of Mosman Bowling Club.	Annual Review July	Ongoing
Complete acquisition of Julian Street Site.	Annual Review July	Complete
Continue to review off-leash dog areas.	Ongoing July	Ongoing
Undertake specific improvements/reconstruction of public amenity blocks at Clifton Gardens and Rosherville subject to funding.	Annual Review July	Reconstruction underway
Incorporate public art and heritage features in key informal open spaces, as part of Plans of Management and playground planning subject to funding.	Ongoing July	Ongoing

PROGRAM 6: PARKS & RECREATION
 Convenor: Director Environment & Planning

SUBPROGRAM 6.03: RECREATIONAL FACILITIES
 Co-ordinator: Manager Assets and Services

ACTIONS	DATE	PROGRESS
Implement and audit the maintenance program for structures and furniture in sporting fields and surrounds.	Annual Review July	Asset management plans in course of preparation.
Continue to progress water reuse projects endorsed by Council to reduce dependency on mains water supply for irrigation and maintenance of sporting fields.	Ongoing July	Botanic Road project completed during last year for irrigation of Balmoral and additional funding application pending for expansion of area under irrigation from this source.
Ensure that environmental implications are considered when developing or reviewing works and maintenance programs in an effort to reduce environmental impacts.	Ongoing July	Reviews of environmental factors undertaken with all projects.
Review the irrigation requirements and irrigation maintenance programs for systems within sporting fields.	Ongoing July	Now to be undertaken under Sydney Water's ILEP Program.
Complete existing Drill Hall Common projects including the construction of Stage 3 sporting complex (June 2010) and works outlined in the Sydney Harbour Federation Trust Plan of Management i.e. revegetation and re-landscaping of former grass netball courts.	Ongoing March	Work to be finalised by end of 2010
Continue to provide a booking service that facilitates public use of Council's parks, gardens, sporting fields and reserves.	Ongoing July	Achieved and ongoing. Use of Centaman booking system processes reviewed and now operates from Drill Hall.
Ensure that users of sporting fields and facilities meet their financial obligations to the Council promptly and comply with user guidelines.	Quarterly Review	Achieved and ongoing.
Upgrade Allan Border wicket square.	To be Completed by December 2009	Upgrade completed November 2009
Provide opportunities for community involvement in sports planning and ensure the needs of sporting field user groups are understood.	Half Year Review February, August	Regular meetings of Sporting Fields User Group provides opportunity for input.
Review and update the Sporting Fields Capital Improvement program and report changes in the priority list to Council for discussion and endorsement.	Annual Review March	Ongoing
Encourage the use of informal areas and sporting facilities by youth, taking into account the document by Urban Design Advisory Service 'Urban Design Guidelines with Youth People in Mind'.	Ongoing July	Council staff have the document and use it one of many resources when examining use of informal areas and sporting facilities

ACTIONS	DATE	PROGRESS
Subject to part third party funding by the Mosman Cricket Club, investigate opportunities to improve sporting accommodation within the Allan Border Oval pavilion.	Ongoing July	No funding has been forthcoming from clubs using the facility. Cricket Club to forward proposals to Council for consideration
Review the Policy for Use and Maintenance of Sporting Fields.	Annual Review July	ongoing
Ensure the Swim Centre Operators practices are consistent with Ecologically Sustainable Development principles.	Ongoing July	Ongoing
Ensure that funds returned to Council under the Lease agreement are allocated annually to Reserve to fund plant replacement.	Ongoing July	Achieved and ongoing. Annual surplus from operations allocated to Swim Centre Plant Replacement Reserve. Reserve has been supplemented with funds realised from a compulsory acquisition of land. Plant upgrade being planned for 2011/2012.
Ensure the Swim Centre Specifications and Lease requirements are fulfilled in accordance with Facilities Management Plan.	Ongoing July	Ongoing

PROGRAM 6: PARKS & RECREATION
 Convenor: Director Environment & Planning

SUBPROGRAM 6.04: BEACHES, SEA POOLS AND FORESHORES
 Co-ordinator: Manager Environment and Services

ACTIONS	DATE	PROGRESS
Monitor climate change reports in order to safeguard sea walls and beach frontages.	Ongoing July	All state and Federal Government reports and latest research was monitored during 2009-10.
Undertake maintenance of marine structures <ul style="list-style-type: none"> • Call tenders for inspection and routine maintenance; and • Implement works identified in audits. 	Ongoing July	Upgrades of Balmoral marine structure has been completed. Clifton Gardens upgrade is near completion.
Undertake necessary repairs to the Clem Morath Pool at Edwards Beach.	Quarterly Review October	Public Consultation to be undertaken in Summer 2010/2011
Complete restoration work for Clifton Garden baths and jetty.	To be Completed by December 2009	Completed June 2010
Review adequacy and condition of boat/dinghy storage in reserves.	Ongoing July	Achieved and ongoing. Racking re-instated at Pearl Bay following Mosman Rowing Club redevelopment. Investigating the installation of a storage rack to control unauthorised storage of watercraft on Rosherville Reserve. Ongoing monitoring and regulation of unauthorised storage of craft in reserves.

PROGRAM 11: TRANSPORT AND TRAFFIC

Convenor: Director Environment & Planning

SUBPROGRAM 11.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS

Co-ordinator: Director Environment & Planning

ACTIONS	DATE	PROGRESS
Continue to participate in the development and implementation of a SHOROC Regional Transport Policy.	Annual Review July	Ongoing
Maintain and continue to develop an up-to-date inventory and programs for maintenance of assets.	Annual Review March	Ongoing
Vigorously oppose any increase in Clearway hours and oppose dedicated lanes along main road corridors.	Annual Review July	Ongoing
Continue to liaise with RTA regarding Spit/Military Road Traffic Flow Improvement Initiative.	Annual Review July	Discussions with RTA still underway
Lobby for provision of viable alternative all weather urban freight routes to the Warringah peninsula other than via the Spit/Military corridor.	Ongoing July	Discussions with RTA still underway
Negotiate with RTA to achieve a means by which internal access within Mosman is improved, particularly having regard to the dividing barrier created by the Spit/Military Road public transport corridor, irrespective of RTA's desire to increase capacity along Spit/Military corridor.	Annual Review July	Discussions with RTA still underway
Consult the community regarding local traffic proposals.	Annual Review July	Ongoing
Negotiate with the Roads and Traffic Authority to reduce the impact of freight movements to the Northern Peninsula on Military/Spit Corridor, to reduce the truck/bus conflicts resulting from the narrow lane widths.	Annual Review July	Discussions with RTA still underway
Erect pedestrian signage in Council precincts in accordance with the Public Domain Improvement Program and review outcomes to identify further need.	Ongoing March	This is undertaken when opportunity arises with developments
Monitor and review policies on Public Transport and lobby for additional bus services, particularly at night, including opportunities for hail and ride community bus services.	Annual Review March	Mosman Rider introduced in 2010 and Council currently opposing changes to Ferry Timetables

PROGRAM 11: TRANSPORT AND TRAFFIC

Convenor: Director Environment & Planning

SUBPROGRAM 11.02: ROADS

Co-ordinator: Manager Assets and Services

ACTIONS	DATE	PROGRESS
Prepare annual maintenance and improvement program for roads.	Annual Review July	Ongoing
Undertake annual maintenance and improvement for roads.	Annual Review July	Ongoing
Prepare cost effective designs for road rehabilitation in a timely manner to ensure forward works programs can be implemented.	Annual Review June	Ongoing
Implement an inspection and monitoring program for retaining structures following implementation of the Asset Management System.	Ongoing July	Ongoing
Implement the requirements of the Footpath Management Manual and determine priority actions as part of the Asset Management System for footpaths.	Ongoing July	Ongoing
In conjunction with other SHOROC Councils negotiate an agreement with public authorities for procedures regarding restorations to road openings.	Ongoing July	Ongoing
Review Council's Road Opening Code.	Annual Review July	Ongoing
Review Council's restoration rates in light of the contract for road rehabilitation services.	Annual Review March	Ongoing
Council liaise with public utilities to determine forward work programs.	Ongoing July	Ongoing
Review the latest rehabilitation methods for road assets as and when appropriate.	Annual Review June	Ongoing
Review the latest rehabilitation methods for footpath assets as and when appropriate.	Annual Review June	Ongoing
Continue with footpath condition assessment and review funding levels for footpath rehabilitation as part of the Asset Management System for footpaths.	To be Completed by June 2010	Ongoing
Annually update a 5 year forward works program for footpath rehabilitation works.	Ongoing July	Ongoing
Undertake works prescribed in 5 year work program for that year.	Ongoing July	Ongoing
Subject to available funding, act on priority recommendations in consultants risk assessment on retaining walls/rock faces in Mosman.	Ongoing July	Ongoing

PROGRAM 11: TRANSPORT AND TRAFFIC

Convenor: Director Environment & Planning

SUBPROGRAM 11.03: TRAFFIC FACILITIES

Co-ordinator: Manager Assets and Services

ACTIONS	DATE	PROGRESS
Review condition survey and implement annual maintenance program of works for crash barriers traffic signs and line marking on local roads.	Annual Review July	Ongoing
Subject to RTA funding, undertake a refuge island audit.	To be Completed by July 2009	Main refuge island audit undertaken and funding being explored to complete audit
Provide directional signage indicating accessible facilities and promote better signage with local businesses.	Annual Review June	Ongoing
Negotiate with the RTA for an increase in the Block Grant to maintain traffic facilities on local roads.	Annual Review July	Ongoing
Assess requests for street lighting improvements as required and implement where appropriate.	Ongoing July	Ongoing
Monitor Energy Australia's performance in regard to the implementation of the NSW Public Lighting Code by participating in the Street Lighting Improvement Program (SLIP) and associated initiatives aimed at reducing greenhouse gas emissions and introducing improved technology for street lighting.	Annual Review July	Ongoing
Ensure existing and planned street lighting provides a safe and well-lit environment.	Ongoing July	Ongoing

PROGRAM 11: TRANSPORT AND TRAFFIC

Convenor: Director Environment & Planning

SUBPROGRAM 11.04: TRAFFIC MANAGEMENT

Co-ordinator: Manager Assets and Services

ACTIONS	DATE	PROGRESS
Introduce planned Resident Parking Schemes and review feasibility of other areas according to Mosman's policy governing such schemes.	Annual Review December	Ongoing
As requirements are identified, and in consultation with Council's Rangers, strive to make car parks feel more friendly and safe.	Ongoing July	Ongoing
Assess the extent of parking restrictions around medical centres and shopping centres to meet parking needs of frail elderly.	Annual Review May	Ongoing
Continue to investigate opportunities to provide designated on-street parking areas for motor scooters/motorbikes where possible and appropriate throughout Mosman.	Ongoing July	Ongoing
Maintain traffic facilities and devices within the asset management system.	Annual Review July	Ongoing
Monitor effectiveness of parking regulation and enforcement.	Ongoing July	Parking enforcement and patrols in consultation with Senior Rangers and areas targeted where required.
Facilitate parking including regulating accessible parking spaces.	Ongoing July	Ongoing
Investigate feasibility of options detailed in Business Centres Parking study.	Ongoing December	Project was delayed due to resources but looking to commence in 2011
Investigate traffic management options for improvements around the Mosman Junction area.	Annual Review December	Ongoing

PROGRAM 11: TRANSPORT AND TRAFFIC

Convenor: Director Environment & Planning

SUBPROGRAM 11.05: ROAD SAFETY AND PEDESTRIANS

Co-ordinator: Manager Assets and Services

ACTIONS	DATE	PROGRESS
Review all parking restrictions in vicinity of pedestrian crossing facilities in Mosman through a pedestrian crossing audit (subject to funding).	Annual Review December	All School crossings have been audited and funding options being explored for complete audit.
Investigate Public Domain Improvements which give priority to pedestrians.	Annual Review December	Ongoing
Control footpath occupations in accordance with Council's policy.	Ongoing July	Ongoing
Investigate further improvements to pedestrian safety at the Spit Junction intersection and increased pedestrian times at the Ourimbah Road crossing.	Ongoing March	Intersection currently being upgraded with RTA indicating crossing times set to maximise traffic route
Investigate and encourage walking and opportunities to make areas more pedestrian friendly.	Ongoing July	Ongoing
Investigate improved pedestrian safety at Mosman Junction including Raglan Street and Avenue Road intersections.	Ongoing July	Ongoing
Seek funding for road safety campaigns included in the Road Safety Action Plan.	Annual Review March	Ongoing
Implement recommendations of Council's Road Safety Strategic Plan and Action Plan.	Ongoing July	Ongoing
Annually prepare a traffic report on the accident history for all roads.	Ongoing July	Ongoing

PROGRAM 11: TRANSPORT AND TRAFFIC

Convenor: Director Environment & Planning

SUBPROGRAM 11.06: BICYCLES

Co-ordinator: Manager Assets and Services

ACTIONS	DATE	PROGRESS
Investigate funding opportunities to implement the recommendations of the Mosman Bicycle Strategy.	Annual Review December	Mosman Bicycle Strategy document life has expired and will be reviewed in conjunction with formulation of Mosman Active Transport Working Group
Implement the recommendations of the Mosman Bicycle Strategy.	Ongoing July	Mosman Bicycle Strategy document life has expired and will be reviewed in conjunction with formulation of Mosman Active Transport Working Group

PROGRAM 11: TRANSPORT AND TRAFFIC

Convenor: Director Environment & Planning

SUBPROGRAM 11.07: PUBLIC TRANSPORT

Co-ordinator: Manager Assets and Services

ACTIONS	DATE	PROGRESS
Continue to lobby STA to maintain and link local bus and ferry services and provide more frequent and reliable services.	Annual Review June	Ongoing, Council currently opposing changes to Ferry Timetable
Negotiate and advocate with the State Government and private contractors to improve public facilities, transit ways and timetables and improve access to buses, taxis and other public transport including options for mini buses.	Annual Review June	Ongoing
Investigate options for the use of ferries at suitable locations in Mosman.	Annual Review June	Council staff currently not exploring other ferry locations
Continue to seek sponsorship to undertake a two-month shuttle bus service (Summer Bus) on weekends during the summer months servicing Balmoral (subject to operation of Mosman Rider Bus).	Annual Review July	Summer bus has been replaced with the Mosman Rider
Review and improve the operation of the Summer Bus with a view to implementing a timetable, a second bus and a shorter route.	Annual Review July	Summer bus has been replaced with the Mosman Rider

PROGRAM 8: COMMUNITY SERVICES
 Convenor: Director Community Development

SUBPROGRAM 8.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS
 Co-ordinator: Manager Community Services

ACTIONS	DATE	PROGRESS
Facilitate the establishment of new community services and programs for Mosman residents by government and non-government agencies.	Annual Review July	Liaison with agencies including the Area Health Service has resulted in a joint partnership to offer cooking classes for male carers and a falls prevention program for older residents, to commence in 2010/11.
Provide input on community services and facility requirements to feasibility study for redevelopment of the civic precinct.	Ongoing April	Input will be provided as required to the feasibility study fro the redevelopment of the civic present.
Contribute to regional planning and development where this is compatible with Mosman's social planning objectives.	Ongoing July	The Manager Community Services and other Community services staff facilitate local, and sit on several regional committees that provide advise to regional planning and service development issues. These are compatible with Mosman's social planning objectives and Mosman's strategic plan and 2050 visions.
Implement Community Engagement Strategy to ensure Council effectively informs, consults and involves specific target groups in its social planning.	Annual Review July	The Community Services department engages with the community on a range of issues, and with key target groups, utilising the engagement framework to ensure effective communication. A variety of methodology is used including formal surveys, forums and focus groups, consultative committees, and web based technology.
Partner with other relevant service providers in order to improve service provisions and the knowledge network.	Annual Review July	Where relevant Council officers liaise with other service providers to review, evaluate and improve service provision.
Refresh and rename the Seniors Centre so that it appeals to older people and the community as a whole.	Ongoing December	Suggestions have been invited from key service groups and stakeholders, staff and users of the Seniors Centre around a new name. These are being reviewed as no one name, concept or title came across strongly. This will continue to be reviewed.
Review and enhance Council's promotional strategies to improve awareness of Council's community services.	Annual Review July	Throughout 2009/10 several strategies were used to improve awareness of Community services. These included promotional posters/ flyers, community displays and forums, web forums and promotions, updating service booklets and information, attendance at regional forums, speaking at conferences and presenting conference papers.

ACTIONS	DATE	PROGRESS
Facilitate intergenerational projects and activities by linking recreation and socialisation across age groups.	Annual Review July	The department continues to support intergenerational projects: eg the Mosman Mosaic, and to seek funding opportunities for further intergenerational projects. Submissions have been made for a photographic/ film based project linking the seniors and youth/children's sections of council.

PROGRAM 8: COMMUNITY SERVICES
Convenor: Director Community Development

SUBPROGRAM 8.02: COMMUNITY CONNECTION AND VOLUNTEERS
Co-ordinator: Aged & Disability Development Officer

ACTIONS	DATE	PROGRESS
Enhance the training, support and recognition programs for volunteers based on volunteer skills and interests and specific requirements of Council's community programs.	Ongoing July	Volunteers receive initial training/orientation, then ongoing training during the year on subjects such as dementia, manual handling etc. Volunteers recognised at 2 receptions per year, at the May reception certificates, badges and gifts given for 5,10and 15 years plus. Those over 15+ have photo and article in Volunteers Honour Roll book which is displayed at the library, and morning tea with the Mayor.
Implement improvements to Council's volunteer data base to support Council's community programs.	Ongoing December	Volunteer database constantly updated and improved.
Ensure volunteers contribute in a safe, accessible working environment and demonstrate an awareness of safe work practices.	Ongoing	Risk assessments for all volunteer positions completed. OH&S issues addressed on a regular basis
Maximise and promote volunteering opportunities in Mosman, including strategies to attract non-traditional groups.	Ongoing	Volunteering opportunities in Mosman regularly advertised and promoted with flyers, posters, on Councils website and in " What's On"
Undertake strategies to facilitate community connections, neighbourliness and prevention of social isolation.	Ongoing February	Projects are continuing to be developed to reduce social isolation and enhance community connectedness. These include the community Gardens project and the Mosman Men's Shed. The Men's Shed has attracted community interest since the announcement of the Georges Heights location with funding being sought and provided from local community groups and Government. The new residents morning teas also provide an opportunity for linking with the community and local services and aim to prevent isolation. Various other programs aim at preventing isolation by providing an opportunity for social inclusion, eg playgroups, community restaurant, and community transport and outings.

PROGRAM 8: COMMUNITY SERVICES
 Convenor: Director Community Development

SUBPROGRAM 8.03: CHILDREN/FAMILY
 Co-ordinator: Children's Services Development Officer

ACTIONS	DATE	PROGRESS
Promote Council's new vacation care activities for older primary school children in consultation with Youth Services.	Ongoing	Vacation care program has been successful and attracts approx 130 children weekly
Review out of school hours care provision to ensure provision of quality care for children.	Half Year Review June, December	The program provides before and after school care for approx 400 children per week in a high quality setting
Work to relocate Before and After School Care.	Half Year Review June, December	Options are being looked at for the relocation of Children's Services including before and after school care.
Facilitate provision of children's activities by Council and other service providers at the Drill Hall.	Quarterly Review September	Family day care, vacation care and connections playgroup have been re-located from the Art Gallery/Community Centre to the drill hall. Support has also been provided to the Spastic Centre to offer the "My Time" group for parents of children with a disability.
Work closely with Mosman children's services providers to meet service gaps, coordinate services, share resources and increase accessibility to services.	Ongoing	Council regularly convenes a forum for local Mosman children's services as well as provision of staff training, provision of parent workshops, and referral of children and families to relevant services. Council also provides support to the Lower North Shore Child and Family Interagency to improve coordination of services and address services gaps.
Liaise with relevant organisations and community groups in the disability sector to improve the take up of child care places by children with special needs.	Ongoing	Council works with the Inclusion support agency (ISS) to assist and facilitate families with children with a disability to access funding and support across Councils children's services, liaised with My Time group in the provision of a disability weekly support playgroup at the Drill Hall.

ACTIONS	DATE	PROGRESS
Expand family support initiatives such as supported playgroups and parenting programs, including parents with special needs children.	Half Year Review June, December	Connections playgroup has been successfully running at the Drill Hall for the past 2 years and attracts approx 20 families each week. 3 x parent workshops covering topics such as Transition to School, Sibling rivalry, Toddler Taming etc have been successfully facilitated throughout the year. Council also provides support through the provision of space and use of resources to the Spastic Centre to assist them with the facilitation of the My Time supported disability playgroup. Information is regularly circulated to local children's services on parenting and family support programs.
Contribute to intergenerational projects and activities in conjunction with other sections of the Community Development Department.	Ongoing	Council has recently applied for a Federal grant to facilitate an intergenerational project centred around a creative art theme.
<p>In regard to the establishment of a not for profit child care centre at Mosman Bowling Club:</p> <ul style="list-style-type: none"> •Consult with relevant stakeholders especially the Bowling Club. •Consider best service delivery models in financial and quality terms. •Determine funding sources noting that the quality surveyor report in 2005 estimated costs at \$1.2M. It is estimated that costs in 2009 would approximate \$2M. •Prepare plans for the childcare centre for the works at the Eastern end as required by the Purchase Contract and heritage considerations. 	Annual Review June	The Bowling Club has been consulted as part of the ongoing development of plans for the proposed Child Care Centre. Plans indicating the western end of the club as the preferred location for the child care centre were included in a 2010 funding application to the Federal government. Unfortunately this application was unsuccessful and funding sources are yet to be finalised. Preliminary work has been undertaken in relation to delivery models and this will be further developed in the 10/11 financial year.

PROGRAM 8: COMMUNITY SERVICES
 Convenor: Director Community Development

SUBPROGRAM 8.04: YOUTH
 Co-ordinator: Youth Development Officer

ACTIONS	DATE	PROGRESS
Provide structured youth activities at Mosman Youth Development Centre to attract 11-17 year olds.	Annual Review July	The Youth Development Team continue to plan and deliver a range of programs and structured activities catering to the specified client group. These programs include Club 114, Girls Only events, After school cooking sessions, and a range of other supervised activities. Currently Youth Development staff are developing a holistic girls only program for delivery within the Centre (and directly to schools into the future) aimed at developing positive self esteem and self image in 11-15 year old females as this is a growing demographic at the Centre.
Promote Council's new vacation care activities for 10-14 year olds in conjunction with Children's Services.	Annual Review July	The Zone Ten-14 Vacation Care program has displayed stable growth since its inception 2 years ago. Youth Development staff engage in the promotion of this program through direct interaction with local schools and through local notice boards and media sources.
Facilitate the provision of youth activities by Council and other service providers at the Drill Hall.	Annual Review July	There have been limited opportunity for Youth Services to utilise the Drill hall facility to this point as the venue poses logistical issues for the transportation of young people to and from events and programs run at the site and is not conducive to the type of space required for the majority of our service provision. The Youth Development Team are hopeful that the new sports facility on the Drill Hall common will provide a more suitable space for Youth Programs and activities than the Drill Hall currently offers.
Increase youth participation in the cultural life of the community and in services such as the Library and the Art Gallery	Annual Review July	The Youth Development Team consistently engage with the Youth librarian and Gallery staff to assist in the promotion of their events and programs for young people and vice versa. Discussions on collaborative projects for young people across the range of Community Development services are frequent to ensure Council offering a diverse range of supervised programs and events for local young people.

ACTIONS	DATE	PROGRESS
Contribute to intergenerational projects and activities in conjunction with other sections of the Community Development Department.	Annual Review July	The Intergenerational mosaic project "Fragments" is ongoing and is due for completion in the coming 12 months. The Youth Services team are engaged in additional discussions for several intergenerational projects with Aged Services and Children's Services to be delivered in 2010/2011.
Collaborate with community-based and government agencies, including Area Health Service and Harbourside Police, in developing and delivering programs for young people.	Annual Review July	Youth Development staff are engaged in a range of projects with external service providers, Police LAC, Area Health providers and other local Council's in the development of programs and events for young people. These events and programs include Mosman High Youth health Forums, YouthWeek events (Shorefest), and Interagency projects such as the Northern Sydney Youth Services Directory.
Undertake initiatives to bring about greater interaction, understanding and cooperation between young people attending schools in Mosman and neighbouring areas.	Annual Review July	Initiative such as the Beat the Blues concert, Shorefest, Club 114, and many other programs and events run by the Youth Development Team provide an environment where young people from local and neighbouring schools can come together and work collaboratively. In late 2009 a Youth Consultation was undertaken which saw involvement from a range of schools across the Lower North Shore who maintain links with the Mosman LGA. The feedback from the consultation has been incorporated into Council's Social Plan. A second Youth Consultation Forum is planned for late 2010.
Implement Council's Community Engagement Strategy to inform, involve and consult with young people, schools, and community groups.	Annual Review July	The Youth Development team are working to develop a Youth Consultation Group and engage in annual Youth Consultation Forums to ensure that Council's Community Engagement Strategy is inclusive of a diverse range of schools and community groups who maintain links to the Mosman LGA.

PROGRAM 8: COMMUNITY SERVICES
 Convenor: Director Community Development

SUBPROGRAM 8.05: OLDER PEOPLE
 Co-ordinator: Aged & Disability Development Officer

ACTIONS	DATE	PROGRESS
Actively support joint planning, development and integrated service delivery of Home and Community Care (HACC), and other aged and disability services.	Annual Review July	Joint planning and development of HACC services achieved by staff attending Forums at local and regional level; Aged & Disability Development Officer attending meetings with other A & D Workers in the Northern Region and with representatives of Ageing, Disability & Home Care Dept. Other ADS staff attending network meetings in the Northern Region. Regular ADS staff meetings to discuss service delivery as well as regular Service Issues of Concern meetings with Coordinators.
Develop strategies to address social isolation in the community.	Annual Review July	Community Caseworker attends LNS and Regional Social Isolation Working Parties. As a result of this ADS has hosted 2 Friendship Lunches where regular patrons can bring 1 friend for free to the Community Restaurant. All Seniors Centre activities are designed and promoted to attract residents to the Seniors Centre. The Community Transport service brings those people to the Centre who otherwise would be unable to attend an activity eg. Bridge on Thursdays, Community Restaurant, Upright & Active
Assist in the establishment of a shuttle bus service.	Half Year Review April, October	The Mosman Rider was launched on December 1, 2009, and to date has had over 23,000 passengers. Consultation with the community has continued for the project and new surveys will be completed during September/October 2010.
Undertake strategies to increase support to vulnerable and at risk clients.	Annual Review July	Social Support staff and Meals On Wheels Coordinator and staff, take an active role in case management and support of at risk clients. They liaise with local services to ensure adequate service provision. Staff also attend conferences and forums that provide up to date information relating to these issues, eg The Dementia Adventure and Domestic Squalor forums.

ACTIONS	DATE	PROGRESS
Provide Council support to establish a Men's Shed Program in collaboration with the Sydney Harbour Federation Trust and other stakeholders.	Half Year Review June, December	In March 2010 the Georges Heights amenities build was identified as the location of the Mosman Men's Shed. Preliminary plans have been formulated for the redevelopment of the building and several applications for funding have been made. Community funding has also been sought for the project and a small committee established. Plans will be developed and a Development Application sought through the Sydney Harbour Federation Trust.
Undertake a study of the Senior's Centre to determine its future direction in meeting social and leisure needs of active people over 55 years and frail older people.	Half Year Review June, December	Questionnaire for Over 55's in the Mosman Community completed; Seniors Centre survey in development.
Facilitate establishment of activities for active people over 55 years of age by Council and other service providers at the Drill Hall.	Ongoing July	Using the Drill Hall for active people over age 55 is an ongoing activity including working in partnership with Carers Respite to provide cooking classes for Male carers in the Drill Hall kitchen.
Ensure ongoing viability and capacity of growth for a weekend day respite program for frail older people and their carers.	Monthly Review July	The Saturday Respite program has grown with 14 clients registered for the service. Opportunities for external funding are constantly being sought.
Work closely with other local and regional service providers.	Annual Review July	The Meals on Wheels Coordinator, Community Caseworkers, Community Volunteer Coordinator, Community Transport Coordinator and the Aged & Disability Development Officer have regular meetings with service related regional and sub-regional service providers. The Aged & Disability Development Officer also meets quarterly with LNS Council representatives and representatives of the Ageing, Disability & Home Care Department of Human Services.

PROGRAM 8: COMMUNITY SERVICES
 Convenor: Director Community Development

SUBPROGRAM 8.06: PEOPLE WITH A DISABILITY
 Co-ordinator: Aged & Disability Development Officer

ACTIONS	DATE	PROGRESS
Integrate people with a disability or mental health issue in Council services for children, youth, and older people.	Annual Review July	People with a disability or mental health issue are integrated into all Council services. Council also participates and supports events such as International Day of Disability, Mental Health Awareness week, and the provision of the Access Committee.
Council continue to support the Mosman Mental Health Awareness Group.	Annual Review July	Council supports several groups associated with Mental Health and related issues, eg ARAFMI, Club Speranza, and Wings of Hope
Promote awareness of the needs and accessibility issues for people with a disability with special emphasis on promotional activities during Mental Health Week and International Day for People with a Disability.	Annual Review July	Council supports the work and efforts of several groups associated with people with disabilities. Each year Council takes part in International Day of Disability with events and promotional material and displays.
Support the Carers' Group and the Fortitude Parent Group.	Annual Review July	Council supports both the carers groups and the Fortitude Parents group in an advisory capacity and promotion of key events, poster design, web and internet support as required.
Coordinate the Access Group to provide community input into the planning and development of Mosman as an accessible community.	Annual Review July	Access group meets three times a year to consult with, educate and advise the community on issues of accessibility. Presentations have included reforms in the Building Code of Australia, Age Friendly Environments and the New Premises Standards. The group is also involved in the promotion of community groups who provide a service to those with a disability and the running of activities for International Day of Disability Dec 3.

PROGRAM 8: COMMUNITY SERVICES
 Convenor: Director Community Development

SUBPROGRAM 8.07: PRIMARY AND COMMUNITY HEALTH
 Co-ordinator: Manager Community Services

ACTIONS	DATE	PROGRESS
Work with lower north shore councils, SHOROC, and Northern Sydney and Central Coast Area Health Service for retention and enhancement of health services, including RNSH, Cremorne Community Mental Health and Early Childhood Health Centres, and Mosman Day Centre.	Annual Review July	Council continues to work in support of retention and enhancement of locally based health services.
Develop collaborative strategies with local general practitioners and other health service providers to enhance information and access to services.	Annual Review July	Council staff liaise with local GP networks and health services to provide a range of information to residents, schools and the wider community on a range of issues. The local GP network has been funded through the Community Grant process to provide workshops to local students on health topics at Mosman High and through the Youth Development Centre.
Consult with North Sydney Council and Area Health Service to ensure high quality early childhood health services.	Annual Review July	Council staff continue to consult with other council's and the Area Health service around the provision of early childhood health services. The Manager Community Services attends, when invited, consultations with Nth Sydney Council concerning the redevelopment of the Cremorne early Childhood Centre which Mosman Council has a percentage share of building equity.
Undertake promotional strategies to increase the immunisation rate of children in Mosman.	Annual Review June	The immunisation clinic is efficiently run and advertised to local residents as well as those in adjoining areas. It provides an excellent up to date service that is accessible and responds to the needs of the community.
Review Council's role in immunisation provision.	Half Year Review March, September	Council's role was reviewed in 2009.

PROGRAM 8: COMMUNITY SERVICES
 Convenor: Director Community Development

SUBPROGRAM 8.08: HEALTHY LIFESTYLE AND FITNESS
 Co-ordinator: Manager Community Services

ACTIONS	DATE	PROGRESS
Develop strategies for active recreation, fitness and healthy lifestyle programs for residents, targeting children, young people, active people aged over 55 years, and frail older people.	Annual Review July	A survey targeting the over 55 years population group is currently being run to investigate programming ideas, and gain community support. Several new programs have been run during the year aimed at promotion and advise on health and fitness, injury prevention, and well being for all ages.

PROGRAM 8: COMMUNITY SERVICES
 Convenor: Director Community Development

SUBPROGRAM 8.09: ABORIGINAL CULTURE, HERITAGE AND RECONCILIATION
 Co-ordinator: Manager Community Services

ACTIONS	DATE	PROGRESS
Celebrate Aboriginal culture, heritage and reconciliation with programs and events, including the annual Guringai Festival and NAIDOC Week.	Annual Review July	Celebrations completed for 2010 and ongoing.
Undertake joint strategies with Council's Environment and Planning Department to enhance community awareness and appreciation of Council's Aboriginal heritage sites.	Annual Review July	Liaison with National Parks and Wildlife Service on finalisation of resources to raise community awareness, which will be launched in late 2010.
Implement relevant actions from the Northern Sydney Aboriginal Social Plan.	Annual Review July	Support given to Project Officer on regional initiatives to improve social outcomes of Aboriginal communities in Northern Sydney.

PROGRAM 8: COMMUNITY SERVICES
 Convenor: Director Community Development

SUBPROGRAM 8.10: CULTURALLY AND LINGUISTICALLY DIVERSE PEOPLE (CALD)
 Co-ordinator: Manager Community Services

ACTIONS	DATE	PROGRESS
Celebrate cultural diversity with events such as Harmony Week.	Annual Review July	Council celebrates Harmony Week each year by holding some form of multicultural day. In 2010 staff were encouraged to dress in national costume and bring 'international' food to a morning tea for staff. Cultural Diversity has been & is an important element in the Mosman Festival.
Promote services to culturally and linguistically diverse people.	Annual Review July	Information on Council and other community services and responsiveness to cultural diversity promoted regularly through service networks, and in outreach to residents.
Increase links with relevant organisations and ethno-specific service providers in the Northern Sydney region.	Annual Review July	Liaison with ethno-specific services and groups maintained through the Lower North Shore Multicultural Network and other service interagencies.

PROGRAM 9: LIBRARY AND INFORMATION

Convenor: Director Community Development

SUBPROGRAM 9.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS

Co-ordinator: Mgrs Library Resources & Library Services

ACTIONS	DATE	PROGRESS
Participate in State and National planning for Library services.	Annual Review July	Cr A Connon is vice-president of Public Libraries NSW Metropolitan and the Manager Library Services is a member of executive committee for the organisation. This organisation is a key player in planning for State and National library services.
Take advantage of all sources of funding including grants and continue to lobby State and Federal Governments to increase public library funding.	Ongoing	The Library received a Library Development Grant of \$13,394 for Mosman Faces project.
Market and promote the Library and its range of resources and services to the community.	Annual Review July	The Library services and resources are marketed and promoted on an ongoing basis. The use of WEB 2.0 technologies for marketing and promotion has increased with the staff using Twitter, Council's Website, Flickr, blogs and e-newsletters to reach various target groups.

PROGRAM 9: LIBRARY AND INFORMATION

Convenor: Director Community Development

SUBPROGRAM 9.02: LIBRARY RESOURCES

Co-ordinator: Manager Library Resources

ACTIONS	DATE	PROGRESS
Improve the collection through purchase of relevant resources, withdrawal of out of date material, analysis of stock usage and regular review of Resources Selection Policy.	Annual Review July	Ongoing. Stock usage is analysed and data is used to inform purchasing.
Investigate development of digital resources (including audio books and eBooks) through download of material in MP3 format.	Annual Review July	MP3 audio books purchased in CD and Playaway formats. Purchase of downloadable audio books is being investigated by the Shorelink network as a cooperative venture.
Regularly survey Library users to ascertain satisfaction with the Library collection.	Annual Review July	95% of respondents are satisfied with the collection (survey June 2010).
Improve resources for those with special needs including access to electronic resources.	Annual Review July	Audio-read navigators are used by Home Library Service borrowers with print disabilities.
Maintain awareness of information technology developments relating to electronic publishing and document delivery.	Annual Review July	Ongoing. Staff attend seminars and workshops and participate in online networks.

PROGRAM 9: LIBRARY AND INFORMATION

Convenor: Director Community Development

SUBPROGRAM 9.03: LIBRARY SERVICES

Co-ordinator: Manager Library Services

ACTIONS	DATE	PROGRESS
Regularly survey Library users to ascertain satisfaction with services.	Annual Review July	Annual User Survey conducted in June 2010.
Co-operate with other library services and information agencies to extend the services available.	Annual Review July	Mosman Library staff meet regularly with other Shorelink Library network staff. The Children's Library staff of the 5 libraries organise a special joint Children's Book Week event which travels around each library.
Arrange visits to the Library by school classes and regular visits to schools to promote Library services.	Annual Review July	Class visits ongoing and special visits arranged during Children's Book Week in August, Combined Schools Art Exhibition and Year 6 Orientation Sessions
Improve and expand information services to high school students, especially those studying for the HSC.	Annual Review July	Reviewed HSC Lecture series. Planning for HSC Student Lock In Evenings was undertaken and scheduled to commence in August 2010.
Promote the Home Library Service, attract more volunteers and provide access for all eligible members of the community.	Annual Review July	Ongoing.
Continue to develop Outreach and promotional activities.	Annual Review July	Planning for promotional and outreach activities developed at regular monthly meetings by key staff. New series of talks targeting over 55s planned and scheduled to commence July 2010.
Improve reader education/advisory services.	Annual Review July	Expanded the Read Review & Win Adult Reading Program from Summer and Winter reading programs to all year round. with weekly prizes in December/January & July/August and monthly during the rest of the year.

PROGRAM 9: LIBRARY AND INFORMATION

Convenor: Director Community Development

SUBPROGRAM 9.04: LIBRARY INFORMATION TECHNOLOGY

Co-ordinator: Manager Library Resources

ACTIONS	DATE	PROGRESS
Obtain best value from the SirsiDynix Library management system.	Annual Review July	A software upgrade was implemented in February 2010 following the migration to managed services. Some fine-tuning by SirsiDynix is required.
Regularly survey Library users to gauge level of satisfaction with the on-line public access catalogue.	Annual Review	98% user satisfaction with online catalogue. However there is scope for improvement e.g. addition of enriched content such as cover images and reviews. These enhancements are under investigation.
Review the strategic direction and operations of the Shorelink Library Network, and investigate use of managed services for hardware, communications and software.	Half Year Review June, December	The Shorelink library management system was migrated to a managed services model in December 2009, and the hardware and telecommunications infrastructure was relocated to a secure data centre in January 2010. The Shorelink Strategic Plan is under review.
Provide training for staff and Library customers in the use of the Library's Information Technology resources, including online catalogue and databases, eBooks, Internet searching.	Annual Review July	Training is ongoing. Monthly training sessions are held for staff, focussing on online databases. The Information Services Librarian conducted an information session for year 12 students on the Library's online databases which are accessible from home. Readers Advisory staff assist customers to use databases which recommend titles/genres to read. A YouTube video has been added to the Library's webpage to demonstrate online renewal of items.
Maintain awareness of Information Technology research and development in order to improve the Library's IT resources.	Annual Review July	Ongoing. Staff have attended workshops, seminars, Information Online Conference, Local Government Web Network Conference. Use of the wireless Internet service continues to increase and as this impacts bandwidth utilisation Shorelink's suppliers are investigating solutions.
Implement an automated PC reservation system.	Ongoing	Implemented June 2009. The system has been fine-tuned over the past year and is operating effectively.
Further develop the Cumulus digital image management system.	Ongoing	6500 images in database. Additional licenses purchased and in depth training conducted for new users and system administrator.

ACTIONS	DATE	PROGRESS
Improve the Library's online presence including the reader advisory webpage, a reader to reader blog, and an eBook Club.	Annual Review July	Additional database and newsletter added to the Reading Lounge on the Library's webpage. To celebrate Australian Library and Information Week a blog was created to enable Library users to share their visions for a 'library of the future'. Mosman Readers social network continues to grow. The Library facilitates the Social Media Mob Mosman group who meet to share expertise on social networking.

PROGRAM 9: LIBRARY AND INFORMATION

Convenor: Director Community Development

SUBPROGRAM 9.05: LIBRARY BUILDING

Co-ordinator: Manager Library Services

ACTIONS	DATE	PROGRESS
Regularly monitor the layout and location of materials and service areas.	Annual Review July	This is ongoing. The arrangement of the collection in the Teens Zone was improved and an extra book stand purchased.
Investigate options for extending the Library in conjunction with the Feasibility Study into the Civic Precinct.	Annual Review December	The planned feasibility study was not undertaken in the reporting period.
Provide information on Library services to any review of the Section 94 contributions plan.	Annual Review July	Information not provided as no review was undertaken.
Regularly monitor cleaning contractors and inspect public areas.	Annual Review July	Inspections are undertaken on daily basis.
Prepare an asset replacement program for the Library in conjunction with Council's asset replacement program.	Annual Review July	Part of Councils Building Asset Management Program

PROGRAM 9: LIBRARY AND INFORMATION

Convenor: Director Community Development

SUBPROGRAM 9.06: EDUCATION

Co-ordinator: Manager Library Services

ACTIONS	DATE	PROGRESS
Host and service the School Principals' Liaison Group.	Annual Review July	Meetings of the School Principals Liaison Group were held each term.
Ensure educational issues are considered in the development of new planning instruments.	Annual Review July	Ongoing as required.
Co-ordinate and promote the range of services Council offers to the schools and their students.	Annual Review July	Services were promoted via the School Principals Liaison Group Meetings.
Arrange visits by school classes to various Council departments and facilities.	Annual Review July	Arranged upon request usually with presentation by Mayor and staff.

PROGRAM 9: LIBRARY AND INFORMATION

Convenor: Director Community Development

SUBPROGRAM 9.07: LOCAL STUDIES

Co-ordinator: Local Studies Librarian

ACTIONS	DATE	PROGRESS
Develop the Local History Collection by collecting local studies and family history materials, oral histories and photographs relating to Mosman.	Annual Review July	The collection continues to develop with the addition of new oral histories, photographs, monographs, ephemera, realia, pottery and art work added to the collection.
Ensure that conservation, indexing, cataloguing, and copying of fragile material in the collection is undertaken.	Annual Review July	This is ongoing. An application for Community Heritage Grant to digitise the Library's collection of Building and Development applications 1933-1967 was submitted.
Utilise information technology resources to provide greater access to and awareness of the collection.	Annual Review July	This is ongoing. The Council's website is updated to provide improved access to the collection.
Recruit, train and value a team of volunteers to assist the local studies program.	Annual Review July	This is ongoing. Volunteers were trained in the use of the Edirol equipment for recording oral histories and attended Oral History seminars at the State Library of New South Wales.
Conduct workshops and training for individuals, groups and Council staff.	Annual Review July	Ongoing. Workshops were conducted on Oral History, Writing Family History and Genealogy.
Promote the Local Studies Collection and Mosman's history through displays and exhibitions.	Annual Review July	Three exhibitions were held during the year.
Support and sustain the Mosman Historical Society.	Annual Review July	The Local Studies Librarian attended the Mosman Historical Society Committee meetings and six talks hosted by the Society were held in Mosman Library.
Continue to develop and promote online initiatives such as the Mosman Memories of Your Street Project and Mosman Voices.	Annual Review July	59 Stories and comments were added to the Mosman Memories of Your Street site. Work on the online Mosman Faces project funded by a Library Development Grant from the Library Council of New South Wales commenced.

PROGRAM 9: LIBRARY AND INFORMATION

Convenor: Director Community Development

SUBPROGRAM 9.08: COMMUNITY INFORMATION

Co-ordinator: Community Information Librarian

ACTIONS	DATE	PROGRESS
Ensure that the mailing-list database of local organisations is updated annually and accessible on Council's network.	Annual Review July	Achieved and ongoing
Regularly update the LINCS database and liaise with other LINCS members.	Annual Review July	Ongoing. Each organisation is contacted annually to confirm details.
Produce printed directories, lists of services and facilities, brochures and a printed and online events calendar	Annual Review July	These publications are produced as required.
Ensure that information on Council services, facilities and events is current and easily accessible to the community via Council's website, community noticeboards and pamphlet display areas .	Annual Review July	Information maintained across noticeboards, display areas, community directory, display televisions, websites, email newsletters & via automated data feeds
Review and improve the New Residents' Kit.	To be Completed by December 2009	New Kit completed August 2009. Appearance and content improved. Good feedback received.

PROGRAM 9: LIBRARY AND INFORMATION

Convenor: Director Community Development

SUBPROGRAM 9.09: MOSMAN WEBSITE

Co-ordinator: Internet Coordinator

ACTIONS	DATE	PROGRESS
Maintain and improve the functionality and efficiency of Council's website and online presence.	Annual Review July	Maintenance ongoing; improvements made to data feeds, sharing tools (to Twitter, Facebook); new project-specific sites (like Mosman Rider) deployed
Investigate internet-based initiatives by governments around the world and successful models of 'community' online.	Annual Review July	Continue to monitor best practice examples and inform relevant staff of same; Internet Coordinator invited to leading industry conferences including CeBit 2010 e-government forum
Improve facilities for community consultation and feedback online, so that external stakeholders have the opportunity to be informed of and involved in Council decisions.	Annual Review July	Ongoing; significant projects include MosmanLEP.net blog & interactive maps facility for the LEP/DCP consultation, Vision Mosman 2050 for management plan consultation, Mosman Rider forum, and email alerts for consultation items
Implement online strategies expressed in Council's Community Engagement Strategy.	Annual Review July	Ongoing; significant achievements include the 'digital culture' talks and workshops in the library; Creative Commons licensing of Development Application and other data
Raise profile and ownership of Council's website and online spaces with community and Council officers and promote it as a means of communication.	Annual Review July	35.70% increase in Page Views and 18.11% increase in visits over last financial year for Council's primary website; significant traffic to other websites, including new site for Mosman Art Gallery
Assist staff and customers in the effective use of Internet resources and online technologies.	Annual Review July	A number of workshops & talks held in the library; information posted to library blog; talks presented for staff on Creative Commons licensing & web publishing topics
Ensure that Council business papers, policies, forms, and other published materials are available online.	Annual Review July	Regular updates to ensure all materials available online, with care and consideration given to repurposing for best practice publishing online
Work closely with the Web Content Group and designated staff across Council to ensure that content is accurate, timely and meets user requirements and corporate standards	Annual Review July	Web Content Group meets regularly with information also distributed via email; continued coordination & training with staff from across the organisation

PROGRAM 10: CULTURAL DEVELOPMENT AND SERVICES

Convenor: Director Community Development

SUBPROGRAM 10.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS

Co-ordinator: Manager Cultural Services

ACTIONS	DATE	PROGRESS
Ensure that information on community events and recreational and cultural services and facilities is widely available and easily accessed including on the web.	Annual Review July	Information on community events and recreational and cultural services is regularly updated on the Council website. An additional Gallery website was launched in February 2010 giving increased community access to information on cultural events and activities.
Continue to hold Community Conversations, planning workshops, and web based techniques to engage residents in the cultural life and development of Mosman.	Annual Review July	Ongoing. Recent consultations have included focus groups, workshops and general meetings on re-establishing the Mosman Festival as a major cultural event.

PROGRAM 10: CULTURAL DEVELOPMENT AND SERVICES

Convenor: Director Community Development

SUBPROGRAM 10.05: CULTURAL DEVELOPMENT

Co-ordinator: Manager Cultural Services

ACTIONS	DATE	PROGRESS
Increase audiences by expanding the variety of cultural events presented in the Mosman Art Gallery and Community Centre (subject to building and equipment limitations and competing demands).	Annual Review July	Ongoing. The range of cultural events currently presented in Mosman Art Gallery and Community Centre is currently being reviewed in line with possible changes to functionality within the building.
Liaise with and assist residents, volunteers and community organisations in the planning and provision of cultural activities for education, recreation and enjoyment.	Annual Review July	Ongoing. The Art Gallery and Community Centre works with groups from across Mosman and the Northern Sydney region for more effective provisioning of cultural activities.
Stimulate the Mosman music scene by presenting, facilitating and encouraging music festivals, concerts and eisteddfods.	Annual Review July	Council works with a range of groups, including Mosman Orchestra, to present regular musical concerts in Mosman. The Art Gallery is currently investigating alternate music events as part of the revamped Festival and as part of gallery openings.
Work with the Mosman Public Art Trust and commission appropriate public art works.	Annual Review July	Ongoing. The Mosman Art Trust meets quarterly to plan and implement public art works for Mosman.
Organise and present the Annual Mosman Address.	Ongoing June	The 2010 Mosman Address was organised and presented successfully. The 2010 Address was given by Neil Balnaves AO and featured the announcement of \$1 million donation of paintings to Mosman Art Gallery and the half-funding of a philanthropy officer position. Preparations are underway for the 2011 with the former Governor of the Reserve Bank, Ian Macfarlane, scheduled to give the Next Mosman Address.
Review the Public Art Policy.	Ongoing September	Review of current policy has commenced and is due for completion in November 2011
Add new inductees to the Mosman Sporting Wall of Fame.	Quarterly Review September	A call for new inductees is to be completed by December 2010.
Effectively market the Mosman Art Gallery & Community Centre programs, activities and opportunities for venue hire.	Annual Review July	Ongoing program of marketing for the Centre is in place.
Ensure that plans for a well equipped performing arts venue are included in the feasibility study for the development of the Civic Centre environs.	Ongoing November	Cultural staff are liaising with key staff and are well prepared to contribute to the feasibility study once it is underway

PROGRAM 10: CULTURAL DEVELOPMENT AND SERVICES

Convenor: Director Community Development

SUBPROGRAM 10.06: GALLERY EXHIBITIONS AND ACTIVITIES

Co-ordinator: Manager Cultural Services

ACTIONS	DATE	PROGRESS
Promote the Art Gallery's location and services through various methods and media and to pedestrian and road traffic in the Spit Junction, Mosman Square Area.	Annual Review July	Signs for the Art Gallery have been installed and regularly updated in Mosman Square. Art Gallery programming is regularly promoted on-line, through direct mail outs, and through newspaper editorials. Vinyl signage has recently been added to the building's exterior.
Plan and implement programs for young people in consultation with young people.	Annual Review July	The Art Gallery plans and implements an extensive range of programming with and for school aged children/young people, both during the school term and over school holidays.
Implement high quality public / education programs and special events, and consider their income generating potential.	Annual Review July	A range of educational and public programs are regularly generated by the Art Gallery, with particular emphasis placed on generating income and cost recovery.
Organise the annual acquisitive Mosman Art Prize in conjunction with the Allan Gamble Memorial Art Prize.	Annual Review July	The 2010 Mosman Art Prize, in conjunction with the Allan Gamble memorial Art Prize, was successfully organised with almost 800 entries received and 5,000 visits to the Gallery.
Seek sponsorship, patronage and grants to offset costs associated with Gallery activities.	Annual Review July	Over \$1 million in artworks have been promised to the Gallery by Neil Balnaves, AO, as well as an announcement of half funding for a philanthropy position from the Balnaves Foundation. Grant requests to the value of \$135,000 have recently been submitted to Arts NSW.
Ensure that Gallery volunteers are recruited, supported, trained and acknowledged.	Annual Review July	The Gallery volunteer program actively recruits, supports, trains and acknowledges our volunteer staff on an ongoing basis
Develop the activities program for Friends of the Gallery and Volunteers, and link with other Galleries and Art Centres.	Annual Review July	A regular program of activities for Friends and volunteers is organised including special preview evenings, special events and visits to galleries and arts centres.
Conduct regular surveys to monitor visitor satisfaction and suggestions.	Annual Review July	The Gallery conducts regular visitor surveys, most recently in partnership with Museums and Galleries NSW as part of the state wide audience satisfaction report, Guess Who's Going to the Gallery.

ACTIONS	DATE	PROGRESS
Create consultative processes that involve the community in the development of a gallery program.	Annual Review July	The Gallery regularly meets with its Arts Consultative Committee to discuss programming. This committee is made up of a variety of elected representatives, artists, arts administrators and philanthropists. The Gallery also receives regular feedback to its programming through visitor surveys, gallery logs and direct feedback from artists and the public.
Maintain, conserve and properly document and catalogue the Mosman Art Collection, and make it accessible to the public through exhibitions, public programs and on the web.	Annual Review July	The documentation of the collection proceeds in an ongoing manner, with volunteers assisting staff in this labour intensive process. Regular exhibition of collection takes place in Council chambers and in public spaces within the gallery. A major exhibition from the collection of all Mosman Prize winners for the past 60 years, Controversy and Acclaim, was held in the Gallery in January/February 2010.
Understand and where possible act as catalyst in regard to the needs of local artists and craft practitioners and promote the artistic heritage of Mosman.	Annual Review July	Promotion, assistance and recognition of the artists of Mosman, past and present, is provided on an ongoing basis by Cultural Services staff.
Ensure that extension to the Mosman Art Gallery is included in the feasibility study for the development of the Civic Centre environs.	Ongoing November	Cultural staff are liaising with key planning staff and are well prepared to contribute to the feasibility study once it is underway
Assist in the relocation of children's services to allow more space for gallery programs and workshops	Ongoing January	Assistance is to be provided to allow a smooth relocation of children's services, when underway.

PROGRAM 10: CULTURAL DEVELOPMENT AND SERVICES

Convenor: Director Community Development

SUBPROGRAM 10.07: COMMUNITY ARTS, CRAFTS AND VILLAGE MARKETS

Co-ordinator: Manager Cultural Services

ACTIONS	DATE	PROGRESS
Liaise with and assist community organisations in the planning and provision of arts and craft activities and events.	Annual Review July	Council liaises with a range of community organisations in planning art and craft activities on an ongoing basis as part of the monthly Mosman Market.
Link market activities to the Mosman Art Gallery & Community Centre precinct/activities.	Annual Review July	Signage, gallery guided tours and the layout of the market all contribute in an ongoing manner to link the market with the Art Gallery precinct.
Enhance and develop the quality arts and crafts theme of the Mosman Village Market.	Annual Review July	Ongoing selection and culling of market applicants takes place to ensure quality art and craft theme is maintained and enhanced.

PROGRAM 10: CULTURAL DEVELOPMENT AND SERVICES

Convenor: Director Community Development

SUBPROGRAM 10.08: CIVIC EVENTS ORGANISED BY COUNCIL

Co-ordinator: Events & Marketing Coordinator

ACTIONS	DATE	PROGRESS
Develop a greater range of community celebrations and entertainment, especially outside performances, and involve the community in planning, organisation and presentation.	Annual Review July	As part of the review of the Mosman Festival, planning for the mix of community celebrations and entertainment throughout Mosman is under development. This planning involves extensive involvement of the community in consultation and will progress into the organisational and presentational aspects of the program.
Ensure good promotion of all civic events through various methods, media and/or the web.	Annual Review July	Civic events are promoted as required via various methods - Council's website, Calendar of Events, Mosman Daily, Posters, Flyers, E-Newsletters, etc.
Enhance the dedicated youth program in the Mosman Festival.	Annual Review July	As the Festival for 2010 has been cancelled the Youth Services team have facilitated the "Beat the Blues" concert which is to run in conjunction with Pets Day Out. As the planning of the 2011 Festival develops, the Youth Development Team will ensure that the Youth presence at the Festival is further developed to best showcase the skills and talents of local young people.
Organise civic and community events in accordance with the guidelines laid out in the Special Event Management Policy.	Annual Review July	Large civic and community events are coordinated as per the Special Event Management Policy. Examples include the Mosman Address, opening of the new Sports Complex at Cross St, assisting the Mosman Home Gardeners' Society with Mosman's Big Lunch.
Ensure multi-cultural elements are included in the annual Mosman Festival program.	Annual Review July	As the Mosman Festival program will not occur for 2010, multi-cultural elements will be included in planning for a Festival in 2011.
Ensure that Mosman Festival includes a parade whenever a Freedom of Entry is exercised.	Annual Review July	Next Freedom of Entry due to fall in 2012.
Coordinate annual Mosman Day and Hunter Day events.	Annual Review July	Mosman Day no longer held with Hunter Day being recognised at a luncheon again being hosted by the Mayor to recognise the leadership of local schools in the Ward Room of HMAS Penguin.
Investigate the suggestion to hold an open air cinema, possibly on Allan Border Oval.	Ongoing December	Investigated - costs associated are high and thus so are the losses if the weather is bad

PROGRAM 10: CULTURAL DEVELOPMENT AND SERVICES

Convenor: Director Community Development

SUBPROGRAM 10.09: COMMERCIAL COMMUNITY EVENTS APPROVED/FACILITATED BY COUNCIL

Co-ordinator: Events & Marketing Coordinator

ACTIONS	DATE	PROGRESS
Assist in the promotion of local events, ensuring they are included in the Council's events calendar, on the web and that the media is also advised.	Ongoing September	Ongoing assistance provided in the promotion of local events.
Liaise with and assist local organisations in planning for and organising community events in accordance with Council's Special Event Management Policy.	Ongoing September	Ongoing assistance provided to local groups in planning and organising events in accordance with Council policy.
Ensure commercial events are operated in accordance with planning and environmental controls, including the Special Event Management Policy.	Quarterly Review September	Commercial events are assessed and monitored to ensure compliance with Council policy

PROGRAM 10: CULTURAL DEVELOPMENT AND SERVICES

Convenor: Director Community Development

SUBPROGRAM 10.10: FRIENDSHIP AGREEMENTS

Co-ordinator: Manager Cultural Services

ACTIONS	DATE	PROGRESS
Provide information and assistance to our Friendship communities.	Annual Review July	Information and assistance to Friendship communities provided on an ongoing basis.
Encourage Mayoral/Councillor representation at the annual Glen Innes Celtic Festival.	Annual Review July	Council represented at the Festival by the Mayor and Councillor Wilton together with a delegation of staff members to build on the friendship agreement.
Continue to support the Glen Innes Aboriginal Art Education Project and facilitate the Mosman/Glen Innes Friendship Group.	Annual Review July	Ongoing support given to Glen Innes Aboriginal Art Education Project and regular inter-council exchanges are facilitated between Mosman and Glen Innes.
Promote and encourage the community to take advantage of the Friendship Agreements.	Annual Review July	Friendship agreements promoted and encouraged on an ongoing basis.
Create opportunities for all age groups, particularly young people, elected members and staff, to expand and explore other cultures through long-term community relationships.	Annual Review July	Diverse opportunities to explore long-term community relationships with Friendship City are developed on an ongoing basis.
Celebrate Mosman and our Friendship Communities' cultural achievements, including involving them in the Mosman Festival.	Annual Review July	Planning underway to include Friendship communities cultural achievements in future Mosman Festivals
Support the community in an appropriate program assisting the Friendship Community, Maubara, East Timor.	Annual Review July	Ongoing.
Develop new Friendship Agreements with Otsu, Japan and with Bega Valley Shire.	Ongoing September	Friendship Agreement with Otsu signed in May in Japan. No further action being taken with Bega Valley Shire.

PROGRAM 12: LOCAL AND REGIONAL ECONOMY

Convenor: Director Community Development

SUBPROGRAM 12.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS

Co-ordinator: Director Community Development

ACTIONS	DATE	PROGRESS
Seek community input and keep the community informed about economic development issues through various print and online media, and through meetings or seminars.	Annual Review July	Council has maintained an excellent relationship with the Business Enterprise Centre which operates a Business Advisory Service from the Drill Hall every second Friday. The BEC also conducts a range of business workshops which Council supports through the provision of venues and assistance with promotions. Print advertising has continued in the Mosman Daily and Council's website contains information of interest to local businesses including upcoming seminars, workshops and other services. The Warringah Chamber of Commerce also continues to enjoy a good working relationship with Council and attends the monthly Mosman Markets.
Promote the Town Centres Development Control Plan to the business community and ensure the business community are involved in any future review of the Town Centres DCP.	Annual Review July	Draft Business Centres DCP was exhibited October/November 2009. All properties received a special edition of Mosman News which was hand delivered.

PROGRAM 12: LOCAL AND REGIONAL ECONOMY

Convenor: Director Community Development

SUBPROGRAM 12.02: BUSINESS DEVELOPMENT AND LOCAL EMPLOYMENT

Co-ordinator: Director Community Development

ACTIONS	DATE	PROGRESS
Foster the co-operative relationship between the business community and Council.	Annual Review July	Ongoing development of cooperative relationship between business community and Council, eg through hosting special events and breakfast meetings.
Provide free practical advice, counselling and assistance to businesses and individuals seeking to establish businesses through the Mosman Business Enterprise Centre.	Annual Review July	The Business Enterprise Centre continues to provide an excellent resource for Mosman business people through its Business Advisory Service each fortnight at the Drill Hall. The BEC also runs regular Business Start Up workshops as well as other seminars and workshops tailored to specific business needs.
Ensure the business community understands the provisions of the new planning instruments.	Annual Review July	Plain English explanations of the content of the draft Business Centres DCP is included in the www.mosmanlep.net website. The document itself is written in plain English.
Cooperate with the business community in facilitating decorations and themes in shopping areas during festivals and especially at Christmas.	Ongoing December	Ongoing cooperation with the business community facilitated for festivals, including Sculpture Festival and Christmas.
Cooperate with the business community in regard to their Sculpture Festival.	Ongoing March	Planning is underway with the business community to integrate the Mosman Sculpture Festival into the 2011 Mosman Festival
Involve the business community and seek their participation in the Mosman Festival.	Ongoing October	The business community have currently been engaged in planning for the 2011 Mosman Festival
Maintain an up-to-date map showing parking in the commercial areas, and distribute via local shop-keepers.	Annual Review July	Whilst Council's Environment and Planning Section have a database of Council's carparks, a map is not distributed to local shop keepers

PROGRAM 12: LOCAL AND REGIONAL ECONOMY

Convenor: Director Community Development

SUBPROGRAM 12.03: MARKETING MOSMAN

Co-ordinator: Manager Cultural Services

ACTIONS	DATE	PROGRESS
Take an active management role in the staging of special events that bring appropriate visitation to Mosman.	Annual Review July	Ongoing facilitation of special events throughout the Mosman Art Gallery and the appropriate planning of future Mosman Festivals to encourage appropriate visitation to Mosman.
Provide information on local attractions, facilities and services for residents and visitors.	Annual Review July	Information is presented on Council's website and via noticeboards, video screens at Council, the Art Gallery and Library and brochures and promotional material.
Promote Mosman effectively and appropriately in conjunction with the business community and tourism attractions.	Annual Review July	Ongoing promotion of Mosman, its businesses and attractions through local cooperative network
Ensure the 'Mosman Is' logo is effectively implemented through Council and the local community and begin discussions on possible redesign or replacement.	Annual Review July	Mosman Is logo currently being redesigned by Council in conjunction with original designer. When finalised the logo will be relaunched, controlled and effectively promoted.
Seek grants and funding for selective initiatives and maintain and strengthen links with SHOROC, Tourism NSW and other relevant agencies.	Annual Review July	Council is currently positioning its redesigned Festival to better attract grant funding for Festival events and overall tourism initiatives.
Liaise with the business community, Taronga Zoo, National Parks and Wildlife Service, the Waterways Authority, Sydney Harbour Federation Trust, Harbourside Area Command, the SES and other such organisations on matters of shared interest, especially special events.	Annual Review July	Council regularly liaises with all significant local business, tourism and government authorities and institutions on matters of shared interest and special events, such as the redesign of the Mosman Festival.

PROGRAM 12: LOCAL AND REGIONAL ECONOMY

Convenor: Director Community Development

SUBPROGRAM 12.04: REGIONAL DEVELOPMENT

Co-ordinator: General Manager

ACTIONS	DATE	PROGRESS
Support SHOROC politically, strategically and professionally.	Annual Review July	The Mayor was the president of SHOROC for the year and together with the General Manager has been actively involved in all SHOROC matters, particularly the development of the SHOROC Regional Directions.
Monitor the Kimbriki Environmental Partnership Ltd company to ensure access is maintained and the waste management needs of the Mosman community and the region are met economically and effectively.	Annual Review July	SHOROC Kimbriki Sub-Committee formed with Councillor Wilton nominated and Mr AM Whybrow as community representative. Development of a business plan by the company is proceeding incorporating the possibility of an on-site AWT.
Work closely with other SHOROC Councils, especially in the implementation of the SHOROC Regional Strategy with a focus on: <ul style="list-style-type: none"> •Accessibility and transport •Health and social wellbeing •Natural resource management and environment •Waste and recycling •Hazards and disasters •Housing •Recreation and leisure •Culture and education 	Annual Review July	SHOROC Regional Directions completed during the year and awaiting adoption following consultation with member Councils.
Continue striving for traffic solutions for the Warringah transport corridors with emphasis on the Roseville corridor.	Annual Review July	Subject to detailed consideration by Councillors in conjunction with Mosman 2050 Exploring the Visions workshops and incorporation into MOSPLAN and SHOROC Regional Directions emphasising the importance of the Roseville / east-west corridor.
Maintain the SHOROC website, in consultation with SHOROC executive.	Annual Review July	SHOROC website maintained; migration to new CMS & host supported successfully; ongoing management of SHOROC website now coordinated by its secretariat.
Support initiatives for marketing of SHOROC and its regional projects and achievements.	Annual Review July	Acknowledging the importance of the autonomy of its members SHOROC has preferred to work through the Mayors of the region emphasising regional cooperation = stronger Councils.

Report on Service Performance Indicators within MOSPLAN

MOSPLAN provides Service Performance Indicators on key activities.

Report on Service Performance Indicators for sub-programs (where provided) by theme for the period 1 July 2009 to 30 June 2010 follows.

Council, Community & Communication

Program 1

Convenor: General Manager

Program 1.03 - Co-ordinator: Manager Governance

Governance

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Audit program % completed	100	100	100	100

Program 1.04 - Co-ordinator: Director Community Development

Communication

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Number of residents who have registered to receive newsletters, participate in online forums and surveys and other online initiatives	2025	1800	2200	2600

Resource & Asset Management

Program 2

Convenor: Director Corporate Services

Program 2.02 - Co-ordinator: Manager Finance

Finance

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Unrestricted current ratio Factors (Current assets less all external restrictions)/(current liabilities less specific purpose liabilities)	1.52	1.53	1.54	1.55
Debt service ratio Factors (Net Debt Service Cost)/(Operating Revenue) less (Special Purpose Grants) less (Operating Contributions and Donations)	7.14	6.6	7.4	8.0
Rate coverage ratio Factors (Rate & Annual Charges)/(Total Revenues)	50.72	55.75	55.5	55.25
Rates and annual charges outstanding percentage Factors (Rates & Annual Charges Outstanding)/(Rates & Annual Charges Collectible)	1.65	1.95	1.9	1.85
Percentage of budget excluding statutory contributions exposed to competition	60	60	60	60

Program 2.05 - Co-ordinator: Executive Officer – Corporate & Human Development

Human Resources

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Retention rate in %	88%	85%	86%	88%
Unscheduled absence rate (No. days absent/available workdays)	5.9	2.2	2.1	2.1
Number of Workers Compensation claims	6	<5	<5	<5
Cost of Workers Compensation claims (Total cost minus journey claims/FTE (excluding casuals))	\$8406	<\$2000	<\$2000	<\$2000

Community Safety

Program 7

Convenor: Director Corporate Services

Program 7.03 - Co-ordinator: Manager Ranger Services

Combating Offences and Crime

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Numbers of active participants in Volunteering in Policing (VIP)	2	5	4	3
Number of training and orientation days held for Police and Rangers and associated feedback from attendees	1	3	3	3

Program 7.05 - Co-ordinator: Manager Ranger Services

Event Management – Safety and Traffic Aspects

Service Performance Indicators &/or Milestones

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
No. of incidents threatening community safety reported during each event	0	0	0	0

Program 7.06 - Co-ordinator: Manager Ranger Services

Emergency Management

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2009/10	Target 20010/11
Number of Local Emergency Management Committee meetings attended	4	3	3	3

Urban Planning

Program 3

Convenor: Director Environment & Planning

Program 3.03 - Co-ordinator: Manager Urban Planning

Plan Making and Implementation

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Level of Accuracy of S149 Certificates	100	100	100	100
No. of amendments to Mosman LEP initiated by Council	Nil	Nil	Nil	2
Percentage cost recovery for preparing minor LEP vs. application fee	n/a	85	90	90
Planning Work Program Schedule met (as per MOSPLAN)	84	85	90	90
Percentage of plans completed within specified timeframe (as per MOSPLAN)	70 ¹	80	80	80
Meeting Metropolitan Urban Development estimate of new dwellings per year.	-2 ²	40	40	40

Notes:

1. Two plans of management have been unduly delayed by Land and Property Management Authority.
2. Applications received for an additional 38 dwellings in 2009/10 were refused by Council for various planning reasons.

Built Environment

Program 4

Convenor: Director Environment & Planning

Program 4.01 - Co-ordinator: Manager Development Services

Development Assessment and Regulation

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
No. of Development Applications received	381	400	400	440
No. of Construction Certificates received	32	80	80	80
Median Development Application processing time (in days)	97	75	70	65
Median Construction Certificate processing time	17	20	18	15
Percentage Developments Applications to appeal	2.3%	3.5%	2%	2%
Percentage Appeals with a positive result / consistent with recommendations	89%	80%	80%	80%
Outstanding number of fire program properties inspected but still to be brought up to standard	102	100	60	60
Outstanding number of fire program properties to be inspected	230	250	150	150

Environmental Management & Health Program 5

Convenor: Director Environment & Planning

Program 5.01 - Co-ordinator: Director Environment & Planning

Policy and Administration and Customer Focus

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Percentage of program documentation/activities incorporating sustainability principles/actions	70%	65%	85%	90%
No. of collaborative initiatives	11	5	8	10

*Baseline to be established in 2009/10

Program 5.02 - Co-ordinator: Manager Environment & Services

Atmospheric Environment

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Quantity of Corporate greenhouse gas emissions (Tonnes CO ₂ e) (N.B. includes energy and fleet)	2983	6566	5511	4457
Energy consumption (Council) kwh	2,847,151	5%less	10%less	15%less
Inventory of renewable energy uptake	10% greenpower	10% greenpower	10% greenpower, plus 5% solar power	10% greenpower, plus 10% solar power
No. of actions implemented from GHGRP and STAP	100%	100%	100%	100%

*Baseline to be established in 2009/10

Program 5.03 - Co-ordinator: Manager Assets & Services

Water Cycle Management

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Council's annual water consumption (kL)	48,861	42,000	41,000	40,000
Potable water consumption by Mosman community per annum – total in Kilolitres	3,019,243	2,780,000	2,740,000	2,675,000
Potable water consumption by Mosman community per annum – Per capita in Kilolitres	105	81	80	79

% of catchment treated before entering the harbour	80%	90%	95%	95%
Education programs for enhancing community knowledge on watercycle issues and solutions	2	1	2	2
Estimates of pollutants captured in SQIDs (volumes) tonnes	180	290	280	270

*Baseline to be established in 2009/10

Program 5.04 - Co-ordinator: Manager Environment & Services

Biodiversity

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Hectares of bushland area under contract which is greater than 90% native vegetation cover	45%	40%	45%	50%
No. of active Bushcare volunteers	90*	200	210	220

* follows review to include active members only

Program 5.05 - Co-ordinator: Team Leader Open Space

Trees

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Net change in tree stock on Council controlled land	2873	+1200	+1200	+1200

Program 5.06 - Co-ordinator: Manager Environment & Services

Land and Coastal Management

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Implementation of monitoring and maintenance schedules for foreshore assets.	75%	70%	80%	80%
Council Site EMPs developed and implemented for contaminated sites.	100%	100%	100%	100%

Program 5.08 - Co-ordinator: Manager Environment & Services**Environmental / Sustainability Education****Service Performance Indicators**

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
No. of courses delivered to build knowledge and awareness	3	2	3	4
No. of environmental sustainability workshops and other activities conducted (for school groups and general community) with average number of participants at each workshop	20 Workshops/initiatives with 625 participants	10	10	15
No. of requests from schools or the general community for Council staff to be involved in events/talks	15	5	5	10
No. of Mosman residents participating in local and national environmental initiatives (Clean up Australia Day, Schools Clean Up Day, DECC Household Chemical Collections Etc)	650	250	350	500

*Baseline to be established in 2009/10

Program 5.09 -Co-ordinator: Manager Environment & Services**Environmental Health****Service Performance Indicators**

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Percentage of scheduled food premises inspections completed	100%	100%	100%	100%
Food Preparation - No. of Inspections completed (every food preparation at least once per year)	100%	100%	100%	100%
Skin Penetration - No. of Inspections completed (every skin penetration at least once per year)	100%	100%	100%	100%
Water Cooling Towers - No. of inspections completed (every cooling tower at least twice per year)	100%	100%	100%	100%

Program 5.10 - Co-ordinator: Manager Environment & Services**Waste Management****Service Performance Indicators**

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Quantity of recyclable material (i.e. paper and cardboard, commingled containers, organics and metals and whitegoods) diverted from the domestic waste stream as a percentage of the total	46.3	48%	48%	50%
No. of incidences of illegal dumping (from DataWorks)	338	550	500	500
No. of tons to landfill	6409	6000	6000	5900
No. of tons diverted from landfill	5554	5500	5500	5000
Percentage reduction in overall waste generation	0.75	2%	2%	2%

Program 5.11 - Co-ordinator: Manager Environment & Services**Cleaning and Environmental Services****Service Performance Indicators**

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Street Sweeping Tons of litter per Km of road	3.2	4.6	4.6	4.6
Average cost to clean beaches and reserves per hectare per annum	\$21,124	\$18,414	\$18,611	\$19,077
Average cost per clean of public amenity blocks per day	\$19.37	\$13.78	\$14.20	\$14.55
Cost per tonne to remove rubbish material from streets, footpaths and pits	\$2975	\$1,829	\$1,869	\$1,915
Quantity of rubbish removed by street and footpath sweeping and pit cleaning per annum.	310	445 tonnes	445 tonnes	445 tonnes

Parks & Recreation Program 6

Convenor: Director Environment & Planning

Program 6.02 - Co-ordinator: Manager Assets & Services

Parks, Gardens, Playgrounds and Civic Spaces

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
The number of parks management, turf management Section 1, ovals (contract sites)	267	267	267	267
Average annual cost for irrigation	\$16,000	\$16,000	\$16,000	\$16,000
Total area of land (ha) that is actively maintained for recreation or amenity purposes (K1.01 Yardstick)	34.6	34.6	34.6	34.6
Cost per hectare of land actively maintained for recreation or amenity (K01.03/K01.01 Yardstick)	<\$18,000	<\$18,000	<\$18,000	<\$18,000
Playground equipment rated as acceptable or better (formal reports condition rating 1+2+3)	85%	85%	86%	87%

Program 6.03 - Co-ordinator: Manager Assets & Services

Recreational Facilities

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Hectares of playing fields maintained (A03.03 Yardstick)	7.6	7.6	7.6	7.6
Average cost per hectare for sports field maintenance	\$29,000	\$29,000	\$29,000	\$29,000
Annual cost per hectare for irrigation maintenance in sporting fields	\$1,200	\$1,200	\$1,200	\$1,200
Average condition rating of the wickets and outfield as determined by the NSW Cricket Association Umpires	A.Border Oval 8.55 Rawson Oval 8.47	A.Border Oval: 7.5 Rawson Oval: 7.0	A.Border Oval: 7.5 Rawson Oval: 7.0	A.Border Oval: 7.5 Rawson Oval: 7.0

Sustainable Service Performance Indicators

Volume of water from mains supply used for maintenance of ovals (kilolitres)	<17,217	<17,217	<17,217	<17,217
Volume of harvested water used for maintenance of ovals (kilolitres)	4,680	-	6,000	6,000
Quantity of turf used to repair ovals (increasing demand for use on ovals) (m ²)	4,730	3,000	3,000	3,000
Total Hours of booked sports field usage	7758	-	8,000	8,000
Total Hours of booked "evening" sports field usage (lights)	1575	-	1,600	1,600

*Baseline to be established in 2009/10

Transport & Traffic

Program 11

Convenor: Director Environment & Planning

Program 11.02 - Co-ordinator: Manager Assets & Services

Roads

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Dollar value as a percentage of road asset compared to previous financial year (AAS27)	141	100	100	100
No. of road condition related public liability claims per year	7	<4	<3	<3
No. of reported trips on Council's footpaths	27	<12	<12	<10

Program 11.03 - Co-ordinator: Manager Assets & Services

Traffic Facilities

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Percentage of funding obtained from RTA for traffic maintenance related to actual costs	67%	70%	70%	70%

Program 11.04 - Co-ordinator: Manager Assets & Services

Traffic Management

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Reduction in number of accidents on Local Roads per year	48*	<75	<70	<65
Percentage of public satisfaction with The Esplanade road improvements – survey	NA	75%	80%	85%

* There were 48 accidents in 08/09 and 58 in 07/08 this is a reduction of 10. Please note that council only has access to 2008 accident data.

Program 11.05 - Co-ordinator: Manager Assets & Services**Road Safety and Pedestrians****Service Performance Indicators**

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Dollar value of footpath asset compared to previous financial year (AAS27)	117	100%	100%	100%
Percentage of footpath occupation permits to construction certificates issued	NA	65%	66%	67%
Percentage of building sites to related infringements (actual 2001-2002)	NA	200%	195%	190 %

Community Development & Services

Program 8

Convenor: Director Community Development

Program 8.02 Co-ordinator: Community Volunteers Co-ordinator

Community Connection and Volunteering

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
No. of volunteers in each service area:				
▪ Community Transport	21	-	-	-
▪ Meals on Wheels	133	-	-	-
▪ Community Restaurant	17	-	-	-
▪ Neighbour Aid	27	-	-	-
▪ Community Visitors Scheme	60	-	-	-
▪ Computer Pals Trainers	13	-	-	-
▪ Bushland Regeneration	104	-	-	-
▪ Local Studies	7	-	-	-
▪ Art Gallery	55	-	-	-
▪ Home Library Service	30	-	-	-
▪ New residents program	4	-	-	-
▪ Other	56	-	-	-
Total number of volunteers	527	530	540	550
No. of volunteers recruited and active over 12 months	87	62	64	66

Program 8.03 - Co-ordinator: Children's Services Development Officer

Children/Family

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Utilisation rate Before and After School Care attendance	88%	78%	80%	82%
Utilisation rate Vacation Care attendance	79.5%	78%	80%	82%
Utilisation rate at MOCC	89%	88%	90%	92%

Program 8.04 - Co-ordinator: Youth Development Officer**Youth****Service Performance Indicators**

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Youth Centre attendance (average per week)	220	420	440	460
No. of young people attending youth programs (including YDC programs) per year	3850	100	120	120

Program 8.05 - Co-ordinator: Aged & Disability Development Officer**Older People****Service Performance Indicators**

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
No. of people receiving delivered meals per week	110	125	130	135
No. attending Community Restaurant per week	70	80	85	90
No. of HACC clients using Community Transport per year	340	365	370	375
No. of users of Senior's Centre programs per week	420	340	360	400
No. of home visit assessments per year	200	370	380	390

Program 8.06 - Co-ordinator: Manager Community Services**People with a Disability****Service Performance Indicators**

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
No. of young people attending the Saturday Youth Group	12	15	16	17

Program 8.07 - Co-ordinator: Manager Community Services**Primary and Community Health****Service Performance Indicators**

Indicator	Actual 2009/10	Target 2009/10	Target 2009/10	Target 2010/11
No. of children receiving immunisations provided at Council's immunisation clinic per year	566	360	360	360

Program 8.08 - Co-ordinator: Manager Community Services

This is a new Sub-Program proposed by Councillors but no budget allocation as yet.

Healthy Lifestyle and Fitness**Service Performance Indicators**

Indicator	Actual 2009/10	Target 2009/10	Target 2009/10	Target 2010/11
No. of Council programs including a healthy lifestyle component	N/A	6	8	10

Library & Information

Program 9

Convenor: Director Community Development

Program 9.02 - Co-ordinator: Manager Library Resources

Library Resources

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2009/10	Target 2010/11
Acquisitions per capita	.36	.3	.3	.3
Loans per capita	13.5	15.0	15.2	15.3

Program 9.03 - Co-ordinator: Manager Library Services

Library Services

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2009/10	Target 2010/11
No. of active borrowers as a percentage of population	59%	60%	60%	60%
Percentage of reference enquiries completed successfully	95%	85%	85%	85%

Program 9.04 - Co-ordinator: Manager Library Resources

Library Information Technology

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2009/10	Target 2010/11
Percentage of Inter-Library Loan requests satisfied within Shorelink Library Network	75%	80%	80%	80%

Program 9.07 - Co-ordinator: Local Studies Librarian

Local Studies

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2009/10	Target 2010/11
Percentage of Local Studies enquiries completed successfully:	99%	95%	95%	95%

Program 9.08 - Co-ordinator: Manager Library Resources**Community Information****Service Performance Indicators**

Indicator	Actual 2009/10	Target 2009/10	Target 2009/10	Target 2010/11
Percentage of community information enquiries completed successfully	97%	95%	95%	95%

Program 9.09 - Co-ordinator: Internet Co-ordinator**Mosman Website****Service Performance Indicators**

Indicator	Actual 2009/10	Target 2009/10	Target 2009/10	Target 2010/11
Requests for Website pages (average per month)	92,276	65,500	75,000	85,000

Note: significant increase in website requests partially attributable to inclusion of DA Tracker pageviews in this period

Cultural Development & Services

Program 10

Convenor: Director Community Development

Program 10.01 - Co-ordinator: Manager Cultural Services

Policy and Administration and Customer Focus

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
No. of consultations involved in planning and development of cultural programs and activities.	4	3	3	3

Program 10.05 - Co-ordinator: Manager Cultural Services

Cultural Development

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Occupancy rates of the Mosman Art Gallery and Community Centre (% of available rental hours)	80%	80%	80%	80%

Program 10.06 - Co-ordinator: Manager Cultural Services

Gallery Exhibitions and Activities

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Total Visitor Attendances per year.	25,652	27,000	28,000	28,000
No. of exhibitions presented per year.	15	10	10	10
No. of education programs and special events per annum.	234	24	24	24

Program 10.07 - Co-ordinator: Manager Cultural Services

Community Arts, Crafts and Village Markets

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Average number of stalls per market, and per year	130 x 12	130 x 12	130 x 12	130 x 12

Program 10.08 - Co-ordinator: Events & Marketing Co-ordinator

Civic Events Organised by Council**Service Performance Indicators**

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
No. of civic events presented per year	6	5	5	5

Program 10.09 - Co-ordinator: Events & Marketing Co-ordinator**Commercial Community Events approved/facilitated by Council****Service Performance Indicators**

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
No. of events held each year.	19	10	10	10

Program 10.10 - Co-ordinator: Manager Cultural Services**Friendship Agreements****Service Performance Indicators**

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
No. of events/exhibitions projects undertaken with Friendship communities.	3	3	3	3

Local & Regional Economy

Program 12

Convenor: Director Community Development

Program 12.01 - Co-ordinator: Director Community Development

Policy and Administration and Customer Focus

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
No. of businesses engaged in discussion with Council on such matters as the Development Control Plan.	NA*	-	-	-

* Three draft DCPs were exhibited in conjunction with Mosman's Draft LEP in late 2009. During the exhibition period a special Mosman News edition was delivered to all properties in Mosman, including businesses. Advertisements were placed in the Mosman Daily and on Council's website, and information stalls were conducted at the Civic Centre, Bridgepoint and Mosman Markets. A presentation was also made to the Mosman Chamber of Commerce during preliminary planning stages. Although a definitive number can not be provided on businesses engaged, there were a total of 20 submissions received in relation to the Draft DCPs.

Program 12.02 - Co-ordinator: Director Community Development

Business Development and Local Employment

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
No. of enquiries at the Mosman BEC Office p.a.	160	380	400	400

Program 12.03 - Co-ordinator: Manager Cultural Services

Marketing Mosman

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
No. of events held involving the business community.	8	3	3	3

Program 12.04 - Co-ordinator: General Manager

Regional Development

Service Performance Indicators

Indicator	Actual 2009/10	Target 2009/10	Target 2010/11	Target 2011/12
Regional Projects achieved as reported in SHOROC Annual Report	9	10	10	10

Report on the Condition of Public Works s428 (2)(d)

Stormwater Drainage

Following formulation of Council's Stormwater Asset Management Plan (SWAMP) in 1994, Council allocated significant funds for the improvement of its drainage network on the basis of known flooding problems and choke points. SWAMP provides an objective method of assessing one problem area against another on a cost/benefit basis and therefore provides Council with a priority list of works.

The Plan is continually being reviewed as part of the Council's ongoing commitment to improving the drainage and stormwater system within the Mosman area and key prioritisation areas have been identified.

The first stage of this review was the conduct of a sample condition audit of 5% of the network, engineering judgement on the remainder of the network has been made. In the oncoming years, the sample size will increase enabling more accurate information on the network.

This has not, however, prevented Council from continuing to undertake improvements to the stormwater drainage system throughout Mosman. Essentially all localised flooding problems in Mosman were addressed through improvements undertaken over the period 1994 - 2001. Since that time the focus of Council's expenditure on stormwater drainage assets has shifted to:

- Capital renewal of existing assets e.g. rehabilitation and/or reconstruction of pipes,
- Provision of stormwater quality improvement devices (SQIDS) to reduce the volume of gross pollutants entering receiving waters around Mosman,
- Creek rehabilitation works to reduce erosion and provide improved habitat for local fauna.

Stormwater Pollution Control and Creek Rehabilitation

In June 2000 Council adopted the Community Environmental Contract (CEC), which is a program of environmental works including the retro-fitting of 40 Stormwater Quality Improvement Devices (SQIDS) to the existing drainage network. As of 1 June 2010 there were 37 SQIDS installed including some constructed prior to the adoption of the CEC. These SQIDS filter stormwater from over 88% of the treatable area of Mosman and have prevented over 179.36 tonnes of gross pollutants from entering the waters of Sydney and Middle Harbour in the 2009/2010 financial year and 2169.12 tonnes since the first SQID was installed. Installation of SQIDS is continuing as part of the CEC. Council is continuing to increase its funding allocation for maintenance of SQIDS as they come into operation.

In addition significant creek rehabilitation works have been undertaken. There are a number of watercourses throughout Mosman that largely run through steep terrain and bushland areas. Many of them only carry water during rainfall periods. A significant component of the CEC involves rehabilitation of these creek systems. A separate and more detailed annual report on the activities undertaken by Council under the CEC is prepared and submitted to the Department of Local Government.

DESCRIPTION	ESTIMATE OF FUNDS REQ'D TO BRING WORKS TO SATISFACTORY STANDARD	MAINTENANCE & CAPITAL WORKS PROGRAM FOR 2009/10
Drainage Assets	\$3.810M	\$323K

Retaining Walls and Cuttings

A condition survey and inventory of all road cuttings, retaining walls and embankments was completed in 1997/98. The survey involved collecting inventory information and assessing each structure for condition and risk of failure. Detailed assessment of those sites requiring significant work or regular monitoring was completed in August 1998. Since 2008, this register has been updated on a case by case basis. At the beginning of 2008, a second survey of all cuttings, retaining walls and embankments commenced and is complete. In 2009, high priority sites were assessed by a geotechnical consultant and works were identified. In 2010, as part of Council's Asset Management Plan for Roads, all rock faces and retaining walls for roads were re-assessed and their maintenance and management is included in this plan. Council has allocated funds to undertake remedial works to those sites considered most at risk of failure.

In 2011 Council will begin the development of a comprehensive Asset Management Plan for the remainder of rock faces and retaining walls not associated with roads. By updating and importing the current information into the AMS, this provides a comprehensive "baseline" from which Council can determine the level of investment needed to provide a satisfactory system. Once this has been completed, the AMS database will become the definitive tool to enable staff to establish an effective and prioritised forward works program for the future.

Based on the valuations estimated in the previous years, the written down value of Council's retaining structures at 30 June 2010 is shown below.

DESCRIPTION	WRITTEN DOWN VALUE AT 30 JUNE 2010	MAINTENANCE & CAPITAL WORKS PROGRAM FOR 2009/10
Retaining Walls and Embankments	\$16.654M	\$46K

Road Assets

Council completed a condition survey of all its road assets in the 1999/2000 financial year. This included a complete review of spending on the various components that make up Council's road network e.g. kerb and gutter, concrete roads, asphalt roads, footpaths. A further condition survey was completed in November 2005. In 2010 Council engaged a consultant to complete a comprehensive Asset Management Plan for all its road assets. This included a new condition audit and the plan is scheduled to be complete in December 2010. Council has continued its current expenditure on its Road Assets including Concrete and Asphalt Roads, Kerb and Gutter and Footpaths however there is still a funding gap to provide a satisfactory condition on all assets.

With the completion of Council's Asset Management Plan in December 2010, Council will have a clearer picture of this funding gap and this will enable benchmarks to be set and enable a realistic forward works plan to be developed and implemented.

DESCRIPTION	ESTIMATE OF FUNDS REQ'D TO BRING WORKS TO SATISFACTORY STANDARDS	ESTIMATE OF ANNUAL EXPENSES OF MAINTAINING THE WORKS AT THAT STANDARD	MAINTENANCE & CAPITAL WORKS PROGRAM FOR 2009/10
Road Pavement	\$1.608M	\$2.110M	\$1.031M
Kerb and Gutter	\$2.828M	\$600K	\$153K
Footpaths	\$1.464M	\$675K	\$597K

Statement of Amounts Incurred in Relation to Legal Costs and Expenses 428 (2)(e)

The costs for 2009/10 referred to in this statement are those direct third party payments in relation to legal proceedings. Costs associated with staff progressing these matters and attending court are not included as they are considered to be part of normal duties.

Total costs incurred for a particular matter may not be invoiced and paid within the same financial year, so this statement should be read in conjunction with previous and subsequent statements. Land and Environment Court matters also include any consultancy costs associated with the appeal.

1. LAND AND ENVIRONMENT MATTERS

Property	File No	Status	Consistency with Staff Recommendation	Cost \$
151 Awaba Street	8.2008.15.1	Upheld	Amended during hearing	10,201.66
106 Belmont Road	4.2009.64.1	Upheld	Amended during hearing	7,411.80
15 David Road	8.2009.364.1	Discontinued	Amended during hearing	16,353.73
19 Elfrida Street	8.2009.254.1	Upheld	Amended during hearing	10,978.85
16 Hunter Road	8.2009.383.1	Discontinued	Amended during hearing	11,169.2
17 Iluka Road	8.2007.178.3	Upheld	Amended during hearing	2,154.50
8 Kahibah Road	8.203.288.1	Regulatory compliance	-	739.00
710 Military Road	8.2009.271.1	Pending		3,819.00
868 Military Road	8.2009.376.1	Discontinued	Consistent with staff recommendation	683.00
17/21 Moruben Road	8.2008.381.1	Upheld	Amended during hearing	15,425.58
18/24 Musgrave Road	8.2009.249.1	Discontinued	Consistent with staff recommendation	4,273.20
91 Ourimbah Road	8.2007.39.1	Regulatory enforcement	-	17,045.77
8 Raglan Street	8.2009.322.1	Discontinued	Consistent with staff recommendation	4,774.26
53A Raglan Street	8.2009.73.1	Upheld	Amended during hearing	10,540.50
244 Raglan Street	8.2006.417.4	Upheld	Amended during hearing	28,866.94
21A Redan Street	8.2006.249.3	Discontinued	Consistent with staff recommendation	35,449.59
9A Ryan Avenue	8.2009.411.1	Discontinued	Consistent with staff recommendation	2,848.00
				182,734.62

2. Local Court Matters

43 matters were referred to the Local Court for mention during 2009/10. They related to the following offences:

- Illegal Parking (41)
- Breach the weight limit on road (2)
- Dogs (0)
- Development not carried out in accordance with approval (0)
- Littering (0)
- Pollution (0)

Council incurred direct costs during the period in defending these matters. Fines and costs awarded by the Local Court were recovered in those matters not withdrawn or dismissed by the Local Court.

Statement of Mayoral and Councillor Fees and Expenses 428 (2)(f)

The following fees and expenses with regard to the Mayor and Councillors were paid during 2009/10:

Details	\$
Mayoral Allowance	33,840.00
Members' Fees (9 Councillors – 9 x \$15,500)	139,500.00
Catering/Receptions	25,597.45
Child care	435.00
Delegates Expenses	22,305.11
Travelling	2,524.49
Phone line rentals to Councillor's residences	2,097.34
Additional dedicated phone line for facsimile machines to Councillor's residences	356.58
Mobile phone for Mayor's use for Council business	422.70
Mayoral Discretionary Fund (Cl.1.1(c) Expenses Policy)	3,917.00
<ul style="list-style-type: none"> • Japan Consul/CLAIR Luncheon (\$835.00) • Art Gallery Hire/Fisher Road Public School (\$626) • Meals On Wheels Hardship (\$173) • Pink Ribbon Corporate Sponsorship (\$450.00) • Donation UNIFEM (\$200.00) • SHOROC Luncheon (\$75.00) • Donation Scout Association (\$90.00) • Corporate Gifts for Friendship Visits (\$623.00) • Otsu Friendship Dinner (\$485) • Cairn Annual Inspection (\$360) 	
TOTAL	230,995.67

Councillors are provided with meals when attending Council and Committee Meetings and other official functions and receptions, which are included in Catering/Receptions above.

The cost of attendance of Councillors at conferences and seminars together with training and skill development is included in Delegates expenses above. Council does not pay expenses for any spouse, partner or other person who may accompany a Councillor.

Training sessions were provided to Councillors in relation to the Code of Meeting Practice and Code of Conduct. Details of other workshops attended by Councillors appear at page 2.

In addition, Councillors are provided, upon request, phone lines and equipment including laptop computers, printers and facsimiles on loan, in accordance with Council's "Policy for the Payment of Expenses and Provision of Facilities to Mayor and Councillors".

Equipment provided to Councillors on a loan basis during the year follows. Consumables for printers and facsimile machines on loan are provided upon request:

Laptop computers	6 Councillors
Printers/facsimile	8 Councillors

A desk-top computer and printer are also available for Councillors' use in the Councillors Rooms at the Civic Centre.

MOSMAN MUNICIPAL COUNCIL



POLICY ON PAYMENT OF EXPENSES AND PROVISION OF FACILITIES TO MAYOR AND COUNCILLORS

UPDATED 3 November 2009

(For details of Amendments refer Table of Contents)

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AMENDMENTS

08/02/94	Adopted	PR2
12/07/94	Changes to Clauses 4 & 5	F/123
20/10/94	Use of PC, printer and photocopier	F/224
06/12/94	Resolved the above items to be included	PF/267
08/08/95	Review of Policies	PF/241
14/11/95	Adopted changes due to review of Policies	PF/338
24/09/96	Change to Clause 1.2(d)	PF/282
03/02/98	Expenses associated with travel	PF/8
02/06/98	Provision of PC, facsimile and printer	PF/140
02/05/00	Provision of a facsimile machine or facsimile machine/answer phone	PF/93
02/05/00	Payment of a one-off phone connection fee	PF/93
13/05/03	Legal assistance for Councillors	PF/84
07/02/05	Clarify use of bar facilities	
04/04/05	Changes due to advice in DLG Circular 05/08	CS/30
05/09/05	Addition of Mayoral Discretionary Fund	CS/82
28/11/2006	Compliance with DLG Circular 06/57- Guidelines	CS/86
06/02/2007	Deletion of words "by or" from Clause 2, Section 5	CS/5
06/05/2008	Councillor access to casual child care through Council's Children's Services	CS/19
04/11/2008	Child Care Benefits (Clauses 1.1(b); 1.2(b); and 3.6)	CS/58
03/11/2009	DLG Circular 9/36 Compliance with Guidelines dated October 09	CS/67

INTRODUCTION

Purpose of the Policy

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.

Legislative Provisions

Local Government Act 1993 and Local Government (General) Regulation 2005

Other Government Policy Provisions

DLG Guidelines for the payment of expenses and the provision of facilities to mayors and Councillors, Model Code of Conduct for Local Councils in NSW, Circulars to Councils and ICAC publications.

This policy is made under the Local Government Act, 1993 (Act), including Sections 252 to 254 and 428, the Local Government General Regulations 2005 (Regulations) and having regard to the provisions of the Division of Local Government, Department of Premier and Cabinet Circular to Council number 09/36 dated 7 October 2009. The Act requires that the Council must adopt a policy concerning the payment of expenses and the provision of facilities to the Mayor and other Councillors *and such facilities and disbursements must be authorised under the Act either expressly or because it is supplemental or incidental to or consequential upon the exercise of its functions.*

Section 428 (4)(b) of the Act requires a Council to include in its Annual Report other information as specified in the Regulations or Guidelines:

Clause 217 of Regulations provides that Council will report separately on:

The total cost of expenses and the provision of facilities for the Mayor and all Councillors, and specifically on:

Expenses

- The cost of phone calls including mobiles, home located landlines, facsimiles and internet services
- Attendance at conferences and seminars
- Spouse/partner/accompanying person expenses
- Training and skill development expenses
- Interstate travel expenses
- Overseas travel expenses
- Care and other related expenses

Provision of facilities

The 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 installed in the Councillors' homes. This item does not include the cost of using this equipment, such as calls and internet service fees as Council's policy does not cover these.

1. FACILITIES FOR MAYOR AND COUNCILLORS

All Councillors receive annually members' fees. In addition, the Mayor receives annually a Mayoral allowance. Members fees and the Mayoral allowance are determined by the Local Government Remuneration Tribunal and do not form part of this policy.

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

1.1 Mayor

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

- Use of the Mayoral Office.
- Use of a hire car for official purposes. Alternatively, the Mayor may travel by taxi and use a Council charge account.
- Secretarial services associated with the office of Mayor (shared with the General Manager).
- Administrative assistance associated with functions, meetings and the like.
- Office refreshments.
- A mobile telephone.
- Provision and maintenance of Mayoral Chain and Robes.
- Reimbursement of carer arrangement expenses including child care and the care of elderly, disabled and/or sick immediate family members of the Mayor to permit the carrying out of civic and ceremonial functions to a maximum five (5) hours per week.

(b) Mayoral Discretionary Fund

An annual allocation of \$5,000 for the payment of non personal matters associated with the office of the Mayor.

These items may include miscellaneous small donations to local groups, civic appreciation gifts of a token nature, wreaths, get well messages, attendance by Councillors at functions when representing the Mayor, expenses associated with friendship agreements (but not including overseas travel without a specific authorisation or resolution of Council), overseas visitors, luncheons relating to Council business and civic ceremony expenses. The categories of expenses to be reported upon in the Council's statutory Annual Report.

1.2 Councillors

(a) The Councillors are to receive the benefit of:

- Provision of a Council parking sticker for use by Councillors in the Mosman Square carpark when attending the Civic Centre on official Council business.
- Provision and use of official stationery, including letterhead, business cards and name badges. It is noted that Council does not provide secretarial services to Councillors.

- Use of the Councillors Lounge and Councillors Office.
- Postage of official correspondence - all mail is to be directed through the Council's own mailing systems. Maximum of \$100.00 per financial year per Councillor.
- Meals/refreshments on evenings of Council, Committee, Sub-Committee Meetings and Working Parties, or at any other time deemed appropriate by the Mayor or General Manager whilst on Council business, including other meetings, workshops, functions and civic events.
- Transport to official functions (if needed) when deputising for the Mayor by hire car or taxi.
- Councillor Room refreshments.
- Provision (on loan) of a PC (laptop), modem incorporating facsimile and a printer.
- Provision (on loan) of a facsimile machine or facsimile machine/answer phone.
- The payment of a one-off connection fee for the installation of a telephone line with a single number of phone/fax duet numbers and the payment of the monthly line rental charges, not including telephone calls.
- Reimbursement of carer arrangement expenses including child care and the care of elderly, disabled and/or sick immediate family members of Councillors to facilitate attendance at Council, Committee, Sub-Committee Meetings, advisory groups, community conversations and Working Parties or at any other time deemed appropriate by the Mayor or General Manager whilst on Council business, including other meetings, workshops, Council inspections, conferences, functions and civic events.

To facilitate their ability to undertake their role, Councillors may access casual child care through Council's Children's Services. Councillors need to contact Council's Children's Services Development Officer to advise of required date/s as soon as they become known or one (1) month in advance. Due to the very high demand for limited places the earliest possible advice is recommended to ensure availability. Every effort will be made to accommodate casual child care requests but it cannot be guaranteed.

Child care arrangements to be reimbursed at a rate of a maximum \$15.00 per hour on an actual cost recovery basis on a per Councillor not per child basis.

Other carer arrangements to be reimbursed at a rate of a maximum \$30.00 per hour on an actual cost recovery basis on a per Councillor not per family member basis.

Reimbursement is subject to a formal claim form being lodged not later than one (1) month after the expense was incurred.

- Protective apparel, including hard hat and safety footwear, to accord with the NSW Occupational Health and Safety Act, 1983, for on site inspections.
- Reimbursement for damages occasioned whilst on Council business to persons or property not exceeding the excess provided under Workers' Compensation insurance policies.

- The private use in the Councillors' Lounge of a personal computer and printer, and photocopier for the carrying out of civic duties associated with their office.
- (b) That a copy of the Local Government Act and relevant Regulations there under be provided for each Councillor who makes a written request for same.
- (c) A person's re-election or attendances at political party functions are considered to be personal interests. Official Council materials such as letterheads, publications, websites, emails as well as Council forums and services must not be used for such personal interests.
- (d) The use of any bar facilities is to be reasonable and in conjunction with the conduct of Council business and functions and in accordance with other policies of Council.

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.

Councillors should not obtain private benefit from travel bonuses such as frequent flyer schemes or any other such loyalty schemes while on Council funded business.

At the cessation of the Councillors' duties the Councillor can purchase their issued fax/printer on the basis that the copier/fax/printer has a useful life of five years, i.e. depreciated @ 20% per annum down to a minimum of \$20.00.

Spouse/Partner/Accompanying Person

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

General Expense Allowances

Council will not pay a general expense allowance to Councillors. (Prohibited under Clause 403 of Regulation.)

2. TRANSPORT

2.1 Mayor and Councillors

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 undertaken in compliance with a resolution of 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 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 tolls may be claimed, noting that the driver is personally responsible for all traffic or parking fines incurred while travelling in private or Council vehicles on Council business.

Alternatively, Councillors may travel by taxi and use the Councillor's issued Taxi Charge Account in the above circumstances.

Reimbursement is subject to a formal claim form being lodged not later than one (1) month after the expense was incurred.

3. CONFERENCES AND SEMINARS

3.1. Who May Attend Conferences/Seminars?

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

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

Travel by the Mayor to be endorsed by:-

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

This shall not preclude the Mayor from nominating a substitute attendee for functions within the Council area or general Sydney Metropolitan Area on those occasions where the Mayor is unable to be in attendance.

3.2 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 the Local Government Association on important issues.
- Annual Conferences and Congresses of the major industry associations and professions in Local Government.
- Seminars which further the training and development efforts of the Council, and within the budget framework.

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 cost of overseas travel either in whole or part, shall be specifically resolved by a meeting of Council and subject to a detailed report to Council on the aspects of the trip relevant to Council business within three (3) months of the completion of the travel.

3.3 Registration

The Council will pay all normal registration costs which are charged by organisers, including those relating to official luncheons, dinners and tours which are relevant to the interests of the Council.

3.4 Costs Incurred

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

- (a) the travel is on Council business being to and from conference or seminars of the Local Government related organisations;
- (b) only reasonable allowances are claimed or accepted towards necessary out-of-pocket expenses;
- (c) the travel is undertaken with all due expedition, by the shortest route and the most practicable and economical of transport subject to any personal medical considerations;
- (d) any time occupied in other than Council business is not included in the calculation of expenses to be paid; and
- (e) the claim is made not later than three (3) months after the expenses were incurred, and upon a claim form for payment accompanied by appropriate receipts and tax invoices.

3.5 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 cash or a cheque advance will be paid to the attendee subject to a reconciliation statement together with a refund of any unexpended amount being submitted within ten (10) days of the close of the conference, seminar or function.
- Out of pocket expenses may be paid to an attendee in advance upon request subject to a reconciliation statement together with a refund of any unexpended amount being submitted within ten (10) days of the close of the conference, seminar or function.

3.6 Categories of Payment or Reimbursement

Subject to the provisions of 3.4 above:

- (i) 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 sleeping berths where necessary.

- Travel by motor vehicle may be undertaken by council vehicle (where available) or by private vehicle subject to prior approval by the Mayor and General Manager. Persons using private vehicles will be paid the "mileage" allowance at the current rate set by the appropriate Local Government Industrial Award or equivalent from time to time, but subject to such cost not exceeding economy class air fares to and from the particular destination.
- Other out of pocket expenses associated with travel by motor vehicle such as parking fees and road tolls may be claimed, noting that the driver is personally responsible for all traffic or parking fines incurred while travelling in private or Council vehicles on Council business.
- Costs of vehicle hire and/or taxi fares which are reasonably incurred while attending conferences will be reimbursed by the Council.

(ii) 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.

(iii) Out-of-pocket Expenses

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

The use of any bar facilities is to be reasonable and in conjunction with the conduct of Council business and functions and in accordance with other policies of Council.

(iv) Spouse/Partner

No objection is raised to attendees being accompanied by their spouse/partner/accompanying person subject to Council not being involved in further registration, travel and accommodation costs and any out of pocket or peripheral expenses.

(v) Carer expenses

Reasonable expenses for carer arrangements to facilitate attendance will be reimbursed in accordance with Section 1 of this Policy.

4. INSURANCE - COUNCILLORS

4.1 Insurance

Councillors are to receive the benefit of insurance cover for:

- (a) Personal injury whilst ever on Council business worldwide, covering bodily injury caused by accidental, violent, external and visible means up to a sub-limit for death of \$1m. Also covering permanent disablement, temporary total disability and temporary partial disability. The cover does not include medical expenses other than that covered under travel insurance taken out in respect of overseas or interstate travel on approved Council business. Full details of personal accident insurance are available in Council's Insurance Manual held by the Director Corporate Services.

- (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. BUT subject to any limitations or conditions set out in the policy of insurance which is, at the direction of Council, taken out and conforms with Section Legal Assistance For Councillors.

- (c) Public Liability.

For matters arising our 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 and was carried out in good faith and in the opinion of Council bona fide and/or proper. BUT subject to any limitations or conditions set out in the policy of insurance which is, at the direction of Council, taken out and conforms with Section Legal Assistance For Councillors

- (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 and was carried out in good faith and in the opinion of Council bona fide and/or proper. BUT subject to any limitations or conditions set out in the policy of insurance which is, at the direction of Council, taken out and conforms with Section Legal Assistance For Councillors.

5. LEGAL ASSISTANCE FOR COUNCILLORS

That in the event of:

1. An enquiry, investigation or hearing by any of:
 - The Independent Commission Against Corruption;
 - The Office of the Ombudsman;
 - Division of Local Government; Department of Premier and Cabinet
 - The Police;
 - The Director of Public Prosecutions;
 - The Local Government Pecuniary Interest and Disciplinary Tribunal; or
 - Council's Conduct Review Committee/Reviewer,

into 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

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 (with the exception of defamation proceedings), 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 moneys 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 i.e. 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.
2. Proceedings being foreshadowed or commenced against a Councillor 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 strictly in accordance with the Engagement of Legal Representatives - Required Procedure detailed below., 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 be or are recouped by the Councillor on any basis.

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 Councillors' 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 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 a claim, notify and forward to Council's insurer any information relating 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 by the President for the time 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 the 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 Manger 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:
 - 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 4(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.]

Exclusion from Policy

This policy will not apply to:

1. any action in defamation taken by a Councillor as plaintiff in any circumstances as Council will not meet these costs.
2. costs incurred by a Councillor 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 briefing; and
 - (ii) is in accordance with Part 10 Meetings of the Local Government (General) Regulation 2005 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.

6. MONETARY LIMITS TO EXPENSES

The payment of expenses and the 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.

The expense items identified in the budget include:

- Mayoral allowance
- Members fees
- Delegates expenses – Conferences, seminars and training
- Travel
- Catering/Receptions
- Carers arrangements
- Insurance
- Mayoral Discretionary Fund
- Computer and other office equipment and associated ancillary expenses

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

In relation to the level of equipment provided to Councillors, the equipment available to Councillors is detailed in Sections 1.1 and 1.2 of this Policy. The General Manager shall determine the standard and quality of the equipment provided and shall have regard to the budget allocations.

It is impractical to provide limits on the monetary reimbursement of potential claims for reimbursement of legal expenses.

7. DISPUTE RESOLUTION

All disputes by Councillors relating to the administration of this policy must be in writing to the General Manager detailing the grounds of the dispute.

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

Statement of Senior Staff s428 (2)(g) and General Regulation CI 217 (1)(b)

In conformity with the provisions of the Local Government Act, 1993, Council has determined the following to be Senior Staff.

- General Manager
- Director Corporate Services
- Director Environment and Planning
- Director Community Development

The total amount of money payable in respect of the employment of Senior Staff during 2009/10 amounted to **\$828,416**.

The following remuneration packages of senior staff include the total value of the salary component, the total amount payable by Council by way of the employer's contribution or salary sacrifice to any superannuation scheme to which the employee may be a contributor, the total value of non-cash benefits elected under the package including professional development and total amount payable by Council by way of fringe benefits tax for any non-cash benefits.

• General Manager	\$241,166
• Director Corporate Services	\$178,735
• Director Environment and Planning	\$212,779
• Director Community Development*	\$195,736

* Mrs Kay Clarke resigned from Council on 2 July 2010 at the conclusion of continuous long service leave taken from 16 April 2010.

Mrs Diane Lawrence commenced with Council on 31 May 2010.

Reports on Contracts Awarded During the Period s428 (2)(h)

Contracts awarded at a tender price of more than \$100,000 per annum during 2009/2010 included:

Activity	Contractor	Date Awarded	Term of Contract	Tender Price
Supply, Installation and Maintenance of Pay Parking Schemes Tender	Duncan Solutions Ltd	18 August 2009	19 August 2009 - 1 November 2009 (3 years maintenance)	\$334,000.00
Parks and Gardens Management and Associated Works 2009-2014: Item 1 - Turf Management Item 2 - Public Gardens Management Item 3 - Playground Maintenance and Reporting Item 4 - Irrigation Management Item 5 - Water Features Management	Item 1 - Envirolands Item 2 - City Wide Service Solutions Item 3 - City Wide Service Solutions Item 4 - Spray Alive Irrigation Item 5 - City Wide Service Solutions	4 August 2009	31 August 2009 - 31 August 2014	Item 1 - \$72,500.00 Item 2 - \$208,281.00 Item 3 - \$33,698.00 Item 4 - \$10,840.00 Item 5 - \$5,363.00
Contract for Sporting Fields Maintenance and Associated Works 2009-2014	Around the Grounds	1 September 2009	5 October 2009 - 5 October 2014	\$298,832.00
Cleaning of Civic and Public Buildings Contract 2009-2011	Challenger Cleaning Pty Ltd	22 September 2009	28 September 2009 - 28 September 2011	\$230,558.04
Construction of a Sports Building at Drill Hall Common	Kane Constructions (NSW) Pty Ltd	20 October 2009	20 October 2009 - 12 August 2010	\$3,536,073.00
Food Services/Meals on Wheels Tender	Master Catering Services Pty Ltd	21 December 2009	21 December 2009 - 21 December 2011	\$142,208.00
Roads Assets Management Plan	Complete Urban P/L	18 February 2010	22 February 2010 - 30 November 2010	\$138,961.00
Balmoral Oval Contamination Capping and Creek Works	Enviropacific Services	23 March 2010	23 March 2010 - July 2010	\$285,825.40
Restoration of Balmoral Beach Rotunda	ADR Group Pty Ltd	6 May 2010	6 May 2010 - 25 June 2010	\$112,975.00
Design and Construct Mosman Bay Creek Erosion Control Works	Civil Works NSW Pty Ltd	2 June 2010	June to October 2010	\$175,000.00

Summary of Resolutions Made Under Section 67 Concerning Work Carried Out on Private Land, and any Subsidies Related to this Work s428 (2)(k)

There were no works carried out on Private Land during the 2009/10 financial period.

Amounts Granted Under Section 356 of the Local Government Act, 1993 (Donations And Subsidies) s428 (2)(l)

The following amounts were paid during 2009/10 in respect of donations and subsidies under Section 356 of the Local Government Act, 1993:

Name of Organisation	Amount (\$)
Alzheimer's Australia NSW	\$625
Australian East Timor Association	\$500
Autism Spectrum Australia (Aspect)	\$250
Bear Cottage	\$250
Beyondblue Depression Research Ancillary Fund	\$500
Bicycles for Democracy – UNIFEM Australia	\$200
Black Dog Institute	\$250
Breast Cancer Institute (NSW), Westmead Hospital	\$250
Care Australia	\$100
Humpty Dumpty Foundation	\$125
Lady Martin Appeal for the Homeless	\$125
Royal North Shore Hospital	\$125
Royal North Shore Hospital – Children's Section	\$250
SANE Australia	\$125
Sisters of Charity - Sr Leonie Martin (for homeless people)	\$500
Taronga Foundation	\$325
TOTAL	\$4,500.00

Details of overseas visits by Councillors, Council Staff or other persons representing Council CI 217 (1)(a)

Person	Date	Destination	Funding
General Manager	September 2009	ICMA Conference, Montreal, Canada	Nil
General Manager	March 2010	LGCOG Conference, New Zealand	Nil
Councillor Connon	May 2010	Otsu, Japan – signing of Citizens Friendship Agreement	Nil
Councillor Wilton	May 2010	Otsu, Japan – signing of Citizens Friendship Agreement	Nil
General Manager	May 2010	Otsu, Japan – signing of Citizens Friendship Agreement	Nil
Councillor Reid	June 2010	Mudanjiang, China – delegation as part of Council's friendship agreement	Nil
Director Corporate Services	June 2010	Mudanjiang, China – delegation as part of Council's friendship agreement	Nil
Accounts Clerk	June 2010	Mudanjiang, China – delegation as part of Council's friendship agreement	Nil
Manager Assets and Services	June 2010	Senior Executives in State and Local Government Program, Harvard Kennedy School, Cambridge, Massachusetts, USA	\$17,360

* Council contributed an amount of \$500 towards the costs of the Team Leader Service Contracts attending the Waste Expo 2009, Las Vegas USA in June 2009 (unreported in the 2008/2009 Annual Report).

Statement of the Activities Undertaken by Council to Implement its Equal Employment Opportunity Management Plan s428 (2)(n)

The Equal Employment Opportunity (EEO) action plan is updated continually as actions and training occurs. There is also an annual review of the EEO action plan in conjunction with MOSPLAN. EEO principles are practiced in the workplace and are particularly evident in the recruitment and induction processes. Council has a multicultural staff representing individuals from approximately 21 different countries, and a gender balance of 60% female to 40% male.

Statement of External Bodies Exercising Functions Delegated by Council s428 (2)(o)

No external bodies exercised functions delegated by Council during the period.

Statement of Companies in Which Council Held a Controlling Interest s428 (2)(p)

Kimbriki Recycling and Waste Disposal Centre at Kimbriki Road, Terrey Hills

Kimbriki Environmental Enterprises Pty Limited (ACN: 136 789 261) was created effective 1 July 2009 to operate the Kimbriki Recycling and Waste Disposal Centre.

Manly, Mosman, Pittwater and Warringah Councils are shareholders in the Company with Warringah as the majority shareholder with 51% of the shares, Pittwater 34.45%, Manly 10.71% and Mosman 3.84%.

Statement of all Partnerships, Co-Operatives and Joint Ventures which the Council was a Party S428 (2)(q)

Shorelink co-operative library network

Mosman Council is a member of the Shorelink Co-operative Library Network together with the Councils of Lane Cove, Manly, North Sydney and Willoughby. Shorelink provides the computerisation of all library and community information services.

SHOROC - regional organisation of councils

Mosman, Manly, Pittwater and Warringah Councils have established SHOROC - Regional Organisation of Councils. Matters in which the group gets involved include:

Transport and Traffic issues
Joint tenders and resource sharing
Graffiti
Safe Communities
Procurement initiatives

Police and Justice
Waste Management
Health Services
Finance and Competition Policy
Regional Plans

**Statement of Rates and Charges
Written off during the Year S428 (2)(r)**

2009/10	RATES \$	CHARGES \$
Pensioners	118,841.95	43,373.87
Rates	NIL	NIL
Interest	NIL	NIL
Postponed W/O	NIL	NIL
TOTAL	118,841.95	43,373.87

**Freedom of Information Statistics
NSW Freedom of Information Act 1989 S428 (2)(r)**

GENERAL DETAILS

Name of Agency: Mosman Municipal Council

Twelve monthly period that this statistical return covers: Year ended 30 June 2010

Agency Reference Number	2176
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NIL RETURNS	
Are all figures in SECTION A "nil"?	No
Is the figure for SECTION C "nil"?	Yes
Are all figures in SECTION E "nil"?	Yes
Is the figure for SECTION F "nil"?	Yes
Are all figures in SECTION L "nil"?	Yes
If you answered "Yes" for these five questions this is a nil return.	
Is this a "Nil" return?	Yes/No No

Contact details for queries relating to this return:

Name: M.N. GLYDE
Telephone: 9978 4003

SECTION A NUMBERS OF NEW FOI REQUESTS

Information relating to numbers of new FOI requests received, those processed and those incomplete from the previous period.

FOI Requests	Personal	Other	Total
A1 New (including transferred in)	Nil	2	2
A2 Brought forward	Nil	Nil	Nil
A3 Total to be processed	Nil	2	2
A4 Completed	Nil	2	2
A5 Transferred out	Nil	Nil	Nil
A6 Withdrawn	Nil	Nil	Nil
A7 Total processed	Nil	2	2
A8 Unfinished (carried forward)	Nil	Nil	Nil

SECTION B WHAT HAPPENED TO COMPLETED REQUESTS?

(Completed requests are those on Line A4)

Result of FOI Request	Personal	Other
B1 Granted in full	Nil	1
B2 Granted in part	Nil	Nil
B3 Refused	Nil	1
B4 Deferred	Nil	Nil
B5 Completed *	Nil	2

* Note: The figures on line B5 should be the same as the corresponding ones on A4.

SECTION C MINISTERIAL CERTIFICATES

Number issued during the period.

C1 Ministerial Certificates issued	Nil
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SECTION D FORMAL CONSULTATIONS

Number of requests completed during the period which **required a FORMAL consultation(s)**.

D1 Number of requests requiring formal consultation(s)	1
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SECTION E AMENDMENT OF PERSONAL RECORDS

Number of requests for amendment during the period.

Result of Amendment Request		Total
E1	Result of amendment – agreed	Nil
E2	Result of amendment – refused	Nil
E3	Total	Nil

SECTION F NOTATION OF PERSONAL RECORDS

Number of requests for notation processed during the period.

F3	Number of requests for notation	Nil
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SECTION G FOI REQUESTS GRANTED IN PART OR REFUSED

Basis of disallowing access - Number of times each reason cited in relation to completed requests which were granted in part or refused.

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

SECTION H COSTS AND FEES OF REQUESTS PROCESSED

During the period (i.e. those included in lines A4, A5 and A6). Please DO NOT include costs and fees for unfinished requests (i.e. those requests included in Line A8).

		Assessed Costs	FOI Fees Received
H1	All completed requests	\$384	\$150

SECTION I DISCOUNTS ALLOWED

Numbers of FOI requests processed during the period * where discounts were allowed.

Type of discount Allowed		Personal	Other
I1	Public interest	Nil	Nil
I2	Financial hardship – Pensioner/Child	Nil	Nil
I3	Financial hardship - Non profit organisation	Nil	Nil
I4	Totals	Nil	Nil
I5	Significant correction of personal records	Nil	Nil

*Note: Except for item 15. Items 11, 12, 13, and 14 refer to requests processed as recorded in A7. For 15, however, show the actual number of requests for correction of records processed during the period.

SECTION J DAYS TO PROCESS

Number of completed requests (A4) by calendar days (elapsed time) taken to process.

Elapsed Time		Personal	Other
J1	0 - 21 days	Nil	1
J2	22 - 35 days	Nil	Nil
J3	Over 35 days	Nil	1
J4	Totals	Nil	2

SECTION K PROCESSING TIME

Number of completed requests (A4) by hours taken to process.

Processing Hours		Personal	Other
K1	0 - 10 hrs	Nil	2
K2	11 - 20 hrs	Nil	Nil
K3	21 - 40 hrs	Nil	Nil
K4	Over 40 hrs	Nil	Nil
K5	Total	Nil	2

SECTION L REVIEWS AND APPEALS

Number finalised during the period.

L1	Number of internal reviews finalised	Nil
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L2	Number of Ombudsman reviews finalised	Nil
L3	Number of District Court appeal is finalised	Nil

DETAILS OF INTERNAL REVIEW RESULTS

In relation to internal reviews finalised during the period.

Bases of Internal Review	Personal		Other	
	Upheld *	Varied *	Upheld *	Varied *
L4 Access Refused	Nil	Nil	Nil	Nil
L5 Deferred	Nil	Nil	Nil	Nil
L6 Exempt matter	Nil	Nil	Nil	Nil
L7 Unreasonable charges	Nil	Nil	Nil	Nil
L8 Charge unreasonably incurred	Nil	Nil	Nil	Nil
L9 Amendment refused	Nil	Nil	Nil	Nil
L10 Totals	Nil	Nil	Nil	Nil

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

GENERAL COMMENTS BY YOUR AGENCY IN RELATION TO THE OPERATION OF FOI

In view of the changes in Section 12 of the Local Government Act there are very few requests for documents under the Freedom of Information Act.

FREEDOM OF INFORMATION APPLICATIONS SUMMARY – 2007/2008, 2008/2009 and 2009/2010

	2007/08	2008/09	2009/10		2007/08	2008/09	2009/10
FOI Applications received				Costs and fees (requests processed)			
Personal	0	1	0	Assessed costs	\$765	\$1,581	\$384
Other	3	4	2	FOI fees received	\$285	\$210	\$150
Total	3	5	2				
				Discounts allowed	0	0	0
What happens to requests?							
Granted in full	2	5	1	Elapsed days in process			
Granted in part	1	0	0	0-21 days	1	4	1
Refused	0	0	1	22-35 days	2	0	0
Withdrawn	0	0	0	35 days	0	1	1
Unfinished	0	0	0				
				Hours to process			
Formal consultations				0-10 hours	3	5	2
Number of requests requiring formal consultations	0	0	1	11-20 hours	0	0	0
				21-40 hours	0	0	0
				Over 40 hours	0	0	0
Amendment of personal records	0	0	0				
				Reviews and Appeals			
Notation of personal records FOI	0	0	0	Internal Reviews	0	0	0
				Ombudsman	0	0	0
Requests granted in part or Refused				District Court	0	0	0
Advance deposit not paid	0	0	0	Basis of Appeal	0	0	0
Exempt	0	0	0				
Otherwise available	1	0	0				
Documents not held	0	0	1				

Companion Animals Act and Regulation s217 (1)(f)

Statement on activities relating to enforcing and ensuring compliance with the Companion Animals Act and Regulation during 2009/10.

Pound data collection returns are lodged with the Department of Local Government annually in accordance with the Department's guidelines.

2009/10

25 dogs were impounded to Council's facility.

141 dogs were returned to the owners.

7 cats were impounded to Council's facility.

2 dogs re-homed.

100% return rate for identified companion animals.

Dog attacks are reported to the Department of Local Government in accordance with the Department's guidelines. Council reported three (4) dog attacks during 200/10.

Companion animal community education is provided by Rangers during routine patrols, information on Council's website, distribution of anti-barking strategies to dogs reported to Council and a Pets Day Out is held as part of the Mosman Festival.

Mosman has a very high rate of compliance regarding de-sexing of companion animals and no strategies or promotions are currently being used. Mosman currently has a 100% return rate for companion animals however should an animal not be claimed or it is surrendered, it will be re-homed through Council's pound.

Mosman currently has four (4) 24-hours off leash areas and an additional five (5) off leash areas at other times.

Dogs off leash exercise areas (24-hour)

- Rawson Park (excepting netball courts and inside fenced oval)
- Lawry Plunkett Reserve (top of Plunkett Road)
- Reid Park
- Spit Reserve (West)

Dogs off the leash are permitted on the grassed areas of the following reserves all day Monday to Friday; and prior to 9am and after 4pm on Saturday, Sunday and Public Holidays:

- Clifton Gardens Reserve
- Sirius Park
- Rosherville Reserve

Dogs off the leash are permitted on the beach and in the water in the following areas all day Monday to Friday; and prior to 9am and after 4pm on Saturday, Sunday and Public Holidays:

- Sirius Cove
- Spit West and Spit East Reserves

Privacy Management Plan

Section 33(3) Privacy and Personal Information Protection Act 1998

Council has adopted a Privacy Management Plan to accord with Section 33 of the Privacy and Personal Information Protection Act 1998 and the Privacy Code of Practice for Local Government. The legislation became effective for local government from 1 July 2000. The Plan shows how Council incorporates the provisions of the Act into its everyday activities.

Council's Privacy Management Plan was reviewed and adopted in June 2005.

Council responded to the following privacy complaints during 2009/10:

- Council received one (1) request for an internal review under Section 53 of the Privacy and Personal Information Protection Act 1998 (PPIP Act). The determination of the internal review was that Council would take no further action in relation to the complaint. The determination was referred to the Privacy Commissioner in accordance with Section 54 of the PPIP Act.
- Council responded to three (3) requests for suppression of name and address details from publicly available documents due to personal safety reasons pursuant to Section 739 of the Local Government Act 1993 (Protection of privacy).

Planning Agreements Entered into Under Part 4, Division 6 of the Environmental Planning and Assessment Act, 1979

Section 93F(1) of the Environmental Planning and Assessment Act, 1979 provides for voluntary planning agreements or other arrangements between Council and a developer:

- (a) who has sought a change to an environmental planning instrument, or
- (b) who has made, or proposes to make, a development application, or
- (c) who has entered into an agreement with, or is otherwise associated with, a person to whom paragraph (a) or (b) applies, under which the developer is required to dedicate land free of cost, pay a monetary contribution, or provide any other material public benefit, or any combination of them, to be used for or applied towards a public purpose.

Council upon entering into one or more planning agreements must, while any such planning agreements remain in force, include in its annual report particulars of compliance with and the effect of the planning agreements during the year to which the report relates.

No planning agreements were in force during the reporting period.

Infrastructure Levy

The infrastructure levy report for 2009/2010 follows:

INFRASTRUCTURE LEVY COSTINGS FOR 2009/2010

B/FWD \$ 151,864.04

INCOME

Rate Income \$ 816,790.00

Grants \$ 242,834.01

Loan Proceeds \$ 550,000.00

\$ 1,761,488.05

EXPENDITURE

Buildings \$ 263,326.89

Roads \$ 236,252.80

Footpaths \$ 169,165.54

Stormwater Drainage \$ 244,332.51

Parks & Open Space \$ 5,900.02

Marine Structures \$ 723,933.70

Retaining Walls \$ -

Loan Repayments P&I \$ 118,576.59

\$ 1,761,488.05

Auditors Report

We have reviewed the Income & Expenditure Statement of Mosman Council's Infrastructure Levy which incorporates projects for the 2009/2010 financial year and state that this report accurately records the financial transactions for the 2009/2010 financial year.

HILL ROGERS SPENCER STEER
Chartered Accountants



B HANGER
Partner

dated at Sydney this

15th day of October 2010

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