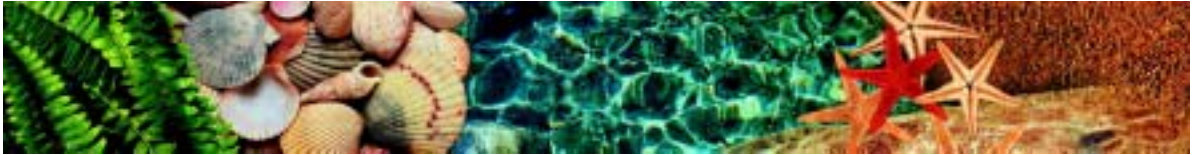


# Mosman Municipal Council

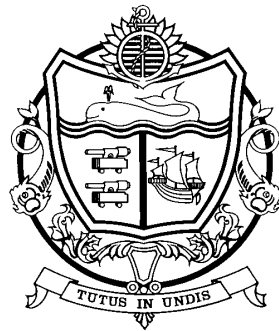
## 2001-2002 Annual Report



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



## Mosman Municipal Council



Civic Centre, Mosman Square  
MOSMAN NSW 2088

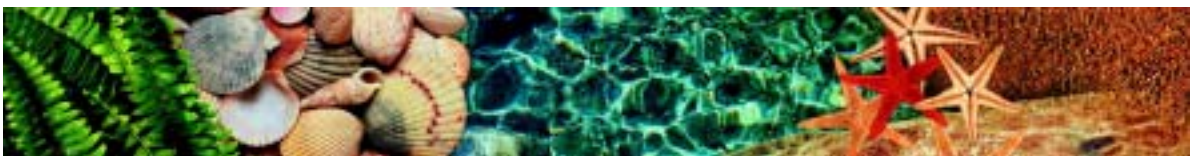
PO Box 211  
SPIT JUNCTION NSW 2088

Telephone: 9978 4000

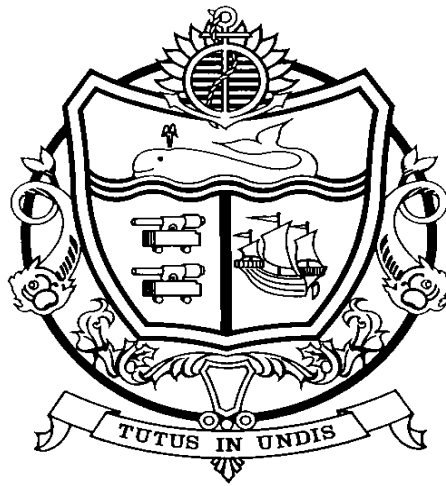
Facsimile: 9978 4132

Internet: <http://www.mosman.nsw.gov.au>

E-mail: [council@mosman.nsw.gov.au](mailto:council@mosman.nsw.gov.au)



# Mosman Municipal Council



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

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## 2001 - 2002 Annual Report

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## **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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### *Addendum*

Financial Statements for the Year Ended 30 June 2002, including Auditor's Report(s428  
(2)(a))

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### *Addendum*

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State of the Environment Report-(s428 (2)(c))

## **MEMBERS OF COUNCIL 2001/2002**

### **MAYOR**

Councillor James Thomas Reid

### **DEPUTY MAYOR**

Councillor Anthony Mills Whybrow, RFD, RD

### **COUNCILLORS**

#### **Balmoral Ward**

Councillor Patricia Joy Harvey, OAM  
Councillor Anthony Mills Whybrow, RFD, RD  
Councillor Lynette Deidre Elsegood

#### **East Ward**

Councillor Virginia Erica Howard  
Councillor Martin Eric Skipper  
Councillor Dominic Joseph Lopez, OAM

#### **Middle Harbour Ward**

Councillor James Thomas Reid  
Councillor David Macdona Strange  
Councillor Shirley Hermione Jenkins

#### **West Ward**

Councillor Susan Mary O'Connor  
Councillor Zara Florence Colman Grayspence  
Councillor Denise Mary Wilton

## **STATEMENT OF VALUES**

**We, the Councillors and staff, in a spirit of mutual respect and trust, work as a team to fulfil this Council's Mission and Vision striving ...**

### **FOR OUR COMMUNITY**

To consult with our residents and to ensure all are treated equitably and have access to information and a consistent and transparent decision-making process, and to enable residents 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 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 and to promote professional, frank and honest advice and discussion in an environment where learning is both supported and encouraged and where leadership and individual potential is developed and where excellence and initiative are recognised and rewarded.

### **FOR OUR SUPPLIERS**

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



**REVIEW OF COUNCIL'S MANAGEMENT PLAN – MOSPLAN  
FOR THE PERIOD 1 JULY 2001 TO 30 JUNE 2002  
428(2)(b)**

**MOSPLAN**

- Report on progress on Statement of Means to 30 June 2002
- Report on result of Performance Indicators from 1 July 2001 to 30 June 2002  
(shown in adopted 2001/2002 Management Plan format so that new KPIs can be included for comparison in 2001/2002)

<b>PROGRAM 1</b>	<b>COUNCIL, COMMUNITY AND COMMUNICATION</b> Participative open local government for the Mosman community.
<b>PROGRAM 2</b>	<b>RESOURCE AND ASSET MANAGEMENT</b> Protection and enhancement of the community's assets.
<b>PROGRAM 3</b>	<b>STRATEGIC TOWN PLANNING</b> Working together to retain the unique characteristics of Mosman.
<b>PROGRAM 4</b>	<b>BUILT ENVIRONMENT</b> Managing our built environment.
<b>PROGRAM 5</b>	<b>NATURAL ENVIRONMENT</b> Protecting and enhancing.
<b>PROGRAM 6</b>	<b>PUBLIC HEALTH</b> Protecting the health of our community.
<b>PROGRAM 7</b>	<i>Deleted and items integrated with other Programs.</i>
<b>PROGRAM 8</b>	<b>COMMUNITY DEVELOPMENT AND SERVICES</b> Relevant, accessible community services for all age groups and levels of fitness.
<b>PROGRAM 9</b>	<b>LIBRARY AND INFORMATION</b> Satisfying the information and leisure needs of the community and supporting formal and self education.
<b>PROGRAM 10</b>	<b>PARKS, RECREATION AND CULTURE</b> Celebrating our strong community spirit.
<b>PROGRAM 11</b>	<b>TRANSPORT AND TRAFFIC</b> Safe, convenient access to our homes and various destinations.
<b>PROGRAM 12</b>	<b>ECONOMIC DEVELOPMENT</b>

PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE AND HUMAN RESOURCES

SUB-PROGRAM 01.01: COUNCIL SECRETARIAT & CIVIC INVOLVEMENT

CO-ORDINATOR: MANAGER GOVERNANCE

STATEMENT OF MEANS		DATE	PROGRESS
A	Assign the necessary resources to ensure agendas are completed and prepared for distribution to Councillors and staff during normal business hours and available to the public electronically on the Friday evening prior to the meeting.	Ongoing – review June	Achieved and ongoing.
A	Have the minutes of each meeting indexed within 21 days.	Ongoing – review September	Achieved and ongoing.
A	Develop an electronic system of monitoring and controlling response times for Questions Without Notice.	December 2001	Partially achieved with implementation of Dataworks Minutes Manager. QWN action can be monitored and tracked. Reporting structures and mechanisms to be defined.
A	Fully implement throughout organisation online minute taking, business papers and agenda preparation.	September 2001 -	Achieved and ongoing. Full implementation of Dataworks Minutes Manager now complete. Release of DA & P&F Committee agendas on Wednesdays a success.
B	Provide for staff availability to the Council and the community.	Ongoing – review April	Achieved and ongoing. Availability of DA assessment staff to community under review.
C	Have all correspondence relating to items referred to Council answered within 7 days of the meeting.	Ongoing – review April	Correspondence and action initiated generally within 7 days.
C	Have the Policy and Delegations Register updated within 7 days of Council decision.	Ongoing – review April and September	Generally achieved and ongoing.
C	Have the Questions Without Notice Register updated within 7 days of each Council meeting.	Ongoing – review September	Achieved and ongoing.
C	Distribute to staff, resolved and altered items within 2 days of the meeting.	Ongoing – review September	Achieved and ongoing.

PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE AND HUMAN RESOURCES

SUB-PROGRAM 01.01: COUNCIL SECRETARIAT & CIVIC INVOLVEMENT

CO-ORDINATOR: MANAGER GOVERNANCE

	STATEMENT OF MEANS	DATE	PROGRESS
D	Review Committee protocol eg. meeting operations, scheduling, procedures and delegations.	August 2001	Policy and Committee Structure Workshop held 31 July 2001
F	Provide ongoing education and support by both Councillors and the General Manager for new Councillors in understanding Council practices and meeting procedures.	Ongoing	Achieved and ongoing.
G & I	Facilitate and provide a conduit for the community to voice concerns on amalgamation issues.	Ongoing	Council on four occasions considered the findings of the <i>Sproats Inquiry into the Structure of Local Government in Eight Council Areas in the Inner City and Eastern Suburbs of Sydney</i> .
G	Resource Ward meetings at discretion of respective Ward Councillors.	Ongoing – review December	Held at Councillors' discretion.
G	Issue Ward Councillor newsletters as required (at discretion of Ward Councillors) in conjunction with issues of 'Mosman News'.	Ongoing – review September	None issued.
H	Award Citizen of the Year, Young Citizen of the Year and School Citizen of the Year annually in conjunction with the Australia Day Council.	Ongoing – review April	2001 Citizen of the Year awarded jointly to Murray and Breda Block. Annual School Citizenship Award program conducted.
I	Prepare submissions to lobby State and Federal Government on issues pertaining to Mosman.	Ongoing – review annually	Range of issues addressed through Mayor and General Manager and through motions put to local government bodies.

PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE AND HUMAN RESOURCES

SUB-PROGRAM 01.02: PUBLIC ACCOUNTABILITY

CO-ORDINATOR: MANAGER GOVERNANCE

	STATEMENT OF MEANS	DATE	PROGRESS
A	Transfer Council's Management Plan - MOSPLAN into an electronic format to record changes to MOSPLAN and the cross referencing to other programs.	September 2002	MOSPLAN in electronic format. Changes to MOSPLAN can be tracked by reference to the archived electronic copies of all versions.
A	Undertake consultation process including public exhibition for minimum of 28 days required for development of draft Management Plan (including Annual Statement of Revenue Policy) by 31 May each year as required by Sections 402-405 of the Local Government Act, 1993.	Ongoing – review May	Completed.
A	Ensure adoption of Management Plan (including Annual Statement of Revenue Policy) following public exhibition and consultation process by 30 June each year as required by Section 406 of the Local Government Act, 1993.	Ongoing	Achieved.
A	Report to Council re achievement of performance targets set in Council's Management Plan as required by Section 407 of the Local Government Act, 1993 ie. 6 weeks after the end of each quarter (a 'quarter' is the period of 3 months ending on 30 September, 31 December, 31 March and 30 June).	Ongoing – review quarterly	Achieved.
A	Use concise plain English in Council documents and reports.	Ongoing – review September	Ongoing awareness and improvement program and as part of updates of documents to accord with legislative changes.
B	Produce the Annual Report under the Local Government Act, 1993 as required by Section 428 of the Local Government Act, 1993 by 30 November each year.	Ongoing – review November	Achieved. Completed 5 November 2001.
B	Publish Annual Statement of Affairs as required by Freedom of Information Act, 1989 (Chapter 14) by 30 June each year.	Ongoing – review June	Achieved.

PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE AND HUMAN RESOURCES

SUB-PROGRAM 01.02: PUBLIC ACCOUNTABILITY

CO-ORDINATOR: MANAGER GOVERNANCE

STATEMENT OF MEANS		DATE	PROGRESS
B	Publish Summary of Affairs as required by 30 June and 31 December each year.	Ongoing – review June and December	Achieved.

PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE AND HUMAN RESOURCES

SUB-PROGRAM 01.03: GOVERNANCE

CO-ORDINATOR: MANAGER GOVERNANCE

STATEMENT OF MEANS		DATE	PROGRESS
A	Review Council's policies in regard to access to information and prepare a plan consistent with requirements of the NSW Privacy and Personal Information Protection Act.	Ongoing – review March	Achieved and ongoing. Privacy Management Plan adopted August 2000. Ongoing review of Council's systems and procedures. Privacy a core topic in induction sessions for new staff.
A	To ensure staff awareness of Council's confidentiality, open file polices and the FOI Act.	Ongoing – review March	Undertaken through induction process.
B	To have the draft Minutes of Ordinary and Extraordinary Meetings of Council available for perusal by the public within one week of such meetings, noting that they are to be confirmed at the next Ordinary meeting of Council.	Ongoing – review March	Achieved and available on web page by the Friday following a completed Council meeting.
C	Obtain annual written Disclosure of Interest returns from Councillors and designated persons by 30 September each year as required by Section 449 of the Local Government Act, 1993.	Ongoing – review September	Achieved.
C	Review Code of Conduct for Councillors and Senior Staff and provide opportunities to update awareness regularly.	Ongoing – review June	Code of Conduct reviewed Council meeting of 11 December 2001. Ethical culture survey conducted of staff and results provided as feedback to staff and reported to Councillors.
D	Enhance the use of the accolades/complaints reporting system.	Ongoing – review quarterly	Ongoing. Complaints handling policy in process of being reviewed and updated. Completion due December 2002.
E	Regularly update elected members on customer survey, feedback mechanisms.	Ongoing – review quarterly	Ongoing. Customer survey due February 2003.
E	Have mechanisms in place to maintain a high level of staff confidentiality and protection of privacy issues.	Ongoing – review August	Ongoing. Highlight of induction session.

PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE AND HUMAN RESOURCES

SUB-PROGRAM 01.03: GOVERNANCE

CO-ORDINATOR: MANAGER GOVERNANCE

	<b>STATEMENT OF MEANS</b>	<b>DATE</b>	<b>PROGRESS</b>
F	Review Customer response and complaints handling procedures.	August 2001	Complaints handling policy in process of being reviewed and updated, incorporating procedures recommended by NSW Ombudsman. Completion due December 2002.
G	Investigate the conduct of an ethical health survey of the organisation based on the ICAC model.	August 2001	Ethical culture survey conducted of staff in February 2002. Results provided as feedback to staff for discussion with Managers, reported to Councillors, and forwarded to ICAC for information.
H	Develop and implement internal audit program focusing on best practice.	July 2002	Three audits conducted. Establishment of an internal audit charter and program yet to be commenced.
H	Develop and implement contract systems and support.	July 2002	Contracts Working Group established. Development of Purchasing and Contract Policy not progressed.

PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE AND HUMAN RESOURCES

SUB-PROGRAM 01.04: COMMUNICATION

CO-ORDINATOR: MANAGER GOVERNANCE

STATEMENT OF MEANS		DATE	PROGRESS
A	Continue to liaise with local newspapers to ensure reports on Council decisions are accurate and ready assistance offered.	Ongoing - Review April	Ongoing liaison with Mosman Daily.
A	Monitor local resident access to and use of electronic information systems and increase, as appropriate, dissemination of information via E-mail and Council's home page.	Ongoing - review quarterly	Upgrade of Council's home page completed December 2001. Approximately 500 resident email addresses held in database.
A	Conduct public meetings on major issues as need arises and make information readily available to those wishing to participate prior to the meetings.	Ongoing – review December	Community consultations held on a range of issues, including Warringah Bowling Club and CEC.
A	Conduct regular Planning Information evenings and Environmental Awareness community education sessions as required.	Ongoing – review March	Achieved and ongoing.
A	Continue the use of letterbox drops to inform the local community about contentious issues and major proposals.	Ongoing – review December	Achieved and ongoing.
A	Update and distribute a Residents Information Kit to new residents.	Ongoing – review April	Achieved.
A & D	Place all relevant and appropriate Council documents on web page.	Ongoing	Achieved.
B	Survey community expectation and opinion as required for planning purposes.	Ongoing - review December	Achieved.
B	Regularly monitor customer response through surveys or other feedback mechanisms.	Ongoing – review quarterly	Achieved.



PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE AND HUMAN RESOURCES

SUB-PROGRAM 01.04: COMMUNICATION

CO-ORDINATOR: MANAGER GOVERNANCE

	<b>STATEMENT OF MEANS</b>	<b>DATE</b>	<b>PROGRESS</b>
B & E	Investigate introduction of a guarantee of service.	December 2001	Proposal investigated and assessed with decision not to introduce any such measure. Reported to Council December 2001.
C	Conduct phone surveys as appropriate of users of Council services to monitor satisfaction levels.	Ongoing – review December	Not conducted.
C	Develop effective usage of email to and from residents as an additional Community Information mechanism.	Ongoing- review annually	Approx 500 addresses held in database. Further addresses being captured and used as appropriate.
D	Produce 'Mosman News' as a quarterly full colour tabloid format Council newsletter issued to residents.	Ongoing – review September	Achieved. Five editions produced for period.
D	Keep the State and Federal Governments informed and up to date on issues pertaining to Mosman.	Ongoing – review annually	Ongoing briefing, consulting and lobbying of higher government.
E	In accordance with new Information Technology systems review principles and procedures for the way in which the Customer Support Team handles DA and CC applications, waste services information, etc.	Ongoing - review October	Achieved and ongoing.
E	Using new IT systems, develop an extensive range of automated workflows for business processes.	Ongoing	Achieved and ongoing.
E	Develop protocols for handling customer enquiries and continually review and improve systems which will assist the processing and provision of information and service delivery.	Ongoing – review October	Achieved and ongoing. Dataworks workflows and systems protocols being developed and enhanced.

PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE AND HUMAN RESOURCES

SUB-PROGRAM 01.04: COMMUNICATION

CO-ORDINATOR: MANAGER GOVERNANCE

STATEMENT OF MEANS		DATE	PROGRESS
E	Build organisational links and conduct regular liaison between Customer Support team and other departments to review operational procedures, re-evaluate administrative systems and enhance focus on services which directly reflect customer need.	Ongoing - review October	Achieved and ongoing.
E	Identify and document achievable customer service standards.	Ongoing - review Feb	No further action. Decision not to proceed with service guarantee.
E	Regularly monitor and update Customer Support Team staff in the use of existing or enhanced computer programs, Council resources and information, new or altered services, Council processes and functional areas and an understanding of the whole service delivery process.	Ongoing – review quarterly	Ongoing.
F	Monitor customer use of office hours to ensure adequate opportunity for public access and to balance and match staffing requirements.	Ongoing – review quarterly	Ongoing.
G	Develop Council's web site to facilitate the conduct of business on-line, not only in disseminating information and inviting feedback, but allowing applications and enquiries to be made on-line.	Ongoing	Some application forms available for downloading. On-line applications yet to be developed.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.01: POLICY, ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR CORPORATE SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A	To review the appropriate organisational structure and procedural arrangements which support effective and efficient decision making and where appropriate, introduce workplace reform.	Ongoing – review June	Ongoing.
A C	Identify contract management staff skills and run training programs to develop those skills.	Ongoing – review June	Ongoing.
A D	Investigate further opportunities to market test areas of Council's operations not currently under contract.	Ongoing – review June	Ongoing.
B	Assess demand, utilisation and appropriateness of Council's facilities by monitoring income and expenditure trends and by surveying users.	Ongoing – review June	Ongoing.
F	Keep informed of Council's legal responsibilities and any legislative changes and incorporate same into standard contract documentation.	Ongoing – review June	Ongoing and updated when necessary in consultation with Council's solicitors.
F H	Use probity checklists based on the principles of fairness, equity, value for money, ICAC guidelines and best practice.	Ongoing – review June	Ongoing and ICAC and Ombudsman's guidelines incorporated where appropriate.
G	Undertake and complete investigation of complaints regarding contractors within three working days of receipt.	Ongoing – review June	Ongoing.
G	Review procedures to improve service levels and ensure contractors perform work in accordance with the specification and conditions of contract and that they are aware of the community expectation.	Ongoing – review June	Ongoing. Working Group currently reviewing contract management procedures in line with ICAC guidelines.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.01: POLICY, ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR CORPORATE SERVICES

	STATEMENT OF MEANS	DATE	PROGRESS
G E	Work with contractors to ensure they know and comply with their obligations under OH&S legislation and other relevant industrial legislation.	Ongoing – review June	Ongoing. Working Group currently reviewing contract management procedures in line with ICAC guidelines.
H	Undertake internal audit of contracts	Ongoing	Ongoing review of service contracts.
A-H	Ensure all relevant matters pertaining to this Program are posted on the Council's website in a timely manner, are kept up-to-date and linked appropriately.	Ongoing – review quarterly	Ongoing.
I	Ensure at least 2 senior managerial staff are trained in Emergency Management & Planning procedures.	Ongoing – review March	Following resignation, additional training to be undertaken.
I	Liaise with, foster contacts and lobby Statutory bodies, Federal and State Governments in order to achieve the program objective.	Ongoing – review June	Ongoing.
I	Support the efforts of community groups such as: <ul style="list-style-type: none"> <li>• Police Consultative Committee</li> <li>• Neighbourhood Watch</li> <li>• Safety House Scheme</li> <li>• Boat Watch</li> <li>• Volunteer Coastal Patrol</li> </ul>	Ongoing – review June	Police Consultative Committee has been superceded and forms part of Community & Cultural Development Committee. other community groups are supported through the Local Solutions approach.
I	Maintain strong links with Harbourside Police.	Ongoing – review September	Maintained through Local Solutions approach.
I	Provide support and maintain a strong working relationship with Mosman State Emergency Services.	Ongoing – review September	Maintained through Local Solutions approach.
I	Attend District Emergency Management Committee meetings.	Ongoing – review June	Ongoing.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.02: FINANCE AND CORPORATE ASSETS

CO-ORDINATOR: MANAGER FINANCE

STATEMENT OF MEANS		DATE	PROGRESS
A	Review rating structure annually to ensure fair and reasonable imposition.	May – Estimates	Achieved
A	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	Achieved
A-E	Ensure accurate and timely recording of accounts and quarterly reporting on the present and anticipated future financial position.	Ongoing – review quarterly	Achieved
A-E	Maintain and review Council's Strategic Financial Plan to ensure Council viability and to ascertain ability to fund increased levels of service and capital projects.	Ongoing – part of Estimates process	Achieved
C	Ensure Estimates process provides recurrent funding for new and extended services, in accordance with adopted financial strategy.	Ongoing - review annually	Achieved
B,D	Review costing structure for all revenue streams of Council.	Ongoing – review March	Achieved
B,F	Review need for external loan borrowing program.	Ongoing - part of Financial Strategy review	Achieved
B,F,G	Maintain and regularly review Council's rental property portfolio to a standard that will optimise returns.	Ongoing – review March	Achieved
C	Encourage, train and assist staff responsible for a budget to develop greater financial awareness and expertise.	Ongoing – review March	Achieved

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.02: FINANCE AND CORPORATE ASSETS

CO-ORDINATOR: MANAGER FINANCE

STATEMENT OF MEANS		DATE	PROGRESS
C	Prepare annual financial reports and refer to auditors - Section 413 of Local Government Act, 1993.	Ongoing – review August	Reports being finalised/awaiting Audit
E	Maintain the direction of savings from debt retirement to appropriate programs.	Ongoing – review March	Achieved
F	Call for expressions of interest for the provision of valuation services to Council	September 2001	Finalised
G,H,I	Prepare and review 5 year rolling property maintenance programs and Life Cycle programs for: (i) Mosman Square and Library (ii) For all other properties including preparation of valuations in accordance with AAS27.	Ongoing	In Progress
B,F	Continue to program funding strategies in relation to Council's Community Environmental Contract.	Ongoing	Achieved
J	Review implication of any changes to the Goods & Services Tax as they are made by Government or Australian Taxation Office	Ongoing	Achieved

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.03: INFORMATION AND COMMUNICATION SYSTEMS

CO-ORDINATOR: MANAGER INFORMATION TECHNOLOGY SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A	Directors to facilitate staff training and awareness of systems.	Ongoing	Achieved and ongoing
A	Determine training needs of departments and develop appropriate training system.	Ongoing – review March	Included in PDR forms and covered by Managers/Supervisors.
A,C	Capitalise on Staff Information Technology skills and experience.	Ongoing – review quarterly	Achieved and ongoing
A-C	Review and enhance usage of Council's Diary and Schedule features.	Ongoing – review March	Budget and plans developed to implement MS Exchange 2000 in the 2002/2003 financial year.
A,H	Develop in-house training programs for PC applications and administrative protocols for the local area network.	Ongoing – review March	Investigations are currently underway to look at improved inhouse training facilities and e-learning capabilities.
A,H	Develop a Procedure Manual on system housekeeping for the local area network.	Ongoing – review March	Documents for the installation of software and backup routines have been implemented and indexed into the DataWorks System.
B,C,H,J	Enhance and keep up-to-date all Information Technology hardware (including PABX, printers, facsimiles, photocopiers and other software).	Ongoing - review March	A number of Colour print devices have been installed, and additional/replacement and new photocopiers purchased during the period. Budgets have been determined for replacement of the Environment & Planning Department printer.
B,C,H	Review and enhance usage through in-house and external training of the Core Local Government System.	Ongoing – review March	Selected HR staff have undertaken in-house run training in the payroll modules.
B-D,H	Review and enhance usage of Council's document management and customer request system.	Ongoing – review March	DataWorks version 2002 Release 1 was installed in June 2002.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.03: INFORMATION AND COMMUNICATION SYSTEMS

CO-ORDINATOR: MANAGER INFORMATION TECHNOLOGY SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
B,C,H,J	Review and enhance usage of Council's Client/Server and Relational Database Technology.	Ongoing, review March/September	Achieved and ongoing
B,C	Implement an automated Assets Management System.	September 2001	This project has been delayed, and rescheduled to start in the latter part of 2002. Initial information sessions have been run by the Council's core system provider in this module.
B,C,H	Review and enhance usage of Council's Facilities Management Bookings System.	Ongoing – review September	An upgrade to this system for Council outdoor facilities has been completed, and a tailored solution for Market Day Stall allocation has been installed in the Gallery.
A,B,C,D, F,G,H	Review current presentation of business papers, agendas and minutes and develop, streamline and enhance the distribution of them to Councillors and the community by automated and efficient electronic methods.	Ongoing – review September	The DataWorks upgrade in June 2002 included additional updates to the Minutes Manager product which was implemented during mid to late 2001.
A-C,F, G,H	Review and enhance the WAN (Wide Area Network) between Council offices, the Community and Cultural Centre and Cowles Road Depot and facilitate greater access to Shorelink systems.	Ongoing - Review September	The Dial-in facilities to the depot were upgraded by installation of an Error correcting Modem. Further investigations on a line-of-sight radio connection are to be investigated in the near future.
A-C,F,H	Expand external secure staff access to the Council's PC network.	Review December 2001	Investigations into ADSL technology are under review.
B,C-E	Integrate Council's email and fax facilities with the Document Management system.	Review December 2001	Pending upgrade to MS Exchange 2000.
C,I	Review and enhance usage of the Geographic Information System to include commercial opportunities for dissemination of community information.	Review annually September	Achieved and ongoing



PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.03: INFORMATION AND COMMUNICATION SYSTEMS

CO-ORDINATOR: MANAGER INFORMATION TECHNOLOGY SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
B,C,H,J	Ensure ongoing planning and budget provision for growth and enhancement in Information Technology facilities and services.	Ongoing – review March	Achieved and ongoing
C,H	Coordinate internal user groups for all systems to meet on a needs basis but at least quarterly to discuss problems with systems.	Ongoing – review quarterly	Achieved and ongoing
B,D,E	Review existing and prepare new systems and procedures to systematically maintain, store and (when appropriate) dispose of Council records/documents in accordance with the new State Records Act 1998 and associated standards and conditions.	Ongoing – review October	A Records Management Policy has been developed and presented to Council.
E,H	Review procedures ensuring that all data is stored on Council's recoverable media and that backup media is correctly indexed, archived and stored off site. Unnecessary data to be disposed of or purged in accordance with records disposal schedule.	Ongoing – review quarterly	Achieved and ongoing
A,B,C,F,G,J	Plan and provide secure remote access to the Council network for all Councillors and staff, to facilitate out of office hours access to Council's internal information services.	Ongoing – review October	Achieved and ongoing
A,C,G,H	Review Internet and E-mail Usage Policy and Protocols.	Ongoing – review December	Achieved and ongoing
C,F,G	Maintain an awareness of technical research & development of Internet facilities for the purpose of improving service provision to Council and community.	Ongoing – review December	In consultation with Library Services, the Website has been revamped and re-released.
C,E,F,G,J	Update and further develop the Internet Plan to address the various issues associated with Web site management, resourcing, improvements and future maintenance.	Ongoing - review October	Achieved and ongoing

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.03: INFORMATION AND COMMUNICATION SYSTEMS

CO-ORDINATOR: MANAGER INFORMATION TECHNOLOGY SERVICES

	<b>STATEMENT OF MEANS</b>	<b>DATE</b>	<b>PROGRESS</b>
C,F,G	Provision of full electronic services to customers both internal and external using the Internet and other public access technologies.	Ongoing – review December	Achieved and ongoing
C,F	Increase Council's connectivity to the Internet via the Local Government initiative 'NSW.net'.	Ongoing – review December	Under a review it has been determined that the benefit's of NSW.net for Internet connectivity as opposed to Library services was not able to deliver required bandwidth – Investigations are now underway to upgrade Council's connection to ADSL level.
B,C,D,H, J	Enhance phone systems to all staff to provide caller-ID in order to enable automated retrieval of customer information at point of first contact and entry of customer request in Document Management System.	Review September 2001	Achieved and ongoing
B,C,H,J	Regularly review Plans of Management for network infrastructure, maintenance, improvement and upgrade.	Ongoing – review September	Achieved and ongoing
B,C,H,J	Review and replace, as appropriate, PC and server hardware and storage systems.	Review October	The leasing program for PC's has progressed through 2001/2002 and Council has installed a total of 50 replacement units on lease. The first batch of PC's to be returned at end-of-lease will be due in November 2003.
B,C,H,J	Review printer hardware requirements and develop equipment replacement plans.	September 2000	Achieved and ongoing
A,B,C,J	Review all Council business processes and ensure usage of appropriate corporate software systems.	Ongoing – review December	Achieved and ongoing

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.03: INFORMATION AND COMMUNICATION SYSTEMS

CO-ORDINATOR: MANAGER INFORMATION TECHNOLOGY SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
B,C	Implement or enhance specialised asset, works, waste and traffic software solutions within corporate systems.	Ongoing – review December	Achieved and ongoing
B,C,H,J	Investigate and review, as part of IT Strategy, Mobile and PABX Services and their delivery.	Ongoing, review September	Achieved and ongoing
B,C,H,J	Review voicemail system, particularly “Messages on Hold”.	Ongoing, review September	Achieved and ongoing
B,C,H,J	Develop delivery of Council services to the community through the use of “E-Enabling” technologies.	Ongoing, review September	Achieved and ongoing
B,C,H,J	Review and develop plan to bring Web hosting services in house, providing for dynamic delivery of customised electronic information from Council IT systems.	Ongoing, review September	Due to Budget considerations this has been deferred until budget year 2003/2004.
B,C,H,I, J	Further the integration between corporate systems and spatial system.	Ongoing, review September	In conjunction with the GIS and Core system vendors, a facility has been enabled to allow updates from the GIS to the core system for property subdivision management.
B,C,H,I, J	Enhance GIS with additional layers supporting statistical analysis from corporate systems.	Ongoing, review September	Achieved and ongoing
B,C,H,I, J	Implement aerial photography and image compression.	Ongoing, review September	Achieved and ongoing

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.04: INSURANCE AND RISK MANAGEMENT

CO-ORDINATOR: MANAGER GOVERNANCE

STATEMENT OF MEANS		DATE	PROGRESS
A	Survey and review condition and hazards for buildings and structures.	Ongoing – review quarterly	Regular maintenance of property, inspections by Occupational Health and Safety Committee and rectification of hazards identified.
A,B	Educate staff to identify and report potential hazards.	Ongoing – review January	Constant reviews and follow up by Occupational Health and Safety Committee and induction program for new staff.
B,C	Effective worker's compensation claims management.	Ongoing - review June & December	Achieved and ongoing.
B,C	Continually review insurance portfolio and obtain most cost-efficient brokage deals.	Ongoing – review April	Achieved and ongoing.
C	Maintain effective insurance cover for reduced premium.	Ongoing – review April	Achieved and ongoing, having regard to existing public liability insurance environment.
C	Formulate, implement and maintain an effective Business Recovery Plan to deal with disaster or disruption to the Council's four key buildings – Civic Centre, Community and Cultural Centre, Depot and Library complex.	Ongoing, review annually	Document 98% complete. Awaiting scanning and production of blue print of buildings on CD, then finalisation of Plan for distribution and briefing of key staff prior to end of December 2002.
C	Formulate and implement a policy and procedure for removal of graffiti on public and private land.	December 2001	Workshop conducted August 2001. Strategies adopted by Council in September and October 2001.
A	Undertake an audit of regulatory and information signs in public places.	December 2001	Audit completed January 2001. Review of inventory to be undertaken.
A,B,C	Undertake an audit of Council's policies and exposure to risks in respect of Council trees, roads and footpaths management.	December 2001	In progress.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.04: INSURANCE AND RISK MANAGEMENT

CO-ORDINATOR: MANAGER GOVERNANCE

STATEMENT OF MEANS		DATE	PROGRESS
A	Undertake a revaluation of Council's assets for insurance purposes.	September 2003	Next revaluation due 2003.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.05: HUMAN RESOURCES

CO-ORDINATOR: EXECUTIVE OFFICER - CORPORATE AND HUMAN DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
A	Use benchmarking data to monitor progress and trends and to trigger reviews and action.	Six-monthly	This practice has been discontinued because of the resources required and the value. When information is needed, specific data is sought.
A	Review and update the Human Resource Guidelines Policy and Procedures document, and ensure policies and forms are available electronically and in hard copy.	Ongoing – review December	Work is continuing on this. Particular emphasis this year has been on the review of the EEO Policy.
A	Develop electronic systems to improve efficiency and effectiveness of all HR systems, procedures and activities.	Ongoing	The HR module has been installed. Some difficulty is being experienced with the training element.
A	Review the operation of and documentation relating to the following systems: <ul style="list-style-type: none"> <li>• Performance and Development Review</li> <li>• Recruitment and Selection</li> <li>• Training</li> <li>• Accident, injury and hazard notification</li> <li>• Grievance handling</li> </ul>	Ongoing	Performance and Development Review modified and adopted. Recruitment and Selection interview, assessment and interview formats rewritten. Training approvals now happening electronically. Accident, injury and hazard notification now possible electronically.
A	Review the salary system and job sizing in context of the new Award and Performance and Development Reviews.	November 2001 Ongoing	Draft prepared and initial discussions have taken place with Consultative Committee.
A	Actively identify and promote appropriate staff retention strategies.	Ongoing –review January	Not achieved due to other priorities. This will be a focus for the coming year.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.05: HUMAN RESOURCES

CO-ORDINATOR: EXECUTIVE OFFICER - CORPORATE AND HUMAN DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
A	Consult with Managers and Supervisors on HR matters, and conduct regular workshops on topical aspects of HR.	Ongoing	Achieved. Monthly workshops designed around specific issues nominated by managers, and attended by most managers.
A	Consult staff groups about the grievance system and continue to maintain data on types of grievances and types of complainant, whilst ensuring confidentiality.	Ongoing – review biannually	No grievances reported during the year.
B	Carry out staff EEO surveys on a regular basis, and together with the relevant Committee, use the survey data to review and develop the Equal Opportunity Management Plan.	September 2001	EEO Survey conducted, and EEO Management Plan revised. Adopted by Council June 2002.
B	Ensure new staff are aware of Council policy on discrimination, harassment and EEO in the workplace.	Ongoing	Ongoing. Achieved through orientation.
B	Ensure staff who have a key role in sustaining Equal Employment Opportunity are provided with theoretical and practical understanding of EEO principles; such staff include the General Manager, Directors, Executive Officer and staff Committees.	Ongoing – review December	Ongoing.
B	Ensure that staff are aware of all channels and opportunities for discussions of any concerns or complaints relating to EEO principles.	Ongoing –	The role of the Consultative Committee has been reaffirmed.
B	Investigate potential for reasonable adjustment to work environments in consideration of the needs of people with disabilities.	Ongoing	No requests received during the year.
B	Investigate flexible work options.	Ongoing	Some jobs now being advertised part-time with the option of employing more than one person to fill the position.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.05: HUMAN RESOURCES

CO-ORDINATOR: EXECUTIVE OFFICER - CORPORATE AND HUMAN DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
B	Ensure specific EEO responsibilities are included in job specifications of each manager and supervisor.	Ongoing – review March	Ongoing
B,C	Thoroughly train appropriate staff in the theory and practice of EEO principles and techniques.	Ongoing – review December	Ongoing
B	Encourage employment opportunities for women, people with disabilities, people of a non-English speaking background, and Aborigines and Torres Strait Islanders in all areas of the organisation so that the workforce reflects the make-up of the community, bearing in mind the principle of merit.	Ongoing – review biannually	Ongoing
B	Record statistics concerning the recruitment process, methods of advertising, type of position, number of applications, male/female, selection committee etc.	Ongoing – review July March	Ongoing
C	Review the Training Policy and Training Plans	December 2001	Training Policy revised and adopted July 2002. Training Plans revised in conjunction with the Performance and Development Review
C	Streamline training request procedures	December 2001	Achieved.
B,C	Monitor access to staff training and development opportunities across the staff to ensure equity.	Ongoing – review biannually	Ongoing. Annual report contains specific information.
C	Encourage staff career development opportunities, for example, job rotation, job redesign, in-house training, re-training and multi-skilling.	Ongoing	Ongoing



PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.05: HUMAN RESOURCES

CO-ORDINATOR: EXECUTIVE OFFICER - CORPORATE AND HUMAN DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
B,C	Research apprenticeship and job schemes to ensure that Council accesses those that are appropriate and that applicants who are from EEO target groups have equal access to apprenticeship and job scheme opportunities.	Ongoing	Ongoing
C	Provide training for all staff, particularly in the following : <ul style="list-style-type: none"> <li>• Council's Vision, Mission, objectives, service orientation and commitment to EEO, OH&amp;S and ESD</li> <li>• Code of Conduct and Internal Reporting System</li> <li>• Customer Contact</li> <li>• Complaints Handling</li> </ul>	Orientation Program to be scheduled within 3 months of commencement, other training, ongoing	Orientation and MOSPLAN sessions conducted throughout the year.
C	Ensure Managers and Supervisors receive training in new and/or relevant legislation affecting employees, and thoroughly train them in the theory and practice of EEO principles and techniques	Ongoing	Ongoing
C	Assist Managers to increase their knowledge of Council's HR policies and improve their skills in staff supervision and management	Ongoing	Monthly workshops held, addressing issues identified by Managers.
C	Ensure Staff Committees' members are adequately trained and informed, including selection committees	Ongoing	Training undertaken during the year, and interview panels given feedback on informal basis.
C	Where appropriate, ensure training is enhanced by up-to-date, relevant written and/or on-line manuals and materials	Ongoing	Ongoing

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.05: HUMAN RESOURCES

CO-ORDINATOR: EXECUTIVE OFFICER - CORPORATE AND HUMAN DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
E	Reinforce and promote the requirements of OH&S legislation. Facilitate Managers' and Supervisors' provision of safe equipment, safe systems of work, safety information, instruction and training, supervision and good housekeeping.	Ongoing	OHS Compliance Program undertaken.
E	Develop and maintain a meaningful and effective work injury rehabilitation and return to work program.	Ongoing	Program developed with each injured worker. Majority of workers returned to pre-injury duties within appropriate timeframe.
E	Ensure OH&S Committee members, Managers and Supervisors understand their roles in relation to occupational health and safety for staff and contractors, and are adequately trained.	Ongoing – review December	New Committee elected October 2001. All members trained in new legislation.
E	Together with the OH&S Committee review OH&S policies	December 2001	Undertaken as part of the OHS Compliance Program.
E	Monitor supply, storage and location of Material Safety Data Sheets for all materials which might be hazardous to employees' health and safety.	Ongoing – review January	This information now stored on DataWorks for easy access, in addition to hard copies.
E	Ensure Managers consult and liaise with end users of Personal Protection Equipment to ensure maximum acceptance.	Ongoing – review June	Ongoing
E	Continue a Tetanus, Hepatitis B and Fluvax immunisation program for Council staff.	Ongoing – review quarterly	Tetanus, Hepatitis A and B and Fluvax immunisation program conducted. 45 staff received Fluvax, 20 received Hepatitis A, 30 received Hepatitis B and 30 received Tetanus vaccinations.
E	Monitor work injuries towards a reduction of workplace incidences.	Ongoing – review quarterly	Achieved and ongoing.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.05: HUMAN RESOURCES

CO-ORDINATOR: EXECUTIVE OFFICER - CORPORATE AND HUMAN DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
E	Encourage OH&S Committee to maintain workplace hazard inspections.	Ongoing – review quarterly	New workplace inspection form developed. Regular inspections undertaken.
E	Review performance of Workers' Compensation insurer	Ongoing	Insurer changed with effect 1 July 2001.
A,E	Develop procedural documentation for accident reporting and investigation.	August 2001	Achieved. Documentation is now available electronically as well as in hard copy.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.06: EMERGENCY MANAGEMENT

CO-ORDINATOR: MANAGER ASSETS AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A	Ensure at least two senior staff are trained in Emergency Planning Procedures.	Ongoing – review March	Achieved and ongoing.
A	Attend and conduct regular meetings of the Mosman North Sydney Local Emergency Management Committee to maintain contact with agencies and authorities with emergency responsibilities.	Ongoing – review March	Achieved and ongoing.
A,B	Conduct desk top exercises in disaster management utilising the Emergency Control Centre as determined by the Emergency Management Committee.	Ongoing – review December	Achieved – Council participated in “Exercise Octopus” as a desktop in August 2001 and field exercise in December 2001.
B	Review and update the call-out/contact response plan for Council emergencies.	Ongoing – review February	Achieved and ongoing.
C	Meet with the Fire Brigade, National Parks and Defence Forces to review the fire risk of bushland within Mosman.	Ongoing – review June	Achieved. Manly-Mosman District Bushfire Management Committee in operation. Several hazard reduction burns conducted in 2001/2002.

PROGRAM 3: STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 03.01: POLICY, ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR ENVIRONMENT AND PLANNING

STATEMENT OF MEANS		DATE	PROGRESS
A	Conduct recurrent community surveys to identify planning objectives and to review the performance of existing planning instruments.	Ongoing – review May	Ongoing
A	Inform the community about urban planning issues through Council's newsletter, the "Mosman Daily", information brochures and through community information evenings and seminars.	Ongoing – review May	A range of media used to provide appropriate information in relation to a variety of projects including LEPs, DCPs, plans of management, etc.
A	Provide appropriate information to the community on major projects to minimise the potential for conflict.	Ongoing – review May	Extensive resources directed to consultation and information in relation to all strategic projects.
B	Continue to update and review, both statutory and policy planning documents.	Ongoing – review May	Extensive review of policy such as Exempt & Complying DCP; Notifications, and Foreshore Building Line
B	Provide accurate S.149 Certificates in an efficient and effective manner.	Ongoing	Achieved with median turn around of 3 days
C	Undertake mapping in a format compatible with Council's GIS.	Ongoing – review September	Achieved
D	Maintain systems and procedures for the issue of section 149 zoning certificates, in conjunction with Council's GIS.	Ongoing – review September	Achieved. Recent LEP changes and legislative matters have been updated promptly
E	Investigate and implement innovative methods of community consultation for strategic planning projects.	Ongoing – review May	Consideration given to most appropriate methods of community consultation for each project.
F	Hold regular Community Information Evenings on strategic planning matters.	Ongoing – review May	A range of community meetings held in relation to on-going strategic projects.
F	Prepare all planning documents to a high standard, both in presentation and ease of understanding and which convey a strong Mosman identity.	Ongoing – review July	A range of methods and media have been used to ensure the current high standards are maintained.

PROGRAM 3: STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 03.01: POLICY, ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR ENVIRONMENT AND PLANNING

	<b>STATEMENT OF MEANS</b>	<b>DATE</b>	<b>PROGRESS</b>
G	Undertake service review of Planning and Transport Team (including identification of action plan).	Complete by Dec 2001	Ongoing review of Team and monthly action plan prepared.
H	Appropriately respond to governmental initiatives and legislative change.	Ongoing	Planning documents and processes have been altered or introduced to respond to such initiatives and legislative change e.g. bushfire prone lands, SEPP 65 etc.

PROGRAM 3: STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 03.02: ZONING FRAMEWORK

CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT

STATEMENT OF MEANS		DATE	PROGRESS
A,C	Review provisions of State Government legislation and provide appropriate LEP framework. In particular review Plan First White Paper and any associated draft legislation	Ongoing – review May	Deferred pending further advice and progress on implementation of Plan First.
A,D	Prepare local environmental studies which will identify the need to amend current planning instruments.	Ongoing – review May	Carried out in respect of Review of Foreshore Building lines.
B	Review the effectiveness of existing planning controls and introduce means by which adverse environmental impacts of development may be mitigated.	Ongoing – review May	Currently considering amendments to Residential DCP in response to issues raised by the community and Councillors.
C	Assess minor LEPs as they arise.	Ongoing	Achieved. Four minor LEPs dealt with during year.
C, D	Prepare study and LEP amendment for Harbour foreshore building line, acid sulphate soils and wetlands.	Complete by Aug 2001	Acid Sulfate Soils and Wetlands LEP completed and gazetted and Foreshore Building Line Review completed and adopted by Council September 2002 for exhibition purposes.

PROGRAM 3: STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 03.03: PLANNING POLICY DEVELOPMENT

CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT

STATEMENT OF MEANS		DATE	PROGRESS
A,B	Prepare and review Development Control Plans when required.	Ongoing	Ongoing and in progress notably with the Residential DCP and Notifications and Exempt & Complying DCPs which have been successfully reviewed and amended.
B	Respond to proposals by utility authorities for telecommunications infrastructure.	Ongoing – review September	Ongoing. Recently adopted policy on telecommunications infrastructure.
C	Monitor S94 Plans	Ongoing	Review of s.94 open space plan deferred pending outcome of Warringah Bowling Club LEP and DCP.
D	Review the appropriate implementation of commercial centres development control to assess applicability.	December 2001	In progress
E	Prepare action plans for recreational needs	August 2001	Achieved and adopted by Council in July 2001.



PROGRAM 3: STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 03.04: HERITAGE PLANNING

CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT

STATEMENT OF MEANS		DATE	PROGRESS
A,B	Implement the Heritage Local Environmental Plan to provide statutory protection to any new heritage items and conservation areas identified by the Mosman Heritage Review.	Review July 2001	Achieved and on going into recently identified heritage items and precincts.
A,B	Continue to implement the recommendations of the Mosman Heritage Review.	Ongoing – review August	Recommendations substantially implemented.
C,D	Prepare a Walking Map on heritage sites. Investigate Heritage Trails.	December 2001	Not yet completed
C	Continue to employ a heritage adviser for implementation of heritage controls and community education.	Ongoing – Review August	On going and achieved.
E	Change Mosman Heritage Conservation Awards to Civic Design Awards but include component on Heritage on a bi-annual basis.	Ongoing – review May	Civic Design Awards conducted in 2002.
E	Prepare appropriate guidelines and action plans for heritage items and conservation areas.	December 2001	Site Specific DCP for No. 2 Illawarra Street prepared and adopted.
C	Review and prepare strategy for Post War Housing within Mosman	December 2001	To commence
C E	Continue with Local Heritage Fund on an annual basis	Ongoing	Achieved and continuing.
A C	Investigate purchase of historical aerial photographs	Ongoing	Ongoing and subject to funding

PROGRAM 3: STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 03.05: LAND USE MANAGEMENT PLANNING

CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT

STATEMENT OF MEANS		DATE	PROGRESS
A	Continue negotiations with State and Federal Government regarding public land at Middle Head and Georges Heights.	Ongoing – review September	Continuing and will be the subject of further consideration and submission upon release for public comment of the Draft Plan of Management by SHFT.
B	Secure government grants for open space improvements.	Ongoing – review March	Successful grant application for planning/landscape study for Clifton Gardens Reserve.
B,C	Implement appropriate recommendations contained with Plans of Management and Recreation Needs Assessment.	Ongoing	Ongoing and incorporated into MOSPLAN program 10
B,D	Investigate opportunities for funding for preparation of Crown Land Plans of Managements	June 2001	See above for Clifton Gardens Reserve.
E	Prioritise and coordinate the public domain improvements program. Identify opportunities for funding of such improvements eg. special levy; redevelopment of Council owned sites	Ongoing	In progress regarding identification of suitable sites
A B E	Prepare streetscape Masterplan for The Esplanade, Balmoral, with particular focus on streetscape improvements for the local business centre	December 2001	Achieved. Masterplan prepared and submitted to Council for consideration. Implementation expected with road improvements in mid-2003.

PROGRAM 3: STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 03.06: HOUSING STRATEGY

CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT

STATEMENT OF MEANS		DATE	PROGRESS
A	Obtain valuation advice on the potential effects of Mosman LEP 1998 on housing prices.	Ongoing – review October	Ongoing
A	Monitor residential land sales using Valuer-General's annual reports.	Ongoing – review October	Ongoing
A, C	Investigate opportunities for Council to undertake a demonstration residential development to provide a best practice example of urban and environmental design.	December 2001	Deferred due to staff shortage
B	Monitor the demographics of the Mosman community.	Ongoing – review October	ABS results arising from 2001 Census available and considered.
B	Investigate opportunities for the use of developer contributions for the provision of low-cost housing opportunities in Mosman.	Ongoing – review September	Deferred due to staff shortage.
B,C	Review any State-based strategies for multi-unit housing and devise strategies appropriate for the Mosman context. In particular review proposed SEPP for residential flat buildings and implications it may have for Mosman Residential DCP. As part of this prepare streetscape character assessments in areas where redevelopment potential is likely.	Ongoing – review September	Preliminary review of SEPP 65 conducted with a view to implementation and inclusion of Model DCP provisions in Council's Residential DCP.
C	Review and interpret available statistics on implementation of housing policy in Mosman.	Ongoing - review September	Census and Metropolitan Urban Development figures considered in respect of local housing policy issue and initiatives.

PROGRAM 4: BUILT ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 04.01: POLICY, ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR ENVIRONMENT AND PLANNING

	<b>STATEMENT OF MEANS</b>	<b>DATE</b>	<b>PROGRESS</b>
A	Fast track D/As and Construction Certificates (CC) and organise key personnel to negotiate projects from conception to completion.	Ongoing - review December	A modified form of fast track system has been developed and implemented. Subject to resource restrictions, the fast track system will be fully developed. Key personnel (team leaders, Manager Development Services)involved from start to finish in more complex projects
A	Liaise with other departments to ensure consistency of standards and policies and stream-lining of CC/DA processes.	Ongoing – review December	Closer liaison with other departments for larger, more complex applications. Limited resources restricted further streamlining of the CC/DA process.
A	Train all technical staff in the use of computer-based assessment programs and other available information technology, including energy efficiency and thermal design.	Ongoing – review December	On-going training implemented. Further training needs to be identified during performance review of personnel.
A-D	Review codes and policies regularly with regard to public opinion.	Ongoing – review December	Development Services involved in review of RDCP, Exempt and Complying DCP and Notification DCP
C	Encourage discussion with applicants and Council staff prior to lodgement of applications.	Ongoing – review December	Implemented. First formal pre-lodgements held.
C	Promote the use of mediation to resolve conflict between applicants and objectors.	Ongoing – review December	Implemented where appropriate, particularly in association with appeals to the LEC. Limited resources restricted use of mediation during the development assessment process.

PROGRAM 4: BUILT ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 04.02: DEVELOPMENT

CO-ORDINATOR: MANAGER DEVELOPMENT SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A	Process Construction Certificates (CCs) , DAs and Complying Development Certificates (CDCs) within the statutory period.	Ongoing – review January	Means of improving application processing times implemented (fast track system: hands on monitoring etc). Resource restrictions limited development of other means to improved application processing times – On-going
A-E	Ensure that each property the subject of a DA is adequately assessed for its heritage significance prior to determination.	Ongoing – review August	All applications, including those located outside a Heritage Conservation Area or affecting an Item of Environmental heritage assessed for their heritage significance prior to determination.
A-E	Utilise the services of Council's Heritage Adviser. Also seek to transfer the knowledge of this Adviser to Council staff.	Ongoing – review December	Council's Heritage Advisor consulted where appropriate. On-going transfer of knowledge occurring through the consultation process and formal training.
A-E	Investigate and implement a system of professional certification of on-site detention systems which satisfy Council's policy for on-site detention and have regard to amendments to the Environmental Planning and Assessment Act.	Ongoing – review January	On-going. Resource limitations have meant that matter has been deferred. Scheduled for implementation 2002-2003
B	Review the range of policies required to satisfy the administrative changes to the Environmental Planning and Assessment Act.	Ongoing - review January	All recent legislative changes implemented. On-going monitoring will occur.
B	Ensure that each property the subject of a DA or CC is adequately assessed for access and egress and facilities for aged people and people with disabilities.	Ongoing – review January	On-going. Applications assessed for their compliance with the BCA and other legislative requirements in relation to access and egress and facilities for aged people and people with disabilities.
B	Ensure conditions that are applied to development applications are attainable and enforceable.	Ongoing – review January	Conditions continually under review and monitored to ensure that they are attainable and enforceable.

PROGRAM 4: BUILT ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 04.02: DEVELOPMENT

CO-ORDINATOR: MANAGER DEVELOPMENT SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
B	Inspect all swimming pools and child safety barriers installed in accordance with prevailing legislation.	Ongoing – review November	On-going. Continually being reviewed to ensure compliance with legislation
B	Periodically inspect the Municipality from the harbour.	Ongoing – review November	On-going. Scheduled for 2002-2003
B	Review methods and procedures for ensuring compliance with conditions of consent.	Ongoing – review January	On-going. Resource limitations have meant that matter has been deferred. Scheduled for implementation 2002-2003
B,C	Investigate and implement a policy on lead contamination and asbestos related to demolition and building.	Ongoing – review November	On-going. Resource limitations have meant that matter has been deferred. Scheduled for implementation 2002-2003
C	Liaise with the Manager Ranger Services to ensure appropriate management of building sites, environmental controls and to minimise obstructions on Council property.	Ongoing – review September	On-going. Working relationship developed and information exchange occurring.
D	Ensure that Rangers are trained and available to act and report on matters such as building and landscaping materials stored on footpaths and roadways; and damage or destruction of trees.	Ongoing – review September	Training carried out in early 2002. Additional training as required as new personnel appointed.
D	Ensure Development Applications are assessed in term of impacts on the environment, landform and trees and vegetation.	Ongoing	On-going. Applications assessed in terms of S79C of the EP &A Act considerations and in terms of impacts on the environment, landform and trees and vegetation, as relevant
D	Ensure appropriate conditions are applied to approved development to regulate impact of development on the environment during construction.	Ongoing	On-going. Conditions continually being reviewed and updated
F	Continue to monitor and implement a Notifications Development Control Plan.	Ongoing	Review of Notification DCP implemented and now applied to all applications

PROGRAM 4: BUILT ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 04.02: DEVELOPMENT

CO-ORDINATOR: MANAGER DEVELOPMENT SERVICES

	<b>STATEMENT OF MEANS</b>	<b>DATE</b>	<b>PROGRESS</b>
F	Continue to use digitised photographs for site inspections and meetings of Council to assist in decision making.	Ongoing	On-going and continued to be actioned
G	Continue to monitor fire safety issues and implement outcomes of Fire Safety Upgrade Program	Ongoing	On-going. Fire safety program behind timetable as officer required to perform other duties for some period of high building activity.

PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR ENVIRONMENT AND PLANNING

STATEMENT OF MEANS		DATE	PROGRESS
A	Co-ordinate the preparation of an Environmental Management Program which documents all current and potential environmental projects, integrates activity across Council's functional areas and clearly links with the annual State of Environment report and MOSPLAN.	December 2001	Rescheduled for completion in December 2002.
A	Review Council's Environmental Policy and revise where appropriate.	December 2002	Achieved. Amendments made in relation to changes to waste minimisation legislation.
A	Monitor, review and report upon the development and introduction of all relevant environmental legislation and regulations.	Ongoing – review quarterly	Achieved and ongoing.
A	Monitor, review and report upon the development of all National, State and Regional environmental strategies	Ongoing - review quarterly	Achieved and ongoing. Strategies reviewed include, Middle Harbour and Port Jackson Nth Stormwater Management Plans, Sydney Regional Coastal Management Strategy and the Sydney Harbour Catchment Management Blueprint developed by the SHCMB.
A	Monitor the availability of all environmental grants and make applications where appropriate.	Ongoing - review quarterly	Achieved and ongoing.  During the financial year, a grant of \$70,000 was received from the Natural Heritage Trust's Coasts and Clean Seas program for the Taylors Bay Stormwater Project, and a grant of \$303,412 was received from the NSW Government's Stormwater Trust for the Lawry Plunkett Reserve Environment and Heritage Project.  A grant of \$159,500 was received from the NSW Government's Coastal Management Program for the Ellery Park Seawall Project, a grant of \$208,500 was received from the Coastal Management Program for the Mosman Bay Seawall Project, and a grant of \$75,000 was received from the NSW Government's Estuary Management Program for the Quakers Hat Bay Seawall Project. Council also received four devolved grants totalling \$15,000 from the Sydney Harbour Catchment Board, which will be used by local Bushcare Groups.



PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR ENVIRONMENT AND PLANNING

STATEMENT OF MEANS		DATE	PROGRESS
A	Develop and implement a schedule to incorporate changes to all Council works and services contracts to ensure compliance with the Protection of the Environment Operations Act 1997 and the Local Government Amendment (Ecologically Sustainable Development) 1997.	July 2001	Achieved and ongoing. Cleansing, Bus Shelters and Waste & Recycling Contracts reviewed.
A	Develop an environmental education module, as part of the Environmental Management Program, which will result in: <ul style="list-style-type: none"> <li>• Co-ordinated community environmental education across Council's functional areas</li> <li>• Increased staff awareness of the principles of ecologically sustainable practices in the workplace</li> <li>• Staff trained in the competencies necessary to comply with environmental legislation</li> </ul>	December 2001	Final draft delayed due to lack of staff resources. An Environmental Education Strategy, which links with the Environmental Management Program, has been drafted. The draft will be presented to all Council officers involved in environmental education before a final draft is presented to Council.
A	Initiate a consultative staff environmental committee to identify the most effective ways of introducing environmentally sustainable practices in the workplace.	July 2001- Review quarterly	Delayed. Planned that education programs for stormwater projects adapted for staff would assist with implementation., however Stormwater Trust requested variation to education activities. Will be implemented as an action in the Environmental Education Strategy when adopted.
A	Liaise with, foster contacts, and lobby Statutory Bodies, Federal and State Governments in order to achieve Program objectives.	Ongoing - review quarterly	Achieved and ongoing. Staff have frequently engaged other federal, state, and local government organisations in order to progress program objectives. Ongoing liaison with state government bodies including the EPA and Stormwater Trust, DLWC, RTA, Waterways, Resource NSW, NPWS, and Federal Government bodies including Environment Australia, Natural Heritage Trust.
A	Implement the Administration and Auditing Statement of Means as per the CEC program.		Achieved and ongoing.

PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.02: ATMOSPHERIC ENVIRONMENT

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A-B	Ensure that the annual State of Environment Report considers the status of the Air Sector and measures the effectiveness of Council's responses.	September 2001	Achieved for 2000/2001 SoE. Will be incorporated into 2001/2002 SoE.
A, B, C	Develop a Local Air Quality Management Plan, which incorporates the Greenhouse Gas Reduction Plan as well as initiatives regarding ozone depleting substances and other general atmospheric pollutants	December 2001	Partially Achieved. The greenhouse gas emission reduction plan component has been completed, adopted, and is currently being implemented. Has been rescheduled to December 2003.
A,B, C	Develop a Greenhouse Gas Reduction Policy	July 2001	Achieved
A,B, C	Initiate and co-ordinate a Council Cities for Climate Protection working group	July 2001-ongoing	Partially completed. The existence of multiple other forums has prevented the establishment of an exclusive working group. Integrated into other groups.
A, B, C	Set up and manage a revolving energy fund.	July 2001-ongoing review quarterly	Not achieved due to lack of resources. Rescheduled to July 2003.
B	Set up an energy consumption Financial Loss Control Reporting System	July 2001-ongoing review quarterly	Not achieved as Council is awaiting development and availability of software. Rescheduled to July 2003.
A	Progressively install power factor correction in Council buildings.	June 2002	Feasibility study performed. Rescheduled for progressive implementation 2002-2003.
A	Undertake an energy audit of Council buildings to develop a lighting retrofit program.	June 2002	Not achieved. Rescheduled to 2003.
A	Install energy management features on all Council personal computers.	July 2001-ongoing review quarterly	All computers purchased/ leased from the 2001/2002 financial year have built in energy management features.
A	Install an econo-cycle air conditioning unit in the Council Library	March 2002	Not achieved. Rescheduled to 2002-2003.

PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.02: ATMOSPHERIC ENVIRONMENT

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A	Progressively replace emergency exit signs.	July 2001-ongoing review quarterly	Not achieved. Rescheduled July 2003.
A	Improve energy efficiency of drinking water heating systems.	September 2001	Timers installed on auto-boil units, but have been removed due to health issues.
A	Investigate the feasibility of installing energy efficient flood lighting at Balmoral Reserve.	December 2001	Achieved and incorporated into the design of the proposed new system.
A	Investigate the use of photovoltaic cells to power Council facilities.	July 2001-ongoing review quarterly	Rescheduled to 2003
A, C	Develop and use fuel efficiency criteria in the purchase of Council vehicles.	June 2002	Achieved.
A, C	Investigate the feasibility of changing Council's vehicle fleet from petrol to alternative fuel (e.g. LPG) powered vehicles.	July 2001-ongoing	Achieved. Council's fleet is now majority LPG powered.
A	Monitor the progress of the Australian Greenhouse Office in determining strategies and actions for improving energy efficiency in streetlights.	January 2002-ongoing	Achieved and ongoing.
A	Include an air quality and Greenhouse gas reduction component in Council's Environmental Management Program	December 2001	Rescheduled until December 2002
B	Promote the use of energy efficient appliances in the commercial building sector.	June 2002-ongoing	Achieved and ongoing through Exempt and Complying DCP and Development Consent Conditions
B	Encourage the use of energy efficient light globes.	March 2002-ongoing	Scope broadened to include energy efficient appliances. Rescheduled to MOSPLAN 2002/2005.
B	Promote the use of 'no junk mail' stickers to Mosman residents.	June 2002	Not achieved.

PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.02: ATMOSPHERIC ENVIRONMENT

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A,B	Use various forms of media to promote the benefits of reducing greenhouse gas emissions.	July 2001-ongoing	Newspaper press releases and advertisements, display posters and information on Council's website <a href="http://www.mosman.nsw.gov.au">www.mosman.nsw.gov.au</a> used to promote reduction of greenhouse gas emissions.
A, B	Include an air quality and Greenhouse gas reduction component in Council's Environmental Education Strategy.	August 2001	Achieved and ongoing.
A, B, C	Produce and distribute a greenhouse newsletter to Mosman residents.	October 2001 April 2002	Scope has been broadened into general Environmental Newsletter. Rescheduled to MOSPLAN 2002/2005.
A, B, C	Source opportunities for one of Council's next major developments to become a demonstration of environmental best practice, both during construction and once completed.		Feasibility study commenced. Ongoing.
A, B	Review the Greenhouse Gas Reduction Plan in consideration of achievements, legislative and policy change and scientific and technological advancement.	June 2001	Rescheduled to 2002/2003
C	Undertake surveillance of, regulate and enforce local atmospheric emissions in accordance with the provisions of the Protection of the Environment Operations Act 1997 and associated Regulations.	Ongoing Quarterly Review	Achieved and ongoing.
A, C	Lobby State and Federal Government Authorities to investigate the feasibility of setting up regional Compressed Natural Gas refuelling station/s to service councils and their contractors' fleets.	Ongoing Quarterly Review	Achieved and ongoing.

PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.03: WATER CYCLE MANAGEMENT

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A	Facilitate community group and schools involvement in environmental education and monitoring exercises.	Ongoing – review quarterly	Community groups including Scouts and Brownies involved in drain stencilling at Little Sirius Cove and Quakers Hat Bay, Water Week at Balmoral. Various addresses given to community groups including Probus, Rotary. Dive clean up sites at Balmoral and Clifton Gardens operated by community groups during Clean Up Australia Day. Information evenings on stormwater projects held for community. Stormwater awareness publications distributed widely to schools and community.
A,B	Ensure the Annual State of Environment Report considers the status of the Water Sector and measures the effectiveness of Council's responses.	Ongoing – review quarterly	Achieved.
A,B	Review the catchment based Stormwater Management Plans for Middle Harbour and Port Jackson North and incorporate into Council's Environmental Management Program.	Ongoing – review quarterly	Council's progress against the plans reviewed during steering committee meetings and with EPA officers.
A,B	Participate as a member of the Sydney Coastal Councils Group through attendance at meetings and contributions to activities.	Ongoing – review quarterly	Achieved and ongoing. Relevant officers attend meetings and contribute to discussions.
A,B	Monitor and review harbour water quality data collected by Harbourwatch.	Ongoing – review bi-annually	Achieved and ongoing.
A	Undertake surveillance of, regulate and enforce activities and incidents that may give rise to pollution of waters, in accordance with the provisions of the Protection of the Environment Operations Act 1997 and associated Regulations.	Ongoing – review quarterly	Achieved and ongoing. POEO Act and Regulations regularly enforced in relation to water pollution.

PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.03: WATER CYCLE MANAGEMENT

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
D	Undertake a water consumption audit of all Council buildings, activities, operations and functions, and develop a program to reduce consumption and water wastage.	December 2001	Rescheduled to MOSPLAN 2002/2005.
D	Participate in Water Week	October 2001.	Schools involved in Water Week tours in 2001 and invited to be involved in 2002. Four schools participated in Water Week tours at Balmoral, and public tour also conducted. Large anti-litter display also mounted at Balmoral Beach.
D	Investigate options to encourage the use of water tanks in private developments.	December 2001	Achieved. Development of the Exempt & Complying DCP integrated the promotion the use of water tanks in new developments.
A	Produce a comprehensive developer information kit to prevent the pollution of stormwater from building site runoff.	July 2001	Materials researched and drafted.
A	Include water cycle component in the education module of Council's Environmental Management Program	December 2001	Rescheduled to December 2002.
A	Install SQIDs and undertake creek rehabilitation works as per the CEC schedule.	Ongoing – review quarterly.	Three SQIDs installed at Little Sirius Cove and one at Quakers Hat Bay .
	Undertake detailed analysis of drainage catchments, which have been identified as problem areas.	December 2002	Not achieved. Deferred due to reprioritising.
B	Review Council's Stormwater Asset Management Plan and develop a five year forward works program.	Ongoing. Review May	Achieved and ongoing.
B	Undertake video analysis of stormwater pipelines which are suspected to require rehabilitation and incorporate required works into Council's Stormwater Asset Management Plan.	Ongoing- Review March	Achieved and ongoing.
C	Develop a catchment based on-site detention policy consistent with amended provisions of the Environmental Planning and Assessment Act	December 2002	Not achieved. Deferred due to reprioritising.

PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.03: WATER CYCLE MANAGEMENT

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

<b>STATEMENT OF MEANS</b>		<b>DATE</b>	<b>PROGRESS</b>
B	Complete condition survey of infrastructure	June 2002	In progress.
	Prepare study and LEP Amendment for Harbour foreshore building line, acid sulphate soils and wetlands (Refer sub-program 03.02)	August 2001	Achieved.

PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.04: BIODIVERSITY

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A	Regulate and enforce the provisions of the Noxious Weeds Act (1993).	Review bi-annually	<ul style="list-style-type: none"> <li>• Noxious weed investigations on private land investigated (ongoing).</li> <li>• Bushland restoration projects on 23 sites (under contract).</li> <li>• Grant from Department of land and Water Conservation to control Pellitory in Mosman on targeted sites.</li> </ul>
A,B	Liaise with neighbouring Councils, the National Parks and Wildlife Service and Taronga Zoo and managers of former Department of Defence sites regarding integrated management of remnant vegetation.	Ongoing - review bi-annually	<ul style="list-style-type: none"> <li>• Development of Bush Friendly Gardens Brochure (Mosman Council, Manly Council, North Sydney Council, Willoughby Council, NPWS, Sydney Harbour Federation Trust) scheduled to be launched in late 2002.</li> <li>• Bushfire Management Asset Protection - Pile-burns at 3 bushland reserves; Hazard-reduction burns at 2 reserves in 2002.</li> </ul>
A,B	Develop and promote opportunities for community involvement in Council's Volunteer Bushcare Program.	Ongoing – review bi-annually	<ul style="list-style-type: none"> <li>• National Schools Tree Planting Day 27 July (3 schools participated with 80+ children planting trees at Balmoral Park and Spit West Reserve.)</li> <li>• National Tree Planting Day - 45 volunteers planted native vegetation at Chinaman's Beach.</li> <li>• 8 volunteer Bushcare groups regularly undertaking bushland restoration at various sites in Mosman. Increase of 3 groups over 2000/2001.</li> </ul>



PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.04: BIODIVERSITY

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A,B	Develop, monitor and report upon the implementation of the National Local Government Biodiversity Strategy.	Ongoing – Review annually	<ul style="list-style-type: none"> <li>Ongoing- Contracts for Bushland Restoration on 23 reserves to improve habitat conservation and development of ecological corridors for wildlife. Unmade Roads Restoration Program adopted by Council in June 2002.</li> </ul>
A,B	Review the bushland management programs, a component of Council's Environmental Management Strategy, including: <ul style="list-style-type: none"> <li>Community consultation</li> <li>Vegetation and fauna surveys (classify as to its significance)</li> <li>Develop appropriate policies, objectives and strategies</li> <li>Prepare specifications and let contracts for bushland maintenance</li> </ul>	August 2001	<ul style="list-style-type: none"> <li>Quarterly newsletter distributed and Bushcare Information Evenings held.</li> <li>Use of conservation and habitat significance of reserves identified in Flora and Fauna Survey in development and implementation of Contracts for Bushland Restoration and development and implementation of Unmade Roads Restoration Strategy.</li> <li>Bushland Management Strategy adopted May 2001.</li> <li>Unmade Roads Restoration Strategy adopted June 2002.</li> <li>Prepared specifications and let contracts for bushland maintenance. Two Contracts for Bushland Restoration tendered and let in October 2001 (Middle Harbour and Port Jackson).</li> </ul>
A,B	Ensure the Annual State of Environment Report considers the status of the Biodiversity Sector and measures the effectiveness of Council's responses.	Ongoing – Review September	Completed for 2000-2001. State of Environment Report 2001-2002 yet to be completed.

PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.04: BIODIVERSITY

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A,B	Encourage responsible pet ownership.	Ongoing - review bi-annually	Ongoing, Council website updated, articles published in Mosman News, information packages handed out at Civic centre
B	Continue to raise awareness within the community on the importance of invertebrate species and the need for their conservation.	Ongoing – review annually	Intertidal Discovery Tours held at Taylors Bay in July 2002 (2 tours with 60 participants).
B	Enforce the prohibition of the collection and harvesting of intertidal species in intertidal protected areas.	Ongoing – review bi-annually	Ongoing. Report to August 2002 NEC outlining need for signage and community education, especially The Island at Balmoral.
B	Include a biodiversity component in the education module of Council's Environmental Management Program.	December 2001	Ongoing. Biodiversity included in Draft Environmental Education Strategy.
A	Undertake a fauna survey of bushland areas in 2006 to measure species diversity habitat value of work completed.	June 2006	Ongoing monitoring of fauna sightings reported to Bushland Officer. Ensure funding in Draft 2005/2006 budget to undertake fauna survey in Spring 2006.
A,	Prepare study and LEP Amendment for Harbour foreshore building line, acid sulphate soils and wetlands (Refer to Sub-program 03.02)	August 2001	Acid Sulphate Soils and Wetlands DCP developed. Harbour Foreshore Building Line presentation to residents and Councillors in 2001.

PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.04: BIODIVERSITY

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A,	Ensure that planning for bushland regeneration contracts allows for links to the wildlife corridor established by North Shore Councils	Ongoing, review annually	<ul style="list-style-type: none"><li>• Linkage of Harnett Park foreshore bushland with Cremorne Point foreshore bushland.</li><li>• Council adopted Unmade Road Restoration Strategy June 2002.</li><li>• Liaison with North Sydney Council to develop Shellbank Avenue Bushcare Group that straddles both LGA's.</li></ul>
A,	Explore opportunities for external funding of bushland regeneration projects	Ongoing, review annually	Successful grant in 2002 of almost \$20,000 from Sydney Harbour Catchment Management Board for 4 Bushcare site projects involving weed control and planting of native flora species.

PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.05: TREES

CO-ORDINATOR: OPEN SPACE CO-ORDINATOR

STATEMENT OF MEANS		DATE	PROGRESS
A,B	Ensure the Annual State of Environment Report considers the status of the Biodiversity Sector and measures the effectiveness of Council's responses.	Ongoing – Review September	Achieved and ongoing.
A-B	Implement those recommendations of the heritage study and survey of significant trees and vegetation which relate to the establishment and management of a significant tree register.	Ongoing – review July	Council has a Significant Tree Register that is referred to by Council staff in consideration of Development Applications, TPO Applications, tree maintenance and management, as appropriate.
A-B	Review suitability of Asset Management software as a management system for tree planting and maintenance.	December 2001	No review of asset management software completed. Rescheduled for completion by May 2003.
A-B	Continue the annual program of wire clearance for street trees.	Ongoing – review December	All street trees inspected and pruned for wire clearance as per Contract at least once in past 12 months. Review completed in December 2001 considered impact of Energy Australia's wire clearance program being implemented into Mosman streets. Expected saving in budget for wire clearance due to some work being carried out by Energy Australia.
A-B	Continue to monitor Council's Tree Preservation Order.	Ongoing – review August	Approximately 55 TPO applications assessed each month.
A-B	Update and provide user-friendly information to the community to communicate Council's tree policies.	Ongoing - rev June	Review of information brochures to residents to be undertaken in August 2002.
B	Review Council's Street Tree Master Plan.	December 2001	Review deferred due to other priorities. Due for completion June 2005.

PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.05: TREES

CO-ORDINATOR: OPEN SPACE CO-ORDINATOR

STATEMENT OF MEANS		DATE	PROGRESS
B	Implement first five year planting program for street trees in accordance with the Street Tree Master Plan.	Ongoing – Review March	Street tree planting program not being received enthusiastically by residents. To be considered as part of review of the master plan.
B	Implement a hazard management and maintenance and improvement program for the health of mature trees in public reserves.	Ongoing – review Dec	Register of Over-mature and Hazardous Trees established and monitored to minimise budget expenditure on tree removal and provide risk management strategy for trees.
B	Review Council’s approach to wholesale clearing of land.	Ongoing, review June	Achieved. Information for residents on TPO updated to provide greater consideration of overgrown sites.
C	Review the policy on view pruning for private and public trees.	Ongoing Review September	Completed. Tree Policy adopted by Council in March 2002 and confirmed commitment to current policy on pruning for view improvement.
C	Ensure that any proposals for planting of trees in public reserves or streets are implemented to ensure views from private property are taken into consideration.	Ongoing- review March	Achieved and ongoing. Some 500+ trees planted in Council reserves in past 12 months with consideration of minimal long-term impact on residential views.

PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.06: LAND MANAGEMENT

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A	Monitor global warming reports, sea level rise and storm frequency and intensity with regard to protecting beach and foreshore erosion and sea walls.	Ongoing - review bi-annually	Achieved and ongoing
A	Regulate all new development in accordance with Council's planning instruments to ensure adequate sedimentation and erosion controls.	Ongoing – review bi-annually	All new developments involving excavation are required to submit sediment and erosion control management plans. In addition, regulation of the POEO Act and Regulations is regularly performed by Council Rangers and other regulatory staff.
A	Undertake surveillance, regulate and enforce the provisions of the Protection of the Environment Operations Act.	Ongoing – review quarterly	Achieved and ongoing
A	Monitor beaches and foreshores for erosion and assess the need for control measures.	Ongoing – review bi-annually	Achieved and ongoing
A,B	Ensure that the annual State of Environment Report considers the status of the Land Sector and measures the effectiveness of Council's responses.	Ongoing – review September	Achieved
A,B	Develop a contaminated land policy and code of practice.	December 2001	Rescheduled for completion December 2003
A,	Ensure that Council works requiring excavation meet the requirements of the Department of Land and Water Conservation's Acid Sulphate Soil Manual.	Ongoing – review quarterly	Achieved. All of Council's works that occur in areas identified as containing potential acid sulphate soils are subject to investigation by independent consultants and subsequent review by Council officers.
A,	Regulate development and works on potentially contaminated sites consistent with the Contaminated Land Management Act and SEPP 55.	Ongoing-Review quarterly	Achieved and ongoing

PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.06: LAND MANAGEMENT

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A,B	Ensure that the annual State of Environment Report considers the status of the Land Sector and measures the effectiveness of Council's responses.	Ongoing Quarterly Review	Achieved
B	Review the register of potentially contaminated sites.	Ongoing-Review quarterly	Not achieved due to rescheduling of priorities
A	Undertake seawall works as per the CEC schedule.	Ongoing – review quarterly	Achieved and ongoing
A,B	Prepare study and LEP Amendment for Harbour foreshore building line, acid sulphate soils and wetlands (refer to sub-program 03.02)	August 2001	Achieved

PROGRAM 5: NATURAL ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 05.07: NOISE

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A	Undertake surveillance, regulate and enforce the provisions of the Protection of the Environment Operations Act 1997 and associated Regulations.	Ongoing - review quarterly	Achieved and ongoing.
A	Regulate all new development in accordance with all relevant planning guidelines associated with the minimisation of noise effects.	Ongoing	Achieved and ongoing.
A	Include a noise component in the education module of Council's Environmental Management Program.	December 2001	Rescheduled to December 2002.
A	Develop an environmental noise management plan.	June 2002	Not Completed. Rescheduled to MOSPLAN 2002/2005.
A	Ensure that the annual State of Environment Report considers the status of the Noise Sector and measures the effectiveness of Council's responses.	Ongoing – review September	Achieved.



PROGRAM 6: PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 06.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR ENVIRONMENT AND PLANNING

STATEMENT OF MEANS		DATE	PROGRESS
A	Incorporate all elements of the program into Council's Environmental Management Strategy.	December 2000	Rescheduled to December 2002.
A	Develop a program to implement recommendations of the review of all Council Contracts to ensure compliance with the protection of the Environment operations Act 1997 and the Local Government Amendment (Ecologically Sustainable Development) 1997.	Ongoing – review October	Achieved. Contracts reviewed as they are renewed.
A	Monitor, review and report upon the development and introduction of all relevant legislation and regulations.	Ongoing – Review biannually	Achieved and ongoing.
A	Monitor, review and report upon the development of all National, State and Regional waste and health strategies.	Ongoing – Review biannually	Achieved and ongoing.
A	Monitor the availability of grants and make applications where appropriate.	Ongoing- review quarterly	Achieved and ongoing.
A	Liaise with, foster contacts and lobby Statutory bodies and Federal and State governments in order to achieve program objectives.	Ongoing – Review biannually	Achieved and ongoing.
A	Provide the community with access to a range of education and awareness initiatives.	Ongoing – Review bi-annually	Achieved and ongoing. Composting and Wormfarming workshops, Waste Wise Event (Mudgee Food and Wine Fair), recycling displays, information on website, etc.

PROGRAM 6: PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 06.02: WASTE MINIMISATION AND MANAGEMENT

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A, C	<ul style="list-style-type: none"> <li>Participate in regionally co-ordinated waste minimisation projects</li> </ul>	Ongoing – review quarterly	Achieved and ongoing (SHOROC Alternative Waste Treatment Facility, Regional Recycling Contract, monthly meetings with Northern Region Councils)
A	Assessment and enforcement of DA Waste Management Plans.	Ongoing – review quarterly	Achieved and ongoing. To be reviewed in 2002/2003
A	Monitor DA Waste Management Plan data.	Ongoing – review quarterly	Achieved and ongoing. To be reviewed in 2002/2003
A, C	Have input into the management of regional waste assets through the Joint Services Committee.	Ongoing - review quarterly	Achieved and ongoing.
A,B,C	Implement the plan for the revision and renewal of the domestic and commercial waste management contracts, through undertaking: <ul style="list-style-type: none"> <li>A recycling participation rate survey</li> <li>Revision of markets and other variables</li> <li>Extensive community and NSWB consultation regarding a range of issues including frequency of collection and collection systems</li> <li>Identification of a range of contractual options</li> <li>Cost/benefit analysis of identified options</li> </ul>	Ongoing – review quarterly	Achieved.
A, C	Ensure that the annual State of Environment Report considers the status of the Waste Sector and measures the effectiveness of Council's responses.	Ongoing – Sept	Achieved.

PROGRAM 6: PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 06.02: WASTE MINIMISATION AND MANAGEMENT

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

	<b>STATEMENT OF MEANS</b>	<b>DATE</b>	<b>PROGRESS</b>
A, B	Co-ordinate the implementation of Council's Waste Reduction and Procurement Plan and monitor its progress.	Ongoing – review quarterly	Achieved and ongoing.
C	Prepare a 2002/2003 business plan for the commercial waste management service.	June 2002	Rescheduled to June 2003.
A, B, C	Undertake the Gardeners Recycle Organic Waste (GROW) Scheme focussing on home composting and worm farming.	Ongoing – review quarterly	Achieved.
A, B, C	Develop and distribute a waste calendar to all households	June 2002 – review annually	Achieved.
A, B, C	Develop and distribute a revised waste and recycling service booklet	July 2001 - ongoing	Rescheduled to 2002/2003.
A, B, C	Provide a multi unit dwelling waste minimisation advisory service	July 2001 – ongoing	Rescheduled to 2002/2003.
A, B, C	Assist Mosman schools in waste reduction programs	Ongoing	Achieved and ongoing.
A, B, C	Promote waste avoidance at special events in Mosman.	Ongoing	Achieved and ongoing. Mudgee Food and Wine Fair – Waste Wise Event.
A, B, C	Promote the use of the public place recycling system.	Ongoing	Achieved and ongoing.
A, B, C	Promote the Northern Sydney Waste Board's (NSWB's) commercial waste savers program.	Ongoing	NSWB dissolved.
A, B, C	Participate in the NSWB's collaborative advertising program.	Ongoing	Achieved. NSWB dissolved.
A, B, C	Use displays, brochures, posters, advertisements and Council's web site to support waste avoidance initiatives.	Ongoing	Achieved and ongoing.

PROGRAM 6: PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 06.02: WASTE MINIMISATION AND MANAGEMENT

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

<b>STATEMENT OF MEANS</b>		<b>DATE</b>	<b>PROGRESS</b>
A, B, C	Undertake a waste education evaluation survey.	June 2002	Rescheduled to 2002/2003.
A, B, C	Promote household hazardous waste avoidance initiatives.	Ongoing	Achieved and ongoing.
C	Contract and operational management and administration	Ongoing – Review quarterly	Achieved and ongoing.

PROGRAM 6: PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 06.03: CLEANSING

CO-ORDINATOR: MANAGER PROPERTY AND ASSETS

STATEMENT OF MEANS		DATE	PROGRESS
A	Seek and implement the most cost-effective cleansing service while ensuring accepted environmental and public health standards are achieved.	Ongoing – review January	Ongoing, Contract to be renewed in June 2003
A	Review performance of contractors against levels of service set in contracts let for street and gutter, beach and reserve and public privies cleaning.	Ongoing – review January	<ul style="list-style-type: none"> <li>• Street and gutter, due June 2002, currently underway</li> <li>• Beach and reserve, completed June 2002</li> <li>• Public and Privies cleaning, due July 2002, currently underway</li> <li>• Civic centre, library, community information centre, art gallery and community centre cleansing, completed November 2001</li> </ul>
A	Provide operational support for the Clean Up Australia Program.	Ongoing – review March	Achieved, Ongoing

PROGRAM 6: PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 06.04: DISEASE PREVENTION

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A, B	Undertake regular food premises inspections.	Ongoing – review quarterly	Achieved and ongoing.
A,B, C	Offer food handler training courses to all food premises proprietors and staff.	Ongoing – review quarterly	Achieved and ongoing.
A,B	Undertake regular inspections of skin penetration premises	Ongoing – review quarterly	Achieved and ongoing.
A, B	Review, and maintain a register of water cooling and hot & warm water systems in accordance with the NSW Microbial Control Regulations 2000	Ongoing – review quarterly	Achieved and ongoing.
A, B	Contract operational management and administration for inspection of all water cooling towers and warm water systems.	Ongoing – review quarterly	Rescheduled to MOSPLAN 2002/2005.
A, B	Contract operational management and administration for public sharps bins maintenance and sharps disposal.	Ongoing – review quarterly	Not achieved. Rescheduled to 2002/2005.
A,B	Undertake regular inspections of tobacco retailers to ensure compliance with the NSW Public Health Act in conjunction with NSW Health.	Ongoing – review quarterly	Achieved and ongoing.
A,B, C	Respond to customer requests	Ongoing – review monthly	Achieved and ongoing.
A,B	Enforce all public health legislation and regulations	Ongoing – review monthly	Achieved and ongoing.
A, B,	Undertake inspections of public swimming pools	Ongoing – review quarterly	Not Completed. Audit of facilities which are encompassed by the definition of a “public swimming pool” yet to be undertaken.
A, B	Undertake regular inspections of boarding houses	Ongoing – review quarterly	Not Completed. Audit of boarding house yet to be undertaken.

PROGRAM 6: PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 06.04: DISEASE PREVENTION

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A, B	Undertake regular inspections of brothel houses	Ongoing – review quarterly	Not Completed. Audit of brothels yet to be undertaken.
A, B	Undertake regular inspections of on-site sewerage systems	Ongoing – review quarterly	N/a
A, B	Participate in “Sun Smart” and other Cancer Council Initiatives.	Ongoing – review quarterly	Achieved. Participated in anti-smoking campaigns.
C	Produce and distribute the MosHealth newsletter to local businesses.	Quarterly	Achieved and ongoing.
C	Develop a Public Health Management Plan, which documents existing and potential future initiatives, and incorporates a comprehensive education program.	June 2002	Rescheduled to 2002/2005.
A, B, C	Monitor review and report upon developments regarding public health legislation, standards, codes of practice, etc.	Ongoing – review half yearly	Achieved and ongoing.

PROGRAM 6: PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 06.05: COMPANION ANIMALS

CO-ORDINATOR: MANAGER RANGER SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A	Implement Companion Animals Act, educate public, establish Companion Animals Advisory Committee and reduce the number of complaints received relating to companion animals.	Ongoing – review June	Achieved
A	Promote the use of the Citronella Dog Collar Hiring Scheme for dog owners with dogs which bark excessively to alleviate barking dog complaints.	Ongoing – review September	Ongoing
A,B	Update the Companion Animal Owner Information Pamphlet with any significant changes to keep informed companion animal owners who utilise Council facilities.	Ongoing – review September	Utilising Dept of Local Government pamphlets currently
A,B	Provide an information day on promotion of responsible dog and cat ownership.	Ongoing – review December	To be scheduled
A,B	Use the Internet for information on Council's policies relating to companion animals.	Ongoing – review September	Ongoing
B	Provide information on dog obedience classes when dog registrations are renewed.	Ongoing – review March	Ongoing



PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
A,B,C	Undertake analysis of Census and other data and, in consultation with the community, develop an updated Social Plan.	Ongoing – review September	Community Profile produced on base data. Social Plan to be updated 2003/4.
A-H	Ensure all relevant matters pertaining to this Program are posted on the Council’s Website in a timely manner, are kept up to date and linked appropriately.	Ongoing – review quarterly	Achieved and Ongoing
B	Ensure community education initiatives that are designed to minimise graffiti incidents and also encourage the immediate removal of graffiti as a mark of civic pride and responsibility.	Ongoing – review September	Graffiti and other vandalism addressed in conjunction with Council/Harbourside Police Collaborative Plan. Informal education process and zero tolerance policy continued at Youth Development Centre
B,C	Conduct regular community consultations to ensure a broader community involvement in social planning processes through such means as the “community conversations”.	Ongoing – review November	Community Conversation held in November 2001 titled “Connecting Generations, Identifying Teenagers Concerns”. Resulted in a number of initiatives that are being actioned.
B,F,H	Address the needs of Mosman through: <ul style="list-style-type: none"> <li>• facilitating appropriate services and information as identified in the Social/Community Plan</li> <li>• supporting the Lower North Shore Domestic Violence Committee</li> <li>• facilitating local responses to the NSW Government’s Statewide strategy to reduce violence against women.</li> </ul>	Ongoing – review April	Lower North Shore Domestic Violence Liaison Committee continued to receive support and collaboration continued with the Regional Violence Prevention Specialist on the strategies to reduce violence against women. Both were consulted in the preparation of the handbook of information on domestic violence for General Practitioners. This has been distributed to all GPs in Mosman.
B,H	Facilitate community education initiatives that address issues surrounding mental illness.	Ongoing – review November	Assisted the Mental illness Awareness-Mosman Local Action Group in arranging 2 free public seminars, the first in November 2001 on Coping with Anxiety and the second in May 2002 on Youth Anxiety and Stress.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

	<b>STATEMENT OF MEANS</b>	<b>DATE</b>	<b>PROGRESS</b>
D	Consider and recommend on the annual allocation of funds to community organisations in accordance with community needs based submissions and on the basis of equitable distribution.	Ongoing – review March	Completed in conjunction with the Budget Estimates.
D	Seek out alternative funding sources for the development and maintenance of programs and services in the Mosman L.G.A. and apply the user pays principle where appropriate.	Ongoing – review June	Funding received for the Challenge youth camp, Youth Week and Artstart. Application submitted for Neighbour Aid funding.
D	Ensure that Community Services are considered in any review of the Section 94 Contributions Plan.	Ongoing – review June	To be addressed in any continuing review of the Section 94 Plan.
E	Monitor the appropriateness and condition of community facilities including their conformity with regulatory requirements.	Ongoing – review February	Under continuing review.
E	Monitor the need for and be aware of, opportunities to increase Council's stock of community facilities.	Ongoing – review January	Under continuing review.
E	Promote the existence of public and community halls and other facilities available for community use.	Ongoing – review March	Promotional activities in hand with relevant facilities including the availability of information brochures.
F	Effectively market recreational and cultural services and facilities.	Ongoing – review quarterly	Achieved and ongoing.
F	Ensure the ready availability of up to date information about all community services facilities and health related services both local and regional through community information database, Internet sites and directories (see also Program 09.08).	Ongoing – review September	Achieved and ongoing.
F	Ensure coordinated, professional advice and referral services through all community development outlets and in particular the community information office.	Ongoing – review April	Advice and referral continues to be available at all Council's Community Development outlets and through the LINCS community information database.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
F	Recommend appropriate use of the Mayor's Emergency Fund.	Ongoing – review April	Recommendations made on the basis of need as required.
G	Hold regular functions for new residents.	Ongoing – review April	Achieved and ongoing.
G	Provide up to date information through schools, churches and real estate agents and a range of Council outlets in order to assist new residents to feel at home.	Ongoing – review April	Up to date information made available at Council's and other outlets and through Council's publications and web site.
G	Keep the New Residents Information package up to date and disseminate appropriately.	Ongoing – review April	Achieved and ongoing.
H	Consider the needs of people from culturally and linguistically diverse backgrounds and facilitate appropriate services and information as identified in the Social/Community Plan.	Ongoing – review November	Ongoing. Weekly English conversation classes established in collaboration with the Lower North Shore Settlement services Program.
H	Consider the needs of gay/lesbian and transgender people and facilitate appropriate services and information as identified in the Social/Community Plan.	Ongoing – review November	Planning under way to facilitate meetings of lower north shore group of Parents Family and Friends of Lesbians and Gays.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.02: COMMUNITY INVOLVEMENT/VOLUNTEERS

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A	Facilitate "Community Conversations" as a means of understanding issues and needs to assist in planning, provision and review of services and facilities.	Ongoing – review April	Community Conversation held in November 2001 titled "Connecting Generations, Identifying Teenagers Concerns". Resulted in a number of initiatives that are being actioned.
A	Consult with community groups with a view to enabling their access to community facilities, particularly so that such access benefits residents.	Ongoing – review January	Access issues continued to be addressed in consultation with the Access Advisory Group.
B	Ensure the provision of orientation and training programs across Council that will motivate volunteers, make optimum use of their abilities and provide opportunities to acquire new skills.	Ongoing – review February	Orientation sessions held for each new volunteer with training and support groups for established volunteers.
B	Ensure for volunteers a safe, accessible working environment and an awareness of safe work practices.	Ongoing – review July	Under continual review in accordance with Volunteer Policies and Procedures and Occupational Health and Safety requirements.
B	Establish and maintain a program that provides recognition through both formal and informal means of the work and contribution of volunteers.	Ongoing	Volunteers Week cocktail party and Mayor's Christmas reception held for Council's volunteers with other recognition through the year such as Meals on Wheels volunteers sausage sizzles.
C	Regularly review recruitment and placement procedures.	Ongoing – review February	Achieved and ongoing.
C	Ensure mechanisms are in place for ongoing individual and group support in accordance with need.	Ongoing - Review October	Volunteers receive ongoing individual and group support.
D	Ensure ongoing training and relevant information for all volunteers involved in Council's volunteer programs.	Ongoing - review September	Achieved and ongoing. Information packs provided for all volunteers and those enquiring about volunteering.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.02: COMMUNITY INVOLVEMENT/VOLUNTEERS

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
D	Provide opportunities for volunteers to develop new skills for their benefit and to the benefit of the community and create a skills database.	Ongoing – review January	Training opportunities continue to be made available for volunteers in their individual areas and volunteers offered areas consistent with individual skills and wishes with opportunity to move from area to area to broaden skills and respond to changing interests.
E	Promote and advertise to increase awareness of volunteering opportunities in Mosman.	Ongoing – review January	Achieved and ongoing.
E	Provide opportunities for school students to undertake voluntary work towards completion of their school obligations for community involvement.	Ongoing - review February	Achieved and ongoing.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.03: CHILDREN/FAMILY

CO-ORDINATOR: CHILDREN'S SERVICES DEVELOPMENT OFFICER

STATEMENT OF MEANS		DATE	PROGRESS
A	Seek funding from and negotiate with other levels of government and other funding sources for the support of the existing and the establishment of more needs based services for children and families.	Ongoing – Review September	Grant of \$2,500 received from Department of Community Services to purchased resources and equipment for children with additional needs. Attracted \$10,000 for the establishment of a Good Beginnings Pilot for Mosman and Lower North Shore.
A	Provide advice to Council on effective allocation of funds and priority need areas.	Ongoing – review June	Family Day Care Scheme reviewed for enhanced viability. Childcare fees adjusted to reflect increased operational costs.
A	Advise and support Council employees in identifying the best childcare options and access to appropriate childcare especially those who need affordable childcare.	Ongoing – review June	Planned childcare centre at Alexander Avenue required to provide access to Council staff. Advice provided to staff exploring childcare options and availability.
A	Ensure the achievement of planned storage systems for Children's Services and the provision of playground seating at Mosman Art Gallery & Community Centre.	June 2001	Storage enhanced. Funding to be identified for outdoor seating/ storage.
A	Develop a master plan for the outdoor play area of Mosman Occasional Childcare Centre to provide adequate sun protection and outdoor storage and enhance the children's play experiences.	June 2001	Tender Document complete. To proceed to selective tender 2002/03.
A	Investigate the appropriateness of In Home Care as a means of providing for the childcare needs of families in Mosman with children who have additional needs.	Review July 2001	Information received. Progress of pilot programs is being monitored.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.03: CHILDREN/FAMILY

**CO-ORDINATOR: CHILDREN'S SERVICES DEVELOPMENT OFFICER**

STATEMENT OF MEANS		DATE	PROGRESS
A,B	Establish and maintain planning processes that involve both Council and the community for the development of services for children and families including the implementation of regular community conversation style consultations with parents and other interested parties.	Ongoing – review June	Child Psychologist presented workshops on Children's Behaviour and Gifted Children to which parents and childcare professionals and workers were invited.
A, C	Use appropriate sites such as the former Mosman Women's Bowling Club in Alexander Avenue for the establishment of additional pre-school places, including affordable places, for children aged 3-5 years living in the Mosman area.	Ongoing – September	Tender called and submissions received.
A, C	Establish additional, affordable family day care places through proactive and frequent carer recruitment drives, in particular for children aged 0-2 years that meet the needs of parents living and working in Mosman.	Ongoing – review March	Four new carers recruited as the result of an intensive recruitment drive.
A,C	Maintain appropriate oversight of affordable long day care places at the site south of Balmoral Oval.	Ongoing – review March	Compliance Reports devised and now in use by operator.
A,E	Continue to apply for funding for KIDZONE Vacation Care.	Ongoing	Grant of \$16 000 from RS Mosman for Vacation Care enabling 20 extra places and a separate program for lower and upper primary school children.
A,E	In consultation with parents, staff and relevant professionals, access up to date information, apply for funding and provide training to ensure that programs are inclusive and responsive to the needs of children with disabilities.	Ongoing Review October 2001	Staff trained and supported by the SUPS team to integrate children with disabilities in After School care and Vacation Care. Funding received to enable children with high support needs to participate in Family Day Care, After School Care and Vacation Care.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.03: CHILDREN/FAMILY

CO-ORDINATOR: CHILDREN'S SERVICES DEVELOPMENT OFFICER

STATEMENT OF MEANS		DATE	PROGRESS
A,F	Manage the ongoing provision of Occasional Care in Mosman that is of a high quality and is responsive to community needs.	Ongoing- April	Achieved and ongoing. Parent Survey attracted high praise for the staff, operation and environment. Centre now operates 52 weeks of the year.
B	Develop and maintain communication with parent users of Council's Children's Services as a means of ensuring continuing effective and responsive services for families and children.	Ongoing - November	Client satisfaction Survey conducted in Occasional Care and enhancements made based on feedback.
B,E	Monitor, review and improve service quality in response to client satisfaction surveys and quality measures for each children's service in accordance with established quality assurance systems.	Ongoing – review September	Family Day Care Scheme staff, carers and parents are participating in Quality Assurance.
B,E	Establish and service a Parent Advisory Group for Mosman Occasional Childcare Centre to engage parents in relevance of service delivery, as active volunteers and in occasional fundraising.	May 2001	Meetings held once a year at request of parents and following successful operation of Centre.
D	Liaise with Community Information Librarians to facilitate the production, distribution and promotion of community information, including community information directories, and provide advice and referral services and promote its availability.	Ongoing – review November	Achieved and ongoing
D	Develop and implement marketing strategies for the promotion and development of children's services.	Ongoing – review July	Achieved. Programs highly utilised.
E	Support and evaluate children, and family services in receipt of Council funding.	Ongoing – August	Regular liaison with The Kids Cottage Mosman.



PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.03: CHILDREN/FAMILY

**CO-ORDINATOR: CHILDREN'S SERVICES DEVELOPMENT OFFICER**

STATEMENT OF MEANS		DATE	PROGRESS
F	Work with Mosman Community Services Inc, SHOROC Councils, Department of Health and Family Support Services RS Clubs in order to develop an early intervention and support program such as HOMESTART for families with children aged under 5.	Ongoing – March	Worked with the Department of Health to apply for grants to establish a volunteer home - visiting program. Funding attracted from North Sydney Leagues Club. Good Beginnings volunteer home-visiting program pilot commenced operation in January 2002.
F	Develop strategies to enable respite for single parents.	Ongoing – March	Mosman Occasional Childcare Centre now providing care throughout the year including all school holidays.
G	Ensure new Child Protection Legislation continues to be reflected in staff selection practices, staff training and program policies and procedures.	Review March	Achieved and ongoing
G	Ensure ongoing training for Children's Services staff and Family Day Care carers with a view to improving service quality and keeping abreast of current child care practice.	Ongoing - Review November	Family Day Care staff and carers learned about the Quality Assurance process. Childcare staff attended training including First Aid, Child Protection, Behaviour Management, Autism Spectrum Disorder. Childcare staff attended the AECA Conference, Excellence for Children.
G	Continue to manage effectively the implementation of the new Childcare Benefit systems to ensure all parents are informed and related administrative systems are in place.	Ongoing review July	Achieved and Ongoing

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.04: YOUTH

CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER

STATEMENT OF MEANS		DATE	PROGRESS
A	Seek funding from and negotiate with other levels of government for the support of the existing and the establishment of services for youth.	Ongoing – review September	Funding received from NSW Department of Education and Training and for the annual Youth Week 2001 festival and Artstart. Additionally Anglican’s Youth Works has provided an extensive self-esteem program for local young people through their own funding connections. Applications have made to the Telstra Foundation and Festival Australia to seek additional funding to assist in youth programming.
A	Provide advice to Council on effective allocation of funds and priority need areas.	Ongoing – review June	Provided as part of the budget preparation and quarterly review process.
A	Assist for the benefit of Mosman’s young people the development and implementation of programs and activities under the Duke of Edinburgh Award Scheme.	Ongoing – review June	With the assistance of the North Sydney PCYC the second batch of students for the Duke of Edinburgh Awards scheme is currently attempting to complete bronze level certificates.
A	Plan for the provision of a skate park and other active recreational facilities for young people including basketball facilities.	Ongoing	Council resolved to progress skate facility at Balmoral.
A,B	Establish and maintain planning processes that involve both Council and the young people in the development of youth services and facilities and youth friendly spaces.	Ongoing – review September	Ongoing planning processes on a regular basis to involve young people. Additionally constant consultation with Mosman Youth Forum, Mosman Youth Advisory Group and surveying the users of the Youth Development Centre.
A,B	Provide support to Mosman Youth Forum and encourage its growth and development and assist in the promotion of the positive aspects of young people through media coverage and Internet and other activities.	May 2001 and ongoing	Mosman Youth Forum meet regularly and a youth column written by the Youth Development Officer and reporting on a variety of youth events, activities and issues is featured in the Mosman Daily when relevant.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.04: YOUTH

CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER

STATEMENT OF MEANS		DATE	PROGRESS
A,B, D-I	Develop and maintain a network with local and regional youth service providers to ensure the timely and relevant provision of services and programs that respond to the needs of the young people of Mosman.	Ongoing	Regular interaction and networking through the Lower North Shore Youth Interagency as well as local schools and other local youth organisation to develop and maintain relevant services to meet the needs of young people in Mosman.
A-C	Plan and provide a dynamic range of activities, including night time entertainment in the Mosman area that cater for the different age groups and which are developed in consultation with young people.	June 2001 and ongoing	Regularly consulted young people in the development of appropriate programs to keep them fresh and relevant to the leisure and social and support needs of local young people. Through the consultation process the Youth Development Centre has maintained its services to include early morning opening during school terms and twice a month, late Friday night activities specifically for 11-14 year olds.
A-C	Investigate the feasibility of establishing an outreach service in consultation with other Lower North Shore Councils and service providers.	September 2001	Mosman Council is part of the Lower North Shore Youth Interagency that is currently working with Northern Sydney Health to assess the needs and funding opportunities to establish outreach services in the Lower North Shore area.
A-C	Actively work against ageism by creating positive perceptions of young people in the Mosman area.	Ongoing	Regular networking with services in and around Mosman to develop promote and maintain positive images of young people in the Mosman area.
A-D	Organise vacation and after school hours leisure, cultural and recreational activities.	Ongoing – review February	Regular activities and programs provided at the Mosman Youth Development Centre and the Mosman Art Gallery and Community Centre, and in conjunction with the North Sydney Police Community Youth Club.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.04: YOUTH

CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER

STATEMENT OF MEANS		DATE	PROGRESS
A-D	Liaise with North Sydney Police Citizens Youth Club and North Sydney's Planet X Youth Centre to develop a greater range of holiday programs.	April 2001 and ongoing	Ongoing regular contact is maintained with the North Sydney Police Community Youth Club and North Sydney's Planet X Youth Centre to combine resources in order to deliver a greater depth, variety and consistency of service
A-E	Provide and promote relevant and accurate information and advice on employment, unemployment and educational services and promote its availability.	September 2001	Information concerning relevant and surrounding services are regularly up-dated and promoted through the Youth Centre and Community Information Office and Community Centre.
A-F	Liaise with local services, agencies and local businesses to establish a local employment and work experience databank.	September 2001	Job networks and assistants from local Centerlink offices have been developed with regular information of current and emerging jobs available at the Youth Development Centre.
B, G	Conduct annual user surveys and include results in planning processes.	Ongoing – review February	Annual Youth Centre Survey has been conducted and the results are being included in the planning process.
B, G	Maintain an evaluation process for new and existing activities and programs.	Ongoing – review February	Opinions of services, programs and activities are regularly sought both formally and informally and results are always included in future planning.
C	Regularly monitor the cleaning contractors and inspect public areas to ensure that the cleanliness and attractive appearance of the Youth Centre is maintained.	Ongoing	The state of cleanliness is regularly monitored and inspected by youth staff.
C-F	Maintain and update modern information technology facilities at the Youth Centre.	Ongoing – review September	Working with Council's IT department the computers, software and links to the Internet at the Mosman Youth Development Centre have been maintained and where possible updated.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.04: YOUTH

CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER

STATEMENT OF MEANS		DATE	PROGRESS
C-F	Maintain, evaluate and continuously improve the Mosman Youth Webspaces.	Ongoing	Working with Council's Internet Coordinator, the Mosman Youth Webspaces has been reviewed and updated.
C-E	Maintain information and technology training and services in the Youth Development Centre that are accessible and relevant to young people of Mosman.	March 2001 and ongoing	Information and technology is maintained and informal training is available at the request of young people
E, F	Liaise with Community Information Librarians to facilitate the production, distribution and promotion of community information, including community information directories, and provide advice and referral services.	Ongoing – review March	Contributed to the improvement of the Youth Directory with the Community Information Librarians and youth staff across the Lower North Shore. Advice and referral services provided on a regular basis.
F	Encourage relevant health services to provide outreach services in the Mosman area.	September 2001	Working with the Lower North Shore Youth Interagency to promote the needs of young people in the local area and the development of relevant services.
F	Develop a handout detailing specialist youth friendly counselling and support services and medical practitioners.	June 2001	Staff and local young people assisted the Northern Area Health Service to assist in the development of youth friendly medical and counselling services and how young people can contact them.
H	Involve young people in the cultural life of our community and in particular activities in the Art Gallery including the Young Friends of the Mosman Art Gallery, known as NEO-Artists.	Ongoing – review February	NEO-Artists has run a variety of artistic workshops relevant to the needs and wishes of the young people in Mosman.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.04: YOUTH

CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER

STATEMENT OF MEANS		DATE	PROGRESS
1	<p>Work towards drug and alcohol supply reduction strategies:</p> <ul style="list-style-type: none"> <li>• Continue active support of the “Proof – Reducing Tobacco Sales to Minors” project in conjunction with the Northern Sydney Area Health Service</li> <li>• Support any Police initiatives to reduce illicit drug trade.</li> <li>• Town Planning to ensure a “buffer zone” between any future alcohol and tobacco retailers and schools, play grounds and youth facilities.</li> <li>• Education campaign for local tobacco and alcohol retailers.</li> </ul>	Ongoing – review November	<p>Council’s Youth Services Staff have continued their approach to the strategies for reducing drug and alcohol supply</p> <ul style="list-style-type: none"> <li>• Support for the “Proof” project has been ongoing.</li> <li>• Total support with police and all initiatives</li> <li>• Town Planning guidelines</li> <li>• Support for education campaigns for retailers</li> </ul>
1	<p>Work towards drug and alcohol demand reduction strategies:</p> <ul style="list-style-type: none"> <li>• Provide drug and alcohol free alternatives for young people especially at night time.</li> <li>• Provide knowledge/skills based education and support for young people and community members.</li> <li>• Develop positive peer group programs targeting quit smoking, binge drinking and marijuana use through the Youth Development Centre.</li> <li>• Develop a Drug and Alcohol Information Kit.</li> <li>• Investigate funding opportunities for the provision of drug and alcohol counselling services at the Youth Development Centre.</li> </ul>	Ongoing – review May	<p>Council’s Youth Services Staff have;</p> <ul style="list-style-type: none"> <li>• Provided a variety of drug and alcohol free activities</li> <li>• Assisted in providing relevant and up-to-date education forums and developed specific drug programs to meet the needs of young people in the Mosman area.</li> <li>• Liased and developed a new program with Holyoake to provide young people with the opportunity to review their own habits and create a peer education program.</li> <li>• Supported the North Area Health Service’s application to fund youth drug and alcohol services in the Lower North Shore area, Mosman included.</li> </ul>

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.04: YOUTH

CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER

	STATEMENT OF MEANS	DATE	PROGRESS
1	<p>Work towards drug and alcohol harm reduction strategies:</p> <ul style="list-style-type: none"> <li>• Develop a drug and alcohol education kit for young people and parents.</li> <li>• Ensure drug and alcohol information accessed through the Youth Development Centre is up to date and relevant.</li> <li>• Provide regular information, education and discussion forums for young people and the community on drug and alcohol issues.</li> <li>• Provide advice and referral for young people and parents through the Youth Development Centre.</li> <li>• Lobby for youth specific drug and alcohol counselling and rehabilitation services for the Lower North Shore region.</li> <li>• Support local secondary school drug and alcohol education initiatives.</li> <li>• Support Federal and State government initiatives such as “Drink Drunk” – the difference is “U” and “QUIT”.</li> <li>• Ensure that all Youth Services staff are trained, educated and up-to-date on drug and alcohol issues.</li> </ul>	<p>Ongoing – review November</p>	<p>Council’s Youth Services Staff have;</p> <ul style="list-style-type: none"> <li>• Provided young people and concerned citizens with relevant and up –to-date drug and alcohol information.</li> <li>• Maintained up-to-date information at the Youth Development Centre.</li> <li>• Assisted in a series of information forums for the education of young people and community.</li> <li>• Provided advice for young people and parents through the Youth Development Centre.</li> <li>• Continued to support in the Northern Area Health Service’s efforts to maintain drug and alcohol counselling and rehabilitation services.</li> <li>• Supported and assisted in secondary school drug and alcohol education initiatives.</li> <li>• Supported Federal and State government initiatives.</li> <li>• Maintained staff training and education of up-to-date drug and alcohol issues.</li> </ul>

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.05: OLDER PEOPLE

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A	Seek funding from and negotiate with other levels of government and the local Home and Community Care (HACC) forum for the support of existing services and the establishment of new programs based on assessment need.	Ongoing – review August	Funding opportunities continued to be monitored and contact maintained with the HACC Forum and relevant Government agencies . Funding submission lodged with Dept Ageing, Disability and Home Care for Neighbour Aid funding.
A	Ensure the ongoing development and implementation of social, recreational, leisure and educational based programs and activities, eg. Computerpals, University of the 3 <sup>rd</sup> Age.	Ongoing – review February	Wide range of activities and programs continued to be offered. New programs included an additional art class, Feldenkrais classes, Gardening Bus trips.
A	Maintain awareness of developments and changes in programs, services and regulations at regional, state and national levels that affect services for older people in Mosman.	Ongoing - review February	Under continuing review.
A	Provide advice to Council on community service needs of aged persons' housing developments.	Ongoing – review December	Information provided on support service needs in respect of SEPP5 developments as required. Advice provided for the Sacred Heart development in 2001/2002.
A,B	Develop and implement educative social and recreational programs and activities that are enjoyable and promote health, well being and independence.	Ongoing – review February	Fitness programs offered at the Seniors Centre. Walking maps series completed detailing easy walks in Mosman to encourage healthy lifestyle and fitness among older people.
A	Consider particularly the needs and likes of older men in the development of a range of services and programs.	Ongoing – review May	Microwave cooking program continued to promote convenient ways of healthy eating and an independent lifestyle.
A, E	Establish and maintain planning processes that involve both Council and the community in the development of aged services.	Ongoing – review October	Achieved and ongoing. Regular consultations with Mosman Network Group for Seniors, feedback from seniors, and social/community plan process.



PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.05: OLDER PEOPLE

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A,F	Promote the Seniors' Centre and outreach programs to the community as being entertaining, supportive and enabling a positive social interaction.	Ongoing - review May	Achieved including, for example, Mosman Daily articles, Bridgepoint displays. Centre and its activities and programs continued to be well patronised.
A,G,H	Provide in a timely and responsive manner services for frail older people and their carers that aim to prevent premature or inappropriate institutionalisation.	Ongoing – review February	Achieved through home support services and casework service.
C	Promote awareness of the range of services, programs and events available to older people.	Ongoing - review May	Publicity and promotion regularly undertaken.
C	Provide workshops on such subjects as early retirement, redundancy and life planning.	Ongoing – review May	Addressed as needed. Current range of older people mainly in the “old old” age range for whom such information is not relevant.
C,D	Liaise with Community Information Librarians to facilitate the production, distribution and promotion of community information, including community information directories.	Ongoing – review May	Contributed to updating of community information in consultation with Community Information Librarians.
D	Provide information on service options and also appropriate referrals and promote information availability.	Ongoing – review June	Provided as part of the community casework service and also at Council’s community information outlets.
F	Conduct annual user surveys and include results in planning processes.	Ongoing – review October	Survey conducted for meals on wheels. Surveys of Community Transport and Seniors Centre users under way.
F	Maintain an evaluation process for new and existing activities and programs.	Ongoing – review February	Ongoing evaluation of activities and programs maintained.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.05: OLDER PEOPLE

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

	<b>STATEMENT OF MEANS</b>	<b>DATE</b>	<b>PROGRESS</b>
F	Ensure appropriate facets of all food services continue to be exposed to a competitive environment.	Ongoing – review September	Exposure to competitive environment ensured through competitive tendering process which includes taste testing by service users. Tenders to be called for in 2002/2003.
G	In liaison with relevant organisations and service providers investigate needs for specific services, eg. respite care and affordable housing.	Ongoing – review July	Needs addressed in consultation with regional agencies and the HACC Forum.
H	Research possible strategies that enable older people to remain in the Mosman community.	Ongoing – review November	Issue addressed as needed in consultation with local and regional service providers.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.06: PEOPLE WITH DISABILITIES

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A	Seek funding from and negotiate with other levels of government and the local Home and Community Care (HACC) forum for the support of existing services and the establishment of new programs based on assessed need.	Ongoing – review September	Funding opportunities monitored through the HACC Forum and relevant government agencies.
A	Provide in a timely and responsive manner services for younger people with disabilities (18-65 yrs) and their carers that aim to prevent premature or inappropriate institutionalisation.	Ongoing – review February	Achieved and ongoing through casework service and home support services.
A	Ensure ongoing development and implementation of social, recreational and leisure based activities and programs for young people with special needs.	Ongoing – review February	Achieved and ongoing. In addition to monthly Saturday Youth Group activities and outings, drama classes commenced and 2 weekend camps held.
A,B	Establish and maintain planning processes that involve both Council and the community for the development of services for people with disabilities including continuing support and servicing of the Mosman Access Advisory Group.	Ongoing – review November	Social/Community Plan planning processes maintained. Continuing support provided to the Access Advisory Group. Input to the MOSPLAN review was also received from the Group.
C,D	Liaise with Community Information Librarians to facilitate the production, distribution and promotion of community information, including community information directories.	Ongoing – review July	Contributed to updating of community information in consultation with Community Information Librarians.
D	In consultation with the Mosman Access Advisory Group produce and regularly review access information for community facilities, parks and reserves for placement on Councils web site and also for availability in printed form.	December	Information regularly reviewed in consultation with Access Advisory Group.
D	Provide information on service options and referral services and promote information availability.	Ongoing – review February	Provided as part of the community casework service and also at Council's community information outlets.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.06: PEOPLE WITH DISABILITIES

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
E	Maintain an evaluation process for new and existing activities and programs.	Ongoing – review February	Ongoing evaluation of activities and programs maintained.
F	In liaison with other service providers assess and respond to the specific needs of people with disabilities and their carers.	Ongoing – review November	Achieved through the casework process and in consultation with other service providers.
G	Facilitate and promote Council actions that are in accordance with the Commonwealth Disability Discrimination Act (1993).	Ongoing – review November	Under continual review.
H	In consultation with the Mosman Access Advisory Group promote awareness on access issues within the Mosman community, with relevant professionals and Council staff, including ongoing access awareness training for Council assessment staff.	Ongoing – review annually	Advice provided to other council staff on access issues and promoted through local media including through the Mosman/North Sydney Awards of Distinction. Access training addressed on a needs basis.
H	In consultation with the Access Advisory Group facilitate and promote initiatives within the Community that develop and maintain an inclusive, accessible environment which encourages people with disabilities to be independent.	Ongoing – review September	Under continual review. Council’s access equipment promoted as available for community use including the beach wheelchair and portable ramps and Access Card made widely available.
H	Ensure local shops are aware of mobility issues and facilitate use of temporary ramps.	Ongoing – review November	Access to retail outlets monitored particularly in relation to alterations/renovations and change of usage planned.
H	Ensure that development applications for alterations and additions to shop fronts incorporate access.	Ongoing - review November	Achieved and under continual review.
H	Strive for improved numbers of accessible public toilets, more sensitive seating, signage, door weight and the like in public areas including shopping areas.	Ongoing – review quarterly	Under continual review.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.06: PEOPLE WITH DISABILITIES

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
H	Maintain a focus on access in relation to DCPs and its provision in and to recreation areas such as Balmoral and Chinamans Beaches.	Ongoing – review September	Achieved and under continual review.
I	Maintain and enhance the Saturday Youth Group for younger people with disabilities.	Ongoing – review November	Achieved and ongoing. The Group continues to be successful and popular with the young people and their parents. 2 weekend camps held and drama classes commenced.
I	Liaise with and support relevant organisations to develop camps for children and younger people with disabilities, including the use of volunteers where applicable and in consultation with the Volunteers Support Officer.	Ongoing – review November	Achieved and ongoing. 2 weekend camps held.
I	In collaboration with parent representatives, liaise with Mosman High School for the provision of a local support class for young people with disabilities.	Ongoing – review November	Mosman High School advised small numbers locally and resource constraints precluded provision of a support class separately for the school. Such classes were provided regionally.
J	Research strategies for adaptable and purpose built housing for people with disabilities.	Ongoing – review November	Adaptable housing provision part of Council's requirements for medium density housing.
K	Identify existing and new training and education programs available to people with a disability within the local community.	Ongoing - review September	Council's community information data base includes information on local and regional training and education opportunities.
K	Encourage and promote both within Council and also with local businesses proactive policies for the support, training and employment of people with disabilities.	Ongoing – review September	Under continuing review. Recognition available through the Disability Access Award under the Mosman/North Sydney Awards of Distinction.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.07: EARLY CHILDHOOD HEALTH

CO-ORDINATOR: CHILDREN'S SERVICES DEVELOPMENT OFFICER

STATEMENT OF MEANS		DATE	PROGRESS
A	Provide to the Cremorne Early Childhood Health Centre relevant community information on Mosman clients.	Ongoing – review December	Achieved and ongoing.
A	Consult with Cremorne Early Childhood Centre staff with a view to ensuring provision of services and programs that address the needs of Mosman families.	Ongoing – review December	Achieved and ongoing
A	Investigate the development of a new agreement with the Northern Sydney Area Health Service for the Cremorne Early Childhood Health Centre in liaison with North Sydney Council.	Review October	Under investigation with North Sydney Council
B	Undertake an immunisation promotion campaign when appropriate.	Ongoing – review September	Achieved and ongoing.
B	Carry out daily temperature checks of vaccine storage.	Ongoing – review September	Achieved and ongoing.
B	Facilitate immunisation clinics for Mosman clients and administer immunisation records.	Ongoing – review September	Achieved and ongoing.
B	Undertake ordering, acquisition and storage of vaccines.	Ongoing – September	Achieved and ongoing.
B	Monitor changes to legislation, regulations and procedures that impact on the immunisation program with a view to providing accurate and timely advice to all program stakeholders.	Ongoing – review September	Changes noted and clients advised
B	Investigate alternative methods of enabling rather than providing this service.	Ongoing – September	Under Investigation

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.08: SAFE COMMUNITIES

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A	Work with residents and businesses in improving safety through cooperating closely with our local Police, Neighbourhood Watch, Fire Brigade, Ambulance and State Emergency Services.	Ongoing – review June	Achieved through adoption of Local Solution and Local Crime & Safety Issues : a Collaboration Management Plan developed in consultation with Harbourside Local Area Command.
B	Work with Project Groups to develop and implement local action plans that address regional safety issues and objectives aimed at increasing safety and preventing injury in the long term.	Ongoing – review June	Achieved and ongoing. Mosman Seniors Safety Group assisted in completing series of walking maps for older people and promoted and participated in the Walking Group.
B	Provide regular advice to SHOROC on the development and achievement of safe community objectives and strategies by the SHOROC Safe Communities Group.	Ongoing – review June	Achieved through the SHOROC Safe Communities Steering Committee.
B	Maintain a SHOROC Safe Communities Group responsible for developing and monitoring Project Groups that address regional safety issues identified by the SHOROC Safe Communities Program and with membership to include, where relevant, representatives from State and Local Government, non-government organisations and local communities.	Ongoing – review June	Achieved and ongoing.
B	Review and evaluate the Safe Communities Program and its action plan implementations and their outcomes.	Ongoing – review June	Achieved and work program completed.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.09: ABORIGINAL CULTURE, HERITAGE AND RECONCILIATION

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A	Develop cultural heritage programs including, for example, educational walks.	Ongoing – review October	Aboriginal heritage project expanded to a partnership with National Parks & Wildlife Service to address the whole of Mosman.
A,B	Support and service the Mosman Aboriginal Reconciliation Community Group so that it may: <ul style="list-style-type: none"> <li>• assist Council in advancing understanding in the Mosman community of the issues surrounding Aboriginal Reconciliation.</li> <li>• develop projects and activities that address historical, social, cultural and educational aspects of Aboriginal Reconciliation.</li> </ul>	Ongoing – review October	Continued to support and service the Mosman Aboriginal Reconciliation Community Group
A,B	Endeavour to ensure that the Sydney Harbour Federation Trust's management of Middle Head/Georges Heights protects Aboriginal heritage extant in that area (eg middens, engravings, natural features etc) and includes a contemporary Aboriginal perspective in the development of its management plan for that area.	Ongoing – review October	Consultation with the Sydney Harbour Federation Trust established that there is Aboriginal representation on the Trust's Board and that the Trust is involved in extensive and ongoing consultation with relevant Aboriginal bodies on a range of matters that include those that are raised in the statement of means.



PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

**CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT**

	<b>STATEMENT OF MEANS</b>	<b>DATE</b>	<b>PROGRESS</b>
A	Participate in State and National planning for Library services.	Ongoing – review September	Regular attendance at Metropolitan Public Libraries Association Meetings by Manager Library Services.
A-E	Be aware of and take advantage of all sources of funding including grants.	Ongoing – review March	Successfully completed two Library Development Projects ie. Moslib: Mosman Library Online Community and Multimedia Upgrade Projects
A-E	Ensure all relevant matters pertaining to this Program are posted on the Council's Website in a timely manner, are kept up to date and linked appropriately.	Ongoing – review quarterly	Ongoing. All Library services and events posted on Council's Website.
B	Continue to research new methods and equipment in order to provide a smarter more efficient service.	Ongoing – review June	Ongoing
D	Market the Library and its range of resources and services to the community.	Ongoing – review September	Ongoing. The Library marketed through the local press, Council's Website and special marketing program during Australian Library Week in May 2002.
E	Review Library hours in response to findings in user/ non user surveys	September 2001	Achieved. Opening hours extended from 55 to 59 hours per week in March 2002

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.02: LIBRARY RESOURCES

CO-ORDINATOR: LIBRARY RESOURCES MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A	Acquire resources compatible with the needs of the community and ensure that Mosman meets its obligations to collect in the subject areas of Australian and Pacific history.	Ongoing - review April	Library survey June 2002: 87% of respondents indicated that they are satisfied with the collection. Some commented on shortcomings of specific sections e.g. videos, computer books & popular fiction. These comments are considered, together with statistical analysis of the collection, when selecting new resources.
A	Withdraw of out-of-date and worn out materials to ensure that the collection is up-to-date and meets accepted standards and benchmarks.	Ongoing – review April	8047 items withdrawn in review period. 58.65% of the collection has been acquired in the last 5 years.
A	Conduct regular book sales at Mosman Village Market and within the Library to dispose of old and little used stock and surplus donations.	Ongoing – review April	4 book sales were held at Mosman Village Market. \$3193 was raised in market sales & in-Library sales.
A,B	Regular review and updating of the Resources Selection Policy and review of the collection using guidelines contained therein.	Ongoing – review April	Complete revision of Policy is in progress.
A,B	Review the collection through analysis of stock usage and coverage and comparative statistical information available through Shorelink.	Ongoing – review September	Collection is reviewed regularly using data from Sirsi computer system. This information is used to inform purchasing decisions.
A,B	Regular surveys of library users to gauge the level of satisfaction with the collection.	Ongoing – review August	Survey conducted June 2002
A,B,E	Improve the Library's electronic resources (Internet and CD Rom).	Ongoing – review March	Access to 5 online databases now available form Library homepage. CDROM resources improved with introduction of lending collection.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.02: LIBRARY RESOURCES

**CO-ORDINATOR: LIBRARY RESOURCES MANAGER**

STATEMENT OF MEANS		DATE	PROGRESS
B	Improve resources for those with special needs.	Ongoing – review February	Touch screen with large font provided for public access catalogue. Literacy, large print & talking book collections improved in 2001-2002 year, following reinstatement of resource vote.
B	Revise HSC collection to meet the needs of students.	Ongoing – review December	HSC lending collection introduced February 2002. Collection revised in accordance with new HSC syllabus.
B	Implement upgrade to multi-media resources.	June 2002	Achieved May 2002 with implementation of DVD & CDROM lending collections & in-house viewing & listening facilities.
B	Implement the e-book project in conjunction with other Shorelink libraries.	June 2002	Stage 1 of e-bookProject launched October 2001. The 3 ebook readers are well used. Focus group meetings were held to evaluate the project and to assess customer satisfaction with this format.
C	Promote resources through media releases, library and council newsletters, school visits, lists of new acquisitions, reading lists, Library Home Page.	Ongoing – review quarterly	Resources are promoted in all these media.
D	Ensure all Library resources, including local studies materials and non book materials are catalogued/indexed so that they can be easily and readily accessed.	Ongoing - review quarterly	Ongoing. All material is added to the database at ordering stage. Cataloguing turnaround time has been impacted by staff shortages.
D	Ongoing training of staff to ensure cataloguing standards are maintained and applied consistently.	Ongoing – review quarterly	Key staff throughout Shorelink meet regularly to update training. In-house training ongoing.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.02: LIBRARY RESOURCES

CO-ORDINATOR: LIBRARY RESOURCES MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
E	Keep abreast of and incorporate developments in information technology including electronic publishing and document delivery to ensure that clients have access to all the material they require.	Ongoing – review August	Ongoing. Inter Library Loan success rate is 99%. High success rate is attributable to increase in no. of libraries that provide Internet access to their catalogues & to use of Kinetica database to locate items.
E	Establish an “electronic reference library” to improve access to Internet resources.	Ongoing – review December	Achieved November 2001 with website redevelopment. Remote access to several online databases now available from library homepage.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.03: LIBRARY SERVICES

CO-ORDINATOR: LIBRARY SERVICES MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A	Investigate the improvement of the delivery service for inter-library loans between Shorelink Libraries.	December 2001	Implementation of a special Shorelink delivery service for interlibrary loans was delayed pending the introduction of online reservations. The Shorelink Committee will reconsider the introduction of a delivery service in 2003.
A-H	Train staff on a regular basis to ensure quality customer service is maintained.	Ongoing – review September	All staffed trained on a regular basis.
A-K	Regularly survey library users to gauge the level of satisfaction with the library's services and to identify user requirements.	Ongoing – review August	Library User Survey conducted June 2002.
A-K	Co-operate with other library services and information agencies to extend the services available to the Mosman community.	Ongoing – review quarterly	Staff attended meetings with other members of the Shorelink Network on a regular basis throughout the year.  Represented on MPLA AND MPLA North Region by the Library Services Manager.
C,D,I	Arrange visits to the library by school classes.	Ongoing – review September	Approximately 100 classes visited the Library.
C,D,I	Arrange regular visits to schools to promote library services.	Ongoing – review September	Children's Librarian visited schools on December 2001 to promote The Library's Summer Holiday Reading Program
C,D, E, I	Arrange regular author visits, outreach promotions and children's activities.	Ongoing – review September	80 special programs were held for children and young adults. These included author visits, special performances during Children's Book Week and school holiday programs.  During Seniors Week in March 2000 a special author visit was organised and also training sessions on the Library's information technology.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.03: LIBRARY SERVICES

CO-ORDINATOR: LIBRARY SERVICES MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
W	Improve and expand information services to high school students, especially those studying for the Higher School Certificate including the HSC lecture series.	Ongoing – review December	Established a special HSC Lending Collection in February 2002.  5 HSC Lectures including a live interactive webcast.
E	Promote the home library service, attract more volunteers and provide access for all members of the community who are eligible.	Ongoing – review September	The Home Library Service was promoted via the Library's quarterly newsletter and Council's Aged and Disabilities Section.
G	Continue to develop and promote the popular "Author at the Library" series and other literary activities.	Ongoing – review July	12 Author Evenings were conducted as part of the "Author at The Library Series".  The Mosman Library Reading Group met every 6 weeks throughout the year.
H	Promote Library services to the business community through close liaison with the Business Forum, BEC and the Mosman Chamber of Commerce.	Ongoing – review Annually	Mosman Chamber of Commerce Business After Hours Meeting held in the Library in February 2002.
I	Promote library services through media releases, Council's web site, use of Council publications, distribution of promotional literature and networking within the community.	Ongoing – review Annually	Ongoing. During Australian Library and Information Week in May 2002 an Information Kiosk was set up at Bridgepoint Shopping Centre to promote the Library.
I,J	Produce recommended reading lists, book/resource displays and book reviews in the library quarterly newsletter to assist clients in their use of the Library.	Ongoing – review December	Ongoing. There were regular displays of new books throughout the year. The Library produced 12 monthly New Items in the Collection lists and four newsletters in 2001/2.
I,J	Develop electronic bulletin board to display on public access computer catalogue to disseminate information on library resources and services.	Ongoing – review December	Achieved with the introduction of the iBistro online catalogue.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.03: LIBRARY SERVICES

CO-ORDINATOR: LIBRARY SERVICES MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
J	Ensure an ongoing series of Library tours for new members of staff, residents, and other interested clients.	Ongoing – review July	Regular monthly tours for new members took place throughout the year.
K	Promote the Literacy Collection and Services for those with special needs.	Ongoing – review Annually	A display of the Literacy Collection was held in September 2001 during Literacy and Numeracy Week.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.04: LIBRARY INFORMATION TECHNOLOGY

CO-ORDINATOR: LIBRARY RESOURCES MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A	Obtain best value from the new Shorelink computer system.	Ongoing – review July	Sirsi system is delivering good response times. Internet access to the catalogue has been so well received that the 10GB HDSL incoming traffic level was being exceeded regularly. This has now been increased to 20GB. There is a high level of staff and customer satisfaction with the new system. Disaster recovery plan is in place & is tested annually.
A	Implement new user services eg on-line reservations, digital media archive.	Ongoing – review September	New online catalogue software (iBistro) implemented March 2002, providing "one stop shop" access to library catalogue, community information database & Internet.
A	Provide extensive training to staff and our community in use of the Shorelink system.	Ongoing – review October	Training of customers in use of iBistro online catalogue is ongoing. Special training sessions held during Adult Learners week and Seniors Week
A	Regularly survey library users to gauge level of satisfaction with the on-line public access catalogue.	Ongoing – review June	91% of survey respondents were satisfied with iBistro catalogue (June 2002) 114,851 searches on online catalogue (27% of these were external searches, i.e. from remote PCs)
A,D	Ensure whenever possible that any information technology incorporated in the Shorelink system is compatible with Council's system.	Ongoing – review July	All Library staff now connected to both the Council system and Shorelink (achieved November 2001)
B	Provide Internet training sessions for our community (fee-based) and Council staff.	Ongoing – review May	Training is ongoing.



PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.04: LIBRARY INFORMATION TECHNOLOGY

CO-ORDINATOR: LIBRARY RESOURCES MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
B,C	Ensure that the staff are trained in use of public access Information Technology resources, (including Internet, CD ROM and word processing PCs) in order to assist clients.	Ongoing – review July	Training is ongoing.
B,C	Increase number of public access Internet workstations when connection to NSW.net is established.	Dec 2001	Additional Internet PC installed April 2002. There are now 5 PCs dedicated to public access Internet.
B,C,D	Keep abreast of developments in Information Technology to ensure that resources are utilised to maximum advantage.	Ongoing – review May	Staff have attended IT trade exhibitions, workshops & training sessions.
C	Acquire equipment to assist clients with special needs to access the Library's resources (possible sponsorship 2000/2001 - \$6,500).	Ongoing – review November	Touch screen with large font provided for public access catalogue.
C	Install viewing and listening facilities so that audio visual resources can be utilised in the Library (funded by Library Council Grant - \$10,500).	August 2001	Achieved May 2002.
E	Develop, enhance and maintain Council's Website and investigate relevant complementary on-line technologies.	Ongoing – review July	Website redevelopment completed November 2001.
E	Implement the Moslib: Mosman Library On-line Community Project.	June 2002	Trial live webcast of HSC lecture achieved September 2001. Library & Art Gallery email lists implemented to inform subscribers of forthcoming events. Excellent feedback received on both these initiatives.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.05: LIBRARY BUILDING

CO-ORDINATOR: LIBRARY SERVICES MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A	Ensure that library services be considered in any review of the Section 94 contributions plan.	Ongoing – review June	Ongoing.
A	Regularly monitor the layout and location of materials and service areas to improve operations.	Ongoing – review June	New shelving added to house the new DVD and CDROM collections in May 2002.
B	Regularly monitor cleaning contractors, and inspect public areas to ensure that the cleanliness and attractive appearance of the library is maintained.	Ongoing – review June	Library building inspected on a daily basis.
B	Monitor security in the building.	Ongoing – review April	Ongoing. Security devices checked on a regular basis.
B	Prepare an asset replacement program for the Library in conjunction with Council's asset replacement program.	December	Prepared by Council's Property and Assets section.
C	Provide ergonomic workstations for all staff (estimated \$20,000)	December	Achieved. Ergonomic workstations installed April 2002

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.06: EDUCATION

CO-ORDINATOR: LIBRARY SERVICES MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A	Host and service the School Principals' Group.	Ongoing – review December	The School Principals' Liaison Group met each term. Four meetings were held in the twelve month period.
A	Where appropriate play an advocacy role to other levels of government in support of local educational institutions.	Ongoing – review December	Ongoing when necessary.
A	Work with SHOROC and Shorelink in the provision of services for educational institutions.	Ongoing – review December	Ongoing. Shorelink Children's Librarians and Information Services Librarians met on a quarterly basis to discuss services.
A	Ensure educational issues are considered in the development of new planning instruments.	Ongoing – review December	Ongoing where appropriate
A	Co-ordinate and promote the range of services Council offers to the schools and their students.	Ongoing – review June	Council services promoted to schools via the School Principal's Liaison Group.
C	Arrange visits by school classes to various Council departments and facilities, eg. Local Government Education Program.	Ongoing – review December	School classes visited the Council during Local Government Week and visited Mosman Library and Mosman Art Gallery throughout the year .
B	Provide appropriate library resources to support curricula and informal study.	Ongoing – review June	Ongoing. The HSC Collection was re-organised and a special HSC Lending Collection was established.
C	Arrange visits to the Library by school classes and provide in-house training for students.	Ongoing – review June	Classes visited the Library throughout the year.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.07: LOCAL STUDIES

CO-ORDINATOR: LOCAL STUDIES LIBRARIAN

STATEMENT OF MEANS		DATE	PROGRESS
A	Actively collect local studies materials, and seek community support through donation and copying of borrowed material.	Ongoing – review September	Ongoing. 27 items were donated and the personal papers of Lady Ashton were also donated.
A	Develop and maintain a photographic record of events and changes occurring in Mosman.	Ongoing – review September	Events were photographed during the year. A CDROM of events in 1999 was produced as a pilot project. Photographs continue to be sorted and catalogued in order to produce further CDROMs.
A	Develop an oral record of the lives of persons associated with Mosman, using well-trained knowledgeable volunteers where possible.	Ongoing – review quarterly	Ongoing. 14 oral histories were recorded and logged. All oral histories have been catalogued ensuring easier access.
A	Ensure that conservation, indexing, cataloguing, and copying of fragile material in the collection is undertaken on a regular basis.	Ongoing – review quarterly	Ongoing. All newspapers are indexed and other items are catalogued. Fragile materials are copied.
A	Complete the history of waste disposal and recycling services in the SHOROC Local Government area.	June 2003	The project is on schedule. It is intended to launch the completed history in August 2003.
A-F	Recruit, train and value a team of volunteers to assist with the oral history program, family history research, indexing of local studies resources and local studies exhibitions.	Ongoing – review December	There is a team of 12 volunteers. They undertake oral history interviewing and assist in research or preparation of exhibitions. Regular meetings and training of volunteers took place throughout the year.
B	Maintain a Local Studies page on the Council's Website which promotes the dynamic nature of the Local Studies Collection.	Ongoing – review July	The webpage is regularly updated. Publications for downloading have been added. A section dedicated to donations has also been added with recent examples of donations to the Local Studies Collection included.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.07: LOCAL STUDIES

CO-ORDINATOR: LOCAL STUDIES LIBRARIAN

STATEMENT OF MEANS		DATE	PROGRESS
B	Continue to develop a pictorial management system whereby the historic photograph collection is stored on disk to facilitate greater access to the collection.	Ongoing – review September	Ongoing. At least 180 images have been identified, researched and catalogued in readiness for digitisation.
C	Ensure that the Carroll Collection and other valuable Local Studies materials are safely housed and protected from moisture and other adverse conditions.	Ongoing – review July	Ongoing. Regular assessment of conditions. Delicate and valuable items are stored in archivally sound materials.
D	Conduct workshops and training for individuals, groups and Council staff in the use of the Local Studies resources.	Ongoing – review June	3 workshops were held on the topics of oral history, family history and house history. Ongoing training for staff in the use of Local Studies resources.
D	Supply specialist information on Mosman to Council and the community.	Ongoing – review July	Research undertaken for Council Staff and the public throughout the year.
D	Develop self-help material as finding aids to the local studies collection.	Ongoing – review July	Local Studies Guides updated. New guides for using Sands Directory, a FAQ sheet for house history research, a history summary sheet for students and exhibition catalogues were also produced.
E	Expand the range of genealogical resources available to reflect community demand.	Ongoing – review July	Continued to add new items to the collection particularly CDROM resources and cemetery records. Developed genealogy on the web training package with Internet Coordinator.
F	Support and liaise with community organisations, Council departments and other sections of the community with regard to Mosman's history.	Ongoing – review June	Ongoing as required.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.07: LOCAL STUDIES

CO-ORDINATOR: LOCAL STUDIES LIBRARIAN

STATEMENT OF MEANS		DATE	PROGRESS
F	Organise displays, exhibitions and activities to promote the Local Studies Collection and Mosman's History, eg. Heritage Week, special projects.	Ongoing – review April	4 exhibitions – Mosman Musical Society, Mosman by Ferry, Treasure not Trash, Churches. Talks to school and community groups conducted in the Library as well as visits outside the Library.
F	Contribute to the maintenance of Archibald Mosman's grave.	Ongoing – review March	Ongoing.
F	Act as a base for the Mosman Historical Society and support and sustain the Society in a coordinated and integrated manner.	Review December	The Library continues to provide administrative support and a venue for committee meetings and guest speaker evenings.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.08: COMMUNITY INFORMATION

CO-ORDINATOR: COMMUNITY INFORMATION LIBRARIAN

STATEMENT OF MEANS		DATE	PROGRESS
A	Revitalise the community noticeboards in Mosman Square.	Dec 2001	Not achieved. Scheduled for November 2002.
A	Obtain maximum value from the new Community Information Database.	Ongoing – review July	Lincs database now accessible from Council's website, linked to the Sitemap, Library and Community Services homepages. It is also linked to the Library's online catalogue. 4000 online searches on Lincs database during review period. 99% customer satisfaction rate with service (survey conducted June 2002)
A	Ensure that the database of local Organisations is updated annually and accessible on Council's network.	Ongoing – review July	Updates are ongoing.
A	Ensure that each organisation entry contributed by Mosman to the Lincs Community Information Database is updated annually.	Ongoing – review September	Each organisation is contacted annually & asked to review & update their information.
A	Produce brochures and lists of community facilities such as halls for hire, etc.	Ongoing – review August	Ongoing. Brochures are updated regularly.
A	Co-operate and liaise with Community Information staff of councils who are members of Lincs and contribute to the on-going development of the system.	Ongoing – review June	All Lower North Shore and Northern Beaches Councils are now members of Lincs resulting in complete coverage across the region. Members meet regularly to contribute enhancements. Upgrade to Lincs system implemented June 2002.
A,D,E	Produce printed directories and lists of services and facilities as required.	Ongoing – review June	Printed directories produced for Older Residents, Children & Families, Sport & Leisure.
A,E	Provide extensive training for staff and our community in the use of the Lincs database.	Ongoing – review September	Training is ongoing.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.08: COMMUNITY INFORMATION

CO-ORDINATOR: COMMUNITY INFORMATION LIBRARIAN

STATEMENT OF MEANS		DATE	PROGRESS
B	Publicise the service through press releases, leaflets, Website, etc.	Ongoing – review September	The service is promoted through all these media.
C	Produce a bi-monthly calendar of events in Mosman to be distributed throughout the community.	Ongoing – review May	Achieved and ongoing. Calendar is also available on Council's website.
C	Regularly update Website, community noticeboards and pamphlet display areas to promote community events.	Ongoing – review May	Achieved and ongoing.
D	Regularly update the New Residents' Kit.	Ongoing – review June	Ongoing.



PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.09: MOSMAN WEBSITE

CO-ORDINATOR: INTERNET CO-ORDINATOR

STATEMENT OF MEANS		DATE	PROGRESS
A	Provide opportunities for the community to receive relevant information via E-mail.	October 2001	Email lists established for Library, Art Gallery & forthcoming community events.
A	Raise profile and ownership of Website with staff and community and promote it as a means of communication.	December 2001	Launch of redeveloped website advertised in local press & Council Newsletter. Website address is featured on Council publications, brochures, advertisements etc.
A	Ensure that the Website is up-to-date and easy to access.	Ongoing – review July	Updating is ongoing.
A,B	Improve appearance and navigability of Website.	October 2001	Achieved - website redevelopment completed November 2001.
A,B	Conduct a trial Webcast of a Library event.	May 2001	Achieved. Live HSC webcast (King Lear) conducted September 2001. Excellent feedback from participants. 2 further webcasts held in April 2002.
A,B	Collaborate with community organisations in the development of their own Web pages with reciprocal links to the Community Information database	Ongoing – review January	Council's Internet Coordinator has provided advice to groups such as Mosman Chamber of Commerce on development of their websites. There are links to the websites of organisations included in the Lincs community information database.
B	Ensure that Council's print published materials are reflected on Website.	Ongoing – review July	Mosman News, MOSPLAN executive summary and other Council publications are published or advertised on the website.
B	Designate staff in each section of each Department to be accountable for that section of the Website with responsibility for liaising with Internet Coordinator.	Ongoing – review July	Ongoing. Internet Coordinator liaises regularly with staff in each Dept. Each section's website content revised during redevelopment project.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 09.09: MOSMAN WEBSITE

CO-ORDINATOR: INTERNET CO-ORDINATOR

	<b>STATEMENT OF MEANS</b>	<b>DATE</b>	<b>PROGRESS</b>
B	Create mirrored Website for intranet access.	December 2001	Delayed until server issue resolved.
B	Actively collect E-mail addresses of customers.	Ongoing – review July	Ongoing.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
A	Gather and promote information on parks, community events and recreational and cultural services and facilities.	Ongoing – review November	Increased contact with local and metropolitan media and information distributed through Council outlets and via the internet.
A	Effectively market recreational and cultural services and facilities.	Ongoing – review quarterly	Achieved and ongoing
A	Ensure volunteers who support recreational services and activities are acknowledged and their work celebrated.	Ongoing – review quarterly	Achieved and ongoing
A-H	Ensure all relevant matters pertaining to this Program are posted on the Council’s Website in a timely manner, are kept up to date and linked appropriately.	Ongoing – review quarterly	Achieved and ongoing
B	Maintain a program of inspections of parks, reserves and recreation areas and facilities to ensure their safety and condition.	Ongoing – review quarterly	Achieved and ongoing
B	Maintain close liaison between all relevant staff/contractors and users of parks, recreational and cultural areas and facilities.	Ongoing – review March	Achieved and ongoing

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

	<b>STATEMENT OF MEANS</b>	<b>DATE</b>	<b>PROGRESS</b>
B	<p>Convene and support the Recreation Advisory Group so that it can achieve its objectives in:</p> <ul style="list-style-type: none"> <li>• assisting Council in understanding the needs and aspirations of the leisure community;</li> <li>• providing advice on planning for any new sports and recreational facilities;</li> <li>• discussing issues relating to the use of existing facilities (with the exception of the seasonal use of ovals which remains the purpose of the Sporting Union);</li> <li>• consulting and communicating with the Council and each other including on such matters as special events;</li> <li>• celebrating leisure activities and achievements and the work of sports volunteers.</li> </ul>	Ongoing – review March	Achieved and ongoing
D	Review existing information held within Council relevant to the management of parks, recreation and cultural areas.	Ongoing - review quarterly	Achieved and ongoing
D	Utilise computer software and data to enable the ready analysis and mapping of demographic information for policy development purposes, particularly in relation to playground provision.	Ongoing – review March	Achieved and ongoing on a project by project basis
E	Implement a distinctive Mosman theme or 'identity' in streetscaping initiatives and park enhancements, to provide guidance in relation to matters such as size and placement of signs, landscape character, colours, materials, and design of structures.	Currently under consideration in Town Centre DCP	Ongoing

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
E	Prepare landscape guidelines consistent with the adopted Mosman theme for the treatment of major 'gateways' to Mosman at The Spit, Musgrave Street, and Avenue Road.	July 2001	Ongoing
E	Design and create new gateways to the Municipality at The Spit and Spofforth Street.	Dec 2001	Under review
E	Ensure continuing use of the Theme Reference Manual to include such items as bins, bollards, decorations, fencing, flower pots/boxes, lights, lookouts, paving, plantings, seats, shade covers, signs (regulatory and information) and traffic devices. The manual to include matters relating to each components' image, size, dimensions, colour, placement, installation and maintenance schedules.	Ongoing - review quarterly	Achieved and ongoing.
E	Ensure that all consultants use the Theme Reference Manual to inform their considerations and advice to Council.	Ongoing – review July	Achieved and ongoing
F	Complete Plans of Management for all community land.	January 2001	Achieved
F	Liaise with managers/providers of other parks, recreation and cultural areas, facilities or services to achieve more effective and coordinated management of such opportunities.	Ongoing – review March	Achieved and ongoing
G	Identify contract management staff skills and training programs to develop those skills.	Ongoing – review March	Achieved and ongoing
H	Participate actively in the processes of the Trust in preparing management plans to achieve a Mosman friendly outcome and which meet Council's objectives for the area.	Ongoing – review quarterly	Ongoing

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
H	Co-ordinate community sporting groups and school stakeholders in formal dialogue with the Trust in support of the Council's position. .	Ongoing - review quarterly	Ongoing
H	Lobby the Federal Government, Opposition and Democrats to provide sufficient funds to the Trust to permit to undertake its work without the need to repay the funds or generate income simply to maintain the physical assets.	Ongoing – review quarterly	Ongoing
H	Advocate in all forums the need for all Mosman sites including HMAS Penguin (and subject to State Government agreement and involvement - Sydney Harbour National Park) to be dealt with as a single entity for management planning purposes.	Ongoing – review quarterly	Ongoing
H	Continue to request that the Minister for Environment and the Trust have regard to the work conducted by the former Steering Committee and the professional reports prepared on its behalf.	Ongoing – review quarterly	Ongoing
H	Pursue options with the State Government and/or suitable private sector to provide improved public transport to the Mosman sites such as link buses and ferry services to Clifton Gardens and or the former Army Maritime School and HMAS Penguin with the view of reducing reliance on vehicular access.	Ongoing – review quarterly	Ongoing
H	Encourage the adaptive reuse of significant heritage sites and removal of buildings and works which detract from the aesthetic significance of the sites as a gateway to Sydney Harbour in consultation with appropriate professional and community bodies and Government authorities.	Ongoing – review quarterly	Ongoing

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
H	Acknowledging the prohibition on the sale of land other than Schedule 2 in the Trust legislation, Council continue to oppose long term leases which do not serve a community benefit.	Ongoing – review quarterly	Ongoing
H	For Schedule 2 land in Markham Close, Council seek comprehensive environmental and urban design assessment and consultation in addition to the management planning process, in the event of any potential sales or long term leases.	Ongoing – review quarterly	Ongoing
H	Advocate the inclusion of all land in the area of Middle Head/Georges Heights currently under the control of the Trust and all Department of Defence, armed forces or Defence Housing Authority to be included in a single management plan area. This area to include HMAS Penguin, the 10 hectares known as the Angophora forest and, to the extent possible, the land currently contained in Sydney Harbour National Park.	Ongoing – review quarterly	Ongoing
H	Advocate the immediate return to the NSW Government for inclusion in Sydney Harbour National Park the 6.5 hectares of land at Middle Head the subject of the so-called Fraser-Wran Agreement.	Ongoing – review quarterly	Ongoing
H	Ensure that the former Army Maritime School is not used for commercial purposes and any non-heritage buildings at that site are removed.	Ongoing – review quarterly	Ongoing

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
H	Lobby to ensure that any lease or licence is in accordance with the adopted management plan and the negotiation with prospective occupiers of the land is transparent and involves public tender processes which meet community expectations of probity.	Ongoing – review quarterly	Ongoing
H	Lobby to have all meetings of the Trust open to the press and public and the minutes of such meetings publicly available.	Ongoing – review quarterly	Ongoing
J	Ensure that the Management Plan for Middle Head/ Georges Heights that is placed on public exhibition is a “Mosman friendly” plan in that there is minimal adverse impact to the existing Mosman community especially in relation to through traffic.	Ongoing	Ongoing
J	Negotiate for Council to continue existing arrangements for use of Middle Head and Georges Heights Ovals – ie Council maintains and allocates uses in return for free rent. In relation to Georges Heights Oval, investigate any reconfiguration of this oval to achieve full size fields.	Ongoing	Ongoing
J	Investigate opportunities for re-use of 1 Commando Company compound for redevelopment for multi-purpose courts including an indoor facility.	Ongoing	Ongoing
J	Investigate the opportunity to remove housing stock from Middle Head road east of Cobbittee Street and residential properties adjoining 1 Commando Company and near the disused oil tanks.	Ongoing	Ongoing



PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.01: POLICY & ADMINISTRATION & CUSTOMER  
FOCUS

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
J	Request the Trust for a review of the heritage significance of the existing buildings.	Ongoing	Ongoing
J	Encourage the Mosman community to participate in the preparation and review of draft management plans to achieve a Mosman friendly outcome.	Ongoing	Ongoing

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.02: PARKS, GARDENS AND CIVIC SPACES

CO-ORDINATOR: LANDSCAPE DESIGNER

STATEMENT OF MEANS		DATE	PROGRESS
A	Review the maintenance program for irrigation systems through parks, gardens and civic spaces.	Ongoing - review annually	Ongoing. Due for completion September 2002.
A	Ensure public art is considered in all planning for parks, gardens and civic spaces.	Ongoing	Ongoing liaison between Open Space Team and Community Development Department re opportunities. Public art installed in Mosman Square in July 2002 and public art proposed in Countess Park playground due for construction late 2002.
A	Implement where appropriate public domain improvements for Mosman's civic spaces in accordance with the Public Domain Improvement Program.	Ongoing	Upgraded brick paving installed on some footpaths in commercial areas as part of overall program of upgrade.
A	Develop a review schedule for tender of maintenance contracts.	July 2001	Achieved.
A-C	Develop a 5 year capital works program for improvement of reserves.	December 2001	Deferred. Council is currently reviewing its approach to maintenance of parks and reserves by contract and 5 year upgrade program will be progressed following completion of the review.
A-C	Develop a 5 year capital works program for improvement of gardens.	December 2002	Research work for this review in progress.
A-C	Review the Parks and Gardens Maintenance contract.	July 2001	Completed October 2001. Minor adjustments agreed with Contractor to improve efficiency and effectiveness of performance.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.02: PARKS, GARDENS AND CIVIC SPACES

CO-ORDINATOR: LANDSCAPE DESIGNER

STATEMENT OF MEANS		DATE	PROGRESS
A-C	Ensure that funding needs for maintenance and improvement of parks and gardens are considered in any forward financial plan.	Ongoing- review March	Achieved and ongoing. Costs for maintenance of parks and gardens are considered quarterly to identify variations and opportunities for savings and increased or additional areas of expenditure.
C	Implement the adopted 5 year Playground Improvement Program	Ongoing- review September	Achieved and ongoing. Progressing upgrades for three playgrounds (Countess Park, Curraghbeena Park, Memory Park) scheduled to commence construction December 2002.
C	Review Council's methods of public consultation in relation to design of individual playground facilities.	Ongoing- review July	Achieved and ongoing. Consultation involves residents at concept design, final design and Development Application stages to ensure maximum community involvement.
C	Investigate, identify and seek grant opportunities to support the implementation of open space embellishments including the Playground Improvement Program.	Ongoing – review February	Achieved and ongoing. Grant received from Dept. of Sport and Recreation for shade structure to be provided at Countess Park and Curraghbeena Park playgrounds.
D	In any re-zoning proposals evaluate opportunities to increase open space.	Ongoing – review quarterly	Ongoing.
A-D	Develop a Parks Policy to describe Mosman Council's vision for its parks and gardens and establish guidelines to improve their effective management.	December 2001	Rescheduled to December 2002. Council is currently reviewing its approach to maintenance of parks by contract management.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.03: OVALS AND SPORTS FACILITIES

**CO-ORDINATOR: MANAGER PROPERTY AND ASSETS**

STATEMENT OF MEANS		DATE	PROGRESS
A	Provide opportunities for community involvement in sports planning through such means as the Recreation Advisory Group and Sporting Union.	Ongoing - review quarterly	Achieved and ongoing. Regular meetings held and Minutes of meetings reported to Council.
A	Implement the adopted 5 year capital improvements program for sporting fields.	June 2004 – review March each year.	Achieved and Ongoing. Sub-soil drainage works completed at Allan Border Oval in July 2002 to improve turf conditions and minimise oval closure during wet weather periods.
A-C	Ensure the needs of sporting field user groups are understood and supported through meetings of the Mosman Sporting Union and Recreation Advisory Group.	Ongoing – Review September	Meetings held in February and August for Sporting Fields Advisory Group and quarterly for Recreation Advisory Group.
A-C	Review the Policy for Use and Maintenance of Sporting Fields.	Ongoing – Review August	Achieved and ongoing. No changes as policy was reviewed in 2001 with Council approval of return of soccer training and competition to Allan Border Oval.
B	Implement a 5 year maintenance plan for structures and furniture in sporting fields and facilities.	Ongoing – review December	Condition audit (AAS27) of pavilions undertaken in 2001. GIS mapping of park signage and furniture undertaken in 2002.
B	Review the maintenance program for irrigation systems within sporting fields.	Ongoing – review October	Achieved and ongoing. Annual review completed September 2001.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.03: OVALS AND SPORTS FACILITIES

CO-ORDINATOR: MANAGER PROPERTY AND ASSETS

STATEMENT OF MEANS		DATE	PROGRESS
C	Develop a cohesive plan to bring to fruition the findings of the Recreation Needs Assessment Study in conjunction with development and adoption of plans of Management for Community Land and, in consultation with the Recreation Advisory Group, work with the community to assist the desire for a 50m swimming pool including competition needs, subject to an appropriate location which satisfies environmental and social issues and contingent upon rigorous financial analysis.	Ongoing – review September	Recreation Action Plan adopted.
C	Circulate the Recreation Needs Assessment Study widely with a view to using it as a basis for presenting a case for the transfer of an appropriate area of land at Middle Head/Georges Heights to Council's control.	Ongoing	Council adopted Submission to Sydney Harbour Federation Trust in April 2002 to facilitate its position on this matter.
C	Form a Working Party involving Councillors, staff, sporting and school representatives/residents to develop an Active Recreation Profile. That this utilise the Recreational Needs Assessment Study, the Price Waterhouse study, previous and updated open space information and usage data and that the information be used for development of Council's position on Middle Head/Georges Heights.	Ongoing - review quarterly	Partly addressed in the submission to the Trust.
C	Develop an action plan for implementation of the Draft Plan of Management for Rawson Park.	March 2002	Action Plan not completed due to staff changes impacting work program.
C	Implement a proposal for four green all weather netball courts at Rawson Park, following the development assessment process.	March 2002	DA approved, matter deferred pending outcome of Sydney Harbour Federation Trust plans.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.03: OVALS AND SPORTS FACILITIES

CO-ORDINATOR: MANAGER PROPERTY AND ASSETS

STATEMENT OF MEANS		DATE	PROGRESS
D	Review existing user charges in the light of charges levied by other Councils, and of the cost of provision, and prepare a revised schedule of charges for adoption by Council.	Ongoing – review March	New Pricing Policy charges implemented on 1 July 2002.
D	Ensure that users of sporting fields and facilities meet their financial obligations to the Council promptly.	Ongoing - review quarterly	All user groups of sporting fields for summer season 2001-2002 paid Council fee charges.
E	Investigate options for the provision of basketball facilities (major capital cost).	Review March 2002	Ongoing
E	Continue to advise Council on issues relating to the development and construction of a skate park (major capital cost).	Ongoing	Consultants brief currently being prepared for detailed design and Development Application at Balmoral.
E	Investigate options for the provision of a BMX bike track (major capital cost).	Ongoing – review May	Council resolved to have designs prepared for an environmentally integrated BMX track in conjunction with CEC works at Balmoral.
B,C	Upgrade floodlighting at Balmoral Oval.	March 2002	Progressed to Development Application stage.
A-F	Seek funding where possible from the Department of Sport and Recreation for improvements to sporting fields and facilities.	Ongoing – review March	Ongoing.
G	Prepare a report for consideration by Council on operating options for the facilities to be developed in Mosman Aquatic Centre, Vista Street.	March 2002	Delayed due to delay in construction works.
G	Finalise arrangements for a public art competition with a view to commissioning a work for incorporation into the swimming pool area at the Mosman Aquatic Centre to reflect the past use of the site.	March 2002	Public art competition deferred due to delays in start of construction and progress of site-works.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.04: BEACHES, SEA POOLS AND FORESHORES

**CO-ORDINATOR: MANAGER PROPERTY AND ASSETS**

STATEMENT OF MEANS		DATE	PROGRESS
A	Complete a condition survey and produce a 5 year maintenance plan for structures, furniture and equipment in beaches, sea pools and foreshores and store this information in a suitable database.	June 2002	Condition audit for marine structures commenced Condition audits for the following oval and park amenity buildings completed: <ul style="list-style-type: none"> <li>• Georges Heights</li> <li>• Sirius Cove</li> <li>• Clifton Gardens</li> <li>• Rosherville Reserve</li> <li>• Allan Border Oval</li> <li>• Mosman Bowling Club</li> <li>• Croquet Club</li> </ul>
A	Complete restoration of Balmoral Promenade Seawall.	June 2002	Completed as part of the Community Environmental Contract
A	Monitor global warming reports, the increase in sea levels and associated storm events and their intensity in order to safeguard all sea walls and beach frontages.	Ongoing – review September	Ongoing
A	Councillors and staff to attend coastal conferences and seminars and be encouraged to prepare papers on Mosman’s experiences.	Ongoing – review November	Ongoing
A	Implement works identified in condition audits of marine structures.	Ongoing	Ongoing

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.04: BEACHES, SEA POOLS AND FORESHORES

CO-ORDINATOR: MANAGER PROPERTY AND ASSETS

STATEMENT OF MEANS		DATE	PROGRESS
A	Always consider opportunities for the provision of public art around beaches, sea pools and foreshores.	Ongoing	Ongoing
B	Continue negotiations with the Department of Defence and the National Parks and Wildlife Service to link Balmoral Park precinct with Clifton Gardens via HMAS Penguin, The Sydney Harbour National Park and Trust lands.	Ongoing – review September	Ongoing
B	Prepare plans for the staged construction of a continuous walking track from Spit Bridge to Taronga Wharf, in close consultation with the NSW National Parks and Wildlife Service and Department of Defence, and explore available sources of funding.	Ongoing – review September	Ongoing



PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.05: CULTURAL DEVELOPMENT

CO-ORDINATOR: CULTURAL SERVICES MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A	Increase audiences by expanding the 'variety' of cultural events presented in the MAG&CC (subject to building and equipment limitations and competing demands: eg children's services).	Ongoing – review September	Achieved through a series of music and dance concerts presented as a component of the Mosman Spring & Celtic Festival, September 2001.
A	Explore the potential for small scale theatre productions and performances and relate to Gallery Exhibition programs where possible.	Ongoing – review September	Achieved. Consultant contracted to provide a report on the suitability and viability of small scale theatre productions in the Grand Hall.
A,B	Liaise with and assist community organisations in the planning and provision of cultural activities for education and enjoyment.	Ongoing – review September	Achieved with regard to the Mosman Spring & Celtic Festival, September 2001 and Mosman Art Society, October, 2001.
A,B	Seek sponsorship and community support to offset the costs associated with cultural events.	Ongoing – review in conjunction with each event	Achieved with regard to the Mosman Spring & Celtic Festival, September 2001.
A,B	Provide advice to Council on funding sources available for cultural programs.	Ongoing – review March	Achieved and Ongoing.
A,B	Promote a network of information about cultural opportunities for Mosman residents and ensure that all cultural events are included in the bi-monthly calendar of community events.	Ongoing – review quarterly	Achieved and Ongoing.
A,B	Develop and implement high quality public programs relating to the Mosman Art Gallery & Community Centre that will be of interest to Mosman region residents.	Ongoing – Review September	Achieved and ongoing. eg. the Mosman Spring & Celtic Festival, September 2001 and Neo-Artists program for Youth Arts Festival, March, 2002.
C	Contribute to the production of a Mosman Leisure Directory and ensure that cultural facilities and services are listed on our Website.	Ongoing – review September	Achieved and ongoing.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.05: CULTURAL DEVELOPMENT

CO-ORDINATOR: CULTURAL SERVICES MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
D	Support and develop the Mosman Public Art Trust.	Ongoing – review September	Achieved and ongoing. eg. Mosman Square Public Art Commission completed July 2002.
D	Develop a long term strategy for the incorporation of public art both permanent and ephemeral into our parks, gardens and civic spaces.	Ongoing – review September	In progress.
D	Ensure public art is considered in all planning for parks, gardens, foreshores and civic spaces.	Ongoing – review September	Achieved and ongoing with the cooperation of Environment & Planning Department staff.
D	Bring to fruition the Celtic Sculpture commission	September 2001	Achieved. Completed July 2002.
E	Effectively communicate, promote and market the Mosman Art Gallery & Community Centre programs, activities and opportunities for venue hire to community, community education and leisure, and commercial/private groups.	Ongoing – review September	Achieved and ongoing; primarily through the MAG&CC marketing brochure and related advertising at Gallery functions and events.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.06: GALLERY EXHIBITIONS AND ACTIVITIES

**CO-ORDINATOR: CULTURAL SERVICES MANAGER**

STATEMENT OF MEANS		DATE	PROGRESS
A	Ensure that Gallery areas continue to be suitably arranged, fitted out, furnished and maintained in order to be highly efficient and effective and to reflect high standards commensurate with community and professional expectations whilst being mindful of budgetary limitations.	Ongoing – review November	Achieved with the exception of the Gallery air-conditioning system and storage facilities. Some problems with the air-conditioning system have impacted on Gallery operations. Necessary repairs and upgrades are in progress.
A	Ensure ongoing gallery processes and procedures that impact on other activities in the Mosman Art Gallery & Community Centre are communicated, planned and implemented across all MCC activities.	Ongoing – review November	Achieved and ongoing; primarily through effective communication channels between relevant staff.
A	Maintain contributory involvement in, and memberships of, professional associations and industry forums.	Ongoing – review April	Achieved through attending essential professional conferences and seminars etc.
B	Introduce 'Local Focus' and 'Artist of the Month' projects.	Review December 2001	Achieved and ongoing. Local Focus project introduced in March 2002. Artist of the Month in planning stage.
B	Establish a 'Major Australian Artists' exhibition program for artists of Mosman and surrounding districts, eg Nancy Borlase, Margaret Preston, Guy Warren, Theosophical Society Artists, Julian Ashton Art School History (subject to funding and limitations of Gallery).	Review as required	In progress. eg. Margaret Preston exhibition planned for September, 2002.
B	Actively promote the Art Gallery's location and services to pedestrian traffic in the Spit Junction, Mosman Square Area.	Ongoing – review April	Ongoing.
B	Develop, plan and implement high quality public programs that will enhance the Gallery's exhibition schedule and be of interest to the residents of Mosman and surrounding areas, and have income generating potential.	Ongoing – review September	Achieved and ongoing. eg. Education programs and events associated with the following exhibitions: 'Beyond the Frame', 'Celtic Art & Craft Exhibition', 'A Passion for Paper' and 'Allegories & Landscape'.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.06: GALLERY EXHIBITIONS AND ACTIVITIES

CO-ORDINATOR: CULTURAL SERVICES MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
B,C	Seek sponsorship, patronage and grants to offset costs associated with gallery activities.	Ongoing – review in conjunction with each event	Achieved and ongoing. eg. Sponsorship gained for the following exhibitions: Mosman Art Prize, Mosman Youth Art Prize, Northside Exposure and A Passion for Paper.
B,C,D	Continued and ongoing policy and development review.	Ongoing	Achieved and ongoing.
C,D	Ensure that volunteers are continually recruited, supported and trained to assist gallery services and that their efforts are acknowledged.	Ongoing – review April	Achieved and ongoing. eg. Volunteer Guide Training Course introduced, March 2002.
C,D,E	Actively promote the inclusion of artist workshops in the gallery program.	Ongoing – review April	Achieved and ongoing. eg. Artists' workshops provided with the exhibitions.
D	Expand the activities program for Friends of the Gallery and Volunteers, and link with other Galleries and Art Centres.	Review December 2001	Achieved and ongoing.
D	Introduce 'Beyond the Frame' education project.	Review December 2001	Achieved October 2001 and ongoing.
D	Continue to develop and support the Gallery Advisory Group, The Friends of the Gallery, Young Friends and Volunteers and draw on the expertise of the wider visual arts/craft profession.	Ongoing – review November	Achieved and ongoing. eg. Volunteers working on a variety of gallery projects and exhibitions on a regular basis.
D	Work with relevant professional bodies, community and government organisations in the planning and promotion and delivery of services.	Ongoing – review February	Achieved and ongoing. eg. Planned and presented 'Beyond the Frame' project with the Department of Education.
D	Assess and compile survey information to monitor visitor satisfaction and suggestions.	Ongoing – review February	Achieved and ongoing. eg. University work experience student completed telephone survey re community awareness of Mosman Art Gallery and programs.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.06: GALLERY EXHIBITIONS AND ACTIVITIES

CO-ORDINATOR: CULTURAL SERVICES MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
D	Plan and implement programs for young people in consultation with young people, for example the NEO Artists and Northside eXposure.	Ongoing – review February	Achieved and ongoing. eg. Northside eXposure exhibition presented February, 2002 and Neo-Artists project, April 2002.
E	Ensure that all paintings, art works and other cultural items belonging to Council are housed safely and appropriately, through regular monitoring and assessment.	Ongoing – review February	In progress within the constraints of available resources.
E	Ensure that the Mosman Art Collection is maintained, conserved and properly documented and that the Mosman Art Prize continues to be recognised as a professionally run acquisitive exhibition.	Ongoing – review September	In progress with the assistance of Gallery Volunteers and within the constraints of Gallery budget and resources. Re Mosman Art Prize. Achieved and ongoing.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.07: COMMUNITY ARTS, CRAFTS AND ACTIVITIES

CO-ORDINATOR: PROGRAMS CO-ORDINATOR

STATEMENT OF MEANS		DATE	PROGRESS
A,B	Ongoing consultation with community organisations, churches and the Chamber of Commerce concerning the development of Mosman's Village Market.	Ongoing – review September	Achieved and ongoing through a variety of avenues including the Chamber of Commerce and independent shop keepers, local residents, and through to CCD Committee.
A,B,C	Liaise with and assist community organisations in the planning and provision of arts and craft activities and events for education and enjoyment.	Ongoing – review September	Achieved and ongoing. E.G. Regular liaison with the Mosman Symphony Orchestra, Mosman Art Society and Mosman Historical Society etc.
A,B,C	Link market activities to the Mosman Art Gallery & Community Centre precinct/activities.	Ongoing – review September	Achieved and ongoing through activities like the Friends of the Gallery Book Fair and Mosman Spring Festival.
B	To hold an annual evening Christmas Village Market.	Ongoing – review September	Achieved and ongoing.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.08: COMMUNITY EVENTS

CO-ORDINATOR: BUSINESS LIAISON AND TOURISM MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A	Seek grants, sponsorship and other funding for community events organised by Council.	Ongoing – review June	Sponsorship achieved for Mosman Spring Festival.
A,B	Ensure the success of newer community events including the Civic Church Service, Mosman Day (9 June) the Mosman Spring Festival and the Mosman Garden Competition.	Ongoing – review November	All ran successfully
B	Ensure that Council organised civic and community events are organised in accordance with the guidelines laid out in the Special Event Management Policy.	Ongoing	Achieved & Special Event Management Policy updated to include consideration for new legislation.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.09: COMMERCIAL/COMMUNITY EVENTS

CO-ORDINATOR: COMMUNITY AND BUSINESS RELATIONS MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A	Assist in the promotion of local community events through stocking brochures, through ensuring all events are included in bi-monthly calendar of community events, and through advising the media of forthcoming activities.	Ongoing – review November	Achieved and ongoing.
A	Liaise with and assist local organisations in planning for and organising community events in accordance with Council's Special Event Management Policy.	Ongoing – review November	Achieved – Freedom of Entry Parade and HMAS Penguin Open Day are two examples of the success of this liaison.
B	Provide an opportunity for partial funding of local community events through the administration of an annual community subsidy program.	Ongoing – review June	Not required in this time period – where required assistance provided in terms of administration assistance from Council.



PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.10: FRIENDSHIP AGREEMENTS

**CO-ORDINATOR: COMMUNITY AND BUSINESS RELATIONS MANAGER**

STATEMENT OF MEANS		DATE	PROGRESS
A	Provide information and assistance to our Friendship communities.	Ongoing – review March	Ongoing
A	Consider other Friendship Agreements.	Ongoing – review March	N/A
A-C	Promote and encourage the community to take advantage of the Friendship Agreements.	Ongoing – review March	Ongoing – Library display promoting Douglas Shire Council & planned display promoting Glen Innes Council.
A-C	Keep the web site current on this subject and provide links to relevant web sites.	Ongoing – review March	Ongoing
B	Work with friendship communities to develop a program whereby the local newspapers of friendship communities might regularly exchange columns with a local Mosman newspaper to improve communications and knowledge between the different communities.	Review August	Ongoing
C	Foster the pen pal program developed with Paciano School children and older residents and strive to extend to other communities.	Ongoing – review October	Ongoing
C	Encourage and facilitate local Rotary Clubs to develop a student exchange program to Mudanjiang and support the “Girl Child” Education Program.	Ongoing – review October	Achieved and ongoing.

PROGRAM 11: TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 11.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR ENVIRONMENT AND PLANNING

STATEMENT OF MEANS		DATE	PROGRESS
A	Monitor and review policies on Public Transport and lobby for additional bus services, particularly at night.	Ongoing – July	Action through Shoroc Transport Group is continuing.
A,B,C	Re-focus regional approach to transport and therefore attend and participate in Consultative Groups such as:- <ul style="list-style-type: none"> <li>• RTA Northern Consultative Committee.</li> <li>• SHOROC - Regional Organisation of Councils</li> <li>• RTA Consultative Forum.</li> <li>• RTA Northern Region Organisation of Council</li> </ul>	Ongoing – review January	Ongoing.
A,B,C	Liaise with, foster contacts, lobby Statutory Bodies, Federal and State Governments and Opposition in order to achieve program objectives. Consult with North Sydney Council regarding traffic and transport issues.	Ongoing – review January	Continued lobbying of State and Federal bodies including recent approaches to Federal Transport Minister and Bureau of Transport and Regional Economics.
A,B,C	Review methods of public consultation.	Ongoing – review March	Ongoing using a regional approach based on Shoroc.
B	Review the effectiveness and efficiency of the Spit/Military Road transport corridor subject to funding.	Ongoing - review January	Deferred pending other priorities and outcome of review of regional transport options.
B	Liaise with SHOROC for development of a Regional Transport Model.	Dec 2001	Background information obtained.
C	Through SHOROC seek funds from State and Federal Governments for development of a Regional Transport Model and Regional Transport Strategy.	Dec 2001	Deferred due to staff shortages
D	Erect pedestrian signage in Council precincts in accordance with the Public Domain Improvement Program and review outcomes to identify further need.	ongoing	Ongoing - liaison with RTA regarding safety fences

PROGRAM 11: TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 11.02: ROADS

**CO-ORDINATOR: MANAGER ASSETS AND SERVICES**

STATEMENT OF MEANS		DATE	PROGRESS
A	Prepare annual maintenance and improvement program for main and secondary roads.	Ongoing - review January	Achieved and ongoing.
B,C	Review road opening procedures with the public authorities.	Ongoing - review July	Achieved and ongoing.
B,C	Review and co-ordinate works with public utilities.	Ongoing – review July	Achieved and ongoing.
A	Undertake a further road condition survey in 2004/2005.	Jan 2005	Ensure funding provided in 2004/2005 budget.
A	Implement the 5 year asphalt road rehabilitation program.	Ongoing – review June	Achieved and ongoing.
A	Implement the 1 year concrete road rehabilitation program.	Jun 2001	Achieved.
A,D	Review the trial concrete road treatments and prepare a 4 year forward works plan for concrete roads.	Dec 2001	Achieved. Two year program developed, adopted by Council and being implemented.
A,D	Review the latest rehabilitation methods for road assets as and when appropriate.	Ongoing – review June	Achieved and ongoing.
A	Negotiate with the RTA and reach agreement on funding for maintenance of the Ourimbah Road/Macpherson Street rate.	Ongoing – review May	Achieved and ongoing.
A	Prepare cost effective designs for road rehabilitation in a timely manner to ensure forward works programs can be implemented.	Ongoing – review June	Achieved and ongoing.
A	Investigate opportunities for shared funding of maintenance of Middle Head Road with the Commonwealth Government.	Ongoing – review March	Ongoing.
A	Implement an inspection and monitoring program for retaining structures.	Apr 2002	Deferred. Other priorities have taken precedence. Scheduled for completion April 2003.

PROGRAM 11: TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 11.03: FACILITIES

CO-ORDINATOR: MANAGER ASSETS AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A	Complete an inventory and condition rating of all traffic signs and line marking on local roads.	December 2001	Achieved and now in GIS
B	Review condition survey and prepare annual maintenance program of works for crash barriers and signs.	Ongoing – review March	Ongoing
B	Develop a maintenance program for traffic signs and line marking on local roads.	March 2001	Ongoing
B	Prepare a specification and tender for maintenance of signs and line marking on local roads.	March 2001	Achieved - new contract awarded
B	Provide directional signage indicating accessible facilities and promote better signage with local businesses.	2001	Deferred due to staff shortages
B	Assess requests for street lighting improvements as required and implement where appropriate.	Ongoing – review March	Achieved and ongoing.
B	Negotiate with the RTA for an increase in the Block Grant to maintain traffic facilities on local roads.	Ongoing – review March	Ongoing
B	Support efforts by residents to underground overhead cables in Mosman by meeting costs associated with street lighting alterations and allowing direct engagement of Council contractors for road and footpath restoration.	Ongoing – review March	Ongoing. Submission made to IPART inquiry into the undergrounding of overhead electricity cables.

PROGRAM 11: TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 11.04: TRAFFIC MANAGEMENT

CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT

STATEMENT OF MEANS		DATE	PROGRESS
A	Determine a priority list of problem areas requiring traffic management schemes and improvement strategies.	Ongoing – review December	Traffic management schemes prepared for West Ward areas and to be implemented subject to funding.
A	Negotiate with the Roads and Traffic Authority for the installation of a traffic management plan for Ourimbah Road and Macpherson Street (Regional Road 2036).	Ongoing – review April	Ongoing
A	Prepare annually a Traffic Report on the accident history for all roads.	Ongoing – review April	Achieved
A	Further assess existing traffic conditions in Mosman by: <ul style="list-style-type: none"> <li>Assessing outcome of comprehensive origin/destination traffic survey with Mosman.</li> <li>Formulating a traffic generation distribution and assignment model for Mosman.</li> </ul>	December 2001  December 2001	Ongoing  Deferred due to priority placed on West Ward Resident Parking Schemes and shortage of experienced staff.
A	Complete implementation of the recommendations from the Environmental Adaptation Study for The Esplanade to improve traffic management, parking, pedestrian safety and amenity.	December 2001	Design completed with construction scheduled for mid-2003.
A	Negotiate with the Roads and Traffic Authority for a Military/Spit Road Route Performance Study.	December 2001	Deferred due to staff shortages
A	Install where appropriate variable message signs along Spit Road to raise awareness of motorists of traffic and safety issues.	Ongoing	Achieved. Conducted on an occasional basis.

PROGRAM 11: TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 11.04: TRAFFIC MANAGEMENT

CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT

STATEMENT OF MEANS		DATE	PROGRESS
B	In consultation with Council's Rangers strive to make carparks feel more friendly and safe through such means as improved lighting, paintwork and a systematic approach to the monitoring of carparks.	December 2001	Ongoing
C	Develop and maintain a traffic facilities and devices database.	Ongoing	Achieved.
D	Monitor effectiveness of traffic regulation and enforcement.	Ongoing	ongoing
A,B	Undertake comprehensive review of parking and access in Mosman, with the aim of introducing resident parking schemes and/or pay and display where appropriate.	December 2001	Achieved. Resident Parking Schemes for West Ward adopted November 2001 and fully implemented May 2002. Subject to review in 12 month from commencement.

PROGRAM 11: TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 11.05: PEDESTRIANS

**CO-ORDINATOR: MANAGER ASSETS AND SERVICES AND  
MANAGER PLANNING AND TRANSPORT**

STATEMENT OF MEANS		DATE	PROGRESS
A,B	Document and implement a best practice procedure and manual for Council's footpaths in accordance with the recommendations of Statewide Insurance.	August 2001	Deferred for completion August 2002 due to concerns over resourcing of the inspection regime proposed.
D	Attend the Mosman Access Advisory Group meetings and review all Council proposed works with the Assets Working Party.	Ongoing – review November	Achieved and ongoing.
D	Review all parking restrictions in vicinity of all pedestrian crossing facilities in Mosman.	December 2001	Ongoing review of all pedestrian crossings at schools currently underway
D	Improve pedestrian and cyclist safety to schools and in the vicinity of public facilities.	Ongoing – review July	Schools Crossings being considered in a number of local schools
E	Develop road safety and pedestrian strategies in conjunction with schools, senior citizens, police and SHOROC Safe Communities. Review 40km/h speed areas to possibly include child car facilities	March 2001– Ongoing	40km/h area approved by RTA in Short and Myahgah Streets
E	Investigate provision of standard approach to barriers and school crossings in conjunction with local schools.	March 2001– Ongoing	Ongoing - approval given to crossing in Mandolong Road and Queen Street
E	Prepare a brief to undertake a pedestrian access and mobility plan.	June 2001	Deferred due to staff shortages
B	Implement the 5 year footpath rehabilitation program.	Ongoing – review June	Achieved and ongoing.
D	Construct additional kerb ramps as funded in the annual budget following consultation with the community and Access Advisory Group.	Ongoing – review June	Achieved and ongoing.

PROGRAM 11: TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 11.05: PEDESTRIANS

CO-ORDINATOR: MANAGER ASSETS AND SERVICES AND  
MANAGER PLANNING AND TRANSPORT

STATEMENT OF MEANS		DATE	PROGRESS
B	Investigate and report on feasibility and effectiveness of alternative methods of treating footpath trips.	Dec 2001	Trial program implemented and assessment is ongoing.
B	Undertake a further footpath condition survey in 2004/2005.	Jan 2005	Ensure funding provided in the 2004/2005 budget.
D	Control footpath occupations in accordance with Council's policy	Ongoing	Ongoing.



PROGRAM 11: TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 11.06: BICYCLES

CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT

STATEMENT OF MEANS		DATE	PROGRESS
A	Investigate the suitability of the Mosman area for the use of bicycles as an alternative transport mode.	December 2001	Deferred due to staff shortages
A	Replace existing and introduce new bicycle signage and facilities, as required.	Ongoing Review December	Ongoing
A	Investigate the incorporation of guidelines for bicycle parking facilities in any future Development Control Plans.	Ongoing	Incorporated in Business Centres DCP and Residential DCP
A	Develop guidelines against which to consider all development proposals, both private and public, to ensure that all issues affecting bicycle use, storage and safety are given due weight.	December 2002	Ongoing
A	Ensure that bicycle signage is adequate, particularly for those bicycle routes within the municipality currently contained in RTA bicycle maps.	December 2002	Deferred
A	Consider improved signage at the through bicycle route between top of Parriwi Road and the pedestrian light at Stanton Road.	December 2002	Ongoing
A	Consider widening the footway between the top of Parriwi Road and the pedestrian light at Stanton Road to make it dual use.	December 2002	Deferred due to staff shortages
A	Establish a bicycle advisory committee consisting of members of the local bicycle community and a nominated Council officer, to provide input to Council on all matters relating to bicycle use in the Municipality.	December 2002	Ongoing

PROGRAM 11: TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 11.07: PUBLIC TRANSPORT

CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT

STATEMENT OF MEANS		DATE	PROGRESS
A	Implement public transport asset improvements in conjunction with Public Domain Improvements.	Ongoing	Ongoing
B	Negotiate and advocate with the State Government and private contractors to improve public facilities, transitways and timetables and improve access to buses, taxis and other public transport.	Ongoing – review June	Ongoing
B	Negotiate with the State Transit Authority on possible options associated with the introduction of mini buses on local services in Mosman with the idea of servicing the ferry wharfs and foreshore areas during summer months.	August 2001	Ongoing
B,C	Investigate options for the expansion of the Balmoral weekend ferry service and use of ferries to other suitable locations in Mosman.	November 2001	Deferred due to staff shortages
B	Undertake a 1 month trial shuttle bus service on weekends during the summer months servicing Balmoral, Taronga Zoo and the ferry wharves.	December 2001	Report to Council Dec 2001 - review in 2002
C	To have water access available and integrated with efficient transport from wharves within the municipality.	December 2001	Ongoing

PROGRAM 12: ECONOMIC DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 12.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
A	Seek community input and keep the community informed about economic development issues through various print and online media, and through meetings or seminars.	Ongoing – review annually	Ongoing including Council Column on the Chamber of Commerce sponsored page in the Mosman Daily on a monthly basis.
A	Regularly convene the Business Forum.	Ongoing – review December	Achieved and ongoing
A-C	Ensure all relevant matters pertaining to this Program are posted on the Council’s Website in a timely manner, are kept up to date and linked appropriately.	Ongoing – review quarterly	Ongoing
B	Develop the Mosman Theme and associated marketing strategies including a focus on the unique federation heritage of the area.	Ongoing – review quarterly	Ongoing
B	Develop, implement and promote the business owners kit and associated issues arising from the Business Centres DCP.	Ongoing – review quarterly	Kit not developed due to staff constraints in Department of Environment and Planning, business owner queries being directed to the DCP
B	Ensure the business community is aware of and encouraged to use the Mosman colour scheme identified in the Town Centres DCP.	Ongoing – review quarterly	Ongoing
C	Effectively market business and visitor services and activities.	Ongoing - review quarterly	Visitor map produced and a range of joint promotions undertaken in conjunction with the business community.

PROGRAM 12: ECONOMIC DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 12.02: BUSINESS AND EMPLOYMENT

CO-ORDINATOR: COMMUNITY AND BUSINESS RELATIONS MANAGER

	STATEMENT OF MEANS	DATE	PROGRESS
A	<p align="center"><b>Maintain the momentum of the Business Forum established in 1997 as a means of:</b></p> <ul style="list-style-type: none"> <li>• involving Mosman businesses in Council’s planning for economic development;</li> <li>• exchanging information concerning matters relevant to businesses in Mosman;</li> <li>• identifying what the Mosman business community is able to do for itself to make for better business;</li> <li>• identifying what Council is able to do to assist the Mosman business community;</li> <li>• identifying key issues and determine responsibilities for managing specific issues; and more generally,</li> <li>• fostering the co-operative relationship between the business community and Council.</li> <li>• In consultation with other stakeholders, drive the promotional theme for the Mosman business community.</li> </ul>	Ongoing – review March	Business Forum met regularly throughout the year.
A	Continue improvements to the streetscape of the commercial areas, including the installation of footpath planter pots, more street planting, the development of a Mosman Village colour scheme, and guidelines in relation to shop awnings as referred to in the DCP.	Ongoing - review quarterly	Audit of the planter pot scheme carried out with maintenance person employed by the Chamber of Commerce.
A	Maintain a Mosman Marketing Plan and strategy to emphasise and market existing strengths of the area, including food, café, fashion, etc, following the development of the marketing logo.	Ongoing – review July	Ongoing with developments in local retail promotions under the ‘Mosman Is’ banner.

PROGRAM 12: ECONOMIC DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 12.02: BUSINESS AND EMPLOYMENT

**CO-ORDINATOR: COMMUNITY AND BUSINESS RELATIONS MANAGER**

STATEMENT OF MEANS		DATE	PROGRESS
A	Maintain an up to date map showing parking in the commercial areas, and distribute via local shop-keepers.	Ongoing – review May	Ongoing
A	Ensure the marketing efforts of Council, Taronga Zoo, the National Parks & Wildlife Service, and local business are more closely co-ordinated.	Ongoing - review quarterly	Ongoing
A	Ensure a shared sense of responsibility for the provision and maintenance of elements of the public domain as identified in the Business Centres DCP.	Ongoing – review quarterly	Ongoing
B	Provide free practical advice, counselling and assistance to businesses and individuals seeking to establish businesses through the Mosman Business Enterprise Centre.	Ongoing – review quarterly	Achieved and ongoing – Mosman BEC achieved highest enquiry rate in this year in its time of operation.
B	Establish and maintain a network of appropriately qualified people to provide services to local businesses through the Mosman Business Enterprise Centre.	Ongoing – review quarterly	Ongoing
B	Encourage and support business development programs, eg Mosman North Sydney Awards of Distinction and ensure continuation of the environmental, access and community categories instigated by Mosman Council.	Ongoing – review quarterly	Achieved and ongoing
B	While adhering to the principle of competition in purchasing, ensure where possible that SHOROC Councils collectively and individually are major local customers of local businesses and services.	Ongoing – review quarterly	Achieved and ongoing
B	Upgrade signage in the Business Centres in accordance with the provisions of the Business Centres DCP.	Ongoing – review November	Ongoing

PROGRAM 12: ECONOMIC DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 12.02: BUSINESS AND EMPLOYMENT

CO-ORDINATOR: COMMUNITY AND BUSINESS RELATIONS MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
B	Enhance the functionality and appearance of business centres in conjunction with the business community, in accordance with the provisions of the Business Centres DCP.	Ongoing – review July	Ongoing
B	Cooperate with the Mosman and Cremorne Chambers of Commerce in providing Christmas lighting and atmosphere in shopping areas commencing 1 December each year.	Ongoing - review July	Achieved and ongoing
B,D	Seek funding from other levels of government and sponsorship from the private sector for the support of existing services and for the establishment of new services.	Ongoing – review March	Ongoing
C	Facilitate the understanding of Council planning and development controls affecting the establishment and operation of businesses, through face-to-face contact and the preparation of suitable printed materials.	Ongoing – review March	Ongoing
C	Build stronger relationship with the Chambers of Commerce and similar groups.	Ongoing – review November	Ongoing
D	Ensure that the need for child care facilities in the business areas is adequately addressed in planning controls and relevant Council policies.	Ongoing – review November	Ongoing within budgetary limitations.
E	Ensure that all relevant information is kept up to date and is readily available to unemployed people; including BEC services, Mosman Youth Development services, charitable and government services.	Ongoing – review July	Ongoing
E	Develop strategies with the business community to provide training and employment opportunities for people with disabilities.	Ongoing – review July	Ongoing

PROGRAM 12: ECONOMIC DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 12.02: BUSINESS AND EMPLOYMENT

CO-ORDINATOR: COMMUNITY AND BUSINESS RELATIONS MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
E	Develop strategies with the business community to provide traineeships, cadets for Aboriginal students.	Ongoing – review July	Under investigation
E	Increase the profile of the Library's services to assist business and the role of the BEC.	Ongoing – review July	Ongoing

PROGRAM 12: ECONOMIC DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 12.03: MARKETING MOSMAN

**CO-ORDINATOR: COMMUNITY AND BUSINESS RELATIONS MANAGER**

STATEMENT OF MEANS		DATE	PROGRESS
A-E	Implementation of the proposed Mosman Marketing Plan, to ensure it remains current and best meets the shared needs of the local community and visitors, and in so doing seek public input and ensure continued community involvement.	Ongoing – review November	Ongoing
A-E	Take an active management role in the staging of special events through close co-ordination with relevant agencies, liaison with event organisers, through provision of information to the Mosman community and visitors, and through the ongoing implementation and review of Council's Special Event Management Policy.	Ongoing – review September and following each event	Ongoing
A	Develop the Mosman Marketing Plan and promote Mosman (or seek to have Mosman promoted) in a manner which is consistent with that Plan. It is envisaged that the Plan will feature: <ul style="list-style-type: none"> <li>• a focus on small-group and personalised styles of tourism such as ecotourism, educational tourism and cultural tourism, including shopping and eating;</li> <li>• a focus on promoting Mosman as a place of natural beauty and historical significance and as a safe and friendly place with a diverse range of leisure and cultural visitor experiences.</li> </ul>	Ongoing – review September	Achieved and ongoing. A number of successful promotion have been run under the 'Mosman is' banner including: Mosman is Kids, Mosman is Home, Mosman is Fashion.
A,C	Develop a booklet for those considering opening Bed and Breakfast establishments to reflect the Residential DCP, to guide the management of bed and breakfast provision in Mosman.	March 2002	Queries directed to Residential DCP.



PROGRAM 12: ECONOMIC DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 12.03: MARKETING MOSMAN

CO-ORDINATOR: COMMUNITY AND BUSINESS RELATIONS MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
B	Generate and maintain information concerning tourist attraction facilities and services and provide this to residents and visitors by way of printed materials, the installation of user friendly and visually acceptable signs, face-to-face contact in the Information Centre, and inclusion within Council's Internet site.	Ongoing – review March	Ongoing
B	Produce a Map of Mosman showing sites of interest for visitors.	August 2001	Achieved
B	Maintain an indexed collection of high quality colour images of Mosman in both transparency and digital format, for use in Council publications and the Council Internet site, as well as by local businesses in their promotional activities.	Ongoing – review March	Ongoing
B,D	Where appropriate ensure that information provided to the public includes details of regulations, requirements and expected modes of behaviour.	Ongoing – review March	Ongoing
C	Liaise with relevant Council staff and the organisers of events in order to promote the tourism and business potential of local and regional community arts and cultural events.	Ongoing – review March	Ongoing
C	Maintain close relationships with the Chamber of Commerce, Service Clubs and other organisations with an interest in the management of tourism with a view to seeking their ideas concerning new initiatives and keeping them informed of relevant Council decisions or actions.	Ongoing – review March	Ongoing
C	Work closely with Taronga Park Zoo and other tourism attractions and visitor service providers in Mosman in order to advance the objectives set out in MOSPLAN and the Mosman Marketing Plan.	Ongoing – review March	Ongoing

PROGRAM 12: ECONOMIC DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 12.03: MARKETING MOSMAN

CO-ORDINATOR: COMMUNITY AND BUSINESS RELATIONS MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
C,E	Liaise with public and private transport operators to ensure appropriate modes and frequency of transport to and throughout Mosman.	Ongoing – review March	Ongoing
E	Seek grants and funding for selective initiatives and maintain and strengthen links with SHOROC, NSREDO, BMR Committee and Tourism NSW.	Ongoing – review March	Ongoing
E	Liaise with National Parks and Wildlife Service, the Waterways Authority, and other such organisations on matters of shared interest including the education of residents and visitors on the appropriate use of our National Park areas, foreshores and other sensitive areas.	Ongoing – review March	Ongoing
E	Investigate opportunities through the Business, Marketing and Recreation Committee to assist in developing local and regional tourism initiatives.	Ongoing – review March	Ongoing

PROGRAM 12: ECONOMIC DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 12.04: REGIONAL ECONOMIC DEVELOPMENT

CO-ORDINATOR: GENERAL MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A	Work closely with regional leaders, especially in the preparation and updating of a regional audit and strategic management plan.	Ongoing – review July	Ongoing
A	Actively support SHOROC and Northern Sydney REDO politically, strategically and professionally.	Ongoing – review quarterly	Ongoing
A	Promote improved service delivery and lower costs to ratepayers through resource sharing, service sharing and the elimination of inefficiencies, together with identifying activities which can be provided on a co-operative approach.	Ongoing – review November	Ongoing
A-D	Finalise Kimbriki access for Mosman	February 2002	Achieved through Heads of Agreement for the company structure of the Kimbriki Centre in effect giving Mosman approximately 5% ownership in the company to be established to operate the facility for 99 years.
A-D	Review SHOROC Transport Policy	February 2002	Adopted.
B	Actively promote the initiatives of SHOROC and Northern Sydney REDO and keep residents involved and informed.	Ongoing – review November	Ongoing
C	Simplify Council's regulatory activities to make it easier for business planning, establishment and growth.	Ongoing – review November	Ongoing
C	Encourage introduction of continuous improvements and best practice in businesses and Councils in the region in order to streamline processes and to achieve commitment to high quality service delivery, facilities and products.	Ongoing – review November	Ongoing

PROGRAM 12: ECONOMIC DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 12.04: REGIONAL ECONOMIC DEVELOPMENT

CO-ORDINATOR: GENERAL MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
C	Analyse and develop required skills, knowledge and attitudes to improve competency of staff involved in economic development throughout the SHOROC Councils.	Ongoing – review November	Under Review
D	Integrate Local, Federal, State and regional capital works by co-operative development of infrastructure plans linked to economic and community development needs.	Ongoing – review November	Ongoing
D	Be aware of, and access, Federal and State Government initiatives and funding sources relevant to the economic development of the community and the region.	Ongoing – review November	Ongoing

**PROGRAM 1: DEMOCRATIC LOCAL GOVERNMENT**  
**SUB-PROGRAM 1.01: COUNCIL SECRETARIAT**

**CONVENOR: EXECUTIVE OFFICER – CORPORATE & HUMAN DEVELOPMENT**  
**CO-ORDINATOR: MANAGER GOVERNANCE**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Percentage of items called		11.2%	13.3%	12.4%
Percentage of decisions deferred		7.7%	8.3%	8.0%
Decisions contrary to Officer's recommendation		22.9%	26.0%	24.0%

**PROGRAM 1: DEMOCRATIC LOCAL GOVERNMENT**  
**SUB-PROGRAM 1.02: PUBLIC ACCOUNTABILITY**

**CONVENOR: EXECUTIVE OFFICER – CORPORATE & HUMAN DEVELOPMENT**  
**CO-ORDINATOR: MANAGER GOVERNANCE**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002	TOTAL 1 JUL 2001 – 30 JUN 2002
Percentage of residents satisfied with overall service provided by Council ( to be collected at a minimum every three years)  Number of proven complaints that are classified as maladministration		Survey scheduled for 2002/2003.  Nil.	Survey scheduled for 2002/2003.  Nil.	Survey scheduled for 2002/2003.  Nil.

**PROGRAM 1: DEMOCRATIC LOCAL GOVERNMENT**  
**SUB-PROGRAM 1.03: COMMUNITY/PUBLIC INVOLVEMENT**

**CONVENOR: EXECUTIVE OFFICER – CORPORATE & HUMAN DEVELOPMENT**  
**CO-ORDINATOR: MANAGER GOVERNANCE**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002	TOTAL 1 JUL 2001 – 30 JUN 2002
Audit program % completed		Program to be finalised 2 audits completed	Program to be finalised 1 audit completed	Program to be finalised 3 audits completed

**PROGRAM 1: DEMOCRATIC LOCAL GOVERNMENT**  
**SUB-PROGRAM 1.04: COMMUNICATION**

**CONVENOR: EXECUTIVE OFFICER – CORPORATE & HUMAN DEVELOPMENT**  
**CO-ORDINATOR: MANAGER GOVERNANCE**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Cost per page request from web site		\$0.36	\$0.36	\$0.36
% of applications/requests transacted online (eg. DAs, Certificates, jobs, property information etc)		Nil	Nil	Nil



**PROGRAM 2: RESOURCE AND ASSET MANAGEMENT**  
**SUB-PROGRAM 2.02: FINANCE AND CORPORATE ASSETS**

**CONVENOR: DIRECTOR CORPORATE SERVICES**  
**CO-ORDINATOR: MANAGER FINANCE**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	UNAUDITED RESULT as at 30 JUN 2002
<b>CURRENT RATIO</b> Factors <u>Current Assets</u> Current Liabilities	1.9:1	1.86	1.88
<b>UNRESTRICTED CURRENT RATIO</b> Factors <u>Current Assets less All External Restrictions</u> Current Liabilities less Specific Purpose Liabilities	1.7:1	1.64	1.66
<b>DEBT SERVICE RATIO</b> Factors <u>Net Debt Service Cost</u> Operating Revenue less Special Purpose Grants less Operating Contributions & donations	3.7%	2.97%	3.25
<b>RATE COVERAGE RATIO</b> Factors <u>Rate &amp; Annual Charges</u> Total Revenues	59%	59.48%	59%
<b>RATES &amp; ANNUAL CHARGES OUTSTANDING PERCENTAGE</b> Factors <u>Rates &amp; Annual Charges Outstanding</u> Rates & Annual Charges Collectible	2.5%	2.81%	2.0%
Percentage of Budget excluding statutory contributions exposed to competition	58%	59%	60%

**PROGRAM 2: RESOURCE AND ASSET MANAGEMENT**  
**SUB-PROGRAM 2.05: HUMAN RESOURCES**

**CONVENOR: DIRECTOR CORPORATE SERVICES**  
**CO-ORDINATOR: EXECUTIVE OFFICER - CORPORATE & HUMAN DEVELOPMENT**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Unscheduled absence rate (no. days absent/available workdays)	2.8%	3.2%	3.1%	3.15%
OH&S Cost Factor (Total OH&S Costs/FTE)	\$1,250 (12 month figure)	\$415	\$513	\$922 (average FTE over 12 months)

**PROGRAM 2: RESOURCE AND ASSET MANAGEMENT**  
**SUB-PROGRAM 2.06: EMERGENCY MANAGEMENT**

**CONVENOR: DIRECTOR CORPORATE SERVICES**  
**CO-ORDINATOR: MANAGER ASSETS AND SERVICES**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
No of Local Emergency Management Committee Meetings conducted.	4 per annum	2	2	4
No of District Emergency Management Committee Meetings attended.	4 per annum	1 – note only 1 meeting held during period instead of normal 2	Nil – Police Districts restructured & no meetings held	1

**PROGRAM 3: STRATEGIC TOWN PLANNING**  
**SUB-PROGRAM 3.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: DIRECTOR ENVIRONMENT AND PLANNING**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002	TOTAL 1 JUL 2001 – 30 JUN 2002
% of 149 certificates issued within 3 days (working days)	80%			median turnaround time is 3 days (53% -are dealt with in under 3 days even when weekends and public holidays are included)-

**PROGRAM 3: STRATEGIC TOWN PLANNING**  
**SUB-PROGRAM 3.02: ZONING FRAMEWORK**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Number of amendments to Mosman LEP 1998 initiated by Council	Less than 4	2 – anomalies LEP and acid sulfate LEP	1 - 4 glover street;	3
Cost recovery for preparing minor LEP vs application fee (\$4,500)	80%	80%	80%	80%

**PROGRAM 3: STRATEGIC TOWN PLANNING**  
**SUB-PROGRAM 3.03: PLANNING POLICY DEVELOPMENT**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002	TOTAL 1 JUL 2001 – 30 JUN 2002
Planning Work Program Schedule met (as per MOSPLAN)	80%	80% - some ahead of schedule (Recreation Action Plans); some behind schedule due to staff resources	80% some on schedule (Clifton Gardens) some behind schedule due to staff resources	80%

**PROGRAM 3: STRATEGIC TOWN PLANNING**  
**SUB-PROGRAM 3.05: LAND USE MANAGEMENT PLANNING**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002	TOTAL 1 JUL 2001 – 30 JUN 2002
% of Plans completed within specified timeframe (as per MOSPLAN)	80%	80% - Generic Plans of Managements prepared and adopted for Bushland and Parks	80% - Notifications DCP adopted; 2 Illawarra Street adopted ;Exempt and complying exhibited; Residential DCP review underway Note: priorities changed by Councillors requests	80%

**PROGRAM 3: STRATEGIC TOWN PLANNING**  
**SUB-PROGRAM 3.06: HOUSING STRATEGY**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002	TOTAL 1 JUL 2001 – 30 JUN 2002
Meeting Metropolitan Urban Development estimate of new dwellings per year	40	On target – DA for Vista Street medium density development approved and work commenced	On target DA for sacred heart church with council	On target



**PROGRAM 4: BUILT ENVIRONMENT**  
**SUB-PROGRAM 4.02: DEVELOPMENT**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER DEVELOPMENT SERVICES**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
No. of Development Applications received	550 per year	496 for calendar year to 31 December 2001.	207	499
No. of Construction Certificates received	280 per year	328 for calendar year to 31 December 2001	137	314
Median Development Application processing time	63 days	88 days		Not available due to software error.
Median Construction Certificate processing time	25 days	42		Not available due to software error.
% Development Applications to appeal	2%	<2%	2.5%	2.5% *
% Appeals with a positive result/consistent with recommendation	75%	Reported on annual basis.	Reported on annual basis.	94%

**PROGRAM 5: NATURAL ENVIRONMENT**  
**SUB-PROGRAM 5.02: ATMOSPHERIC ENVIRONMENT**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002	TOTAL 1 JUL 2001 – 30 JUN 2002
Reduce corporate greenhouse gas emissions by 20% by the year 2010 based on 1995 levels 4894 CO <sub>2</sub> e)	4690	To be reported on an annual basis.	Software required to automatically update energy consumption not yet available. If further delayed then a full inventory analysis will be undertaken prior to Dec 2002.	N/A

**PROGRAM 5: NATURAL ENVIRONMENT**  
**SUB-PROGRAM 5.03: WATER CYCLE MANAGEMENT**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002	TOTAL 1 JUL 2001 – 30 JUN 2002
Reduction in Council's annual water consumption	Base Year	Audit to be undertaken 2001/2002 with targets to be subsequently determined.	Success with grants resulted in bringing forward CEC projects and a shift in resource allocation. Commencement date moved to 2002/2003.	N/A.

**PROGRAM 5: NATURAL ENVIRONMENT**  
**SUB-PROGRAM 5.04: BIODIVERSITY**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Hectares of bushland area under contract which is greater than 90% weed free.	TBA	New contracts commenced in October 2001. Measurement of bushland areas under contract with 90% weed free to be determined in the annual work report due 30 September 2002.	New contracts commenced in October 2001. Measurement of bushland areas under contract with 90% weed free to be determined in the annual work report due 30 September 2002.	New contracts commenced in October 2001. Measurement of bushland areas under contract with 90% weed free to be determined in the annual work report due 30 September 2002.

**PROGRAM 5: NATURAL ENVIRONMENT**  
**SUB-PROGRAM 5.05: TREES**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: OPEN SPACE CO-ORDINATOR**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Net change in tree stock on Council controlled land	+250	+323	+450	+773

**PROGRAM 6: PUBLIC HEALTH**  
**SUB-PROGRAM 6.02: WASTE MINIMISATION AND MANAGEMENT**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002	TOTAL 1 JUL 2001 – 30 JUN 2002
Quantity of recyclable material diverted from the domestic waste stream as a percentage of the total.	37%	42%	42%	42%

**PROGRAM 6: PUBLIC HEALTH**  
**SUB-PROGRAM 6.03: CLEANSING**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER PROPERTY AND ASSETS**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Average cost to clean beaches and reserves per hectare per annum	\$14,600	\$14,038	\$14,878	\$14458
Average cost per clean of public amenity blocks per day	\$13.20	\$13.60	\$13.60	\$13.60
Average cost of street sweeping per annum per kilometre	\$1057	\$1057	\$1057	\$1057
Average quantity of rubbish removed per annum per kilometre	4 tonne	4 tonne	4.6 tonne	4.3tonnes

**PROGRAM 6: PUBLIC HEALTH**  
**SUB-PROGRAM 6.04: DISEASE PREVENTION**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Number of Notices issued as a percentage of the total number of inspections of food premises	<2%	<2%	2%	<2%



**PROGRAM 6: PUBLIC HEALTH**  
**SUB-PROGRAM 6.05: COMPANION ANIMALS**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER RANGER SERVICES**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
% of impounded animals that are unregistered	31%	25.58%	41.81%	42.44%
% of fines issued to Mosman residing animals	73%	93.8%	Figures no longer available	from IPB reports- Privacy Act
% of repeat barking dog complaints	11%	9%	9%	9%

**PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES**  
**SUB-PROGRAM 8.02: COMMUNITY INVOLVEMENT/VOLUNTEERS**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Total number of volunteers	510	550	630	590

**PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES**  
**SUB-PROGRAM 8.03: CHILDREN/FAMILY**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: CHILDREN'S SERVICES DEVELOPMENT OFFICER**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Cost coverage of operational budget (staffing and program costs):				
% Fees and Charges	63%	65.1%	56.9%	61%
% Grants and Subsidies	25%	25.3%	30.7%	28%
% Council	12%	9.6%	12.4%	11%

**PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES**  
**SUB-PROGRAM 8.04: YOUTH**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Number of users of Youth Development Centre per \$100 of operational budget (annual attendances/staffing and program costs adjusted for CPI)	19	21	19	20

**PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES**  
**SUB-PROGRAM 8.05: OLDER PEOPLE**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Number of users of Mosman Square Seniors' Centre per \$100 of operational budget (annual attendances/staffing and program costs adjusted for CPI)	21	38	38	38

**PROGRAM 9: LIBRARY AND INFORMATION**  
**SUB-PROGRAM 9.02: LIBRARY RESOURCES**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: LIBRARY RESOURCES MANAGER**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Acquisitions per capita	0.24	0.19	0.17	0.36
Loans per capita	10.4	5.23	7.09	12.32

**PROGRAM 9: LIBRARY AND INFORMATION**  
**SUB-PROGRAM 9.03: LIBRARY SERVICES**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: LIBRARY SERVICES MANAGER**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
No of active borrowers as a percentage of population	50%	52%	56%	56%
Percentage of enquiries completed successfully:				
Reference	85%	92.6%	89%	88%
Local Studies	90%	90.2%	92%	92%
Community info.	95%	97.8%	97%	98%

**PROGRAM 9: LIBRARY AND INFORMATION**  
**SUB-PROGRAM 9.04: LIBRARY INFORMATION TECHNOLOGY**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: LIBRARY RESOURCES MANAGER**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Percentage of Inter-Library Loan requests satisfied within Shorelink	75%	85%	79%	82%



**PROGRAM 9: LIBRARY AND INFORMATION**  
**SUB-PROGRAM 9.09: MOSMAN WEBSITE**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: INTERNET CO-ORDINATOR**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002	TOTAL 1 JUL 2001 – 30 JUN 2002
No of hits on Website (average per month)	30,000	Average of 30,740 hits per month	Average of 16,114 requests for pages per month	Average of 16,114 requests for pages per month <b>The changeover to the new website occurred in November 2001 and a new website directory structure was in effect from December 2001. Statistics are now compiled on the basis of no. of requests for pages.</b>

**PROGRAM 10: PARKS, RECREATION AND CULTURE**  
**SUB-PROGRAM 10.02: PARKS, GARDENS AND CIVIC SPACES**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: OPEN SPACE CO-ORDINATOR**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Level of satisfaction of users of parks and open space (data to be collected at least every three years).	70%	Park Survey of 3 sample parks and 3 sample sporting fields to be completed by 31 March 2002.	To be included in forthcoming Community Survey 2002.	To be included in forthcoming Community Survey 2002.
Average annual cost per capita for parks maintenance	\$12.36 per year	\$8.22 per half year	\$18.53	\$13.38

**PROGRAM 10: PARKS, RECREATION AND CULTURE**  
**SUB-PROGRAM 10.03: OVALS AND SPORTS FACILITIES**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: MANAGER PROPERTY AND ASSETS**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Percentage of playing field and cricket pitch maintenance costs recouped through user charges	28%	21.8% per half year	39.2%	30.5%

**PROGRAM 10: PARKS, RECREATION AND CULTURE**  
**SUB-PROGRAM 10.04: BEACHES, SEA POOLS AND FORESHORES**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: MANAGER PROPERTY AND ASSETS**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Level of satisfaction of users with the condition of foreshores and facilities.	70%	Survey/ methodology yet to be commissioned	Survey methodology yet to be commissioned	

**PROGRAM 10: PARKS, RECREATION AND CULTURE**  
**SUB-PROGRAM 10.05: CULTURAL DEVELOPMENT**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: CULTURAL SERVICES MANAGER**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Occupancy rates of the Mosman Art Gallery & Community Centre (expressed as a % of available rental hours)	60%	70% occupancy rate	76% occupancy rate	73% occupancy rate

**PROGRAM 10: PARKS, RECREATION AND CULTURE**  
**SUB-PROGRAM 10.06: GALLERY EXHIBITIONS & ACTIVITIES**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: COMMUNITY AND BUSINESS RELATIONS MANAGER**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002	TOTAL 1 JUL 2001 – 30 JUN 2002
Number of visitors to Art Gallery per \$100 of operational budget (annual attendances/ staffing and program costs adjusted for CPI)	12	10.5	11.7+	11.1

**PROGRAM 11: TRANSPORT AND TRAFFIC**  
**SUB-PROGRAM 11.02: ROADS**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER ASSETS & SERVICES**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002	TOTAL 1 JUL 2001 – 30 JUN 2002
Dollar value of road asset compared to previous financial year (AAS27) as a percent	100%			118,713000 (2000/2001) 2001/2002 not available
No. of road condition related public liability claims per year	<5	9	3	12

**PROGRAM 11: TRANSPORT AND TRAFFIC**  
**SUB-PROGRAM 11.03: FACILITIES**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER ASSETS & SERVICES**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
% funding obtained from RTA for traffic maintenance related to actual costs	70%	76% (6 monthly)	62% - additional money spent on RPS Scheme in West ward.	62% Currently writing to RTA for increase in funds



**PROGRAM 11: TRANSPORT AND TRAFFIC**  
**SUB-PROGRAM 11.04: TRAFFIC MANAGEMENT**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER PLANNING & TRANSPORT**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Reduction in number of accidents on Local Roads per year	<75	43	Data not yet available	43 for 1 <sup>st</sup> half of year
% of public satisfaction with The Esplanade road improvements - survey	75%	Not available – survey to be undertaken at completion of improvements to the Esplanade		Not available – survey to be undertaken at completion of improvements to the Esplanade

**PROGRAM 11: TRANSPORT AND TRAFFIC**  
**SUB-PROGRAM 11.05: PEDESTRIANS**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER ASSETS & SERVICES**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Dollar value of footpath asset compared to previous financial year (AAS27)	100%	Only Available at end of financial year		\$118,713,000 (2000/2001) Not available
Percentage of Building applications to Footpath occupation permits	28%	44.8 % of Building sites have footpath occupation	21.67%	30.9%
Percentage of Building sites to related infringements	20%	74% (of 194 Building sites 144 infringements were issued relating to them)	38.46%	72.36%
No. footpath condition related public liability claims per year	<20	6	10	16

**PROGRAM 11: TRANSPORT AND TRAFFIC**  
**SUB-PROGRAM 11.07: PUBLIC TRANSPORT**

**CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING**  
**CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002	TOTAL 1 JUL 2001 – 30 JUN 2002
Increase in the number of people that use public transport to and from work	30 (1% increase p.a.)	Data Not available	Actual Sydney-wide decline of about 3% with some Mosman routes declining by up to 10% while others no change. Patronage decline figures provided by STA are not sufficiently sophisticated to allow specific figures of Mosman only public transport patronage.	Actual Sydney-wide decline of about 3% with some Mosman routes declining by up to 10% while others no change. Patronage decline figures provided by STA are not sufficiently sophisticated to allow specific figures of Mosman only public transport patronage.

**PROGRAM 12: ECONOMIC DEVELOPMENT**  
**SUB-PROGRAM 12.02: BUSINESS AND EMPLOYMENT**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: COMMUNITY AND BUSINESS RELATIONS MANAGER**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002	TOTAL 1 JUL 2001 – 30 JUN 2002
No of enquiries at the Mosman BEC Office	85 for the six month period	110 (Comprising 49 interviews plus 61 telephone enquiries)	132	242 (comprising 122 interviewed plus a further 120 telephone enquiries)

**PROGRAM 12: ECONOMIC DEVELOPMENT**  
**SUB-PROGRAM 12.03: MARKETING MOSMAN**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: COMMUNITY AND BUSINESS RELATIONS MANAGER**

<b>KEY PERFORMANCE INDICATOR</b>	<b>ANTICIPATED RESULT</b>	<b>ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001</b>	<b>ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002</b>	<b>TOTAL 1 JUL 2001 – 30 JUN 2002</b>
Percentage of local businesses using the 'Mosman Is' logo (Based on 2000/2001 White Pages on CD figure of 559 local businesses)	10%	12%	15%	13.5%

**PROGRAM 12: ECONOMIC DEVELOPMENT**  
**SUB-PROGRAM 12.04: REGIONAL ECONOMIC DEVELOPMENT**

**CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT**  
**CO-ORDINATOR: GENERAL MANAGER**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2001 – 31 DEC 2001	ACTUAL RESULT 1 JAN 2002 – 30 JUN 2002	TOTAL 1 JUL 2001 – 30 JUN 2002
Per annum increase of value of major contracts initiated through SHOROC	20%	0%		

**REPORT ON THE CONDITION OF  
PUBLIC WORKS  
428(2)(d)**

**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. Council allocated funds to undertake remedial works to those sites considered most at risk of failure and 90% of these works have now been completed.

Based on the valuations estimated in the previous years, the written down value of Council's retaining structures at 30 June 2002 is shown below.

<b>DESCRIPTION</b>	<b>ESTIMATE OF FUNDS REQ'D TO BRING WORKS TO SATISFACTORY STANDARDS</b>	<b>ESTIMATE OF ANNUAL EXPENSES OF MAINTAINING THE WORKS AT THAT STANDARD</b>	<b>BUDGETED MAINTENANCE &amp; CAPITAL WORKS PROGRAM FOR 2000/2001</b>
Retaining Walls and Embankments	Data Gap	Data Gap	\$123,000

**Road Assets**

Council completed a condition survey of all its roads assets in the 1999/2000 financial year. This included a complete review of spending on the various components that makes up Council's road network e.g. kerb and gutter, concrete roads, asphalt roads.

Following completion of the condition survey a five year funding strategy and program for asphalt roads was compiled which allowed for increased levels of capital expenditure and decreasing levels of asphalt maintenance. This is able to occur as the overall condition of asphalt roads has consistently improved due to the higher level of capital funding spent on asphalt roads over the last eight years. As the level of funding required for asphalt road maintenance decreases, Council is able to divert the savings to concrete road maintenance and this is expanded upon below. Council has now completed the first two years of the five year asphalt roads rehabilitation program.

With very little funding allocated for rigid pavements in the six years prior to the condition survey in 1999/2000, concrete roads were in a poor state. Generally the concrete road network has high levels of cracking, stepping and joint failure. Whilst these roads were in a poor condition, the nature of further deterioration was such that it would not be significant in the short term. For this reason Council had been focussing its available funds for road maintenance on the asphalt road network up until the beginning of the 2000/2001 financial

year. Only basic maintenance such as joint sealing was undertaken on concrete pavements.

Since completion of the condition survey in 1999/2000 Council has committed to increased expenditure on concrete road rehabilitation. In the 2000/2001 financial year Council completed a one year program of works for the concrete roads in the poorest condition. The program concentrated on using innovative and cost effective techniques which also encouraged the use of recycled materials, and the recycling of waste material from the work. Based on the nature of failures in the respective pavements, a further two year program of works was adopted utilising different techniques again. At the end of this period Council will evaluate these methods before formulating a further two year program of works. Council's adopted five year funding strategy allows for increased levels of both maintenance and capital funding for concrete roads, which is aimed at redressing the poor condition of the network.

The results of the asset survey indicates that Council's kerb and gutter network appears to be in a fair condition. Approximately 10 – 15 % requires work to bring it to an acceptable standard. Kerb and gutter works are undertaken in conjunction with pavement rehabilitation works.

The asset survey indicated that Council's footpath network is in a poor condition with a high number of stepped joints. In all over 30 % of the footpath network has stepped joints greater than 25 mm. This is of particular concern and represents a significant public liability risk to Council.

Of particular importance in regard to footpath maintenance in Mosman is that the suburb enjoys a significant number of trees planted in the nature strips along virtually all of its streets. Indeed this is one of the attractions of the suburb to many residents. The associated root activity from these trees contributes significantly to the deterioration of Councils footpath network and can often reduce its serviceable life. Council adopts various protective measures to eliminate or minimise these effects including installation of root guards, narrowing of footpaths when reconstructed and planting of suitable tree species for nature strip locations that will not disturb the footpath.

Council is also currently formulating a best practice footpath manual which will help guide staff in the management of footpaths.

<b>DESCRIPTION</b>	<b>ESTIMATE OF FUNDS REQ'D TO BRING WORKS TO SATISFACTORY STANDARDS</b>	<b>ESTIMATE OF ANNUAL EXPENSES OF MAINTAINING THE WORKS AT THAT STANDARD</b>	<b>BUDGETED MAINTENANCE &amp; CAPITAL WORKS PROGRAM FOR 2001/2002</b>
Road Pavement	\$3,000,000	\$900,000	\$1,070,000 *
Kerb and Gutter	\$1,000,000	\$65,000	\$65,000
Footpaths	\$4,800,000	\$500,000	\$379,000



\* - Includes approximately \$250,000 revoted from 2000/2001 financial year to fund incomplete projects at 30 June 2001.

### **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 incidence of flooding of private property has significantly reduced over the last eight years as a result of SWAMP.

It had been intended to conduct a condition survey of all stormwater drainage assets in the 2001/2002 financial year, however this was not completed due to staff resource issues. The survey is now planned for completion in the 2002/2003 financial year so that Council will be in a position to accurately assess the condition of the drainage infrastructure. This will allow Council to shift the focus to more efficient maintenance of Council's drainage assets.

### **Stormwater Pollution Control**

In June 2000 Council adopted the Community Environmental Contract, which is a program of environmental works including the retro fitting of approximately 40 Stormwater Quality Improvement devices (SQIDs) to the existing drainage network. As of 30 June 2002 there were 14 SQIDs installed including some constructed prior to the adoption of the CEC. These SQIDS filter stormwater from approximately 51% of the Mosman Municipality. Further installation of SQIDs will be undertaken as part of the Community Environmental Contract, and it is anticipated that all significant catchments will be filtered by June 2004. As a result of this Council will be steadily increasing the allocation for maintenance of SQIDs over the next three years.

<b>DESCRIPTION</b>	<b>ESTIMATE OF FUNDS REQ'D TO BRING WORKS TO SATISFACTORY STANDARDS</b>	<b>ESTIMATE OF ANNUAL EXPENSES OF MAINTAINING THE WORKS AT THAT STANDARD</b>	<b>BUDGETED MAINTENANCE &amp; CAPITAL WORKS PROGRAM FOR 2000/2001</b>
Drainage Assets	Data Gap	\$160,000	\$156,000
Stormwater Pollution Control	0	\$50,000	\$40,000

**STATEMENT OF AMOUNTS INCURRED IN RELATION TO LEGAL  
COSTS AND EXPENSES  
428(2)(e)**

The costs 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**

<b>Property/Applicant/Council Officer</b>	<b>File No</b>	<b>Status</b>	<b>Cost</b>
<b>66 Bradleys Head Road</b> Waratah Village Partners/John Carmichael	8.2000.437.1	Class 1 Appeal discontinued. Class 4 prosecution finalised. Waiting hand down.	\$39,819.10
<b>7 James Street</b> Mr James Gibson/John Carmichael	8.1999.314.1	Finalised.	\$22,496.29
<b>327-337 Military Road</b> Tong Joo Pty Ltd/Peter Wells	8.1999.615.1	Finalised.	\$22,393.50
<b>23 Park Avenue</b> Elite Cor Pty Ltd/Leonie Derwent	8.1999.313.1	Finalised.	\$785.42
<b>13 Rangers Avenue</b> Lippman Associates/Leonie Derwent	8.2000.401.1	Finalised.	\$5,701.55
<b>53 Wyong Road</b> Anthony Gow-Gates/Sonny Ooi	8.2000.195.1	Finalised.	\$6,858.29
<b>12A Burran Avenue</b> Brookes/Martin Johnson	8.2001.410.1	Appeal heard. Waiting judgement.	\$1,470.01
<b>7 Inkerman Street</b> A Tavakoli, E Dalvand & E Mitchell v. M E Moss/Lisa So	8.2001.165.1	Finalised.	\$735.00
<b>75 Middle Head Road</b> Mrs P A Robertson/Mohamed Orfali	5.1997.141.1	Finalised.	\$300.00
<b>51 The Esplanade</b> Dreamtime Australia/Peter Wells	8.2001.014.1	Finalised.	\$367.00
<b>129-133 Spit Road</b> Bligh Voller Nield/Sonny Ooi	8.1999.529.2	Finalised.	\$2,429.17
<b>4 Harnett Avenue</b> Berecny/Alastair Visch	5.1997.282.1	Finalised.	\$2,552.05
<b>732-740 Military Road</b> AMP Henderson Global Investments PL/Sonny Ooi	8.2000.305.1	Finalised.	\$47,703.90
<b>109 Bay Street</b> Bennett/Michael Woodland	8.1999.002.1	Finalised.	\$918.76

<b>Property/Applicant/Council Officer</b>	<b>File No</b>	<b>Status</b>	<b>Cost</b>
<b>112-122 Cowles Road</b> Northshore Pacific Enterprises/Jason Perica	8.2000.040.1	Finalised.	\$1,714.01
<b>23A Raglan Street</b> M Letherbarrow/Paul Christmas	8.2000.076.1	Finalised.	\$22.73
<b>4 Mulbring Street</b> Matthew Byrne/Peter Wells	8.2001.162.1	Finalised.	\$2,140.14
<b>222 Raglan Street</b> Longitude Planning Pty Ltd/Peter Wells	8.2001.460.1	Finalised.	\$632.51
<b>Total</b>			<b>\$159,039.43</b>

## **2. LOCAL COURT MATTERS**

129 miscellaneous matters were referred to the Local Court for mention. They involved the following offences:

- Parking (104)
- Breaching the weight limit on roads (5)
- Dogs (5)
- Unauthorised activity (5)
- Pollution (5)
- Littering (5)

Council incurred direct costs during the period in relation to these matters. Fines and costs were generally recovered in those matters not withdrawn or dismissed.

**STATEMENT OF MAYORAL AND COUNCILLOR  
FEES AND EXPENSES  
428(2)(f)**

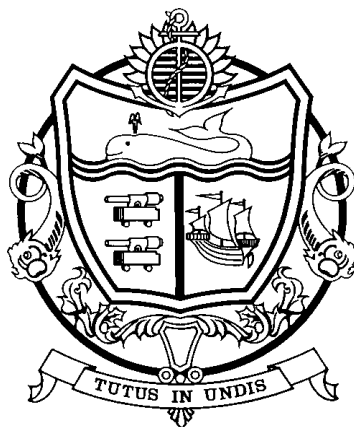
The following fees and expenses with regard to the Mayor and Councillors, were paid during the period:

	\$
Mayoral Allowance	24,860.00
Members' Fees (12 Councillors x \$11,000)	141,240.00
Catering/Receptions	27,632.98
Delegates Expenses	15,537.11
Sundry Expenses	779.98
Mobile Telephone (Mayor)	219.88
Travelling	5,265.59
<b>TOTAL</b>	<b>215,535.54</b>

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

See also Council's "Policy for the Payment of Expenses and Provision of Facilities to Mayor and Councillors", regarding other matters including the loan to Councillors of facsimiles/answering machines and personal/lap-top computers.

# Mosman Municipal Council



## **POLICY - PAYMENT OF EXPENSES AND PROVISION OF FACILITIES TO MAYOR AND COUNCILLORS**

**UPDATED 26 JUNE 2001**

(For details of Amendments refer Table of Contents)

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 <b><u>AMENDMENTS</u></b>		
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

## INTRODUCTION

This policy is made under the Local Government Act, 1993, including Sections 252 to 254. 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.

Section 428 (2)(5) requires a Council to include in its Annual Report:

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

# **1. FACILITIES FOR MAYOR AND COUNCILLORS**

## **1.1 Mayor**

- (a) In addition to those facilities provided to the Councillors, the Mayor is entitled to receive the benefit of:
- 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 facsimile machine at place of residence or business;
  - A telephone pager or mobile telephone.
  - Provision and maintenance of Mayoral Chain and Robes.
  - Provision (on loan) of a PC (laptop), modem incorporating facsimile and a printer.
- (b) Child care cost reimbursement be provided to the Mayor for attendance at Council, Committee, Sub-Committee Meetings and Working Parties, and for a maximum five (5) hours per week to permit the carrying out of civic and ceremonial functions at a rate equal to the carer's recommended fee structure for Mosman Family Day Care on a per Councillor not per child basis.

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

## **1.2 Councillors**

- (a) The Councillors are to receive the benefit of:
- 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;
  - Postage of official correspondence - all mail is to be directed through the Council's own mailing systems;
  - 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;

- Transport to official functions (if needed) when deputising for the Mayor by hire car or taxi; and
  - 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.
- (b) Child care cost reimbursement for attendance at Council and Committee, Sub-Committee Meetings and Working Parties being at a rate equal to the carer's recommended fee structure for Mosman Family Day Care on a per Councillor not per child basis.
- Reimbursement is subject to a formal claim being lodged not later than one (1) month after the expense was incurred.
- (c) Protective apparel, including hard hat and safety footwear, to accord with the NSW Occupational Health and Safety Act, 1983, for on site inspections.
- (d) Reimbursement for damages occasioned whilst on Council business to persons or property not exceeding the excess provided under Workers' Compensation insurance policies.
- (e) 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.
- (f) That a copy of the Local Government Act and relevant Regulations thereunder be provided for each Councillor who makes a written request for same.



## **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.

Alternatively, Councillors may travel by taxi and use a Council Charge Account in the above circumstances.

Reimbursement is subject to a formal claim 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;
- the Mayor or 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.

#### **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, and by the shortest route;

- (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 voucher form for payment.

### **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 a cash allowance or cheque equivalent thereto will be paid to the attendee in advance.
- An allowance for "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 from time to time, but subject to such cost not exceeding economy class air fares to and from the particular destination.
- Costs of vehicle hire and/or taxi fares which are reasonably incurred while attending conferences will be reimbursed by the Council.
- Reimbursement of expenses associated with attendance at approved conferences will be the lower of a car allowance and economy airfare. Councillors will have the option on mode of travel to conferences. (PF/8 3/2/98)

#### **(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.

(iv) Spouse/Partner

No objection is raised to attendees being accompanied by their spouse/partner subject to Council not being involved in further accommodation costs.

## **4. INSURANCE - COUNCILLORS**

**4.1** That 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. 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 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.

(c) Public Liability.

For matters arising out of Councillors' performance of civic duties or exercise of their functions as Councillors. BUT subject to any limitations or conditions set out in the policy of insurance which is, at the direction of Council, taken out.

## **5. LEGAL ASSISTANCE FOR COUNCILLORS**

### **5.1** That in the event of:

1. An enquiry, investigation or hearing by any of:

- The Independent Commission Against Corruption;
- The Office of the Ombudsman;
- Department of Local Government and Co-operatives;
- The Police;
- The Director of Public Prosecutions; or
- the Local Government Pecuniary Interest Tribunal,

into the conduct of a Councillor; or

2. Legal proceedings being taken by or against a Councillor, arising out of or in connection with the Councillor's performance of his or her civic duties or exercise of his or her functions as a Councillor, Council shall 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 ie any portion of the expenses representing any hourly charge rate higher than the hourly charge rate of Council's Solicitors will not be reimbursed.

**STATEMENT OF SENIOR STAFF**  
**428(2)(g) and General Regulation CI 7A (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 2001/2002 amounted to \$539,657.

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	\$166,949
• Director Corporate Services	\$121,648
• Director Environment and Planning	\$129,412
• Director Community Development	\$121,648

**REPORT ON CONTRACTS AWARDED DURING THE PERIOD  
428(2)(h)**

<b>Activity</b>	<b>Contractor</b>	<b>Date Awarded</b>	<b>Term of Contract</b>	<b>Tender Price</b>
Bushland Restoration in Middle Harbour Catchment (2001-2011)	Urban Bushland Management Pty Ltd	11/09/2001	10 years	\$1,455,346
Bushland Restoration in Port Jackson North Catchment (2001-2011)	Australian Bushland Restoration Pty Ltd	11/09/2001	10 years	\$923,154

A number of smaller contracts were awarded at a tender price of less than \$100,000 together with contracts awarded at no fixed value with work awarded to contractors on the basis of a schedule of rates. These activities were generally related to infrastructure works.



## **REPORT ON BUSHFIRE HAZARD REDUCTION ACTIVITIES 428(2)(i)**

During early 1999 the Manly-Mosman Bush Fire Management Committee was formed under the Rural Fires Act 1997. Membership of the committee consists of representatives from Manly Council, Mosman Council, National Parks and Wildlife Service and the NSW Fire Brigade. The committee is chaired by Councillor Jim Reid of Mosman.

After formation, the committee formulated an operations plan and a Draft Bushfire Risk Management Plan. The latter document was completed in January 2000 and identifies the level of bush fire risk within Manly and Mosman local government areas. It also establishes strategies appropriate for implementation to manage the risk of bush fire.

In regard to specific work undertaken in Mosman during 2001/2002 to reduce the risk of bush fire, Council has continued with its Bushland Regeneration Program which includes the removal of weeds and other fuel loads from Bushland areas. Given that pile burns are a continuing source of concern for the EPA, all fuel loads collected are generally physically removed from the bushland area.

Representatives of the NSW Fire Brigade conducted inspections and assessment of a number of bushland areas in Mosman in 2002 to determine the risk of bushfire. These areas were Quaker's Hat, Parriwi Park, Lawry Plunkett Reserve, Pearl Bay and Parriwi Point.

In the Quaker's Hat Bay area considerable amounts of fuel have been developing as a result of the weeding activities by the local volunteer bushcare group. The area concerned is quite steep and physical removal of the material is quite difficult. In consultation with the Mosman Fire Brigade this material has been separated into small piles and are due to be burnt in August 2002.

Plans had been put in place for a controlled burn of bushland at the Bradley Bushland Reserve in Middle Head Road for several years now. The burn was finally able to be undertaken in April 2002. The Friends of Bradley Bushland Reserve continue with the physical removal of fuel loads from the reserve.

Other pile and hazard reduction burns have also been planned for Parriwi Park and Lawry Plunkett Reserve and other parts of Quakers Hat Reserve during Winter 2002.

**DETAILS OF PROGRAMS UNDERTAKEN BY THE COUNCIL TO PROMOTE SERVICES AND ACCESS TO SERVICES FOR PEOPLE WITH DIVERSE CULTURAL AND LINGUISTIC BACKGROUNDS, 428 (2) (j)**

The 2001 Census shows that of those born overseas and living in Mosman, 12% were from non-English speaking countries. The Census also shows that of those people who speak a language other than English, nearly 90% of them speak English either well or very well. Consistent with this, Council's Customer Support Team, and also other staff with significant customer contact such as Library staff and staff of the Community Information and Advice Centre report that English language difficulties have not been an issue. Nevertheless, Council's Library, for example, has access to materials from the State Library's Multicultural Service for borrowers whose first language is not English. Assistance is also available from staff who possess a second language.

Many of those with diverse cultural and linguistic backgrounds arrive in Mosman on fixed term company postings with their employment arrangements often including their accommodation in Mosman. Council has in place strategies to help them become settled and also to facilitate their access to information. These include:

- New Residents Kits available to help with familiarisation with Mosman and its community.
- New Residents Tour of Council and Coffee Morning held with the objective of introducing new residents to each other and to former new residents and also to Council and its staff and services.

Council continues to provide opportunities for the community to celebrate cultural diversity. In particular, an exhibition was held at the Art Gallery and Community Centre of Chinese Painting of the Twentyfirst Century. This included paintings from provinces throughout China selected through the China Artists Association.

Council collaborated with the Lower North Shore Settlement Services Scheme to establish an English Conversation Group. This Group meets weekly at a Council venue and aims to improve English conversation, to identify and address the settlement needs of new arrivals in the Mosman area and to improve their access to local services. It also facilitates social interaction.

Council also maintained links with the Northern Sydney Region Multicultural Network Forum.

**SUMMARY OF RESOLUTIONS MADE UNDER SECTION 67  
CONCERNING WORK CARRIED OUT ON PRIVATE LAND, AND ANY  
SUBSIDIES RELATED TO THIS WORK  
428(2)(k)**

Council made no resolutions under Section 67 of the Local Government Act to undertake work on private property, nor did Council undertake works on private properties during the 2001/2002 financial year.

**AMOUNTS GRANTED UNDER SECTION 356 OF THE LOCAL  
GOVERNMENT ACT, 1993 (DONATIONS AND SUBSIDIES)**

**428(2)(I)**

The following amounts were paid during 2001/2002 in respect of donations and subsidies under Section 356 of the Local Government Act, 1993:

<b>Name of Organisation</b>	<b>Amount (\$)</b>
Sir David Martin Foundation (Lady Martin Appeal for the Homeless)	100.00
W.I.R.E.S.	200.00
Genevieve Hunt (US Student Conference)	100.00
Royal North Shore Hospital	400.00
Royal Far West Children's Health Scheme	100.00
Sydney Children's Hospital Foundation	100.00
Sydney Home Nursing Service	200.00
Sydney Metropolitan Wildlife Service	100.00
Taldumande Youth Services	300.00
Breast Cancer Institute (NSW), Westmead Hospital	200.00
Youth off the Streets	100.00
St Vincent de Paul Society	100.00
Life Education Centre	100.00
Sisters of Charity – Sr Leonie Martin	200.00
Westpac Lifesaver Rescue Helicopter Service	100.00
<b>Total</b>	<b>2,400.00</b>

## **STATEMENT OF HUMAN RESOURCE ACTIVITY 428(2)(m) and General Regulation CI 7A (1)(a)**

### **STAFF LEARNING AND DEVELOPMENT**

In the period under review, a range of training was again offered to staff. More than 330 courses, conferences and seminars were attended by staff, with 8 staff being offered tertiary training. The time spent on training was approximately 570 days. 54% of the training was received by male staff and 48% by female.

There were two major focii in training this year, both enabling our staff to better fulfil requirements under law. 15 staff across the organisation received training in order to become accredited under the Protection of the Environment Operations Act, and 50 staff received training that better equipped them to deal with the provisions under the new Occupational Health and Safety Act.

A new initiative was begun this year. Recognising the need for Managers to continue to build their skills, particularly in people development, and the value of sharing knowledge and ideas, a series of short workshops was conducted. Managers identified their needs and sessions were built around them. The sessions have been offered monthly, and have had the added benefit of building the Managers' networks at Council.

All staff were put through Code of Conduct training, and received cross-over training to facilitate the upgrade of our document management system.

Of the 47 staff who attended conferences and seminars, 11 travelled outside the Sydney Metropolitan Area to do so. 6 travelled interstate and 3 travelled overseas.

### **OVERSEAS TRAVEL**

The General Manager attended the ICMA Conference held in Salt Lake City, United States of America from 22 – 26 September 2001. As an adjunct to the Conference, the international and ICMA business meetings were held to discuss the combining of ICMA, SOLACE and Local Government Managers Australia to stage a best practice symposium in Sydney in May 2002. Mosman Council was selected as a venue for members to visit and a tour and presentation were prepared for them. The full details of the conference was The cost to Council of Mr May's attendance was \$5,012.

Ms McConkey, the Manager Planning & Transport was awarded winner of the Planning Scholarship, Research or Training Section, by the Royal Australian Planning Institute with a project she undertook for her Master of Urban Design at Sydney University entitled "Urban Design Educational Resource Kit for High School Students". Her entry automatically became the NSW Entry National Award for Australia and New Zealand, and Council resolved to meet her expenses in travelling to the conference in New Zealand in April 2002. At this conference M/s McConkey became the Australasian winner of the competition. The total cost to Council of Ms McConkey's travel and attendance was \$2,478.

Mr Glanville, Council's Senior Environment Officer requested permission to attend the ICLEI conference on Local Government Climate Protection: Cooperation between Municipalities in Developed and Developing Countries in Heidelberg, Germany between 9-11 December 2001. The primary purpose of the conference was to bring together local governments willing to engage in "climate protection twinnings" in order to exchange technical and other

assistance. To support this, a Twinning Workshop was held in Melbourne on 18 October 2001 to prepare delegates.

Mr Glanville was travelling in Germany during December, and Council's contribution to his attendance was an amount of \$1,000 to cover out-of-pocket expenses.

In addition to the above, Council's Gallery Director/Cultural Services Manager, Mr Geddes travelled to Council's friendship community in Mudanjiang, China in April 2002 to finalise a major exhibition of works of art from the Mudanjiang area to be held at the Mosman Art Gallery in November 2002 together with an "artist in residence" project. An amount of \$2,500 was allowed for the trip.

**STATEMENT OF THE ACTIVITIES UNDERTAKEN BY  
COUNCIL TO IMPLEMENT ITS EQUAL EMPLOYMENT  
OPPORTUNITY MANAGEMENT PLAN  
428 (2)(n)**

During the year an Equal Employment Opportunity Survey was administered to all staff. Approximately 58% staff responded. The analysis compared these results with the results from a survey conducted some years previously, and showed no major differences. Briefly there is an increase in Mosman Council's employment of people with a disability, and now nearly 50% of our staff come from outside the local government sector. There is also a decrease in the instances of offensive behaviour.

86% of all respondents like working at Mosman Council. 75% of all respondents record a 'happy or very happy' response to their jobs. The group with the highest level of morale is the NESB group.

These are pleasing trends, which we hope will continue.

A number of conclusions were drawn from the survey.

**1. Disparity in Pay**

Mosman Council has a history of employing more women than men. The survey highlighted that approximately two-thirds of the staff are female. However although there are more women than men at Council, and many women are part of the casual pool, there is still a disparity in pay that needs investigating. The survey leads to the conclusion that too few women are employed in the technical/professional areas, and in management. This may reflect a reluctance in women to be employed in more senior levels. Council does not seek to adopt an affirmative action programme, however we need to be sure that we are attracting a sufficiently broad pool through our advertising. In addition, we should be confident that our workplace and policies encourage and equip women to apply for more senior jobs, and to remain in Council's employ. Councils face difficulties in recruitment because of the commitments staff are expected to meet outside normal working hours, such as attending meetings, and this may be an issue that affects those with parenting responsibilities significantly.

To this end we have included a provision for priority childcare for staff in the proposed Alexander Avenue childcare centre, and retention strategies are being developed which should consider professional development for all staff.

**2. Harassment**

Council has a role in protecting its staff from harassment. To this end, our complaints handling policy and procedure will be revised this year, and Council will look at options for training staff who are at risk.

Council's email and internet policy were reworked last year, and in addition to receiving advice during induction, all staff are now required to sign a declaration regarding the sending and receiving of offensive emails and of ethical internet use.

**3. Higher duties, training and development**

Training and development requirements are identified through the performance review process. In 2000/2002 period to date, only one request has been refused. Our balance of training offerings is considered satisfactory, and our goal in this regard will be to maintain our

results. However, we need to encourage career development pathways for all staff. This will be undertaken as part of the retention strategy project.

#### **4. Morale**

Although this figure is high, it has been affected by the high staff turnover Council experienced during 2000/2001. Cyclical turnover does occur. However, staff retention strategies are an important part of any organisation's culture, and these are being developed. The retention strategies will consider developing a mentoring programme, and extending the exit interview scheme. In addition general information regarding resignations, pay and information about what staff like in their jobs and at Council, may be made available to Senior Staff. This will be aided by the development of a new module to our Authority computer system.

#### **SUMMARY**

The General Manager is responsible for staff and staffing matters. He has committed to achieving the following:

1. a salary review will be undertaken once we have the means of doing so, to identify any possible discrepancies or trends between the salaries of men and women.
2. advertising strategies, workplace policies and practices will be developed to ensure that a fair mix of people is attracted to work and remain at Mosman Council
3. retention strategies will be developed and implemented
4. trainee opportunities will be explored in order to increase our intake of younger staff
5. the Complaints' Handling Policy and procedures will be reviewed and improved

As a result of the survey, the EEO Management Plan was revised and adopted by Council in June 2002.



**STATEMENT OF EXTERNAL BODIES EXERCISING FUNCTIONS  
DELEGATED BY COUNCIL  
428(2)(o)**

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

**STATEMENT OF COMPANIES IN WHICH COUNCIL HELD A  
CONTROLLING INTEREST  
428(2)(p)**

Council did not hold any controlling interest in any companies during the period.

## **STATEMENT OF ALL PARTNERSHIPS, CO-OPERATIVES AND JOINT VENTURES WHICH THE COUNCIL WAS A PARTY**

### **428(2)(q)**

#### **CREMORNE EARLY CHILDHOOD CENTRE JOINT COMMITTEE**

Mosman Council and North Sydney Council are involved in a Joint Committee for the operation of an Early Childhood Centre at Cremorne, which services the North Sydney and Mosman Local Government areas.

#### **JOINT SERVICES COMMITTEE - A PART JOINT VENTURE WITH MANLY, PITTWATER AND WARRINGAH, COUNCILS**

Mosman, Manly, Pittwater and Warringah Councils are members of a Joint Services Committee, which oversees the management of the Kimbriki Recycling and Waste Disposal Centre at Kimbriki Road, Terrey Hills.

#### **NORTHERN SYDNEY WASTE BOARD**

Hornsby, Hunter's Hill, Ku-ring-gai, Lane Cove, Manly, Mosman, North Sydney, Pittwater, Ryde, Warringah and Willoughby Councils are constituent members of the Northern Sydney Waste Board. It is a statutory authority under the Waste Minimisation and Management Act 1995 requiring Council to nominate a representative to the Minister for appointment to the Board. The Board deals with issues including assessment, strategy, education and monitoring.

**Note:** Following a review of the Waste Minimisation and Management Act 1995 all regional Waste Boards ceased operation on 6 October 2001 and the new Agency, Resource NSW commenced work on 8 October 2001. Resource NSW is a statutory authority to which Council does not nominate a representative.

#### **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 has been involved include:

- Transport and Traffic issues
- Joint tenders and resource sharing
- Graffiti
- Safe Communities
- Police and Justice
- Waste Management
- Health Services
- Finance and Competition Policy

**STATEMENT OF RATES AND CHARGES  
WRITTEN OFF DURING THE YEAR  
428 (2)(r) and Rates & Charges Regulation CI(1)(12)**

<b>2001/2002 (1/7/2001 TO 30/6/2002)</b>	<b>RATES \$</b>	<b>CHARGES \$</b>
Pensioners	159,500.72	49,363.31
Rates	NIL	NIL
Interest	NIL	NIL
Postponed W/O	611.98	312.10
<b>TOTAL</b>	<b>160,112.70</b>	<b>49,675.41</b>

**FREEDOM OF INFORMATION STATISTICS  
NSW Freedom of Information Act 1989  
428 (2) (r)**

**GENERAL DETAILS**

**Name of Agency:** Mosman Municipal Council

**Twelve monthly period that this statistical return covers:** Year ended 30 June 2002

Agency Reference Number	2176
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<b>NIL RETURNS</b>		
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"?		No
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:	Number 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.

	<b>FOI Requests</b>	<b>Personal</b>	<b>Other</b>	<b>Total</b>
A1	<b>New</b> (including transferred in)	1	3	4
A2	Brought forward	Nil	Nil	Nil
A3	Total to be processed	1	3	4
A4	Completed	1	3	4
A5	Transferred out	Nil	Nil	Nil
A6	Withdrawn	Nil	Nil	Nil
A7	Total processed	1	3	4
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	1	2
B2	Granted in part	Nil	1
B3	Refused	Nil	Nil
B4	Deferred	Nil	Nil
B5	Completed *	1	3

\* 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)	3
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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	1
G5	Section 25 (1) (b), (c), (d) (otherwise available)	Nil	Nil
G6	Section 28 (1) (b) (documents not held)	Nil	Nil
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	\$735	\$345

## 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	1	2
J2	22 - 35 days	Nil	Nil
J3	Over 35 days	Nil	1
J4	Totals	1	3

## SECTION K PROCESSING TIME

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

Processing Hours		Personal	Other
K1	0 - 10 hrs	1	3
K2	11 - 20 hrs	Nil	Nil
K3	21 - 40 hrs	Nil	Nil
K4	Over 40 hrs	Nil	Nil
K5	Total	1	3

## SECTION L REVIEWS AND APPEALS

Number finalised during the period.

L1	Number of internal reviews finalised	1
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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 *
<b>Grounds On Which Internal Review Requested</b>					
L4	Access Refused	Nil	Nil	1	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
L 9	Amendment refused	Nil	Nil	Nil	Nil
L10	Totals	Nil	Nil	1	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 – 1999/2000, 2000/2001 and 2001/2002

	1999/00	2000/01	2001/02		1999/00	2000/01	2001/02
<b>FOI Applications received</b>				<b>Costs and fees (requests processed)</b>			
Personal	0	0	1	Assessed costs	\$150	\$375	\$735
Other	1	1	3	FOI fees received	\$75	\$210	\$345
Total	1	1	4				
				<b>Discounts allowed</b>	0	0	0
<b>What happens to requests?</b>							
Granted in full	1	0	3	<b>Elapsed days in process</b>			
Granted in part	0	1	1	0-21 days	1	0	3
Refused	0	0	0	22-35 days	0	1	0
Withdrawn	0	0	0	35 days	0	0	1
Unfinished	0	0	0				
				<b>Hours to process</b>			
<b>Formal consultations</b>				0-10 hours	1	1	4
Number of requests requiring				11-20 hours	0	0	0
Formal consultations	0	0	3	21-40 hours	0	0	0
				Over 40 hours	0	0	0
<b>Amendment of personal records</b>	0	0	0				
				<b>Reviews and Appeals</b>			
<b>Notation of personal records FOI</b>	0	0	0	Internal Reviews	0	0	1
<b>Requests granted in part or Refused</b>				Ombudsman	0	0	0
Exempt	0	1	1	District Court	0	0	0
Deposit Not Paid	0	0	0				
				Basis of Appeal	0	0	0

**COMPETITIVE NEUTRALITY  
(NATIONAL COMPETITION POLICY - COUNCIL'S BUSINESS  
ACTIVITIES)  
428(2)(r) and General Regulation CI 7A (1)(e) and (f)**

Council has adopted the following activities for the purposes of the National Competitive Policy.

**CATEGORY 1**

NIL

**CATEGORY 2**

- Commercial Property Management
- Development Approvals
- Core Group (Private Works) Activities

Council has reported on its business activities for the year ended 30 June 2002. The Council's audited special purpose financial reports for the year ended 30 June 2002 comprising the Statement by Council, Operating Statement of Business Activities, Statement of Financial Position by Business Activities, and accompanying Notes to the Accounts, together with the independent Auditors' Report are included in the *Financial Statements for the year ended 30 June 2002* attached to this report.

No competitive neutrality complaints were received during the period.

Council would follow the guidelines issued by the Department of Local Government on the management of competitive neutrality complaints.

**DETAILS OF THE ACTIVITIES UNDERTAKEN BY THE COUNCIL  
DURING THE YEAR TO DEVELOP AND PROMOTE SERVICES  
AND PROGRAMS THAT PROVIDE FOR  
THE NEEDS OF CHILDREN.  
428 (2) (r) and General Regulation CI7A (1) (c)**

To facilitate the provision of additional childcare including affordable places, Council called for tenders to Lease, Redevelop, Manage and Maintain a childcare centre at a former Bowling Club in Alexander Avenue, Mosman.

In conjunction with the Lower North Shore Child and Family Health, Council was successfully in attracting grants totalling \$17 600. These funds enabled the commencement of a pilot Good Beginnings volunteer home visiting program to support vulnerable parents caring for children under the age of five in the area.

A grant of \$16 000 from RS Mosman enabled Council to offer appealing age-appropriate activities and separate Vacation Care programs for children in lower and upper primary school. As a result, attendance continues at the increased level of 80 children per day during public school holidays.

Council has assisted a number of community based organisations to provide a higher quality of childcare and to support childcare providers to integrate children with special needs into their programs. Support was provided in the form of management support, advice and financial assistance.

Council continues to operate several children's services including Occasional Childcare, Family Day Care, Vacation Care, Before and After School Care, Leisure Activities and an Immunisation Clinic.

Council has undertaken a number of activities to promote children's services and to advise the community of services available. Initiatives include open days and parent days; information on Council's website; the printing and distribution of a directory of services, pamphlets, flyers, newsletters; articles in the local press; advertisements in local newspaper, Sydney's Child and poster displays.

Council continues to train staff, liaise with parents and specialists and secure funding so families with children who have additional needs can access children's services.

**REPORT ON THE COUNCIL'S PERFORMANCE IN RELATION TO  
ACCESS AND EQUITY ACTIVITIES TO MEET RESIDENTS' NEEDS  
OUTLINED IN COUNCIL'S MANAGEMENT PLAN RELATING TO AND  
UNDERTAKEN DURING THE YEAR  
General Regulation CI 7A (1)(d)**

**PROGRAMS TO PROMOTE SERVICES AND ACCESS TO SERVICES**

- Weekly advertisement in Mosman Daily
  - Meeting Notice
  - Development applications received and approved
  - Miscellaneous information to residents (services available)
  - Statutory and other notifications
  - Details of programs and functions held at the Library and the Community and Cultural Centre.
  
- Council held a number of Information Evenings, Community Workshops and Public Meetings for residents to allow them to have input into matters such as:
  - Mosman Business Forums
  - Management Plans
  - Development Control Plans
  - Local Environment Plan
  - Heritage issues
  - Council's Management Plan (MOSPLAN)
  - Skate Park Facility
  - Community Environmental Contract
  - Local Government Week
  
- Conducted "New Resident Coffee Mornings" which allows new residents the opportunity to meet with the Mayor, Councillors and staff and discuss almost anything with them and to learn what is available to them from Council.
  
- Published "Mosman News" quarterly. This is a 4 page broadsheet newsletter advising residents of issues, events and services. "Mosman News" is delivered by letterbox distribution to all households in Mosman.
  
- Council has several notice boards strategically positioned within the area for displaying information to its residents. New services, changes to services and upcoming events are displayed.
  
- Ward meetings between interested Councillors and residents are held to discuss issues.

# ACCESS AND EQUITY ACTIVITY SUMMARY

## BACKGROUND

Council is committed to producing a Social/Community plan every 5 years as a means of addressing the needs of the Mosman Community. Planned Access and Equity strategies in the Plan are integrated into Council's Strategic Management Plan.

Council adopted its Social/Community Plan on 22 June 1999. It examined the needs of the following target groups:

- Children/families
- Young people (aged 12-24 years)
- Women
- Men
- Older people
- People with disabilities
- Aboriginal people
- People from culturally and linguistically diverse backgrounds
- New residents
- Unemployed people
- Gay/lesbian and transgender people

The Social/Community Plan also includes demographic information on the local government area. A copy of the Social/Community Plan for viewing is available in the Library.

A summary of Council's proposed activities and initiatives in relation to access and equity activities to assist identified groups within the community to be undertaken in the last 12 months was outlined in Council's last Management Plan relating to the 2001/2002 financial year. An access and equity activity is defined as one which assists Council to:

- promote fairness in the distribution of resources, particularly for those most in need;
- recognise and promote people's rights and improve the accountability of decision makers;
- ensure that people have fairer access to the economic resources and services essential to meeting their basic needs and improving their quality of life;
- give people better opportunities for genuine participation and consultation about decisions affecting their lives.

A summary of Council's achievements in relation to access and equity within the last 12 months against these proposals is provided below

## TARGET GROUP: GENERAL COMMUNITY

Planned Activity at 1 July 2001	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2002
Undertake analysis of Census and other data and, in consultation with the community, develop an updated Social Plan.	08.01	Yes	Partially achieved
Ensure all relevant matters pertaining to this Program are posted to the Council's Website in a timely manner, are kept up to date and linked appropriately.	08.01	Yes	Achieved and ongoing
Ensure community education initiatives that are designed to minimise graffiti incidents and also encourage the immediate removal of graffiti as a mark of civic pride and responsibility.	08.01	Yes	Achieved and ongoing
Conduct regular community consultations to ensure a broader community involvement in social planning processes through such means as the "community conversations".	08.01	Yes	Achieved in full
Address the needs of Mosman through: <ul style="list-style-type: none"> <li>• facilitating appropriate services and information as identified in the Social/Community Plan</li> <li>• supporting the Lower North Shore Domestic Violence Committee</li> <li>• facilitating local responses to the NSW Government's Statewide strategy to reduce violence against women.</li> </ul>	08.01	Yes	Achieved in full
Facilitate community education initiatives that address issues surrounding mental illness.	08.01	Yes	Achieved in full
Consider and recommend on the annual allocation of funds to community organisations in accordance with community needs based submissions and on the basis of equitable distribution.	08.01	Yes	Achieved in full
Seek out alternative funding sources for the development and maintenance of programs and services in the Mosman L.G.A. and apply the user pays principle where appropriate.	08.01	Yes	Achieved in full

<b>Planned Activity at 1 July 2001</b>	<b><u>MOSPLAN</u> Number</b>	<b>Activity included in Strategic Management Plan MOSPLAN</b>	<b><u>Status as of</u> 30 June 2002</b>
Ensure that Community Services are considered in any review of the Section 94 Contributions Plan.	08.01	Yes	Under continual review
Monitor the appropriateness and condition of community facilities including their conformity with regulatory requirements.	08.01	Yes	Under continual review
Monitor the need for and be aware of, opportunities to increase Council's stock of community facilities.	08.01	Yes	Under continual review
Promote the existence of public and community halls and other facilities available for community use.	08.01	Yes	Achieved in full
Effectively market recreational and cultural services and facilities.	08.01	Yes	Achieved in full
Ensure the ready availability of up to date information about all community services facilities and health related services both local and regional through community information database, Internet sites and directories.	08.01	Yes	Achieved in full
Ensure coordinated, professional advice and referral services through all community development outlets and in particular the community information office.	08.01	Yes	Achieved in full
Recommend appropriate use of the Mayor's Emergency Fund.	08.01	Yes	Achieved in full
Facilitate "Community Conversations" as a means of understanding issues and needs to assist in planning, provision and review of services and facilities.	08.02	Yes	Achieved in full
Consult with community groups with a view to enabling their access to community facilities, particularly so that such access benefits residents.	08.02	Yes	Achieved in full
Ensure the provision of orientation and training programs across Council that will motivate volunteers, make optimum use of their abilities and provide opportunities to acquire new skills.	08.02	Yes	Achieved in full
Ensure for volunteers a safe, accessible working environment and an awareness of safe work practices.	08.02	Yes	Achieved in full
Establish and maintain a program that provides recognition through both formal and informal means of the work and contribution of volunteers.	08.02	Yes	Achieved in full



<b>Planned Activity at 1 July 2001</b>	<b><u>MOSPLAN</u> Number</b>	<b>Activity included in Strategic Management Plan MOSPLAN</b>	<b><u>Status as of</u> 30 June 2002</b>
Regularly review recruitment and placement procedures.	08.02	Yes	Achieved and ongoing
Ensure mechanisms are in place for ongoing individual and group support in accordance with need.	08.02	Yes	Achieved in full
Ensure ongoing training and relevant information for all volunteers involved in Council's volunteer programs.	08.02	Yes	Achieved in full
Provide opportunities for volunteers to develop new skills for their benefit and to the benefit of the community and create a skills database.	08.02	Yes	Achieved in full
Promote and advertise to increase awareness of volunteering opportunities in Mosman.	08.02	Yes	Achieved in full
Provide opportunities for school students to undertake voluntary work towards completion of their school obligations for community involvement.	08.02	Yes	Achieved in full
Work with residents and businesses in improving safety through cooperating closely with our local Police, Neighbourhood Watch, Fire Brigade, Ambulance and State Emergency Services.	08.08	Yes	Achieved in full
Work with Project Groups to develop and implement local action plans that address regional safety issues and objectives aimed at increasing safety and preventing injury in the long term.	08.08	Yes	Achieved in full
Provide regular advice to SHOROC on the development and achievement of safe community objectives and strategies by the SHOROC Safe Communities Group.	08.08	Yes	Achieved in full
Maintain a SHOROC Safe Communities Group responsible for developing and monitoring Project Groups that address regional safety issues identified by the SHOROC Safe Communities Program and with membership to include, where relevant, representatives from State and Local Government, non-government organisations and local communities.	08.08	Yes	Achieved in full
Review and evaluate the Safe Communities Program and its action plan implementations and their outcomes.	08.08	Yes	Achieved in full

**TARGET GROUP: CHILDREN (ie those aged 0-12 years)/FAMILY**

Planned Activity at 1 July 2001	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2002
Seek funding from and negotiate with other levels of government and other funding sources for the support of the existing and the establishment of more needs based services for children and families.	08.03	Yes	Achieved in full
Provide advice to Council on effective allocation of funds and priority need areas.	08.03	Yes	Achieved in full
Advise and support Council employees in identifying the best childcare options and access to appropriate childcare especially those who need affordable childcare.	08.03	Yes	Achieved in full
Ensure the achievement of planned storage systems for Children's Services and the provision of playground seating at Mosman Art Gallery & Community Centre.	08.03	Yes	Partially achieved
Develop a master plan for the outdoor play area of Mosman Occasional Childcare Centre to provide adequate sun protection and outdoor storage and enhance the children's play experiences.	08.03	Yes	Achieved in full
Investigate the appropriateness of In Home Care as a means of providing for the childcare needs of families in Mosman with children who have additional needs.	08.03	Yes	Achieved and ongoing
Establish and maintain planning processes that involve both Council and the community for the development of services for children and families including the implementation of regular community conversation style consultations with parents and other interest parties.	08.03	Yes	Achieved in full
Use appropriate sites such as the former Mosman Women's Bowling Club in Alexander Avenue for the establishment of additional pre-school places, including affordable places, for children aged 3-5 years living in the Mosman area.	08.03	Yes	Partially achieved

<b>Planned Activity at 1 July 2001</b>	<b><u>MOSPLAN</u> Number</b>	<b>Activity included in Strategic Management Plan MOSPLAN</b>	<b><u>Status as of</u> 30 June 2002</b>
Establish additional, affordable family day care places through proactive and frequent carer recruitment drives, in particular for children aged 0-2 years that meet the needs of parents living and working in Mosman.	08.03	Yes	Achieved in full
Maintain appropriate oversight of affordable long day care places at the site south of Balmoral Oval.	08.03	Yes	Achieved in full
Continue to apply for funding for KIDZONE Vacation Care.	08.03	Yes	Achieved in full
In consultation with parents, staff and relevant professionals, access up to date information, apply for funding and provide training to ensure that programs are inclusive and responsive to the needs of children with disabilities.	08.03	Yes	Achieved in full
Manage the ongoing provision of Occasional Care in Mosman that is of a high quality and is responsive to community needs.	08.03	Yes	Achieved in full
Develop and maintain communication with parent users of Council's Children's Services as a means of ensuring continuing effective and responsive services for families and children.	08.03	Yes	Achieved in full
Monitor, review and improve service quality in response to client satisfaction surveys and quality measures for each children's service in accordance with established quality assurance systems.	08.03	Yes	Achieved in full
Establish and service a Parent Advisory Group for Mosman Occasional Childcare Centre to engage parents in relevance of service delivery, as active volunteers and in occasional fundraising.	08.03	Yes	Achieved in full
Liaise with Community Information Librarians to facilitate the production, distribution and promotion of community information, including community information directories, and provide advice and referral services and promote its availability.	08.03	Yes	Achieved in full
Develop and implement marketing strategies for the promotion and development of children's services.	08.03	Yes	Achieved in full
Support and evaluate children, and family services in receipt of Council funding.	08.03	Yes	Achieved in full

<b>Planned Activity at 1 July 2001</b>	<b><u>MOSPLAN</u> Number</b>	<b>Activity included in Strategic Management Plan MOSPLAN</b>	<b><u>Status as of</u> 30 June 2002</b>
Work with Mosman Community Services Inc, SHOROC Councils, Department of Health and Family Support Services RS Clubs in order to develop an early intervention and support program such as HOMESTART for families with children aged under 5.	08.03	Yes	Achieved in full
Develop strategies to enable respite for single parents.	08.03	Yes	Achieved in full
Ensure new Child Protection Legislation continues to be reflected in staff selection practices, staff training and program policies and procedures.	08.03	Yes	Achieved in full
Ensure ongoing training for Children's Services staff and Family Day Care carers with a view to improving service quality and keeping abreast of current childcare practice.	08.03	Yes	Achieved in full
Continue to manage effectively the implementation of the new Childcare Benefit systems to ensure all parents are informed and related administrative systems are in place.	08.03	Yes	Achieved in full
Provide to the Cremorne Early Childhood Health Centre relevant community information on Mosman clients.	08.07	Yes	Achieved in full
Consult with Cremorne Early Childhood Centre staff with a view to ensuring provision of services and programs that address the needs of Mosman families.	08.07	Yes	Achieved in full
Investigate the development of a new agreement with the Northern Sydney Area Health Service for the Cremorne Early Childhood Health Centre in liaison with North Sydney Council.	08.07	Yes	Under investigation
Undertake an immunisation promotion campaign when appropriate.	08.07	Yes	Achieved in full
Carry out daily temperature checks of vaccine storage.	08.07	Yes	Achieved in full
Facilitate immunisation clinics for Mosman clients and administer immunisation records.	08.07	Yes	Achieved in full
Undertake ordering, acquisition and storage of vaccines.	08.07	Yes	Achieved in full

<b>Planned Activity at 1 July 2001</b>	<b><u>MOSPLAN</u> Number</b>	<b>Activity included in Strategic Management Plan MOSPLAN</b>	<b><u>Status as of</u> 30 June 2002</b>
Monitor changes to legislation, regulations and procedures that impact on the immunisation program with a view to providing accurate and timely advice to all program stakeholders.	08.07	Yes	Achieved in full
Investigate alternative methods of enabling rather than providing this service.	08.07	Yes	Under investigation

**TARGET GROUP: YOUNG PEOPLE (Aged 12-24 years)**

Planned Activity at 1 July 2001	MOSPLAN Number	Activity included in Strategic Management Plan MOSPLAN	Status as of 30 June 2002
Seek funding from and negotiate with other levels of government for the support of the existing and the establishment of services for youth.	08.04	Yes	Achieved in full
Provide advice to Council on effective allocation of funds and priority need areas.	08.04	Yes	Achieved in full
Assist for the benefit of Mosman's young people the development and implementation of programs and activities under the Duke of Edinburgh Award Scheme.	08.04	Yes	Achieved in full
Plan for the provision of a skate park and other active recreational facilities for young people including basketball facilities.	08.04	Yes	Partially achieved
Establish and maintain planning processes that involve both Council and the young people in the development of youth services and facilities and youth friendly spaces.	08.04	Yes	Achieved in full
Provide support to Mosman Youth Forum and encourage its growth and development and assist in the promotion of the positive aspects of young people through media coverage and Internet and other activities.	08.04	Yes	Achieved in full
Develop and maintain a network with local and regional youth service providers to ensure the timely and relevant provision of services and programs that respond to the needs of the young people of Mosman.	08.04	Yes	Achieved in full
Plan and provide a dynamic range of activities, including night time entertainment in the Mosman area that cater for the different age groups and which are developed in consultation with young people.	08.04	Yes	Achieved in full
Investigate the feasibility of establishing an outreach service in consultation with other Lower North Shore Councils and service providers.	08.04	Yes	Achieved in full
Actively work against ageism by creating positive perceptions of young people in the Mosman area.	08.04	Yes	Achieved in full

<b>Planned Activity at 1 July 2001</b>	<b><u>MOSPLAN</u> Number</b>	<b>Activity included in Strategic Management Plan MOSPLAN</b>	<b><u>Status as of</u> 30 June 2002</b>
Organise vacation and after school hours leisure, cultural and recreational activities.	08.04	Yes	Achieved in full
Liaise with North Sydney Police Citizens Youth Club and North Sydney's Planet X Youth Centre to develop a greater range of holiday programs	08.04	Yes	Achieved in full
Provide and promote relevant and accurate information and advice on employment and work experience databank.	08.04	Yes	Achieved in full
Liaise with local services, agencies and local businesses to establish a local employment and work experience databank.	08.04	Yes	Achieved in full
Conduct annual user surveys and include results in planning processes.	08.04	Yes	Achieved in full
Maintain an evaluation process for new and existing activities and programs.	08.04	Yes	Achieved in full
Regularly monitor the cleaning contractors and inspect public areas to ensure that the cleanliness and attractive appearance of the Youth Centre is maintained.	08.04	Yes	Achieved in full
Maintain and update modern information technology facilities at the Youth Centre.	08.04	Yes	Achieved in full
Maintain, evaluate and continuously improve the Mosman Youth Webspaces.	08.04	Yes	Achieved in full
Maintain information and technology training and services in the Youth Development Centre that are accessible and relevant to young people of Mosman.	08.04	Yes	Achieved in full
Liaise with Community Information Librarians to facilitate the production, distribution and promotion of community information, including community information directories, and provide advice and referral services.	08.04	Yes	Achieved in full
Encourage relevant health services to provide outreach services in the Mosman area.	08.04	Yes	Achieved in full
Develop a handout detailing specialist youth friendly counselling and support services and medical practitioners.	08.04	Yes	Achieved in full

<b>Planned Activity at 1 July 2001</b>	<b><u>MOSPLAN</u> Number</b>	<b>Activity included in Strategic Management Plan MOSPLAN</b>	<b><u>Status as of</u> 30 June 2002</b>
Involve young people in the cultural life of our community and in particular activities in the Art Gallery including the Young Friends of the Mosman Art Gallery, known as NEO-Artists.	08.04	Yes	Achieved in full
<p>Work towards drug and alcohol supply reduction strategies:</p> <ul style="list-style-type: none"> <li>• Continue active support of the “Proof – Reducing Tobacco Sales to Minors” project in conjunction with the Northern Sydney Area Health Service</li> <li>• Support any Police initiatives to reduce illicit drug trade.</li> <li>• Town Planning to ensure a “buffer zone” between any future alcohol and tobacco retailers and schools, play grounds and youth facilities.</li> <li>• Education campaign for local tobacco and alcohol retailers.</li> </ul>	08.04	Yes	Achieved in full
<p>Work towards drug and alcohol demand reduction strategies:</p> <ul style="list-style-type: none"> <li>• Provide drug and alcohol demand reduction strategies:</li> <li>• Provide drug and alcohol free alternatives for young people especially at night time.</li> <li>• Provide knowledge/skills based education and support for young people and community members.</li> <li>• Develop positive peer group programs targeting quit smoking, binge drinking and marijuana use through the Youth Development Centre.</li> <li>• Develop a Drug and Alcohol Information Kit.</li> <li>• Investigate funding opportunities for the provision of drug and alcohol counselling services at the Youth Development Centre.</li> </ul>	08.04	Yes	Achieved in full



<b>Planned Activity at 1 July 2001</b>	<b><u>MOSPLAN</u> Number</b>	<b>Activity included in Strategic Management Plan MOSPLAN</b>	<b><u>Status as of</u> 30 June 2002</b>
<p>Work towards drug and alcohol harm reduction strategies:</p> <ul style="list-style-type: none"> <li>• Develop a drug and alcohol education kit for young people and parents.</li> <li>• Ensure drug and alcohol information accessed through the Youth Development Centre is up to date and relevant.</li> <li>• Provide regular information, education and discussion forums for young people and the community on drug and alcohol issues.</li> <li>• Provide advice and referral for young people and parents through the Youth Development Centre.</li> <li>• Lobby for youth specific drug and alcohol counselling and rehabilitation services for the Lower North Shore region.</li> <li>• Support local secondary school drug and alcohol education initiatives.</li> <li>• Support Federal and State government initiatives such as “Drink Drunk” – the difference is “U” and “QUIT”.</li> <li>• Ensure that all Youth Services staff are trained, educated and up-to-date on drug and alcohol issues.</li> </ul>	08.04	Yes	Achieved in full

## **TARGET GROUP: WOMEN**

During 2001/2002 issues relating to the needs of women were addressed in the target group Children/Family, particularly relating to affordable childcare and early childhood health and the target group General Community, in particular relating to community safety. These were in conjunction with the State Government’s statewide strategy to reduce violence against women.

A handbook of information on domestic violence for General Practitioners in Mosman was developed and circulated.

TARGET GROUP: MEN

<b>Planned Activity at 1 July 2001</b>	<b><u>MOSPLAN</u> Number</b>	<b>Activity included in Strategic Management Plan MOSPLAN</b>	<b><u>Status as of</u> 30 June 2002</b>
Consider particularly the needs and likes of older men in the development of a range of services.	08.05	Yes	Achieved and ongoing
Provide workshops on such subjects as early retirement, redundancy and life planning.	08.05	Yes	Under continual review

## TARGET GROUP: OLDER PEOPLE

Planned Activity at 1 July 2001	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2002
Seek funding from and negotiate with other levels of government and the local Home and Community Care (HACC) forum for the support of existing services and the establishment of new programs based on assessment need.	08.06	Yes	Achieved in full
Ensure the ongoing development and implementation of social, recreational leisure based programs and activities, eg. Computerpals, University of the 3 <sup>rd</sup> Age.	08.05	Yes	Achieved in full
Maintain awareness of developments and changes in programs, services and regulations at regional, state and national levels that affect services for older people in Mosman.	08.05	Yes	Achieved in full
Provide advice to Council on community service needs of aged persons' housing developments.	08.05	Yes	Achieved in full
Develop and implement educative social and recreational programs and activities that are enjoyable and promote health, well being and independence.	08.05	Yes	Achieved in full
Establish and maintain planning processes that involve both Council and the community in the development of aged services.	08.05	Yes	Achieved in full
Promote the Seniors' Centre and outreach programs to the community as being entertaining, supportive and enabling a positive social interaction.	08.05	Yes	Achieved in full
Provide in a timely and responsive manner services for frail older people and their carers that aim to prevent premature or inappropriate institutionalisation.	08.05	Yes	Achieved in full
Promote awareness of the range of services, programs and events available to older people.	08.05	Yes	Achieved in full
Liaise with Community Information Librarians to facilitate the production, distribution and promotion of community information, including community information directories.	08.05	Yes	Achieved in full
Provide information on service options and also appropriate referrals and promote information availability.	08.05	Yes	Achieved in full

<b>Planned Activity at 1 July 2001</b>	<b><u>MOSPLAN</u> Number</b>	<b>Activity included in Strategic Management Plan MOSPLAN</b>	<b><u>Status as of</u> 30 June 2002</b>
Conduct annual user surveys and include results in planning processes.	08.05	Yes	Achieved in full
Maintain an evaluation process for new and existing activities and programs.	08.05	Yes	Achieved in full
Ensure appropriate facets of all food services continue to be exposed to a competitive environment.	08.05	Yes	Achieved in full
In liaison with relevant organisations and service providers investigate needs for specific services, eg respite care and affordable housing.	08.05	Yes	Addressed with local and regional bodies
Research possible strategies that enable older people to remain in the Mosman community.	08.05	Yes	Addressed with local and regional

## TARGET GROUP: PEOPLE WITH DISABILITIES

Planned Activity at 1 July 2001	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2002
Seek funding from and negotiate with other levels of government and the local Home and Community Care (HACC) forum for the support of existing services and the establishment of new programs based on assessment need.	08.06	Yes	Achieved in full
Provide in a timely and responsive manner services for younger people with disabilities (18-65 yrs) and their carers that aim to prevent premature or inappropriate institutionalisation.	08.06	Yes	Achieved in full
Ensure ongoing development and implementation of social, recreational and leisure based activities and programs for young people with special needs.	08.06	Yes	Achieved in full
Establish and maintain planning processes that involve both Council and the community for the development of services for people with disabilities including continuing support and servicing of the Mosman Access Advisory Group.	08.06	Yes	Achieved in full
Liaise with Community Information Librarians to facilitate the production, distribution and promotion of community information, including community information directories.	08.06	Yes	Achieved in full
In consultation with the Mosman Access Advisory Group produce and regularly review access information for community facilities, parks and reserves for placement on Councils web site and also for availability in printed form.	08.06	Yes	Achieved in full
Provide information on service options and referral services and promote information availability.	08.06	Yes	Achieved in full
Maintain an evaluation process for new and existing activities and programs.	08.06	Yes	Achieved in full
In liaison with other service providers assess and respond to the specific needs of people with disabilities and their carers.	08.06	Yes	Achieved in full
Facilitate and promote Council actions that are in accordance with the Commonwealth Disability Discrimination Act (1993).	08.06	Yes	Under continual review

<b>Planned Activity at 1 July 2001</b>	<b><u>MOSPLAN</u> Number</b>	<b>Activity included in Strategic Management Plan MOSPLAN</b>	<b><u>Status as of</u> 30 June 2002</b>
In consultation with the Mosman Access Advisory Group promote awareness on access issues within the Mosman community, with relevant professionals and Council staff, including ongoing access awareness training for Council assessment staff.	08.06	Yes	Achieved in full
In consultation with the Access Advisory Group facilitate and promote initiatives within the Community that develop and maintain an inclusive, accessible environment which encourages people with disabilities to be independent.	08.06	Yes	Achieved in full
Ensure local shops are aware of mobility issues and facilitate use of temporary ramps.	08.06	Yes	Achieved in full
Ensure that development applications for alterations and additions to shop fronts incorporate access.	08.06	Yes	Achieved in full
Strive for improved numbers of accessible public toilets, more sensitive seating, signage, door weight and the like in public areas including shopping areas.	08.06	Yes	Under continual review
Maintain a focus on access in relation to DCPs and its provision in and to recreation areas such as Balmoral and Chinamans Beaches.	08.06	Yes	Achieved in full
Maintain and enhance the Saturday Youth Group for younger people with disabilities.	08.06	Yes	Achieved in full
Liaise with and support relevant organisations to develop camps for children and younger people with disabilities, including the use of volunteers where applicable and in consultation with the Volunteers Support Officer.	08.06	Yes	Achieved in full
In collaboration with parent representatives, liaise with Mosman High School for the provision of a local support class for young people with disabilities.	08.06	Yes	Achieved in full

## TARGET GROUP: ABORIGINAL PEOPLE

Planned Activity at 1 July 2001	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2002
Develop cultural heritage programs including, for example, educational walks.	08.09		Achieved and ongoing
Support and service the Mosman Aboriginal Reconciliation Community Group so that it may: <ul style="list-style-type: none"> <li>• assist Council in advancing understanding in the Mosman community of the issues surrounding Aboriginal Reconciliation.</li> <li>• develop projects and activities that address historical, social, cultural and educational aspects of Aboriginal Reconciliation.</li> </ul>	08.09		Achieved in full
Endeavour to ensure that the Sydney Harbour Federation Trust's management of Middle Head/Georges Heights protects Aboriginal heritage extant in that area (eg middens, engravings, natural features etc) and includes a contemporary Aboriginal perspective in the development of its management plan for that area.	08.09		Achieved in full

## TARGET GROUP: PEOPLE FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

Planned Activity at 1 July 2001	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2002
Consider the needs of people from culturally and linguistically diverse backgrounds facilitate appropriate services and information as identified in the Social/Community Plan.	<u>08.01</u>	Yes	<u>Achieved and ongoing</u>

## TARGET GROUP: NEW RESIDENTS

<b>Planned Activity at 1 July 2001</b>	<b><u>MOSPLAN</u> Number</b>	<b>Activity included in Strategic Management Plan MOSPLAN</b>	<b><u>Status as of</u> 30 June 2002</b>
Keep New Residents Information Package up to date and disseminate appropriately.	08.01	Yes	Achieved in full
Hold regular functions for new residents.	08.01	Yes	Achieved in full
Provide up to date information through schools, churches and real estate agents and a range of Council outlets in order to assist new residents to feel at home.	08.01	Yes	Achieved in full

## TARGET GROUP: UNEMPLOYED PEOPLE

During 2001/2002 existing services to assist unemployed people were promoted and information made available through Council's youth development services, Business Enterprise Centre and through appropriate referrals.

## TARGET GROUP: GAY/LESBIAN AND TRANSGENDER PEOPLE

<b>Planned Activity at 1 July 2001</b>	<b><u>MOSPLAN</u> Number</b>	<b>Activity included in Strategic Management Plan MOSPLAN</b>	<b><u>Status as of</u> 30 June 2002</b>
Consider the needs of gay/lesbian and transgender people and facilitate appropriate services and information as identified in the Social/Community Plan.	08.01	Yes	Under investigation



# DETAILED ACCESS AND EQUITY STATEMENTS

## TARGET GROUP: GENERAL COMMUNITY / NEW RESIDENTS / GAY, LESBIAN AND TRANSGENDER PEOPLE PEOPLE FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

### Objectives

- A To revise and update the community Profile in line with the latest Census data.
- B To consult with the community in order to understand and address local and broader social issues and needs.
- C To update and implement the Social/Community Plan in line with the findings and analysis of the Community Profile and community consultations consistent with the Local Government (General Amendment (Community and Social Plans) Regulation 1998, addressing all the target groups.
- D To ensure the equitable distribution of financial support to community based organisations that provide needs based services and programs.
- E To ensure appropriate accommodation for community services and facilities.
- F To promote and provide readily accessible information, advice and referral services.
- G To welcome new residents and alleviate isolation problems.
- H To facilitate understanding of issues and non-discriminatory social outlets for all target groups.
- I To support effective consultation processes which allow the local community to have input into the planning, provision and use of services and facilities.
- J To ensure that our volunteers are supported, trained, recognised and valued as an indispensable community asset.
- K To be a professional, progressive workplace for volunteers with equitable, effective and supportive management practices in place.
- L To provide opportunities for volunteering that use the volunteer's skills and talents.
- M To promote volunteering as a valuable, enriching experience for all age groups.
- N. To improve public safety and reduce crime in the Mosman area.

- O. To develop and implement long-term, sustainable strategies that address specific regional safety issues in accordance with the World Health Organisation Safe Community objectives.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2002
A,B,C	Undertake analysis of Census and other data and, in consultation with the community, develop an updated Social Plan.	Ongoing – review September	Community Profile produced on base data. Social Plan to be updated 2003/04.
A-H	Ensure all relevant matters pertaining to this Program are posted on the Council's Website in a timely manner, are kept up to date and linked appropriately.	Ongoing – Review September	Achieved and ongoing.
B	Ensure community education initiatives that are designed to minimise graffiti incidents and also encourage the immediate removal of graffiti as a mark of civic pride and responsibility	Ongoing – Review September	Graffiti and other vandalism addressed in conjunction with Council/Harbourside Police Collaborative Plan. Informal education process and zero tolerance policy continued at Youth Development Centre.
B,C	Conduct regular community consultations to ensure a broader community involvement in social planning processes through such means as the "community conversations".	Ongoing – Review November	Community Conversation held in November 2001 titled "Connecting Generations, Identifying Teenager Concerns". Resulted in a number of initiatives that are being actioned.
B,F,H	<p>Address the needs of Mosman through:</p> <ul style="list-style-type: none"> <li>• facilitating appropriate services and information as identified in the Social/Community Plan.</li> <li>• supporting the Lower North Shore Domestic Violence Committee.</li> <li>• facilitating local responses to the NSW Government's Statewide strategy to reduce violence against women.</li> </ul>	Ongoing – Review April	Lower North Shore Domestic Violence Liaison Committee continued to receive support and collaboration continued with the Regional Violence Prevention Specialist on the strategies to reduce violence against women. Both were consulted in the preparation of the handbook of information on domestic violence for General Practitioners. This has been distributed to all GPs in Mosman.
B,H	Facilitate community education initiatives that address issues surrounding mental illness.	Ongoing- Review November	Assisted the Mental Illness Awareness – Mosman Local Action Group in arranging 2 free public seminars, the first in November 2001 on 'Coping with Anxiety' and the second in May 2002 on Youth Anxiety and Stress.
D	Consider and recommend on the annual allocation of funds to community organisations in accordance with community needs based submissions and on the basis of equitable distribution.	Ongoing -Review March	Completed in conjunction with the Budget Estimates.

<b>Objective</b>	<b>Planned Access &amp; Equity Activity/ Strategy (i.e. Statement of Means)</b>	<b>Performance Target</b>	<b>Status as of June 2002</b>
D	Seek out alternative funding sources for the development and maintenance of programs and services in the Mosman L.G.A. and apply the user pays principle where appropriate.	Ongoing – Review June	Funding received for the Challenge youth camp. Youth Week and Artstart. Application submitted for Neighbour Aid funding.
D	Ensure that Community Services are considered in any review of the Section 94 Contributions Plan.	Ongoing – Review June	To be addressed in any continuing review of the Section 94 Plan.
E	Monitor the appropriateness and condition of community facilities including their conformity with regulatory requirements.	Ongoing – Review February	Under continuing review.
E	Monitor the need for and be aware of, opportunities to increase Council's stock of community facilities.	Ongoing – Review January	Under continuing review.
E	Promote the existence of public and community halls and other facilities available for community use.	Ongoing – Review March	Promotional activities in hand with relevant facilities including the availability of information brochures.
	Effectively market recreational and cultural services and facilities.	Ongoing - Review quarterly	Achieved and ongoing.
F	Ensure the ready availability of up to date information about all community services facilities and health related services both local and regional through community information database, Internet sites and directories (see also Program 09.08).	Ongoing – Review September	Achieved and ongoing.
F	Ensure coordinated, professional advice and referral services through all community development outlets and in particular the community information office.	Ongoing – Review April	Advice and referral continues to be available at all Council's community development outlets and through the LINCS community information database.
F	Recommend appropriate use of the Mayor's Emergency Fund.	Ongoing – Review April	Recommendations made on the basis of need as required.
G	Hold regular functions for new residents.	Ongoing – Review April	Achieved and ongoing.
G	Provide up to date information through schools, churches and real estate agents and a range of Council outlets in order to assist new residents to feel at home.	Ongoing – Review April	Up to date information made available at Council's and other outlets and through Council's publications and web site.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2002
G	Keep the New Residents Information package up to date and disseminate appropriately.	Ongoing – Review April	Achieved and ongoing.
H	Consider the needs of people from culturally and linguistically diverse backgrounds and facilitate appropriate services and information as identified in the Social/Community Plan.	Ongoing –Review November	Ongoing. Weekly English conversation classes established in collaboration with the Lower North Shore Settlement services program.
H	Consider the needs of gay/lesbian and transgender people and facilitate appropriate services and information as identified in the Social/Community Plan.	Ongoing –Review November	Planning under way to facilitate meetings of lower north shore group of Parents Family and Friends of Lesbians and Gays.
I	Facilitate “Community Conversations” as a means of understanding issues and needs to assist in planning, provision and review of services and facilities.	Ongoing – Review April	Community Conversation held in November 2001 titled “Connecting Generations, Identifying Teenage Concerns”. Resulted in a number of initiatives that are being actioned.
I	Consult with community groups with a view to enabling their access to community facilities, particularly so that such access benefits residents.	Ongoing – Review January	Access issues continued to be addressed in consultation with the Access Advisory Group.
J	Ensure the provision of orientation and training programs across Council that will motivate volunteers, make optimum use of their abilities and provide opportunities to acquire new skills.	Ongoing – Review February	Orientation sessions held for each new volunteer with training and support groups for established volunteers.
J	Ensure for volunteers a safe, accessible working environment and an awareness of safe work practices.	Ongoing – Review July	Under continual review in accordance with Volunteer Policies and Procedures and Occupational Health and Safety requirements.
J	Establish and maintain a program that provides recognition through both formal and informal means of the work and contribution of volunteers.	Ongoing	Volunteers Week cocktail party and Mayor’s Christmas reception held for Council’s volunteers with other recognition through the year such as Meals on Wheels volunteers sausage sizzles.
K	Regularly review recruitment and placement procedures.	Ongoing – Review February	Achieved and ongoing.
K	Ensure mechanisms are in place for ongoing individual and group support in accordance with need.	Ongoing - Review October	Volunteers receive ongoing individual and group support.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2002
L	Ensure ongoing training and relevant information for all volunteers involved in Council's volunteer programs.	Ongoing - Review September	Achieved and ongoing. Information packs provided for all volunteers and those inquiring about volunteering.
L	Provide opportunities for volunteers to develop new skills for their benefit and to the benefit of the community and create a skills database.	Ongoing – Review January	Training opportunities continue to be made available for volunteers in their individual areas and volunteers offered areas consistent with individual skills and wishes with opportunity to move from area to area to broaden skills and respond to changing interests.
M	Promote and advertise to increase awareness of volunteering opportunities in Mosman.	Ongoing – Review January	Achieved and ongoing.
M	Provide opportunities for school students to undertake voluntary work towards completion of their school obligations for community involvement.	Ongoing – Review February	Achieved and ongoing.
N	Work with residents and businesses in improving safety through cooperating closely with our local Police, Neighbourhood Watch, Fire Brigade, Ambulance and State Emergency Services.	Ongoing – Review June	Achieved through adoption of 'Local Solutions to Local Crime & Safety Issues: a Collaborative Management Plan' developed in consultation with Harbourside Local Area Command.
O	Work with Project Groups to develop and implement local action plans that address regional safety issues and objectives aimed at increasing safety and preventing injury in the long term.	Ongoing – Review June	Achieved and ongoing. Mosman Seniors Safety Group assisted in completing series of walking maps for older people and promoted and participated in the Walking Group.
O	Provide regular advice to SHOROC on the development and achievement of safe community objectives and strategies by the SHOROC Safe Communities Group.	Ongoing – Review June	Achieved through the SHOROC Safe Communities Steering Committee.
O	Maintain a SHOROC Safe Communities Group responsible for developing and monitoring Project Groups that address regional safety issues identified by the SHOROC Safe Communities Program and with membership to include, where relevant, representatives from State and Local Government, non-government organisations and local communities.	Ongoing – Review June	Achieved and ongoing.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2002
O	Review and evaluate the Safe Communities Program and its action plan implementations and their outcomes.	Ongoing – Review June	Achieved and work program completed.

ACTIVITY INFORMATION	DATA SOURCE	ANTICIPATED RESULT	RESULT 1 JULY 2000 – 30 JUNE 2001		
			1 JUL – 31 DEC 2000	1 JAN – 30 JUN 2001	TOTAL
<b>WORKLOAD</b> % of Volunteer positions filled Number of new volunteers orientated within two weeks of joining					
<b>EFFICIENCY</b> Number of absentee days					
Retention rate of active volunteers	Department Records				
<b>EFFECTIVENESS</b> Percentage of new volunteers who rate their training and orientation sessions as satisfactory	Survey Records	Target 100%	100%	100%	100%
Percentage of volunteers who rate highly staff's support of their work	Survey of volunteers	Target 100%	100% - no complaints or concerns were raised.	100% - no complaints or concerns were raised.	100%

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JULY 2000 – 30 JUNE 2001
Total number of volunteers	472	583



## **TARGET GROUP: CHILDREN (ie those aged 0-12 years) / FAMILY**

### **Objectives**

- A To plan, develop, implement and facilitate the equitable provision of needs based support and leisure services for children, adults and families.
- B To involve volunteers and consumers in the planning, delivery and evaluation of services.
- C To promote awareness of the range of services available to children, adults and families.
- D Ensure the development of appropriate affordable long day care and pre-school places.
- E To provide and promote readily accessible, up-to-date information, advice and referral on children, adult and family services.
- F To review services on a regular basis in order to ensure quality, relevance and consumer satisfaction.
- G To alleviate isolation problems, particularly for young mothers and single parents.
- H Comply with legislation, standards and regulations relating to children and children's services.
- I To promote and encourage the provision of services and programs by relevant government bodies that address the varied needs of newly born infants including specialist health and counselling services.
- J To ensure/facilitate an appropriate children's immunisation program.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance target	Status as of June 2002
A	Seek funding from and negotiate with other levels of government and other funding sources for the support of the existing and the establishment of more needs based services for children and families.	Ongoing – Review September	Grant of \$2,500 received from Department of Community Services to purchase resources and equipment for children with additional needs. Attracted \$10,000 for the establishment of a Good Beginnings pilot for Mosman and Lower North Shore.
A	Provide advice to Council on effective allocation of funds and priority need areas.	Ongoing – Review June	Family Day Care Scheme reviewed for enhanced viability. Childcare fees adjusted to reflect increased operational cost.
A	Advise and support Council employees in identifying the best childcare options and access to appropriate childcare especially those who need affordable childcare.	Ongoing - Review June	Planned childcare centre at Alexander Avenue required to provide access to Council staff. Advice provided to staff exploring childcare options and availability.
A	Ensure the achievement of planned storage systems for Children’s Services and the provision of playground seating at Mosman Art Gallery & Community Centre.	June 2001	Storage enhanced. Funding to be identified for outdoor seating/storage.
A	Develop a master plan for the outdoor play area of Mosman Occasional Childcare Centre to provide adequate sun protection and outdoor storage and enhance the children’s play experiences.	June 2001	Tender Document complete. To proceed to selective tender 2002/03.
A	Investigate the appropriateness of In Home Care as a means of providing for the childcare needs of families in Mosman with children who have additional needs.	Review July 2001	Information received. Progress of pilot program is being monitored.
A,B	Establish and maintain planning processes that involve both Council and the community for the development of services for children and families including the implementation of regular community conversation style consultations with parents and other interested parties.	Ongoing – Review June	Child Psychologist presented workshops on Children’s Behaviour and Gifted Children to which parents and childcare professionals and workers were invited.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance target	Status as of June 2002
A,C	Use appropriate sites such as the former Mosman Women's Bowling Club in Alexander Avenue for the establishment of additional pre-school places, including affordable places, for children aged 3-5 years living in the Mosman area.	Ongoing – Review September	Tender called and submissions received.
A,C	Establish additional, affordable family day care places through proactive and frequent carer recruitment drives, in particular for children aged 0-2 years that meet the needs of parents living and working in Mosman.	Ongoing – Review March	Four new carers recruited as the result of an intensive recruitment drive.
A,C	Maintain appropriate oversight of affordable long day care places at the site south of Balmoral Oval.	Ongoing – Review March	Compliance Reports devised and now in use by operator.
A,E	Continue to apply for funding for KIDZONE Vacation Care.	Ongoing	Grant of \$16,000 from RS Mosman for Vacation Care enabling 20 extra places and a separate program for lower and upper primary school children.
A,E	In consultation with parents, staff and relevant professionals, access up to date information, apply for funding and provide training to ensure that programs are inclusive and responsive to the needs of children with disabilities.	Ongoing – Review October 2001	Staff trained and supported by the SUPS team to integrate children with disabilities in After School Care and Vacation Care. Funding received to enable children with high support needs to participate in Family Day Care, After School Care and Vacation Care.
A,F	Manage the ongoing provision of Occasional Care in Mosman that is of high quality and is responsive to community needs	Ongoing - April	Achieved and ongoing. Parent Survey attracted high praise for the staff, operation and environment. Centre now operates 52 weeks of the year.
B	Develop and maintain communication with parent users of Council's Children's Services as a means of ensuring continuing effective and responsive services for families and children.	Ongoing - November	Client satisfaction survey conducted in Occasional Care and enhancements made based on feedback.
B,E	Monitor, review and improve service quality in response to client satisfaction surveys and quality measures for each children's service in accordance with established quality assurance systems.	Ongoing – Review September	Family Day Care Scheme staff, carers and parents are participating in Quality Assurance.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance target	Status as of June 2002
B,E	Establish and service a Parent Advisory Group for Mosman Occasional Childcare Centre to engage parents in relevance of service delivery, as active volunteers and in occasional fundraising.	May 2001	Meetings held once a year at request of parents and following successful operation of Centre.
D	Liaise with Community Information Librarians to facilitate the production, distribution and promotion of community information, including community information directories, and provide advice and referral services and promote its availability.	Ongoing – Review November	Achieved and ongoing.
D	Develop and implement marketing strategies for the promotion and development of children’s services.	Ongoing - Review July	Achieved. Programs highly utilised.
E	Support and evaluate children, and family services in receipt of Council funding.	Ongoing - August	Regular liaison with The Kids Cottage Mosman.
F	Work with Mosman Community Services Inc, SHOROC Councils, Department of Health and Family Support Services RS Clubs in order to develop an early intervention and support program such as HOMESTART for families with children aged under 5.	Ongoing - March	Worked with the Department of Health to apply for grants to establish a volunteer home-visiting program. Funding attracted from North Sydney Leagues Club. Good Beginnings volunteer home-visiting program pilot commenced operation in January 2002.
F	Develop strategies to enable respite for single parents.	Ongoing - March	Mosman Occasional Childcare Centre now providing care throughout the year including all school holidays.
G	Ensure new Child Protection Legislation continues to be reflected in staff selection practices, staff training and program policies and procedures.	Review - March	Achieved and ongoing.
G	Ensure ongoing training for Children’s Services staff and Family Day Care carers with a view to improving service quality and keeping abreast of current child care practice.	Ongoing – Review November	Family Day Care staff and carers learned about the Quality Assurance process. Childcare staff attended training including First Aid, Child Protection, Behaviour Management, Autism Spectrum Disorder. Childcare staff attended the AECA Conference, Excellence for Children.

<b>Objective</b>	<b>Planned Access &amp; Equity Activity/ Strategy (i.e. Statement of Means)</b>	<b>Performance target</b>	<b>Status as of June 2002</b>
G	Continue to manage effectively the implementation of the new Childcare Benefit systems to ensure all parents are informed and related administrative systems are in place.	Ongoing – Review July	Achieved and ongoing.
H	Provide to the Cremorne Early Childhood Health Centre relevant community information on Mosman clients.	Ongoing – Review December	Achieved and ongoing.
H	Consult with Cremorne Early Childhood Centre staff with a view to ensuring provision of services and programs that address the needs of Mosman families.	Ongoing – Review December	Achieved and ongoing.
H	Investigate the development of a new agreement with the Northern Sydney Area Health Service for the Cremorne Early Childhood Health Centre in liaison with North Sydney Council.	Review - October	Under investigation with North Sydney Council.
I	Undertake an immunisation promotion campaign when appropriate.	Ongoing – Review September	Achieved and ongoing.
I	Carry out daily temperature checks of vaccine storage.	Ongoing – Review September	Achieved and ongoing.
I	Facilitate immunisation clinics for Mosman clients and administer immunisation records.	Ongoing – Review September	Achieved and ongoing.
I	Undertake ordering, acquisition and storage of vaccines.	Ongoing – Review September	Achieved and ongoing.
I	Monitor changes to legislation, regulations and procedures that impact on the immunisation program with a view to providing accurate and timely advice to all program stakeholders.	Ongoing – Review September	Changes noted and clients advised.
I	Investigate alternative methods of enabling rather than providing this services.	Ongoing – Review September	Under investigation.

**TARGET GROUP: YOUTH (ie those aged 12-24 years)**

**Objectives**

- A To plan, develop and implement the equitable provision of support, leisure and educational programs for young people in a manner that both promotes and safeguards non-prejudicial attitudes and ease of access.
- B To involve young people, particularly the Youth Forum, in the planning, delivery and evaluation of services.
- C To provide the Mosman Youth Development Centre as a safe service for young people that is well maintained, clean, functional, relevant, up-to-date and responsive to their needs and culture.
- D To promote awareness of the range of services available to youth.
- E To support and promote the range of services that are available to youth.
- F To provide readily accessible, up-to-date information and advice and referral on youth issues and services.
- G To review services on a regular basis in order to ensure quality, relevance and consumer satisfaction.
- H To maintain relevant up to date Mosman Youth Cultural Strategies in consultation with young people and the Gallery staff.
- H To develop, implement and maintain youth drug and alcohol strategies.

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2002
A	Seek funding from and negotiate with other levels of government for the support of the existing and the establishment of services for youth.	Ongoing – Review September	Funding received from NSW Department of Education and Training and for the annual Youth Week 2001 festival and Artstart. Additionally Anglican's Youth Works has provided an extensive self-esteem program for local young people through their own funding connections. Applications have been made to the Telstra Foundation and Festival Australia to seek additional funding to assist in youth programming.
A	Provide advice to Council on effective allocation of funds and priority need areas.	Ongoing – June	Provided as part of the budget preparation and quarterly review process.
A	Assist for the benefit of Mosman's young people the development and implementation of programs and activities under the Duke of Edinburgh Award Scheme.	Ongoing – Review June	With the assistance of the North Sydney PCYC the second batch of students for the Duke of Edinburgh Awards scheme is currently attempting to complete bronze level certificates.
A	Plan for the provision of a skate park and other active recreational facilities for young people including basketball facilities.	Ongoing	Council resolved to progress skate facility at Balmoral.
A,B	Establish and maintain planning processes that involve both Council and the young people in the development of youth services and facilities and youth friendly spaces.	Ongoing – Review September	Ongoing planning processes on a regular basis to involve young people. Additionally constant consultation with Mosman Youth Forum, Mosman Youth Advisory Group and surveying the users of the Youth Development Centre.
A,B	Provide support to Mosman Youth Forum and encourage its growth and development and assist in the promotion of the positive aspects of young people through media coverage and Internet and other activities.	May 2001 and ongoing	Mosman Youth Forum meet regularly, a youth column written by the Youth Development Officer, and reporting on a variety of youth events, activities and issues is featured in the Mosman Daily when relevant.
A,B	Develop and maintain a network with local and regional youth service providers to ensure the timely and relevant provision of services and programs that respond to the needs of the young people of Mosman	Ongoing	Regular interaction and networking through the Lower North Shore Youth Interagency as well as local schools and other local youth organisation to develop and maintain relevant services to meet the needs of young people in Mosman.

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2002
A-C	Plan and provide a dynamic range of activities, including night time entertainment in the Mosman area that cater for the different age groups which developed in consultation with young people.	June 2001 and ongoing	Regularly consulted young people in the development of appropriate programs to keep them fresh and relevant to the leisure and social and support needs of local young people. Through the consultation process the Youth Development Centre has maintained its services to include early morning opening during school terms and twice a month, late Friday night activities specifically for 11 – 14 year olds.
A-C	Investigate the feasibility of establishing an outreach service in consultation with other Lower North Shore Councils and service providers.	September 2001	Mosman Council is part of the Lower North Shore Youth Interagency that is currently working with Northern Sydney Health to assess the needs and funding opportunities to establish outreach services in the Lower North Shore area.
A-C	Actively work against ageism by creating positive perceptions of young people in the Mosman area.	Ongoing	Regular networking with services in and around Mosman to develop promote and maintain positive images of young people in the Mosman area.
A-D	Organise vacation and after school hours leisure, cultural and recreational activities.	Ongoing – Review February	Regular activities and programs provided at the Mosman Youth Development Centre and the Mosman Art Gallery and Community Centre, in conjunction with the North Sydney Police Community Youth Club.
A-D	Liaise with North Sydney Police Citizens Youth Club and North Sydney's Planet X Youth Centre to develop a greater range of holiday programs.	April 2001 and ongoing	Ongoing regular contact is maintained with the North Sydney Police Community Youth Club and North Sydney's Planet X Youth Centre to combine resources in order to deliver a greater depth, variety and consistency of service.
A-E	Provide and promote relevant and accurate information and advice on employment, unemployment and educational services and promote its availability.	September 2001	Information concerning relevant and surrounding services are regularly updated and promoted through the Youth Centre and Community Information Office and Community Centre.
A-F	Liaise with local services, agencies and local businesses to establish a local employment and work experience databank.	September 2001	Job networks and assistants from local Centrelink offices have been developed with regular information of current and emerging jobs available at the Youth Development Centre.



Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2002
B,G	Conduct annual user surveys and include results in planning processes.	Ongoing – Review February	Annual Youth Centre Survey has been conducted and the results are being included in the planning process.
B,G	Maintain an evaluation process for new and existing activities and programs.	Ongoing – Review February	Opinions of services, programs and activities are regularly sought both formally and informally and results are always included in future planning.
C	Regularly monitor the cleaning contractors and inspect public areas to ensure that the cleanliness and attractive appearance of the Youth Centre is maintained.	Ongoing	The state of cleanliness is regularly monitored and inspected by youth staff.
C,F	Maintain and update modern information technology facilities at the Youth Centre.	Ongoing – Review September	Working with Council's IT department the computers, software and links to the Internet at the Mosman Youth Development Centre have been maintained and where possible updated.
C,F	Maintain, evaluate and continuously improve the Mosman Youth Webpace.	Ongoing	Working with Council's Internet Coordinator, the Mosman Youth Webpace has been reviewed and updated.
C-E	Maintain information and technology training and services in the Youth Development Centre that are accessible and relevant to young people of Mosman.	March 2001 and ongoing	Information and technology is maintained and informal training is available at the request of young people.
E,F	Liaise with Community Information Librarians to facilitate the production, distribution and promotion of community information, including community information directories, and provide advice and referral services.	Ongoing – Review March	Contributed to the improvement of the Youth Directory with the Community Information Librarians and youth staff across the Lower North Shore. Advice and referral services provided on a regular basis.
F	Encourage relevant health services to provide services in the Mosman area.	September 2001	Working with the Lower North Shore Youth Interagency to promote the needs of young people in the local area and the development of relevant services.
F	Develop a handout detailing specialist youth friendly counselling and support services and medical practitioners.	June 2001	Staff and local young people assisted the Northern Area Health Service to assist in the development of youth friendly medical and counselling services and how young people can contact them.

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2002
H	Involve young people in the cultural life of our community and in particular activities in the Art Gallery including the Young Friends of the Mosman Art Gallery, known as NEO-Artists.	Ongoing – Review February	NEO-Artists has run a variety of artistic workshops relevant to the needs and wishes of the young people in Mosman.
I	<p>Work towards drug and alcohol supply reduction strategies:</p> <ul style="list-style-type: none"> <li>• continue active support of the “Proof – Reducing Tobacco Sales to Minors” project in conjunction with the Northern Sydney Area Health Service</li> <li>• support any Police initiatives to reduce illicit drug trade.</li> <li>• town Planning to ensure a “buffer zone” between any future alcohol and tobacco retailers and schools, play grounds and youth facilities.</li> <li>• education campaign for local tobacco and alcohol retailers.</li> </ul>	Ongoing – Review November	<p>Council’s Youth Services staff have continued their approach to the strategies for reducing drug and alcohol supply.</p> <ul style="list-style-type: none"> <li>• Support for the “Proof” project has been ongoing</li> <li>• Total support with police and all initiatives</li> <li>• Town Planning guidelines</li> <li>• Support for education campaigns for retailers</li> </ul>
I	<p>Work towards drug and alcohol demand reduction strategies:</p> <ul style="list-style-type: none"> <li>• provide drug and alcohol free alternatives for young people especially at night time.</li> <li>• provide knowledge/skills based education and support for young people and community members.</li> <li>• develop positive peer group programs targeting quit smoking, binge drinking and marijuana use through the Youth Development Centre.</li> <li>• develop a Drug and Alcohol Information Kit.</li> <li>• investigate funding opportunities for the provision of drug and alcohol counselling services at the Youth Development Centre.</li> </ul>	Ongoing – Review May	<p>Council’s Youth Services Staff have:</p> <ul style="list-style-type: none"> <li>• Provided a variety of drug and alcohol free activities</li> <li>• Assisted in providing relevant and up-to-date education forums and developed specific drug programs to meet the needs of young people in the Mosman area</li> <li>• Liaised and developed a new program with Holyoake to provide young people with the opportunity to review their own habits and create a peer education program</li> <li>• Supported the North Area Health Service’s application to fund youth drug and alcohol services in the Lower North Shore area, Mosman included.</li> </ul>

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2002
1	<p>Work towards drug and alcohol harm reduction strategies:</p> <ul style="list-style-type: none"> <li>• develop a drug and alcohol education kit for young people and parents.</li> <li>• ensure drug and alcohol information at the Youth Development Centre is up to date and relevant.</li> <li>• provide regular information, education and discussion forums for young people and the community on drug and alcohol issues.</li> <li>• provide advice and referral for young people and parents through the Youth Development Centre.</li> <li>• lobby for youth specific drug and alcohol counselling and rehabilitation services for the Lower North Shore region.</li> <li>• support local secondary school drug and alcohol education initiatives.</li> <li>• support Federal and State government initiatives such as “Drink Drunk” – the difference is “U” and “QUIT”.</li> <li>• ensure that all Youth Services staff are trained, educated and up-to-date on drug and alcohol issues.</li> </ul>	Ongoing – Review November	<p>Council’s Youth Services staff have:</p> <ul style="list-style-type: none"> <li>• Provided young people and concerned citizens with relevant and up-to-date drug and alcohol information.</li> <li>• Maintained up-to-date information at the Youth Development Centre.</li> <li>• Assisted in a series of information forums for the education of young people and community.</li> <li>• Provided advice for young people and parents through the Youth Development Centre.</li> <li>• Continued to support the Northern Area Health Service’s efforts to maintain drug and alcohol counselling and rehabilitation services.</li> <li>• Supported and assisted in secondary school drug and alcohol education initiatives.</li> <li>• Supported Federal and State government initiatives.</li> <li>• Maintained staff training and education of up-to-date drug and alcohol issues.</li> </ul>

**TARGET GROUP: OLDER PEOPLE (ie those aged 55 YEARS AND OVER) / MEN**

**Objectives**

- A To plan, develop and implement support and leisure programs for older people that are responsive, stimulating and enjoyable.
- B To plan, develop and implement programs and activities that facilitate and promote healthy aging.
- C Ensure awareness in the community of the range of services and programs available to older people.
- D To provide readily accessible, up-to-date information, service options, advice and referral to meet the needs of older people.
- E To involve volunteers and consumers in the planning, delivery and evaluation of services.
- F To review services and programs on a regular basis in order to ensure quality, relevance and consumer satisfaction.
- G To assess specific needs for services.
- H To develop strategies to enable older people to remain in the Mosman Community.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2002
A	Seek funding from and negotiate with other levels of government and the local Home and Community Care (HACC) forum for the support of existing services and the establishment of new programs based on assessment need.	Ongoing – Review August	Funding opportunities continued to be monitored and contact maintained with the HACC Forum and relevant Government agencies. Funding submission lodged with Department Ageing, Disability and Home Care for Neighbour Aid funding.
A	Ensure the ongoing development and implementation of social, recreational, leisure and educational based programs and activities, eg. Computerpals, University of the 3 <sup>rd</sup> Age.	Ongoing – Review February	Wide range of activities and programs continued to be offered. New programs included an additional art class, Feldenkrais classes, Gardening Bus trips.
A	Maintain awareness of developments and changes in programs, services and regulations at regional, state and national levels that affect services for older people in Mosman.	Ongoing - Review February	Under continuing review.
A	Provide advice to Council on community service needs of aged persons' housing developments.	Ongoing – Review December	Information provided on support service needs in respect of SEPP5 developments as required. Advice provided for the Sacred Heart development in 2001/2002.
B	Develop and implement educative social and recreational programs and activities that are enjoyable and promote health, well being and independence.	Ongoing – Review February	Fitness programs offered at the Seniors Centre. Walking maps series completed detailing easy walks in Mosman to encourage healthy lifestyle and fitness among older people.
A	Consider particularly the needs and likes of older men in the development of a range of services and programs.	Ongoing – Review May	Microwave cooking program continued to promote convenient ways of healthy eating and an independent lifestyle.
A,E	Establish and maintain planning processes that involve both Council and the community in the development of aged services.	Ongoing – Review October	Achieved and ongoing. Regular consultations with Mosman Network Group for Seniors, feedback from seniors, and social/community plan process.
A,F	Promote the Seniors' Centre and outreach programs to the community as being entertaining, supportive and enabling a positive social interaction.	Ongoing - Review May	Achieved including, for example, Mosman Daily articles, Bridgepoint displays. Centre and its activities and programs continued to be well patronised.
A,G,H	Provide in a timely and responsive manner services for frail older people and their carers that aim to prevent premature or inappropriate institutionalisation.	Ongoing – review February	Achieved through home support services and casework service.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2002
C	Promote awareness of the range of services, programs and events available to older people.	Ongoing - Review May	Publicity and promotion regularly undertaken.
C	Provide workshops on such subjects as early retirement, redundancy and life planning.	Ongoing – Review May	Addressed as needed. Current range of older people mainly in the “old old” age range for whom such information is not relevant.
CD	Liaise with Community Information Librarians to facilitate the production, distribution and promotion of community information, including community information directories.	Ongoing – Review May	Contributed to updating of community information in consultation with Community Information Librarians.
D	Provide information on service options and also appropriate referrals and promote information availability.	Ongoing – Review June	Provided as part of the community casework service and also at Council’s community information outlets.
F	Conduct annual user surveys and include results in planning processes.	Ongoing – Review October	Survey conducted for Meals on Wheels. Surveys of Community Transport and Seniors Centre users under way.
F	Maintain an evaluation process for new and existing activities and programs.	Ongoing – Review February	Ongoing evaluation of activities and programs maintained.
F	Ensure appropriate facets of all food services continue to be exposed to a competitive environment.	Ongoing – Review September	Exposure to competitive environment ensured through competitive tendering process which includes taste testing by service users. Tenders to be called for in 2002/2003.
G	In liaison with relevant organisations and service providers investigate needs for specific services, eg. respite care and affordable housing.	Ongoing – Review July	Needs addressed in consultation with regional agencies and the HACCC Forum.
H	Research possible strategies that enable older people to remain in the Mosman community.	Ongoing – Review November	Issue addressed as needed in consultation with local and regional service providers.

## **TARGET GROUP: PEOPLE WITH DISABILITIES**

### **Objectives**

- A To plan, develop and facilitate support and leisure activities for people with disabilities.
- B To involve consumer and carers in the planning, delivery and evaluation of services and activities.
- C To promote awareness of the range of services, programs and events available to people with disabilities.
- D To provide readily accessible, up-to-date information, service options and referrals to meet the needs of people with disabilities.
- E To review services and programs on a regular basis in order to ensure quality, relevance and consumer satisfaction.
- F To assess specific needs for services for people with disabilities and their carers, eg respite care.
- G To ensure that there is no discrimination based on disability in any of Council's own functions, services and programs, or by any of the organisations to which Council provides facilities or funding.
- H To develop, maintain and promote within Mosman an inclusive and accessible environment which enables people with disabilities to be independent.
- I To plan and facilitate services specifically for young people with disabilities and their carers.
- J To develop strategies for improving awareness and need for adaptable and purpose built housing for people with disabilities.
- K To work with the business community and social service providers in order to develop effective strategies to ensure opportunities for education, training and life skills development for people with disabilities.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2002
A	Seek funding from and negotiate with other levels of government and the local Home and Community Care (HACC) forum for the support of existing services and the establishment of new programs based on assessed need.	Ongoing – Review September	Funding opportunities monitored through the HACC Forum and relevant government agencies.
	Provide a timely and responsive manner services for younger people with disabilities (18-65 yrs) and their carers that aim to prevent premature or inappropriate institutionalisation.	Ongoing – Review February	Achieved and ongoing through casework service and home support services.
A	Ensure ongoing development and implementation of social, recreational and leisure based activities and programs for young people with special needs.	Ongoing – Review February	Achieved and ongoing. In addition to monthly Saturday Youth Group activities and outings, drama classes commenced and 2 weekend camps held.
A,B	Establish and maintain planning processes that involve both Council and the community for the development of services for people with disabilities including continuing support and servicing of the Mosman Access Advisory Group.	Ongoing – Review November	Social/Community Plan planning processes maintained. Continuing support provided to the Access Advisory Group. Input to the MOSPLAN review was also received from the Group.
C,D	Liaise with Community Information Librarians to facilitate the production, distribution and promotion of community information, including community information directories.	Ongoing – Review July	Contributed to updating of community information in consultation with Community Information Librarians.
D	In consultation with the Mosman Access Advisory Group produce and regularly review access information for community facilities, parks and reserves for placement on Councils web site and also for availability in printed form.	December	Information regularly reviewed in consultation with Access Advisory Group.
D	Provide information on service options and referral services and promote information availability.	Ongoing – Review February	Provided as part of the community casework service and also at Council's community information outlets.
E	Maintain an evaluation process for new and existing activities and programs.	Ongoing – Review February	Ongoing evaluation of activities and programs maintained.
F	In liaison with other service providers assess and respond to the specific needs of people with disabilities and their carers.	Ongoing – Review November	Achieved through the casework process and in consultation with other service providers.



Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2002
G	Facilitate and promote Council actions that are in accordance with the Commonwealth Disability Discrimination Act (1993).	Ongoing – Review November	Under continual review.
H	In consultation with the Mosman Access Advisory Group promote awareness on access issues within the Mosman community, with relevant professionals and Council staff, including ongoing access awareness training for Council assessment staff.	Ongoing – Review annually	Advice provided to other council staff on access issues and promoted through local media including through the Mosman/North Sydney Awards of Distinction. Access training addressed on a needs basis.
H	In consultation with the Access Advisory Group facilitate and promote initiatives within the Community that develop and maintain an inclusive, accessible environment which encourages people with disabilities to be independent.	Ongoing – Review September	Under continual review. Council's access equipment promoted as available for community use including the beach wheelchair and portable ramps and Access Contact Card made widely available.
H	Ensure local shops are aware of mobility issues and facilitate use of temporary ramps.	Ongoing – Review November	Access to retail outlets monitored particularly in relation to alterations/renovations and change of usage planned.
H	Ensure that development applications for alterations and additions to shop fronts incorporate access.	Ongoing - Review November	Achieved and under continual review.
I	Strive for improved numbers of accessible public toilets, more sensitive seating, signage, door weight and the like in public areas including shopping areas.	Ongoing – Review quarterly	Under continual review.
H	Maintain a focus on access in relation to DCPs and its provision in and to recreation areas such as Balmoral and Chinamans Beaches.	Ongoing – Review September	Achieved and under continual review.
I	Maintain and enhance the Saturday Youth Group for younger people with disabilities.	Ongoing – Review November	Achieved and ongoing. The Group continues to be successful and popular with the young people and their parents. 2 weekend camps held and drama classes commenced.
I	Liaise with and support relevant organisations to develop camps for children and younger people with disabilities, including the use of volunteers where applicable and in consultation with the Volunteers Support Officer.	Ongoing – Review November	Achieved and ongoing. 2 weekend camps held.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2002
I	In collaboration with parent representatives, liaise with Mosman High School for the provision of a local support class for young people with disabilities.	Ongoing – Review November	Mosman High School advised small numbers locally and resource constraints precluded provision of a support class separately for the school. Such classes were provided regionally.
J	Research strategies for adaptable and purpose built housing for people with disabilities.	Ongoing – review November	Adaptable housing provision part of Council's requirements for medium density housing.
K	Identify existing and new training and education programs available to people with a disability within the local community.	Ongoing – review September	Council's community information database includes information on local and regional training and education opportunities.
K	Encourage and promote both within Council and also with local businesses proactive policies for the support, training and employment of people with disabilities.	Ongoing – review September	Under continuing review. Recognition available through the Disability Access Award under the Mosman/North Sydney Awards of Distinction.

**TARGET GROUP: ABORIGINAL PEOPLE**

**Objectives**

- A To promote and provide readily accessible information about Aboriginal culture and history particularly in the Mosman area
- B To facilitate an understanding of the issues surrounding Aboriginal Reconciliation.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2002
A	Develop cultural heritage programs including, for example, educational walks.	Ongoing – Review October	Aboriginal heritage project expanded to a partnership with National Parks & Wildlife Service to address the whole of Mosman.
A,B	Support and service the Mosman Aboriginal Reconciliation Community Group so that it may: <ul style="list-style-type: none"> <li>• assist Council in advancing understanding in the Mosman community of the issues surrounding Aboriginal Reconciliation.</li> <li>• develop projects and activities that address historical, social, cultural and educational aspects of Aboriginal Reconciliation.</li> </ul>	Ongoing – Review October	Continued to support and service the Mosman Reconciliation Group.
A,B	Endeavour to ensure that the Sydney Harbour Federation Trust's management of Middle Head/Georges Heights protects Aboriginal heritage extant in that area (eg middens, engravings, natural features etc) in the development of its management plan for that area	Ongoing – Review October	Consultation with the Sydney Harbour Federation Trust established that there is Aboriginal representation on the Trust's Board and that the Trust is involved in extensive and ongoing consultation with relevant Aboriginal bodies on a range of matters that include those that are raised in the Statement of Means.

**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 received no complaints or requests for a review of a decision in 2001/2002.