

Mosman Municipal Council

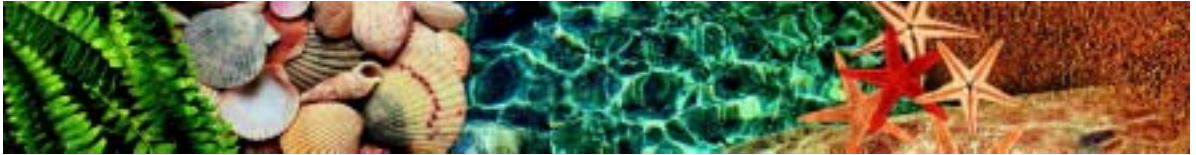


2002-2003 Annual Report

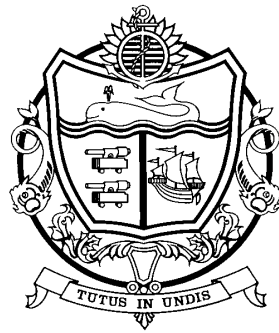


*Proud to be Mosman
Protecting our Heritage
Planning our Future,
Involving our Community*





Mosman Municipal Council



Civic Centre, Mosman Square
MOSMAN NSW 2088

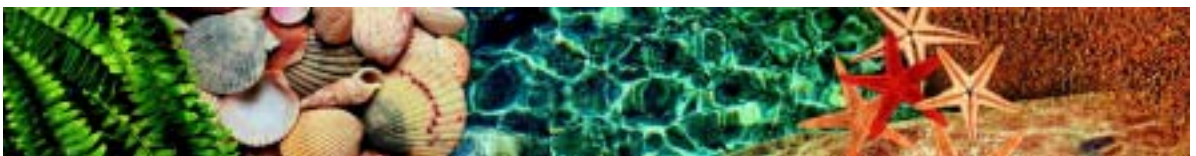
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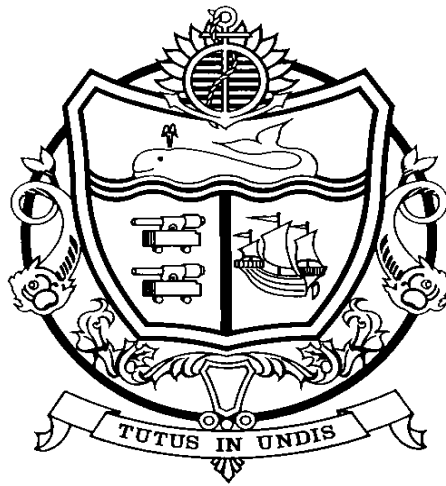
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Mosman Municipal Council



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Protecting our Heritage
Planning our Future
Involving our Community*

2002 - 2003 Annual Report

VISION

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

MISSION

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

CUSTOMER SERVICE POLICY

**"Our commitment ...
quality and friendliness
in the provision of service".**

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(s428 (2)(a))

Addendum

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(s428 (2)(c))

MEMBERS OF COUNCIL 2002/2003

MAYOR

Councillor David Macdona Strange

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

FOR OUR STAFF

To provide a safe workplace, to nurture ethical behaviour, and to promote professional, frank and honest advice and discussion in an environment where learning is supported and encouraged, where leadership and individual potential are 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 2002 TO 30 JUNE 2003
428(2)(b)**

MOSPLAN

- Report on progress on Statement of Means to 30 June 2003
- Report on result of Performance Indicators from 1 July 2002 to 30 June 2003

PROGRAM 1	COUNCIL, COMMUNITY AND COMMUNICATION Participative open local government for the Mosman community.
PROGRAM 2	RESOURCE AND ASSET MANAGEMENT Protecting and enhancing the community's assets.
PROGRAM 3	STRATEGIC TOWN PLANNING Working together to retain the unique characteristics of Mosman.
PROGRAM 4	BUILT ENVIRONMENT Managing our built environment.
PROGRAM 5	NATURAL ENVIRONMENT Protecting and enhancing.
PROGRAM 6	PUBLIC HEALTH Protecting the health of our community.
PROGRAM 7	COMMUNITY SAFETY Enhancing the community's sense of safety through a collaborative approach.
PROGRAM 8	COMMUNITY DEVELOPMENT AND SERVICES Relevant, accessible community services for all age groups and levels of fitness.
PROGRAM 9	LIBRARY AND INFORMATION Satisfying the information and leisure needs of the community and supporting formal and self education.
PROGRAM 10	PARKS, RECREATION AND CULTURE Celebrating our strong community spirit.
PROGRAM 11	TRANSPORT AND TRAFFIC Safe, convenient access to our homes and various destinations.
PROGRAM 12	ECONOMIC DEVELOPMENT In a sustainable and socially responsible manner, fostering the use and enjoyment of our business environment by residents, visitors and those employed in Mosman.

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 2003	Partially achieved with implementation of Dataworks Minutes Manager.
A	Review and enhance systems relating to online minute taking, business papers and agenda preparation.	Ongoing - review September	Achieved and ongoing. Dataworks Minutes Manager and processes being refined.
B	Provide for staff availability to the Council and the community.	Ongoing – review April	Achieved and ongoing. DA staff access limited.
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	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.
D	Review Committee protocol eg. meeting operations, scheduling, procedures and delegations.		Achieved and ongoing. Code of Meeting Practice updated.

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
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	Achieved and ongoing.
G	Resource Ward meetings at discretion of respective Ward Councillors.	Ongoing – review December	Held at Councillor's 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 annually in conjunction with the Australia Day Council, together with School Citizen Awards..	Ongoing – review April	2003 Mosman Citizen of the Year awarded to Sue Wilson and the 2003 Young Citizen of the Year to Donald Maclurcan.
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.
C	Review framework for policies, procedures, codes, protocol register.	June 2003	Not finalised.

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 2003	MOSPLAN in electronic format. Contractor commissioned to write software to make MOSPALN a living document.
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. Referred to Minister on 12 November 2002.

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 Annual Statement of Affairs as required by Freedom of Information Act, 1989 (Chapter 14) by 30 June each year.	Ongoing – review June	Achieved.
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 sessions and Code of Conduct training sessions.
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	Achieved. Code of Conduct revised, re-drafted and adopted by Council. Follow up Code of Conduct training scheduled. Summary brochure produced.
D	Enhance the use of the accolades/complaints reporting system.	Ongoing – review quarterly	Achieved and ongoing. Complaints Policy revised, re-drafted and adopted by Council with follow up training sessions. Summary brochure produced.
E	Regularly update elected members on customer survey, feedback mechanisms.	Ongoing – review quarterly	Customer Survey conducted February 2003. Results fed back to Councillors and incorporated in Management Plan review.
E	Have mechanisms in place to maintain a high level of staff confidentiality and protection of privacy issues.	Ongoing – review August	Ongoing. Core topic in induction sessions and Code of Conduct training sessions.

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
F	Review Customer response and complaints handling procedures.	August 2002	Achieved. Customer Response Policy revised, re-drafted and adopted by Council with follow up training sessions. Summary brochure produced.
G	Conduct a further ethical health survey of the organisation based on the ICAC model.	June2004	Due 2004. New staff advised at induction.
H	Develop and implement internal audit Charter and program focusing on best practice.	July 2003	One ad hoc audit completed. Establishment of an internal audit charter and program yet to be commenced.
H	Develop and implement contract systems and support.	July 2003	Working Party formed and meet. Yet to be completed.
H	Develop and adopt a Purchasing/Procurement Policy commensurate with WRAPP requirements.	July 2003	Working Party formed and meet. Yet to be completed.
D, H	Conduct a survey of the community for opinion on quality of service and ethical perception.	January 2003	Achieved. Community Survey conducted February 2003 and result fed into MOSPLAN.

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 and undergoing continual improvement and enhancement
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 range of issues, including Spit Bridge widening proposal and ongoing CEC consultation.
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. Expanded list of documents now available.
B	Survey community expectation and opinion as required for planning purposes.	Ongoing - review December	Achieved. Community survey conducted February 2003.
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

	STATEMENT OF MEANS	DATE	PROGRESS
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 e-mail to and from residents as an additional Community Information mechanism.	Ongoing- review annually	Limited database held. 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. Four editions published.
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.
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.

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	Identify and document achievable customer service standards.	Ongoing - review Feb	No further action. Decision not to proceed with service guarantee. Issues adequately addressed in Code of Conduct, Complaints Policy and Customer Response Policy.
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. Public access to DA staff limited to free up resources for assessment function.
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	Question existing delivery methods and market test if appropriate, for the most cost-effective provision of services/functions.	Ongoing - review June	Ongoing.
A, C	Identify contract management staff skills and run training programs to develop those skills.	Ongoing – review June	Ongoing.
A, C	Investigate further opportunities to market test areas of Council's operations not currently under contract.	Ongoing – review June	Ongoing.
A	Assess demand, utilisation and appropriateness of Council's facilities by monitoring income and expenditure trends and by surveying users.	Ongoing – review June	Ongoing.
A, C	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.
A, C	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.
C	Undertake and complete investigation of complaints regarding contractors within three working days of receipt.	Ongoing – review June	Ongoing

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
C	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.
C	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.
C	To have all contractors fully aware of Council's high standards and the community's high expectations.	Ongoing - review June	Ongoing.
C	Undertake internal audit of contracts to ensure probity, best practice and value for money.	Ongoing	Ongoing review of service contracts.
A	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.

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	To raise funds for local purposes by the fair imposition of rates, charges for services, income earned from investments and, when appropriate, by borrowing and grants.	April - Estimates	Achieved
A	Ensure Estimates process provides recurrent funding for new and extended services, in accordance with adopted financial strategy.	Ongoing - review annually	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	General greater financial awareness and accountability in all cost centres	Ongoing - review quarterly	Achieved
A	To profit from contributable works	Ongoing - review quarterly	Achieved
A	Prepare annual financial reports and refer to auditors - Section 413 of Local Government Act, 1993.	Ongoing – review August	Achieved
A,B	Ensure that Council's resources and leasable properties are generating consistent market returns.	Ongoing - review quarterly	Achieved
A,B	Review costing structure for all revenue streams of Council.	Ongoing – review March	Achieved
A,B	Maintain and regularly review Council's rental property portfolio to a standard that will optimise returns.	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
A,B	Encourage, train and assist staff responsible for a budget to develop greater financial awareness and expertise.	Ongoing – review March	Achieved
A,B	Prepare and review 5 year rolling property maintenance programs and Life Cycle programs for: (i) Mosman Square and Library (ii) For all other properties	Ongoing	To be completed March 2004
A,B	Continue to program funding strategies in relation to Council's Community Environmental Contract.	Ongoing	Achieved
A,C	Effectively manage Council's external loan borrowing program.	May - Estimates	Achieved
A,C	Ensure accurate and timely recording of accounts and quarterly reporting on the present and anticipated future financial position.	Ongoing – review quarterly	Achieved
A,C	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
B	Maintain all buildings and structures to a standard necessary for safe, healthy and efficient operational use and meeting community expectations.	Ongoing	Achieved
B	Upgrade public toilet amenities in accordance with five year rolling property maintenance program	May - estimates	Major review of plan to take place in 2003/2004
B	Have a complete register and an effective management system for all Council assets.	Ongoing	In progress

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.03: INFORMATION TECHNOLOGY & INFRASTRUCTURE

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	Achieved and ongoing, now included in all PDR forms conducted by Managers and Supervisors
A,B,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	Revised Budget and Plans for implementation as part of Network upgrades in 2003/2004 financial year.
A,B,C	Develop in-house training programs for PC applications and administrative protocols for the local area network.	Ongoing – review March	Implemented in house training software package for MS office products, and completed fitout of training room facilities.
A,H	Develop a Procedure Manual on system housekeeping for the local area network.	Ongoing – review March	Achieved and ongoing
B,C	Enhance and keep up-to-date all Information Technology hardware (including PABX, printers, facsimiles, photocopiers and other software).	Ongoing - review March	Environment and Planning department network printer upgraded with new unit. Review of photocopy facilities currently under lease and budget prepared for 2003/2004 financial year.
A,B,C	Review and enhance usage through in-house and external training of the Core Local Government System.	Ongoing – review March	In house training conducted on both financial and Document Management systems.
B-D	Review and enhance usage of Council's document management and customer request system.	Ongoing – review March	Installation of DataWorks 2002 Release 2 prior June 2003, with scheduled upgrade to DataWorks 2002 Release 3 for first quarter 2003/2004.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.03: INFORMATION TECHNOLOGY & INFRASTRUCTURE

CO-ORDINATOR: MANAGER INFORMATION TECHNOLOGY SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
B,C,D	Review and enhance usage of Council's Client/Server and Relational Database Technology.	Ongoing, review March/September	Installation of new Database and Application Server for financial system (Authority), and upgrade from Informix Database Software to SQL Server 2000 completed in June 2003.
B,C	Implement an automated Assets Management System.	September 2002	Presentations delivered on proposed computerised solutions with further Investigation of alternatives ongoing.
B,C	Review and enhance usage of Council's Facilities Management Bookings System.	Ongoing – review September	Achieved and ongoing.
A-D	Review and enhance the WAN (Wide Area Network) between Council offices, the Community and Cultural Centre and Cowles Road Depot.	Ongoing - Review September	Additional memory installed into Metaframe server for Depot access. Radio connection still under review.
A-D	Expand external secure access to the Council's PC network to facilitate out of office hours staff access.	Ongoing - Review Quarterly	Installation of ADSL Service in May 2003. Further planning for provision of access to Council via HDSL under investigation for possible inclusion in 2004/2005 financial year.
B,C,D	Integrate Council's e-mail and fax facilities with the Corporate Information Management system.	Review December 2002	Due to funding considerations this upgrade is now scheduled for 2003/2004 financial year.
C	Review and enhance usage of the Geographic Information System to include commercial opportunities for dissemination of community information.	Review annually September	Achieved and ongoing
B,C,D	Ensure ongoing planning and budget provision for growth and enhancement in Information Technology facilities and services.	Ongoing – review March	Achieved and ongoing

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.03: INFORMATION TECHNOLOGY & INFRASTRUCTURE

CO-ORDINATOR: MANAGER INFORMATION TECHNOLOGY SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A,C	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,C	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,C,D	Review Internet and E-mail Usage Policy and Protocols.	Ongoing – review December	Achieved and ongoing
C,D	Maintain an awareness of technical research & development of Internet facilities for the purpose of improving service provision to Council and community.	Ongoing – review December	Achieved and ongoing
B,C,D	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
C,D	Provision of full electronic services to customers both internal and external using the Internet and other public access technologies.	Ongoing – review December	Due to funding considerations a proposal for funding an upgrade in the 2004/2005 financial year is to be prepared.
C,D	Review and enhance Council's connectivity to the Internet and promote appropriate use within Council.	Ongoing – review December	Installation of ADSL services were implemented in May 2003

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.03: INFORMATION TECHNOLOGY & INFRASTRUCTURE

CO-ORDINATOR: MANAGER INFORMATION TECHNOLOGY SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
B,C,D,	Review and 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 Corporate Information Management System.	Review September 2001	Achieved and ongoing
B,C	Regularly review Plans of Management for network infrastructure, maintenance, improvement and upgrade.	Ongoing – review September	Achieved and ongoing
B,C	Review and replace, as appropriate, PC and server hardware and storage systems.	Review October	An additional 70 PC's were purchased under lease bring the PC fleet to in excess of 170. First lease return due in late 2003 early 2004.
B,C	Review and replace, as appropriate, printer hardware requirements and develop equipment replacement plans.	September 2000	Achieved and ongoing
A,B,C	Review all Council business processes and ensure usage of appropriate corporate software systems.	Ongoing – review December	Achieved and ongoing
B,C	Implement or enhance specialised asset, works, waste and traffic software solutions within corporate systems.	Ongoing – review December	Achieved and ongoing
B,C,D	Investigate and review, as part of IT Strategy, Mobile and PABX Services and their delivery.	Ongoing, review September	Achieved and ongoing
B,C,D	Review voicemail system, particularly "Messages on Hold".	Ongoing, review September	Achieved and ongoing
B,C,D	Develop delivery of Council services to the community through the use of "E-Enabling" technologies.	Ongoing, review September	Achieved and ongoing

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.03: INFORMATION TECHNOLOGY & INFRASTRUCTURE

CO-ORDINATOR: MANAGER INFORMATION TECHNOLOGY SERVICES

	STATEMENT OF MEANS	DATE	PROGRESS
B,C,D	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 funding considerations this has been deferred for review in the 2004/2005 budget.
B,C	Further the integration between all corporate systems.	Ongoing, review September	Chairing of special interest group between 11 Councils all using the same vendor applications have produced a project plan for implementation for upgraded integration between the Financial (Authority) and Document Management (DataWorks) systems for delivery in 2003/2004 financial year.
B,C	Enhance GIS with additional layers supporting statistical analysis from corporate systems.	Ongoing, review September	Commenced trial of new PDA based Spatial data capture software.
B,C	Implement image compression.	Ongoing, review September	Achieved and ongoing
B,C	Review, replace or augment (as appropriate) scanning and photographic technologies to improve data collection and business paper production.	Ongoing, review December	Installation of new Colour & Duplex scanning facilities and implementation of a Wide format scanning, copying and printing facility completed by Dec 2002.
B,C,D,E	Review and enhance IT systems and services to include commercial opportunities for revenue generation.	Ongoing, review quarterly	Achieved and ongoing
B,C	Review and enhance internal IT standards and procedures for the acquisition and environmental disposal of hardware equipment and E-consumables.	Ongoing, review annually	Achieved and ongoing
A-E	Prepare a new IT strategy to meet Council's needs to 2005.	Ongoing, review annually	Achieved and ongoing

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.03: INFORMATION TECHNOLOGY & INFRASTRUCTURE

CO-ORDINATOR: MANAGER INFORMATION TECHNOLOGY SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A,B,C,D	Review and enhance, as appropriate, provision of IT equipment and services (including training) to Councillors.	Ongoing, review annually	Achieved and ongoing
A,B,C	Review and enhance the Executive Management Information systems for regular reporting of corporate key performance indicators.	Ongoing, review annually	Design and prototype proposal for a computerised version of MOSPLAN using Database technologies available from Council's Database Servers, and providing enhanced management reporting and preparation of future planning processes delivered in June 2003.

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 required. OH&S recurring item at staff meetings.
A,B	Educate staff to identify and report potential hazards.	Ongoing – review January	Constant reviews and follow up by OH&S Committee and induction program for new staff. OH&S recurring item at staff meetings.
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	Reduced premium not achievable but effective cover maintained having regard to existing public liability insurance environment.
C	Review 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 completed and implemented. Distributed to key stakeholders. Review of document to occur every 6 months.
C	Formulate and implement a policy and procedure for removal of graffiti on public and private land.	December 2001	Strategies adopted by Council in September and October 2001.
A	Review regulatory and information signs in public places.	December 2002	Audit completed. Best practice guidelines and protocols being developed.
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	Audit of Council's operations completed. Best practice guidelines and protocols being developed.

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	Revaluation undertaken.

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	Resource and consult with Managers and Supervisors on HR matters	Ongoing	Ongoing
A,B,C, D,E	Develop and implement a program of continuous improvement for all HR systems, policies and procedures	Ongoing – review December	Ongoing
A	Develop electronic systems to improve access to HR information	Ongoing	Training module implemented
A,E	Research and communicate strategies to meet emerging needs of managers, such as staff retention strategies and supervision of OHS in contracts.	Ongoing –review January	Ongoing program dealt with through training
A	Manage a confidential grievance handling system	Ongoing – review biannually	Ongoing
A,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 2004	Scheduled for September 2004
B	Ensure all staff are aware of Council policies relating to discrimination, harassment and EEO in the workplace.	Ongoing	Ongoing, induction training includes this element
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 to include the General Manager, Directors, Executive Officer and staff Committees and interview panels.	Ongoing – review December	Ongoing
B	Ensure that staff are aware of all channels and opportunities for discussion of any concerns or complaints relating to EEO principles.	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,D,E	Investigate potential for reasonable adjustment to work environments and/or practices in consideration of the needs of people with disabilities and/or carer responsibilities.	Ongoing	Ongoing
B	Ensure specific EEO responsibilities are included in job specifications of all managers and supervisors.	Ongoing – review March	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	Monitor and review statistics relating to recruitment	Ongoing – review July March	Ongoing
B,C	Ensure that staff have equal access to training and development opportunities	Ongoing – review biannually	Ongoing
C,D	Encourage staff career development opportunities, for example, job rotation, job redesign, in-house training, re-training and multi-skilling.	Ongoing	Ongoing
B,C	Access appropriate apprenticeship and job schemes	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
C,D,E	<p>Develop an ongoing program of training and provide information for all staff in key areas, including :</p> <ul style="list-style-type: none"> • Induction and MOSPLAN • EEO, OHS, HR policies and practices • Code of Conduct and Internal Reporting System • Customer Contact • Complaints Handling • Relevant legislation • Contract Management 	Orientation Program to be scheduled within 3 months of commencement, other training, ongoing	Training program focussed on OHS, in addition to job specific training conducted. 42 staff attended induction training and contracts management training was conducted to highlight risk management matters.
E	Reinforce and promote the requirements of OH&S legislation.	Ongoing	Compliance program completed.
E	Enhance Council's meaningful and effective work injury rehabilitation and return to work program.	Ongoing	Statistics from insurer show a marked decrease in accident and injury rate as well as a decrease in costs associated with rehabilitation.
E, C	Resource Managers and Supervisors so they can meet their responsibilities under OHS legislation confidently, including their responsibilities in the management of contractors	Ongoing – review December	Compliance program encouraged all managers to improve their knowledge and skills in this area. Contract management course run to develop OHS awareness and supervision skills.
E	Resource the OHS Committee so it can be an effective body	Ongoing	Committee working effectively with regular workplace inspections being undertaken.
E	Continue the Tetanus, Hepatitis A, Hepatitis B and Fluvax immunisation program for Council staff.	Ongoing – review annually	Full immunisation program conducted in 1 st quarter 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
E	Enhance and develop effective documentation to assist with OHS prevention and rehabilitation	Ongoing – review quarterly	Achieved
E	Review performance of Workers' Compensation insurer	Ongoing	Performance satisfactory

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.06: CORPORATE INFORMATION MANAGEMENT

CO-ORDINATOR: MANAGER CORPORATE INFORMATION

STATEMENT OF MEANS		DATE	PROGRESS
A	Regular liaison with Departmental Managers to determine specific information management needs and to facilitate changed processes.	Ongoing	Achieved and ongoing.
A	Register and distribute incoming information throughout the organisation via the CIMS in an accurate and timely manner.	Ongoing	Incoming documents were generally registered in a timely manner, excepting a couple of periods during the year at times of staff shortages.
A	Ensure efficient and accurate system administration and maintenance of the CIMS.	Ongoing	Achieved. All system maintenance requirements were actioned as required.
A	Process applications for Public Access to Council Records in an efficient and timely manner.	Ongoing	1631 Applications for Public Access to Council records were processed throughout 02/03.
A	Attend to internal and external customer enquiries and requests for information in a timely and efficient manner.	Ongoing	Achieved.
A, C	Review and enhance existing physical file retrieval and storage processes.	Ongoing - Review October	Achieved. New file tracking system implemented within DataWorks. Procedures distributed to relevant staff.
A, C	Investigate options for transferring file information currently stored on the old card system into the electronic CIMS.	December 2002	Consulted Manager IT Services. Possible option is to have the information scanned and indexed by an external supplier for uploading into DataWorks system.
A,D	Upgrade the CIMS as new releases become available.	July 2002 & Ongoing	DataWorks 2002 Release 2 implemented June 2003. Testing being undertaken during September 2003 for Release 3.
B	Prepare an Information & Records Management Policy.	July 2002	Achieved. Policy adopted by Council 2 July 2002.
B,C	Prepare a "Registration Protocols" document for the CIMS that can be easily referenced by all staff.	November 2002	Achieved. Additions are being made to this protocol document as required.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.06: CORPORATE INFORMATION MANAGEMENT

CO-ORDINATOR: MANAGER CORPORATE INFORMATION

STATEMENT OF MEANS		DATE	PROGRESS
B,E	Prepare and maintain easy to follow User Guides so that they accord with changes to the CIMS.	July 2002 & Ongoing	Achieved. 11 User Guides prepared.
B	Review Council's Internet and e-mail Policy and Protocols as required by the Records Management Program.	July 2002	Achieved. No changes required to existing policies in relation to Records Management Program.
C	Investigate methods to review staff performance in relation to accurate record keeping.	October 2002	Achieved and ongoing. Manager undertakes random audits of accuracy in registration.
C	Ensure appropriate storage and retrieval of all physical files and hard copy records.	Ongoing	Achieved and ongoing. Archives requires additional work.
D	Review and enhance existing workflows and create additional automatic workflows to further improve the efficient handling of customer enquiries and correspondence.	December 2002	Achieved and ongoing. Several new workflows have been created. Further work is required in this regard.
D	Further streamline processes associated with Business Paper production.	August 2002	Achieved. New Minutes Manager Business Paper Module implemented with DataWorks 2002 Release 2.
D	Aid in the design, preparation and maintenance of Microsoft Word document templates used within the CIMS.	Ongoing	Required templates designed and updated as required.
E, A	Ensure comprehensive training for Key Users of the CIMS is maintained with release upgrades.	June 2002	All Key Users of DataWorks attended the DW2002 Release 2 Training sessions.
E, A	Enable Key Users of the CIMS to organise and conduct comprehensive training for End Users.	July 2002	Key Users are able to utilise the training room to conduct training at any time.

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

SUB-PROGRAM 02.06: CORPORATE INFORMATION MANAGEMENT

CO-ORDINATOR: MANAGER CORPORATE INFORMATION

STATEMENT OF MEANS		DATE	PROGRESS
E, A	Regular communication to ensure staff awareness of the importance of accurate information management through mechanisms such as broadcast e-mails, new staff orientation presentations, etc.	Ongoing	Achieved and ongoing.
E,A	Provide adequate training for Information Services Staff enabling them to keep abreast of new technologies, ie. colour scanner, direct registration of e-mails, etc.	Ongoing	Achieved.

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	Community Survey 2003 included community satisfaction questions on the public domain improvements on the Esplanade, Balmoral.
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	Ongoing – Mosman News, Council column in Mosman Daily and selected press releases, brochure on <i>Mosman: History of its Harbour</i>
A	Provide appropriate information to the community on major projects to minimise the potential for conflict.	Ongoing – review May	Exhibitions for draft LEPs, DCPs, and Clifton Gardens and associated community notification.
B	Continue to update and review, both statutory and policy planning documents.	Ongoing – review May	Amendments made to Mosman LEP 1998, Residential DCP, Contributions Plan and Exempt and Complying DCP.
B	Provide accurate S.149 Certificates in an efficient and effective manner.	Ongoing	Ongoing. All S.149 certificates checked for accuracy before delivery.
C	Undertake mapping in a format compatible with Council's GIS.	Ongoing – review September	Achieved and ongoing.
D	Maintain systems and procedures for the issue of section 149 zoning certificates, in conjunction with Council's GIS.	Ongoing – review September	Achieved and ongoing
E	Investigate and implement innovative methods of community consultation for strategic planning projects.	Ongoing – review May	Use of Council's website on a regular basis for providing information to the community.
F	Hold regular Community Information Evenings on strategic planning matters.	Ongoing – review May	Achieved. Information Evenings held regarding Foreshore Building Line; Warringah Bowling Club and Glover Street proposed Conservation Area.

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
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	Achieved and ongoing.
G	Undertake service review of Planning and Transport Team (including identification of action plan).	Complete by Dec 2002	Review underway. Initial proposals under consideration.
H	Appropriately respond to governmental initiatives and legislative change.	Ongoing	Ongoing – including response to draft SREP 32 – Sydney Harbour Catchment

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 implications of Plan First and associated legislation.	Ongoing – review May	Ongoing. Awaiting determination of minister for Planning for direction following Kibble Review of Plan First.
A,D	Prepare local environmental studies which will identify the need to amend current planning instruments.	Ongoing – review May	Streetscape Analysis study – pilot project underway June 2003
B	Review the effectiveness of existing planning controls and introduce means by which adverse environmental impacts of development may be mitigated.	Ongoing – review May	Ongoing. Undertaken as part of review of LEPs/DCPs.
C	Assess minor LEPs as they arise.	Ongoing	Ongoing

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	Review & exhibit amendments to Mosman Residential DCP and Mosman Business Centres DCP where appropriate.	November 2002	Achieved. Amendments to Residential DCP exhibited November 2002 to January 2003. Adopted by Council May 2003.
A,B	Review and exhibit Car-parking Development Control Plan.	August 2002	Review underway May 2003
A,B	Finalise Notifications DCP, Exempt and Complying DCP amendments.	July 2002	Achieved. Amendments to Exempt & Complying DCP adopted by Council 3 September 2002. Amendments to Notifications DCP finalised June 2002.
B	Respond to proposals by utility authorities for telecommunications infrastructure and review design guidelines.	Ongoing – review September	Report on Telecommunications draft SEPP and draft Model DCP.
C	Monitor S94 Plans and revise as required.	Ongoing	Amendments to Open Space Contributions Plan adopted February 2003. Further amendments exhibited resolved to be exhibited July 2003.
D	Review the appropriate implementation of commercial centres development control to assess applicability.	December 2002	Ongoing
E	Implement recommendations contained within the Recreation Strategy Action Plan	Ongoing	Ongoing. Achieved – Skate facility development application before Council; lighting at Balmoral Oval approved; BMX track design being prepared; recreation facility provision at Georges Heights being negotiated with Sydney Harbour Federation Trust.

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	Establish and adopt a policy regarding the identification/nomination process for any additional heritage items in Mosman	September 2002	Achieved. Heritage Items – Nomination & Assessment Processes adopted by Council 13 May 2003.
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.	Ongoing	Mosman LEP 1998 (Amd No 14) – additional heritage items gazetted 27 September 2002. Draft Mosman LEP 1998 (Amd No 19) 5-11 Raglan Street resolved by Council June 2003 to be prepared.
A,B	Continue to implement the recommendations of the Mosman Heritage Review.	Ongoing – review August	Ongoing. Recent work reflected in other Statement of Means.
A, B	Consideration be given to reactivating the Heritage Advisory Group	October 2002	Achieved. Heritage Advisory Group reactivated by Council May 2003. First meeting of HAG 16 July 2003.
A, C	Investigate purchase of historical aerial photographs (unfunded).	Ongoing	Deferred pending funding.
A, C	Undertake a survey of fences and rock outcrops within Mosman.	December 2002	Survey and study underway. Consultants briefed, commenced work May 2003.
C	Continue to employ a heritage adviser for implementation of heritage controls and community education.	Ongoing – Review August	Robert Staas continues to be employed as a heritage advisor, one day every three weeks.
C	Review and prepare strategy for Post War Housing within Mosman.	December 2002	Study to commence July 2003.
C,D	Prepare a Walking Map on heritage sites. Investigate Heritage Trails.	December 2002	Draft Walking Maps prepared for Balmoral, Bradleys Head Rd and The Crescent.

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
C, E	Continue with Local Heritage Fund on an annual basis.	Ongoing	Local Heritage Fund 2002/03 completed. Nominations to be called for 2003/04 Fund August 2003.
E	Conduct Civic Design Awards.	July 2002	Awards held 2002. Report on results to Council 13 August 2002. Awards to be held again in 2004.

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 involvement in planning process with Sydney Harbour Federation Trust regarding public land at Middle Head and Georges Heights.	Ongoing – review September	Ongoing
A B E	Undertake/coordinate Management Strategy and Landscape Masterplan for Clifton Gardens Reserve.	December 2002	Achieved. Adopted by Council 8 April 2003.
B	Secure government grants for open space improvements, especially for Rosherville Reserve.	Ongoing – review March	Ongoing
B,C	Implement appropriate recommendations contained with Plans of Management and Recreation Strategy Action Plans.	Ongoing	Ongoing
B,D	Investigate opportunities for funding for preparation of Crown Land Plans of Managements, in particular for The Spit Reserve.	August 2002	Public Reserves Management Fund (Land and Water Conservation) application to be made August 2003.
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	Ongoing – eg Swimming pool as part of Vista Street residential redevelopment.

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	Evidence of significant appreciation in house prices in Mosman for many years.
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 2002	Sustainable Water Challenge entry – Raglan Street West Carpark site for Water Sensitive Urban Design residential development.
B	Monitor the demographics of the Mosman community and in particular, review ABS 2001 Census.	Ongoing – review October	Ongoing
B	Investigate opportunities for the use of developer contributions for the provision of low-cost housing opportunities in Mosman.	Ongoing – review September	Feasibility Study for Raglan Street West Carpark site considered provision of low-cost housing.
B,C	Review any State-based strategies for multi-unit housing and devise strategies appropriate for the Mosman context. In particular review proposed SEPP and related documents for residential flat buildings and implications they may have for Mosman Residential DCP. As part of this prepare streetscape character assessments in areas where redevelopment potential is likely.	Ongoing – review September	Achieved. Review of Residential DCP included amendments to the guidelines for multiple dwellings which are consistent with SEPP 65.
C	Review and interpret available statistics on implementation of housing policy in Mosman.	Ongoing - review September	Ongoing. Metropolitan Development Program submission August 2002.

PROGRAM 4: BUILT ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 04.01: POLICY, ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR ENVIRONMENT AND PLANNING

	STATEMENT OF MEANS	DATE	PROGRESS
A	Fast track D/As and Construction Certificates (CC) and organise key personnel to negotiate projects from conception to completion.	Ongoing - review December	Triage system implemented to identify applications which can be fast tracked.
A	Liaise with other departments to ensure consistency of standards and policies and stream-lining of CC/DA processes.	Ongoing – review December	Ongoing with representatives of other departments attending triage meetings to provide initial comments.
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	Ongoing.
A-D	Review codes and policies regularly with regard to public opinion.	Ongoing – review December	Revisions to MLEP and RDCP occurred during year in response to requirements arising from consideration of applications and Court proceedings.
C	Encourage discussion with applicants and Council staff prior to lodgement of applications.	Ongoing – review December	Ongoing.
C	Promote the use of mediation to resolve conflict between applicants and objectors.	Ongoing – review December	Ongoing but applicants reluctant to use service.

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	Due to staff shortages and inability to recruit replacements within the Development Services Section it has not been possible to achieve the expected level of performance. Despite the use of contractors to assist in assessing applications and the processing of more applications than were received during the year improvement is required.
A-E, i	Ensure that each property the subject of a DA is adequately assessed for its heritage significance prior to determination.	Ongoing – review August	All relevant properties assessed by Heritage Advisor.
A-E, i	Utilise the services of Council's Heritage Adviser. Also seek to transfer the knowledge of this Adviser to Council staff.	Ongoing – review Sept	Staff in house training carried out.
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 –	Ongoing.
B, H, J	Review the range of policies required to satisfy the administrative changes to the Environmental Planning and Assessment Act.	Ongoing -	All documentation reviewed and amended as required.
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	Ongoing and achieved.
B, H, J	Ensure conditions that are applied to development applications are attainable and enforceable.	Ongoing – January	All conditions reviewed and reformatted to assist in meeting this objective.

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 –	On going
B	Periodically inspect the Municipality from the harbour.	Ongoing – review November	Carried out on two occasions in September 2002 and May 2003
B, H	Review methods and procedures for ensuring compliance with conditions of consent.	Ongoing – review January	Delayed due to staff turnover and shortages.
B,C	Investigate and implement a policy on lead contamination and asbestos related to demolition and building.	Ongoing – review November	Ongoing
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	Achieved and ongoing
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	Achieved and on going
D, H	Ensure Development Applications are assessed in term of impacts on the environment, landform and trees and vegetation.	Ongoing	Achieved and ongoing.
D, H	Ensure appropriate conditions are applied to approved development to regulate impact of development on the environment during construction.	Ongoing	Achieved and ongoing
F	Continue to monitor and implement a Notifications Development Control Plan.	Ongoing	Achieved and ongoing

PROGRAM 4: BUILT ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 04.02: DEVELOPMENT

CO-ORDINATOR: MANAGER DEVELOPMENT SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
F	Continue to use digitised photographs for site inspections and meetings of Council to assist in decision making.	Ongoing	Photos used from site inspections to assist Councillors at meeting when assessing applications.
G	Continue to monitor fire safety issues and implement outcomes of Fire Safety Upgrade Program	Ongoing	Ongoing. The speed of the work is affected by requirement of designated Fire Officer to fill other roles due to staff shortages.
J	Implement construction and demolition waste reduction policy as per existing DCPs	December 2002	Subject to review following changes at State Government Level regarding Waste Board projects.
D, H	Ensure development applications are assessed to prevent and minimise the environmental effects of new development through integrating the principles of ESC with environmental assessment	April 2003	Achieved and ongoing
K	Undertake a detailed review of the program processes and procedures to identify procedural, time and financial savings	April 2005	Review undertaken in conjunction with revisions to computer tracking system.
D, L	Investigate opportunities to adopt "safety by design" principles within the assessment of Das	January 2005	Achieved as part of cooperative project with Harbourside Police.

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 Plan 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 2002	Rescheduled to Dec 2003.
A, B	Review Council's Environmental Policy and revise where appropriate.	Dec 2002	Achieved.
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 relevant National, State and Regional environmental strategies	Ongoing - review quarterly	Achieved and ongoing.
A	Monitor the availability of all environmental grants and make applications where appropriate.	Ongoing - review quarterly	Achieved and ongoing.
A	Progressively review works and service contracts and incorporate environmental requirement to ensure they are consistent with and promote the principles of Ecologically Sustainable Development.	Ongoing – review quarterly	Achieved and ongoing.
A, B	Prepare the annual State of the Environment Report ensuring participation by representatives of all relevant Council sections.	Sept 2002	Achieved.
A	Contribute to the development of strategic land management policies and strategies, which embrace the concepts of ecologically sustainable development.	Ongoing -review quarterly	Achieved and ongoing.

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, B	Pursue opportunities for one of Council's next major developments to become a demonstration project for environment best practice.	Ongoing -review quarterly	Rescheduled to Dec 2003.
A	Develop an environmental educational strategy linked to the Environmental Management Plan which will result in: <ul style="list-style-type: none"> • Co-ordinated community environmental education across Council's functional areas • Increased staff awareness of the principles of ecologically sustainable practices in the workplace • Staff trained in the competencies necessary to comply with environmental legislation. 	December 2002	Rescheduled until Dec 2003. Linked to the development of Council's Environmental Management Plan.
A	Initiate a consultative staff environmental committee to identify the most effective ways of introducing environmentally sustainable practices in the workplace.	August 2002 – review quarterly	Rescheduled until July 2003
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.
A, B	Convene a staff environmental education working party to aid the integration and co-ordination of environmental education and to update, review and evaluate environmental education strategies.	Ongoing – review quarterly	Rescheduled until Dec 2003. Linked to the development of Council's Environmental Management Plan.

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, B	Conduct comprehensive local community research to ascertain the level of environmental awareness amongst different groups of the community, and what educational approaches would be most appropriate.	June 2003	Achieved. Further research planned associated with the development of Council's Environmental Management Plan.
A, B	Pursue opportunities to work with local community groups on environmental projects.	Ongoing – review quarterly	Achieved and ongoing.
A, B	Produce and distribute to the community an Environmental Education newsletter which consolidates information regarding energy conservation, local air and water quality issues, urban biodiversity, bushcare, environmental noise, waste management, etc.	Bi-annual Dec and June	Under review as part of the development of Council's Environmental Management Plan – general information provided using website, email lists, etc.
A, B	Continue updating environmental information on Council's website.	Ongoing – review quarterly	Achieved and ongoing.
A, B	Continue production of recycled paper sandwich bags promoting environmental themes, for distribution to local food business and schools.	Ongoing – review quarterly	Achieved as part of the Lawry Plunkett Reserve Environment and Heritage Project
A, B	Inaugurate an environmental award to recognise significant environmental achievements by students, schools, businesses and Mosman residents	June 2003	Under review as part of the development of Council's Environmental Management Plan.
A, B	Work with regional Council groupings, such as SHOROC and the SCCG to develop and deliver regional environmental education programs	Ongoing – review quarterly	Achieved and ongoing – eg. Bushland Friendly Neighbours brochure

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, B	Convene a staff ESD working party accountable for the delivery of ESD outcomes in management plans	Sept2002 – review quarterly	Rescheduled until Dec 2003. Linked to the development of Council’s Environmental Management Plan.
A, B	Seek opportunities to work with other land managers in Mosman to develop and deliver environmental education programs	Ongoing – review quarterly	Achieved and ongoing – eg. Taylors Bay Stormwater Project, Lawry Plunkett Reserve Environment and Heritage Project; Bushland Friendly Neighbours brochure.
A, B	Liaise with the Department of School Education and local schools to ascertain how Council can assist in providing environmental education in a manner relevant to local school curriculums	Ongoing – review quarterly	Achieved and ongoing – eg. Lawry Plunkett Reserve Environment and Heritage Project; waste and recycling audits; Bushland Mgmt.
A, B	Develop an environmental module for delivery in Council’s employee induction program	Ongoing – review quarterly	Achieved.
A, B	Develop and implement evaluation plans for the environmental education strategy and existing environmental education programs	December 2003 – review quarterly	Rescheduled until Dec 2003
A	Implement the Administration and Auditing Statement of Means as per the CEC program.		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	Ensure that the annual State of Environment Report considers the status of the Air Sector and measures the effectiveness of Council's responses.	September 2002	Achieved.
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 2003	Under review as part of the development of Council's Environmental Management Plan.
A, B, C	Set up and manage a revolving energy fund.	July 2003 –	Under review as part of setting up an Energy Performance Contract - March 2004.
B	Set up an energy consumption Financial Loss Control Reporting System.	July 2003	Under review as part of setting up an Energy Performance Contract - March 2004..
A	Progressively install power factor correction in Council buildings.	June 2002	Under review as part of setting up an Energy Performance Contract - March 2004.
	Investigate the flexibility of energy performance contracting to reduce energy consumption in all of Council's building assets	Aug 2003	Achieved. Energy Performance Contract to be set up by March 2004.
A	Install energy management features on all Council personal computers.	Ongoing – review quarterly August 2003	Achieved and ongoing. Under review as part of setting up an Energy Performance Contract - March 2004.
A	Install an econo-cycle air conditioning unit in the Council Library.	March 2002	Under review as part of setting up an Energy Performance Contract - March 2004.
A	Progressively replace emergency exit signs.	July 2003 – Ongoing	Under review as part of setting up an Energy Performance Contract - March 2004.
A	Investigate the feasibility of installing energy efficient flood lighting at Balmoral Reserve.	September 2002	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	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.
	Include an air quality and Greenhouse gas reduction component in Council's Environmental Education Strategy.	Dec 2002	Rescheduled until Dec 2003. Linked to the development of Council's Environmental Management Plan.
B	Promote the use of energy efficient appliances in the commercial building sector.	Ongoing – review quarterly	Achieved and ongoing.
B	Encourage the use of energy efficient appliances by the community.	Ongoing – review quarterly	Rescheduled until Dec 2003. Linked to the development of Council's Environmental Management Plan.
A, B, C	Ensure Council's environmental education newsletter presents information on air quality and greenhouse gas reduction.	Biannual – December & June	Rescheduled until Dec 2003. Linked to the development of Council's Environmental Management Plan.
A, B	Review the Greenhouse Gas Reduction Plan in consideration of achievements, legislative and policy change and scientific and technological advancement.	Ongoing – review quarterly	Achieved.
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 – review quarterly	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 – review annually	Rescheduled until Dec 2003. Linked to the development of Council's Environmental Management Plan.

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
	Facilitate community group and schools involvement in environmental education and monitoring exercises.	Ongoing – review quarterly	Achieved and ongoing.
A,B	Ensure the Annual State of Environment Report considers the status of the Water Sector and measures the effectiveness of Council's responses.	September 2002	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 annually	Achieved and ongoing. Linked to the development of Council's Environmental Management Plan.
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
A,B	Monitor and review harbour water quality data collected by Harbourwatch.	Ongoing – review quarterly	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.
D	Investigate the feasibility of energy performance contracting to reduce Council's water consumption	August 2003	Council is participating in Sydney Water's Every Drop Counts Water Conservation Project.
D	Participate in 'Water Week'	Ongoing review	Achieved.
A, C, D	Include a water cycle component in Council's Environmental Education Strategy.	December 2003	Rescheduled until Dec 2003. Linked to the development of Council's Environmental Management Plan.

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	Install SQIDs and undertake creek rehabilitation works as per the CEC schedule.	Ongoing – review quarterly	Achieved and ongoing.
B	Undertake detailed analysis of drainage catchments which have been identified as problem areas.	December 2003	Under review due to resource constraints.
B	Review Council's Stormwater Asset Management Plan and develop a five year forward works program. Following completion of the drainage condition survey.	Ongoing Review May	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 annually	Achieved and ongoing
B	Complete condition survey of the infrastructure.	June 2003	Deferred pending purchase of Asset Management software.
A, D	Ensure Council's environmental education newsletter presents information on water cycle management	Biannually December and June	Rescheduled until Dec 2003. Linked to the development of Council's Environmental Management Plan.
A, B	Review requirements and opportunities for cleaning out SQIDs with a view to preparing a contract for SQID maintenance after all SQIDs installed in 2004.	Dec 2004	Ongoing

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) on public and private land.	Review bi-annually	Achieved - ongoing.
A,B	Liase with neighbouring Councils, the National Parks and Wildlife Service and Taronga Zoo and Sydney Harbour Federation Trust regarding integrated management of remnant vegetation.	Ongoing - review bi-annually	Achieved – ongoing. Various examples of coordination and integration. Grant applications, regular committee & working group meetings, volunteer coordination, information exchange.
A,B	Develop and promote opportunities for community involvement in Council's Bushcare Volunteer Program.	Ongoing – review bi-annually	Achieved – ongoing. Development of 5 new bushcare groups as well as formal individual volunteer program.
A,B	Develop, monitor and report upon the implementation of the National Local Government Biodiversity Strategy.	Ongoing – Review annually	Under review as part of the development of Council's Environmental Management Plan.
A	Review first year of operation of Bushland Management Contracts	October 2002	Complete. Performance goals achieved. Contracts renewed.
A	Prepare and implement program of works to rehabilitate unmade road reserves with potential as bushland and fauna corridors including funding options	August 2002	Achieved - ongoing. Priority program developed. Implementation closely associated with bushcare program. Workplans developed for 5 unmade road sites.
A	Prepare and implement an education strategy to deal with the effects of residential properties located adjacent to Bushland areas as part of Council's Environmental Education Strategy.	August 2002	Achieved - ongoing. Brochures complete and distributed. Backyard Buddies presentation very successful. Eco-gardening workshops & booklet. Eco-gardening info on council website www.mosman.nsw.gov.au/environment/gardening.html .
A	Prepare and implement a program for progressive upgrade of walking tracks and trails through Council's bushland areas	December 2002	Achieved – ongoing. Priority program developed. 3 section upgrades 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	Incorporate specific requirement of the Manly-Mosman District Bushfire Management Plan into annual workplans for bushland areas under contract management	November 2002	Achieved.
A,B	Ensure the Annual State of Environment Report considers the status of the Biodiversity Sector and measures the effectiveness of Council's responses.	September 2002	Achieved.
A,B	Encourage responsible pet ownership.	Ongoing – review bi-annually	Achieved and ongoing.
B	Continue to raise awareness within the community on the importance of invertebrate species and the need for their conservation.	Ongoing – review annually	Achieved and ongoing.
B	Enforce the prohibition of the collection and harvesting of intertidal species in intertidal protected areas.	Ongoing – review bi-annually	Achieved and ongoing.
A, B	Include a biodiversity component Council's Environmental Education Strategy.	December 2001	Rescheduled until Dec 2003. Linked to the development of Council's Environmental Management Plan.
A	Undertake a fauna survey of bushland areas in 2006 to measure species diversity habitat value of work completed.	June 2006	To be undertaken in 2006.
A,	Explore opportunities for external funding of bushland restoration projects	Ongoing, review annually	Achieved – ongoing. Grant applications submitted to Met. Greenspace Program & Environmental trust x 3.
A, B	Ensure Council's environmental education newsletter presents information on biodiversity	Bi annually December & June	Achieved – ongoing. Online information www.mosman.nsw.gov.au/environment/gardening.html Mosman bushland matters (quarterly editions)

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	Utilise opportunities and develop land management strategies which promote the development of green corridors	Ongoing - December 2004	Ongoing.
B	Investigate the feasibility and utilise opportunities to dedicate suitable areas for the purposes of the conservation of biodiversity	Ongoing – December 2004	Ongoing.

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
Objective	Statements of Means	Date	
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 – 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	Ongoing. Preliminary review of the Significant Tree Register undertaken and reported. Issues to be considered in document review include: development of quantifiable criteria, nomination process, registration process, objection process.
A-B	Continue the annual program of wire clearance for street trees.	Ongoing – review December	Ongoing. Undertaken by Energy Australia.
A-B	Continue to monitor Council's Tree Preservation Order.	Ongoing – review August	Achieved – ongoing. TPO reviewed and amended.
A-B	Update and provide user-friendly information to the community to communicate Council's tree policies.	Ongoing - rev June	Ongoing. Updating of Tree Preservation Order supporting documents and information being undertaken in line with amended document.
B	Review Council's Street Tree Master Plan.	June 2005	Achieved – ongoing. Councillor workshop held. Feedback included in review.
B	Implement first five year planting program for street trees in accordance with the Street Tree Master Plan.	Ongoing – Review March	Ongoing: Due to drought conditions and the review of the Street Tree Master Plan limited planting was undertaken. Funds have been re allocated to perform substantial planting in spring 2003.

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 a hazard management and maintenance and improvement program for the health of mature trees in public reserves.	Ongoing – review Dec	Achieved – ongoing. Current contract and specification reviewed. Revised specification to be included in contract for Tree Management & Associated Works – October 2003.
B	Review Council’s approach to wholesale clearing of land.	Ongoing – review Dec	Ongoing.
C	Review the policy on view pruning for private and public trees.	Ongoing Review September	Achieved - Ongoing. View pruning being managed through Council’s Tree Preservation Order application / assessment process.
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 - Ongoing. Planting in accordance with Plans of Management, Landscape Master Plans, and workplans.
B	Participate in National Tree Day activities by providing opportunities for local schools and the community to plant trees in parks and reserves	Ongoing – review May	Achieved - Ongoing. Planting days with schools and volunteers held annually.
A, B	Implement a system of auditing TPO approvals where replacement trees have been required to ensure they are planted.	August 2002	Ongoing. Positive response to Council mailing asking for information regarding replacement planting where required.

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	Rescheduled until Dec 2003. Linked to the development of Council's Environmental Management Plan.
A	Regulate all new development in accordance with Council's planning instruments to ensure adequate sedimentation and erosion controls.	Ongoing – review bi-annually	Achieved and ongoing.
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 2003	Rescheduled to Dec 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 and ongoing.
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 – review September	Achieved.
B	Review the register of potentially contaminated sites.	Ongoing- Review quarterly	Achieved. Linked to the development of Council's Environmental Management Plan.
A	Undertake seawall works as per the CEC schedule.	Ongoing – review quarterly	Achieved and ongoing.

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 Council's Environmental Education Strategy.	December 2002	Rescheduled until Dec 2003. Linked to the development of Council's Environmental Management Plan.
A	Develop an environmental noise management plan.	June 2003	Under review as part of the development of Council's Environmental Management Plan.
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.
A	Ensure Council's environmental education newsletter presents information on offensive noise.	Biannually – December and June	Rescheduled until Dec 2003. Linked to the development of Council's Environmental Management Plan.

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	Progressively review works and services contracts and incorporate environmental requirements to ensure they are consistent with and promote the principles of ecologically sustainable development.	Ongoing – review quarterly	Achieved and ongoing.
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.

PROGRAM 6: PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 06.02: WASTE MANAGEMENT

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A	Assessment, enforcement and monitoring of Waste Management Plans.	Ongoing – review quarterly	Rescheduled to Dec 2003.
A, C	Participate in the management of regional waste assets and projects through the Joint Services Committee.	Ongoing - review quarterly	Achieved and ongoing.
A-D	Tender for and enter into a new domestic and commercial waste and recycling contract.	Dec 2002	Achieved.
A-D	Develop and implement a comprehensive waste education and communication campaign for the introduction of the new domestic and commercial waste and recycling contract.	July 2002	Achieved.
D	Review Council's waste data management system and revise for the introduction of the new contract.	July 2003	Achieved.
A, D	Ensure that the annual State of Environment Report considers the status of the Waste Sector and measures the effectiveness of Council's responses.	Sept 2002	Achieved.
A, B	Co-ordinate the implementation of Council's Waste Reduction and Procurement Plan and monitor its progress.	Ongoing – review quarterly	Achieved and ongoing.
A-D	Develop and implement a 2003/2004 business plan for the commercial waste management service.	June 2003	Under review as part of the new Waste and Recycling Contract.
A-D	Develop and distribute a waste calendar to all households	June 2003 – review annually	Achieved.
A, B, C	Assist Mosman schools in waste reduction programs	Ongoing – review quarterly	Achieved and ongoing.

PROGRAM 6: PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 06.02: WASTE MANAGEMENT

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A, B, C	Promote waste avoidance at special events in Mosman.	Ongoing – review quarterly	Achieved and ongoing.
A-D	Use displays, brochures, posters, advertisements and Council's web site to support waste avoidance initiatives.	Ongoing	Achieved and ongoing.
A-D	Promote household hazardous waste avoidance initiatives.	Ongoing – review quarterly	Achieved and ongoing.
A-D	Contract and operational management and administration	Ongoing – Review quarterly	Achieved and ongoing.
B	Develop a contracts waste data monitoring system.	Ongoing – quarterly review	Achieved and ongoing.
B	Investigate feasibility of wood, vegetation & metal recycling in the Depot.	Dec 2002	Under review as part of the WRAPP.
B	Continue recycling of damaged bins and crates.	Ongoing – review quarterly	Achieved and ongoing.
A, B	Investigate feasibility to re-use wood, metal, vegetation, stone and concrete in council works.	Mar 2003	Under review as part of the WRAPP.
A, B	Develop and adopt a Purchasing/Procurement Policy commensurate with WRAPP requirements.	July 2003	Rescheduled to July 2003.
AB	Research and purchase environmentally preferred alternatives for target products where competitive including - office paper - envelopes - paper towel - toilet paper - toner cartridges	Ongoing – review quarterly	Under review as part of the WRAPP.

PROGRAM 6: PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 06.02: WASTE MANAGEMENT

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A, B	Participate in the development of procurement procedures and contract training to relevant staff.	July 2003	Achieved and ongoing..
A, B	Incorporate a waste minimisation message in staff position descriptions.	Dec 2002	To be reviewed.
A, B, C	Develop a waste management module for delivery in Council's employee induction program.	Aug 2002	Achieved.
B	Upgrade recycling facilities and signage in all council facilities.	Aug 2002	Achieved and ongoing.
B	Instigate swap old for new cartridge recycling system and maintain recycling records.	Aug 2002	Achieved and ongoing.
A	Investigate means to increase electronic distribution of all documents and investigate alternative for Council business papers.	Ongoing – review quarterly	Achieved.
A, B	Enable double sided printing where possible and provide staff with usage instructions.	July 2002 – ongoing	Achieved and ongoing.
A, B	Reduce to a minimum council purchases of disposable cups, plates, cutlery and wooden stirrers.	Dec 2002	Under review as part of the WRAPP.
A, B	Introduce waste minimisation conditions into hiring agreements for council facilities.	July 2003	Under review as part of the WRAPP.
A	Plan menus for Council functions to minimise food waste.	July 2003	Under review as part of the WRAPP.
A, B	Distribute waste minimisation information to all staff and encourage feedback on waste minimisation initiatives.	Ongoing – review quarterly	Under review as part of the WRAPP.

PROGRAM 6: PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 06.02: WASTE MANAGEMENT

CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A, B	Investigate available environmentally preferred alternatives to disposable items including paper towel and individual sugar sachets.	July 2002	Under review as part of the WRAPP.
A, B	Encourage the purchase of products with minimal, re-useable or recyclable packaging.	July 2003	Under review as part of the WRAPP.
A, B	Ensure that all new printers and photocopiers have a duplexing feature where feasible.	July 2003 – ongoing	Under review as part of the WRAPP.
A, B	Maximise re-use of office paper through use of recycled paper notepads.	Ongoing – review quarterly	Achieved and ongoing.
B	Increase the number of target products as the procurement system and product markets develop.	Ongoing – review annually	Under review as part of the WRAPP.
A, B	Develop and implement electronic procurement system and provide training to relevant staff.	July 2003	Under review as part of the WRAPP.

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	Achieved – New Contract commenced for public toilet cleaning 1 July 2003, New Contracts for beach and reserve and street and gutter cleaning to be let July 2004
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	Achieved
A	Provide operational support for the Clean Up Australia Program.	Ongoing – review March	Achieved

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
Objective	Statements of Means	Date	
A,B	Undertake regular food premises inspections.	Ongoing – review quarterly	Achieved and ongoing.
	Subsidise external food handler training	Ongoing – review quarterly	Under review.
A, B	Review development applications to ensure public health objectives are met.	Ongoing - review half yearly	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 and warm water systems in accordance with the New South Wales 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	Undertaken by Council staff.
A, B	Contract, operational management and administration for public sharps bins maintenance and sharps disposal.	Ongoing – review quarterly	Undertaken by Council staff.
A, B	Undertake annual inspections of tobacco retailers to ensure compliance with the New South Wales Public Health Act in conjunction with New South Wales Health.	Ongoing – half yearly	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 regular inspections of public swimming pools.	Ongoing – review quarterly	Not Applicable. To commence in 2004.

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 boarding houses.	Ongoing – review quarterly	Not achieved due to resource constraints.
A, B	Undertake regular inspections of brothel houses.	Ongoing – review quarterly	Not achieved due to resource constraints.
A, B	Undertake regular inspections of on-site sewerage systems.	Ongoing – review quarterly	Not Applicable.
A, C	Participate in “Sun Smart” and other Cancer Council initiatives.	Ongoing – review quarterly	Not achieved due to resource constraints.
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 2003	Rescheduled to Dec 2003. Linked to the development of the Environmental Management Plan.
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.
A, B, C	Undertake regular inspections of school canteens.	Ongoing – quarterly review	Not achieved due to resource constraints.
A, B, C	Undertake regular inspections of temporary food premises.	Ongoing – quarterly review	Not achieved due to resource constraints.
A, B, C	Undertake regular inspections of food preparation facilities located in child-care premises.	Ongoing – quarterly review	Not achieved due to resource constraints.

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	Continue management of the Companion Animals Act, educate public. Utilise the Companion Animals Advisory Group and LAMP, and reduce the number of complaints received relating to companion animals.	Ongoing	Ongoing
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 Council website & information handouts - with any significant changes to keep informed companion animal owners who utilise Council facilities.	Ongoing – review September	Ongoing
A,B	Provide an information day on promotion of responsible dog and cat ownership.	Ongoing – review December	To be advised
A,B	Use the Internet for information on Council's policies & registration relating to companion animals.	Ongoing – review September	Ongoing
B	Provide information on dog obedience classes, owners responsibilities and Council facilities.	Ongoing	Ongoing

PROGRAM 7: COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 07.01: COLLABORATION, COMMUNICATION & ACCOUNTABILITY

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
A	Submit the Collaborative Management Plan: Local Solutions to Local Crime and Safety Issues, to Council for adoption and launch.	May 2002	Achieved – launched 12 June 2002
A	Keep the Collaborative Management Plan up to date through quarterly reviews and annual revision in conjunction with key stakeholders to ensure agreed position, agreed values and agreed actions.	Ongoing - review September	Performance Review held in December 2003. Achieved and ongoing with regular reporting back to Council via the Community & Cultural Development Committee.
A	Ensure that the Collaborative Management Plan is reflected in Council's Strategic Management Plan, MOSPLAN.	Ongoing - review September	Achieved – Program 7
A	Support Harbourside Local Area Command in establishing a Police Accountability Community Team representing key stakeholders in the Mosman Local Government Area and meet at least twice per annum with a joint meeting being held each year with a similar PACT for the North Sydney LGA as a Harbourside LAC PACT.	Ongoing - review September	Achieved – Incorporated into Harbourside Local Area Command Business Plan 2002 - 2005
B	Ensure that Police personnel and Council rangers and other staff are introduced to each other on a regular basis and given an overview of their roles and accountabilities and the cooperative nature of their work.	Ongoing - review quarterly	Achieved and ongoing. The development of relationships between staff (in particular Rangers) has been one of the great successes of the Plan.
B	Share data between Police and the Council by holding regular meetings with Rangers and Police, and use the information in a positive way to develop proactive responses to crime and community safety.	Ongoing - review quarterly	Achieved and ongoing

PROGRAM 7: COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 07.01: COLLABORATION, COMMUNICATION & ACCOUNTABILITY

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

	STATEMENT OF MEANS	DATE	PROGRESS
C	<p align="center">Actively and regularly promote the appropriate use of:</p> <p align="center">000 131 444 9956 3199 9969 1933 1800 333 000 9978 4081 9978 4000 Council Offices</p> <p align="center">Emergency Line Police Assistance Line Harbourside Command Mosman Police Station Crime Stoppers Council Rangers</p>	Ongoing - review quarterly	Achieved and ongoing. Promoted through Mosman News, Mosman Business Watch etc.
C	Assist Harbourside Local Area Command to actively and regularly promote anticipated response times for serious emergency crimes and lower expectations to a reasonable and understood level for response times to non-urgent matters.	Ongoing - review quarterly	Ongoing
C	Assist Harbourside Local Area Command in ensuring the timely availability of information pertinent to developing a safer community, including crime trends when appropriate, whilst ensuring that confidential/strategic information remains out of the public domain.	Ongoing - review quarterly	Information provided through the Community Safety Committee and to Council through the Community Development Committee.
C	Use the Council and, when appropriate, the Police website, relevant media particularly the Mosman Daily, and Council's Newsletter and the Business newsletter to inform the community about matters relating to community safety and crime and to promote good news.	Ongoing -review quarterly	Achieved and ongoing. There has been a noted increase in the coverage of positive police stories in the Mosman Daily. Regular articles in Mosman News and Business Newsletters.
C	Work with Harbourside Local Area Command to survey the community from time to time to gauge community satisfaction with Police and Ranger Services, utilising volunteers.	Ongoing - review September	Police survey carried out on 2 August at Mosman Village Markets.

PROGRAM 7: COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 07.01: COLLABORATION, COMMUNICATION & ACCOUNTABILITY

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
C	Together with Harbourside Local Area Command recognise those who make a major contribution to improving community safety and reducing crime.	Ongoing - review September	Plans underway for recognition awards in late 2003.

PROGRAM 7: COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 07.02:COMMUNITY INVOLVEMENT IN CRIME PREVENTION STRATEGIES

CO-ORDINATOR: COMMUNITY & BUSINESS RELATIONS MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A, C	Work with Harbourside Local Area Command to keep community organisations, residents and businesses well informed about crime prevention strategies and their duty to report crime or suspicious circumstances.	Ongoing - review September	Achieved and ongoing. Mosman Business Watch formed.
A	Disseminate information about Police Remembrance Day (29 September) and Police Open Day (usually first Sunday in November).	Ongoing - review September	Ongoing
A	Develop an annual combined Community Safety and Crime Awareness Information Day in consultation with Harbourside Local Area Command.	Ongoing - review September	Police Expo held at August 2003 Markets.
A	Investigate development of a Community Safety and Crime Awareness program using electronic broadcasting in consultation with Harbourside Local Area Command.	Ongoing - review September	Ongoing
A,B,C	Promote a range of personal and home safety tips as developed by the Police through such outlets as the Council and the Police websites, the Mosman Daily, Mosman News, flyers and posters.	Ongoing - review September	Safe Party Pack developed, Victims of Crime Pack Developed, Business Watch information distributed.
B	In consultation with Harbourside Command promote Volunteering in Policing Program including the referral of interested volunteers to the program and its inclusion in Council's general Volunteering promotional and information material.	Ongoing - review September	Police restructuring Police in Volunteering Program. No promotion of Volunteering Policing Program until further notice from Police.
C	Work with the business community to educate and encourage local retailers to implement simple security procedures to reduce the risk of crime taking place in their premises.	Ongoing - review September	Mosman Business Watch program established.

PROGRAM 7: COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 07.02: COMMUNITY INVOLVEMENT IN CRIME PREVENTION STRATEGIES

CO-ORDINATOR: COMMUNITY & BUSINESS RELATIONS MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
C	Assist Harbourside Local Area Command to facilitate a Business Watch in Mosman.	September 2002 Ongoing -review September	Achieved.
C	Promote Safety House and Neighbourhood Watch as volunteering opportunities including the referral of interested volunteers and the inclusion of Safety House and Neighbourhood Watch in Council's general Volunteering promotional and information material.	Ongoing	Achieved and ongoing
C	Disseminate information about Safety House and Yellow Day (May).	Ongoing - review September	Achieved and ongoing
C	Ensure Mosman Art Gallery and Community Centre becomes a Safety House along with other civic facilities.	Ongoing - review September	Mosman Art Gallery is a Safety House.
C	Ensure the School Principals Group is involved in community safety and crime related issues.	Ongoing - review September	Achieved and ongoing. Regular police visits to the School Principals Liaison Group meetings.
C	Youth Development Officer, Police YLO and North Sydney PCYC Police officers meet regularly to develop a relationship, confidence and trust with young people in Policing systems.	Ongoing - review September	Achieved and ongoing
C	Continue Rangers' visits to schools to speak on their roles and how everyone can help.	Ongoing - review September	Achieved and ongoing

PROGRAM 7: COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 07.02:COMMUNITY INVOLVEMENT IN CRIME
PREVENTION STRATEGIES

CO-ORDINATOR: COMMUNITY & BUSINESS RELATIONS MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
C	Continue program involving visits of Police YLO, North Sydney PCYC Club Programmer. and Mosman Council's Youth Development Officer to schools and other interested organisations to publicise and generate awareness of local opportunities for youth.	Ongoing - review September	Achieved and ongoing
C	Develop a youth peer program to encourage young people to keep safe and to report crime.	Ongoing - review September	Ongoing programming involving buliding positive rapport between young people and police at the Mosman Youth Centre.
C	Continue to address particular needs of older residents and ensure that Police are invited to seniors' functions as guest speakers.	Ongoing - review September	Police attended Seniors Lunch

PROGRAM 7: COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 07.03: COMBATING OFFENCES AND CRIME

CO-ORDINATOR: MANAGER RANGER SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A	Work with Harbourside Local Area Command to develop strategies and lobby for funding to improve numbers and visibility of Police and Rangers.	2003 -	Ongoing. Police levels reliant upon organisational demands.
A	Support, where appropriate, the Police Duty Officer responsible for Mosman and the Crime Coordinator in their work in relation to monitoring and developing effective long term proactive and ready reactive strategies to combat the various offences and criminal activities: <ul style="list-style-type: none"> • Assault, including Domestic Violence • Malicious damage, including break and enter and stealing • Steal motor vehicle • Traffic offences, including traffic plan/accidents, parking • Use of public space including carparks, licensed premises, alcohol and drugs 	Ongoing - review September	Ongoing
B	Provide advice to the general community about assault and domestic violence issues in consultation with Harbourside Local Area Command.	Ongoing - review September	Ongoing
B	Disseminate information to doctors and other health and community service professionals to assist in helping victims of these crimes.	Ongoing - review September	Achieved - Information and resource handbook on domestic violence distributed to local GPs June 2002.

PROGRAM 7: COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 07.03: COMBATING OFFENCES AND CRIME

CO-ORDINATOR: MANAGER RANGER SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
B	<p>Implement the 13 prong approach to graffiti and vandalism, viz:</p> <ul style="list-style-type: none"> • Immediate removal/repair • Policing • Education • Community service orders/juvenile justice and Corrective Services • Focus on utilities • Graffiti hotline • Neighbourhood Watch • Business Community • Urban Planning • Public Art • Publicity • Monitor success of strategies in other LGAs • Lobbying 	Ongoing - review September	<p>Achieved and ongoing</p> <p>Legal Street Art Projects offered through the Youth Centre. Ongoing education.</p> <p>Council policy to remove all graffiti on Council property immediately</p>
B	Continue education in appropriate artistic expressions for young people.	Ongoing - review September	Achieved and ongoing
B	Promote the Police guidelines on large parties to residents who are holding parties for young people.	Ongoing - review September	Achieved and ongoing. Safe Party Pack promoted to schools and residents.

PROGRAM 7: COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 07.03: COMBATING OFFENCES AND CRIME

CO-ORDINATOR: MANAGER RANGER SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
B	Work with SHOROC Safe Communities Project to develop a regional Safe Parties Kit and establish a Party Register at Harbourside Police.	2002-2003	Achieved.
B	Assist Harbourside Local Area Command to provide regular information on strategies to avoid break and enter, steal motor vehicle and steal from motor vehicle.	Ongoing - review September	Ongoing
B	Have Council Rangers regularly patrol car parks with a view to increasing a sense of safety.	Ongoing - review September	Achieved and ongoing
B	Support Harbourside Local Area Command in convening a meeting of licensees with a view to considering issues relating to anti social behaviour of people under the influence of alcohol and drugs.	Ongoing - review September	Achieved and ongoing as part of the Harbourside Local Area Command Liquor Accord
B	Continue development and implementation of relevant and appropriate presentations of Drug and Alcohol information for young people.	Ongoing - review September	Achieved and ongoing. Regular programing in local schools and through the Mosman Youth Centre.

PROGRAM 7: COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 07.04: CUSTOMER SERVICE AND SUPPORT

CO-ORDINATOR: MANAGER RANGER SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
Objective	Statements of Means	Date	
A	Monitor complaints in relation to community safety customer service issues.	Ongoing - review September	Achieved and ongoing – Harbourside Local Area Command
B	Promote and disseminate information relating to support services for and the rights of victims of crime in consultation with Harbourside Local Area Command.	Ongoing - review September	Achieved and ongoing – Victim support program in place
B	In consultation with the Lower North Shore Domestic Violence Liaison Committee, disseminate to relevant local organisations and practitioners information on strategies for assisting victims of domestic violence.	Ongoing - review September	Achieved and ongoing – Information on display in Council outlets and provided to local GPs.
B	When appropriate, assist Harbourside Local Area Command to disseminate Crime Prevention Kits to victims of crime.	Ongoing - review September	Harbourside Local Area Command is handing out Crime Prevention Kits to victims of crime.
C	Involve Council Rangers where appropriate in the Harbourside Local Area Command training days throughout the year and address customer service issues as a part of those training days.	Ongoing - review September	Achieved and ongoing. This has been highly successful with police incorporating an induction visit to Mosman Council as part of the training process for new police.
A-D	Follow-up customers to ensure that they had their needs met and provide further assistance/advice if required.	Ongoing - review September	Achieved and ongoing
A-D	As part of the follow up, allow the customer the opportunity to rate the opinion of the service that they have experienced in order to evaluate effective customer relations.	Ongoing - review September	There is no provision for rating of customer service through the Victim Support Program. Ratings will have to be incorporated to the periodical surveys which are planned.

PROGRAM 7: COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 07.04: CUSTOMER SERVICE AND SUPPORT

CO-ORDINATOR: MANAGER RANGER SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
D	Provide any appropriate assistance to Harbourside Local Area Command in their promotion and dissemination of information on the prioritising of response times for various types of crimes, offences and incidents.	Ongoing - review September	Achieved and ongoing. Mosman New articles and details promoted through the Community Safety Committee.
D	Assist Harbourside Local Area Command when appropriate to ensure customers are informed, as far as practicable, of the likely response time they can expect for their request for service and, when a delay is anticipated, the reason for that delay if possible.	Ongoing - review September	Police and Ranger training to incorporate the need to provide information to residents when they ring for assistance.
E	Provide regular orientation tours by Council Rangers of the Mosman Local Government Area for personnel at Harbourside Local Area Command.	Ongoing - review September	Achieved and ongoing.

PROGRAM 7: COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 07.05: EVENT MANAGEMENT – SAFETY AND TRAFFIC ASPECTS

CO-ORDINATOR: COMMUNITY & BUSINESS RELATIONS MANAGER,
MANAGER RANGER SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A	Ensure that local events are organised in accordance with the guidelines laid out in Council's Special Event Management Policy.	Ongoing - review September	Achieved and ongoing
A	Ensure ongoing coordination between Council, event organisers and other relevant agencies including; Police, Fire Brigade, Defence establishments, National Parks and Wildlife Service, State Emergency Service, Ambulance / St Johns Ambulance, Neighbouring Councils, Waterways Authority, Roads and Traffic Authority, State Transit Authority.	Ongoing - review September	Achieved and ongoing – regular meetings of the Special Event Management Working party to plan and share information on local events.
A	Ensure event organisers are aware of their responsibilities for community safety, traffic management and statutory regulations.	Ongoing - review September	Achieved and ongoing. This is an area of increased focus due to the changes in risk management requirements for event organisers.
A	Promote and disseminate guidelines for the information of residents considering holding events or street parties.	Ongoing - review September	Achieved and ongoing

PROGRAM 7: COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 07.06: EMERGENCY MANAGEMENT

CO-ORDINATOR: MANAGER PROPERTY & ASSETS

	STATEMENT OF MEANS	DATE	PROGRESS
A	Convene/attend regular meetings of the Mosman North Sydney Local Emergency Management Committee to maintain contact with agencies and authorities with emergency responsibilities.	Ongoing - review September	Achieved and ongoing
A	Conduct desktop exercises in disaster management utilising the Emergency Control Centre as determined by the Local Emergency Management Committee.	Ongoing - review September	Ongoing
A	Inform Police and Council staff of structure and activities of Local Emergency Management Committee.	Ongoing - review September	Achieved and ongoing
A	Maintain close relationships and continue to support the Mosman State Emergency Service and local fire and ambulance services.	Ongoing - review September	Achieved and ongoing. Continued to work very closely with Mosman SES including support of the public awareness and fundraising evening in August 2002.
A	Incorporate bushfire hazard reduction strategies into Bushland Rehabilitation Contracts.	Ongoing – review October	Achieved and ongoing
A	Implement the recommendations of the Manly-Mosman District Bushfire Management Plan.	Ongoing – review July	Achieved and ongoing

PROGRAM 7: COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 07.07: PLANNING & DESIGNING FOR SAFETY

CO-ORDINATOR: MANAGER PLANNING & TRANSPORT

	STATEMENT OF MEANS	DATE	PROGRESS
A	As part of the assessment of Development Applications for buildings ensure the design discourages crime.	Ongoing - review September	Ongoing.
B	Attend training course "Safer by Design", run in partnership with the nsw Police to help planners use the guidelines titled: Crime Prevention and the Assessment of Development Applications.	2002	Members of Council staff were unsuccessful in obtaining places in this year's course. Some staff have attended the course in previous years.
C	In any review of the Residential and Business Centres DCPs formalise the crime risk assessment process.	Ongoing - review September	To be included in current review of Residential DCP.
D	Investigate options for police involvement with major DAs and policy preparation.	2002	Achieved.

PROGRAM 9: LIBRARY AND INFORMATION

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	A Community Portrait of Mosman, containing an analysis of the 2001 Census was produced and published.
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	Incidences of graffiti and vandalism in general addressed in collaboration with Harbourside Police as part of the Council/Police Collaborative Management Plan and through education and diversionary initiatives, such as aerosol art programs, at the 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 Conversations to be held for the development of the Cultural Plan in November 2003 and planning to be undertaken for series of community conversations to be held in 2004 for the development of the revised Social/Community Plan.
B,F,H	Address the needs of Mosman through: <ul style="list-style-type: none"> • facilitating appropriate services and information as identified in the Social/Community Plan • supporting the Lower North Shore Domestic Violence Committee • facilitating local responses to the NSW Government's Statewide strategy to reduce violence against women. 	Ongoing – review April	Ongoing support of and collaboration with Lower North Shore Domestic Violence Liaison Committee and with the Regional Violence Prevention Specialist. Provision and distribution of information to assist women victims of domestic violence and assistance with the regional Stop Domestic Violence Day event. Consultation held with Mosman/Neutral Bay Division of General Practice on the Information Handbook on Domestic Violence for General Practitioners.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
B,H	Facilitate community education initiatives that address issues surrounding mental illness.	Ongoing – review November	Continued with assistance to the Mental Illness Awareness-Mosman Local Action Group. This included a free public seminar for older people in November 2002 on how to stay mentally healthy and a promotional meeting in June 2003 to increase public awareness of the Group and greater community involvement in its activities.
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 achieved for Youth Week and for the Families First Project for the Lower North Shore. Funding applied for Artstart.
D	Ensure that Community Services are considered in any review of the Section 94 Contributions Plan.	Ongoing – review June	To be addressed in any 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	Promotion in hand including provision of information brochures on halls and facilities available.
F	Effectively market recreational and cultural services and facilities.	Ongoing – review quarterly	Achieved and ongoing.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

	STATEMENT OF MEANS	DATE	PROGRESS
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 continued to be available at all Council's Community Development outlets and through the LINCS 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 through Council's publications and web site and at Council's and other outlets.
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 continued to be successfully held in collaboration with the Lower North Shore Settlement Services Program. This program also identifies and addresses the settlement needs of new arrivals and aims to improve their access to local services
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	Support continued to be provided to the lower north shore group, Parents and Friends of Lesbians and Gays including provision of meeting space.

PROGRAM 9: LIBRARY AND INFORMATION

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 Conversations currently being planned for the development of Council's Cultural Plan and Social/Community Plan.
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 key organisations that support people with disabilities and also 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 were held for new volunteers and regular 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	The Volunteers Week cocktail party and Mayor's Christmas reception were both held for Council's volunteers as well as other forms of recognition through the year such as the Meals on Wheels volunteers sausage sizzles, a banner celebrating volunteers erected at Mosman Junction and a sign celebrating Mosman's volunteers erected at the gateway to Mosman, bottom of Spit Hill.
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 continued to receive ongoing individual and group support.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.02: COMMUNITY INVOLVEMENT/VOLUNTEERS

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
D	Ensure ongoing training and relevant information for all volunteers involved in Council's volunteer programs.	Ongoing - review September	Achieved and ongoing. Information packs were provided for all volunteers and those enquiring about volunteering.
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 was made available for volunteers in their individual areas and volunteers were offered task areas that were consistent with individual skills and wishes and with opportunities to move from area to area to broaden skills and to cater for 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 9: LIBRARY AND INFORMATION

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	Successfully applied for a grant of \$10 000 from RS Mosman enabling Council to offer separate Vacation Care programs and more appealing activities for children in lower and upper primary school. Funding achieved for Families First Project Officer position.
A	Provide advice to Council on effective allocation of funds and priority need areas.	Ongoing – review June	Ongoing
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	Requirement to give priority of access to Council staff included in Lease for Alexander Avenue Child Care Centre.
A	Continue to seek funding for the planned storage systems for Children's Services and the provision of playground seating at Mosman Art Gallery & Community Centre.	June 2003	ACHIEVED
A	Call tenders to design a master plan for the outdoor play area of Mosman Occasional Childcare Centre. Provide adequate sun protection and outdoor storage and enhance the children's play experiences.	June 2002	ACHIEVED - Outdoor storage Funding to be allocated for master plan design for adequate shade provision and enhancements to play experiences.
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	Achieved through surveys, open days and events in the services. Parents will be invited to participate in the Social Community Plan consultations.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.03: CHILDREN/FAMILY

CO-ORDINATOR: CHILDREN'S SERVICES DEVELOPMENT OFFICER

STATEMENT OF MEANS		DATE	PROGRESS
A, C	Call tenders for the Lease, Redevelopment, Maintenance and Management of a Childcare Centre at 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.	2002	ACHIEVED
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	Another five (5) carers recruited.
A,C	Maintain appropriate oversight of the provision of affordable long day care and 0 – 2 places at the site south of Balmoral Oval.	Ongoing – review March	Independently audited compliance report required of operator on a quarterly basis.
A,E	Continue to apply for funding for KIDZONE Vacation Care.	Ongoing	ACHIEIVED
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	Achieved and ongoing
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	Changes made in response to a parent survey to enhance the quality of service at the centre. Parents commented positively on all aspects of the service especially staff.
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	Achieved through surveys, open days and events in the services.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.03: CHILDREN/FAMILY

CO-ORDINATOR: CHILDREN'S SERVICES DEVELOPMENT OFFICER

STATEMENT OF MEANS		DATE	PROGRESS
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 completed stage one and two of the FDC Quality Assurance process involving staff, carers and parents. Out of School Hours Care registered to participate in the OSHC Quality Assurance process.
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 many stories and photos in the local press and one on community radio. Continued to produce and display posters and flyers. Information sheet included with rates notices.
E	Support and evaluate children, and family services in receipt of Council funding.	Ongoing – August	ACHIEVED
F	Ensure the continuing development of the HOMESTART program for families with children aged under 5.	Ongoing – March	LNS Good Beginnings established and supporting families with young children in the area through a volunteer home visiting program.
F	Continue to develop strategies to enable respite for single parents.	Ongoing – March	Occasional Child Care Centre operating 52 weeks of the year.
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

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.03: CHILDREN/FAMILY

CO-ORDINATOR: CHILDREN'S SERVICES DEVELOPMENT OFFICER

	STATEMENT OF MEANS	DATE	PROGRESS
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 childcare practice.	Ongoing - Review November	Achieved and ongoing. Lady Gowrie Training available to the local services and the community from Mosman Art Gallery and Community Centre.
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 9: LIBRARY AND INFORMATION

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 young people.	Ongoing –	Funding received from NSW Department of Education and Training and for the annual Youth Week 2003 festival and Artstart. Additionally received funding to run a sexual education program for local young people funding
A	Provide advice to Council on effective allocation of funds and priority need areas.	Ongoing – review April	Provided as part of the budget preparation and quarterly review process.
A	Assist in 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 ongoing programming for the Duke of Edinburgh Awards scheme is currently underway.
A, I	Work with Harbourside Police to develop and implement educational and safety training for police and young people.	Ongoing	Currently working closely with the local area Police Youth Liaison Officer and North Sydney Police and Community Youth Club police officers through a variety of different programs such as health and safety information for local school students, police verses young people sporting challenges and crime prevention strategies.
A	Assist in the planning for the provision of recreational facilities for young people such as basketball and skate BMX facilities.	Ongoing	Council resolved to progress skate facility at Balmoral and youth staff have been working with the Manager Property and Assets, assisting in the public consultation process.
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	Ongoing planning processes on a regular basis to involve young people. Additionally constant consultation with Mosman Youth Forum and surveying the users of the Youth Development Centre.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.04: YOUTH

CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER

STATEMENT OF MEANS		DATE	PROGRESS
A,B	Provide support to the Mosman Youth Advisory Group and the Mosman Youth Forum and encourage their growth and development and assist in the promotion of the positive aspects of young people through media coverage and Internet and other activities.	Ongoing	The consultation groups meet regularly as the need requires with relevant media releases.
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, Regional Youth Workers 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 a variety of night time entertainment in the Mosman area that cater for the different age groups and which are developed in consultation with young people.	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. Ongoing services include regular drop-in facilities, early morning opening during school terms and late Friday Night activities twice a month, activities specifically for 11-14 year olds, girlosophy and educational programs.
A-C	Plan, develop and maintain a program of activities for 11-14 year olds based out of the Mosman Youth Development Centre.	Ongoing	Regular programming and activities for the 11-14 years based out of the Youth Development Centre is offered till late on the first Friday of the Month.
A-C	Maintain Breakfast Club services at the Mosman Youth Development Centre on regular school days.	Ongoing	The Breakfast Club services are run every regular school day morning from 8am till 9am and services up to 50 young people per morning

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.04: YOUTH

CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER

STATEMENT OF MEANS		DATE	PROGRESS
A-C	Continue to investigate the feasibility of establishing an outreach service in consultation with other Lower North Shore Councils and service providers.	Ongoing	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	Regularly organise vacation and after school hours leisure, cultural and recreational activities.	Ongoing	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.
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.	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.	Ongoing	Information concerning relevant and surrounding services are regularly up-dated and promoted through the Youth Centre and Community Information Office and Community Centre.
B, F	Conduct annual Youth Centre user surveys for the evaluation and planning processes.	Ongoing	Annual Youth Centre Survey has been conducted and the results are included in any planning processes.
B, F	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.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.04: YOUTH

CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER

STATEMENT OF MEANS		DATE	PROGRESS
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-E	Maintain and update modern information technology facilities at the Youth Centre.	Ongoing	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-E	Maintain, evaluate and improve the Mosman Youth Webspac.	Ongoing	Working with Council's Internet Coordinator, the Mosman Youth Webspac has been reviewed and updated.
E, D	Liaise with Community Information Librarians to facilitate the maintenance of up-to-date community information, including community information directories for the 'LINCS' Community information data base, and provide advice and referral services.	Ongoing	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.
E	Encourage relevant health services to provide outreach services in the Mosman area.	Ongoing	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.
B, D	Explore the feasibility of a regular newsletter for young people.	December 2002	Piloted the newsletter, however there was no interest from either schools or young people in contributing to the newsletter. Readership was confined to the Youth Centre members and they had only a superficial interest in the material

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.04: YOUTH

CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER

STATEMENT OF MEANS		DATE	PROGRESS
G	Continue to be involved in the SHORESHOCKED Youth Week Festival as a collaborative event with surrounding councils and as a celebration of local youth culture.	April 2002	All youth staff and youth volunteers are involved in the planning, development, implementation and evaluation of Shoreshocked.
HG	Involve young people in the cultural life of our community and in particular activities in the Art Gallery including NEO-Artists.	Ongoing	NEO-Artists has run a variety of artistic workshops relevant to the needs and wishes of the young people in Mosman.
I	Work towards drug and alcohol supply reduction strategies: <ul style="list-style-type: none"> • Continue active support of the “Proof – Reducing Tobacco Sales to Minors” project in conjunction with the Northern Sydney Area Health Service • Support any Police initiatives to reduce illicit drug trade. • Town Planning to ensure a “buffer zone” between any future alcohol and tobacco retailers and schools, play grounds and youth facilities. • Education campaign for local tobacco and alcohol retailers. 	Ongoing	Council’s Youth Services Staff have continued their approach to the strategies for reducing drug and alcohol supply <ul style="list-style-type: none"> • Support for the “Proof” project has been ongoing. • Total support with police and all initiatives • Town Planning guidelines • Support for education campaigns for retailers
I, H	Work towards drug and alcohol demand reduction strategies: <ul style="list-style-type: none"> • Provide drug and alcohol free alternatives for young people especially at night time. • Provide knowledge/skills based education and support for young people and community members. • Develop positive peer group programs targeting quit smoking, binge drinking and marijuana. 	Ongoing	Council’s Youth Services Staff have; <ul style="list-style-type: none"> • Provided a variety of drug and alcohol free activities • 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. • Liaised and developed and delivered an education program with Holyoake to provide young people with the opportunity to review their own habits and create a peer education program.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.04: YOUTH

CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER

	STATEMENT OF MEANS	DATE	PROGRESS
I, H	<p>Work towards drug and alcohol harm reduction strategies:</p> <ul style="list-style-type: none"> • Develop a drug and alcohol education packages for young people and parents. • Ensure that the drug and alcohol information accessed through the Youth Development Centre is up to date and relevant. • Develop and implement relevant and appropriate presentations of Drug and Alcohol information for young people and the community. • Provide advice and referral for young people and parents through the Youth Development Centre. • Lobby for youth specific drug and alcohol counselling and rehabilitation services for the Lower North Shore region. • Support local secondary school drug and alcohol education initiatives. • Support Federal and State government initiatives. • Ensure that all Youth Services staff are trained, educated and up-to-date on drug and alcohol issues. 	Ongoing	<p>Council's Youth Services Staff have;</p> <ul style="list-style-type: none"> • Provided young people and concerned citizens with relevant and up –to-date drug and alcohol information. • Maintained up-to-date information at the Youth Development Centre. • Assisted in a series of information forums for the education of young people and community at Mosman High School and Middle Harbour Primary. • Provided advice for young people and parents through the Youth Development Centre. • Continued to support in the Northern Area Health Service's efforts to maintain drug and alcohol counselling and rehabilitation services. • Supported and assisted in secondary school drug and alcohol education initiatives. • Supported Federal and State government initiatives. • Maintained staff training and education of up-to-date drug and alcohol issues.
I	<p>Work with Police YLO, North Sydney Police Community Youth Club, Police officers regularly working with regular and new Police officers to develop a relationship, confidence and trust amongst young people of the Policing systems.</p>	Ongoing	<p>Currently working closely with the local area Police Youth Liaison Officer and North Sydney Police and Community Youth Club police officers to develop programs that generate positive interactions between police and young people.</p>

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.04: YOUTH

CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER

STATEMENT OF MEANS		DATE	PROGRESS
D, I	Work with key stakeholders to develop and create awareness of joint approaches to the Policing of relevant youth issues.	Ongoing	Working with the local area Police Youth Liaison Officer and North Sydney Police and Community Youth Club police officers to educate young people, parents and teachers on the Policing initiatives, current crime prevention programs and general Policing awareness.
D, I	Visit local schools and other interested organisations with Police YLO and North Sydney PCYC Club Programmer to publicise and generate awareness of local opportunities for youth.	Ongoing	Working with the local area Police Youth Liaison Officer and North Sydney Police and Community Youth Club police officers have develop a variety of different education programs that have been taken to the school as an opportunity to generate Police awareness.
I	Develop and implement a youth peer program to encourage young people to keep safe and to report crime.	Ongoing	Working with the local area Police Youth Liaison Officer and North Sydney Police and Community Youth Club police officers to develop a process to destigmatize the process of reporting crime by young people.
G, I	Ongoing education in appropriate areas of artistic expressions for young people.	Ongoing	Working the Gallery's Public Programs Coordinator and through NEO-Artists programming, created a variety of different methods for developing artistic expression.
J	Develop the "Young Mayor for a Day" initiative incorporation with the Mayor's Office	April 2003	Working with the Community and Business Relations Manager to develop the most appropriate course of action

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.04: YOUTH

CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER

	STATEMENT OF MEANS	DATE	PROGRESS
J	<p>Respond to the recommendations developed out of the Community Conversation on ‘Connecting Generations, Identifying Teenage Concerns’ including:</p> <ul style="list-style-type: none">• Involving young people in key community consultations.• Conduct Youth Citizen of the year in time for Australia Day.• Investigate implementation of the Young Achievement Australia for the Mosman area.• Investigate appropriate performance areas and relevant sound equipment for young people.• Endorse and support appropriate parental support and training programs on adolescent issues	Ongoing	<p>Council’s Youth Services Staff have;</p> <ul style="list-style-type: none">• Involved young people in all relevant consultations processes• Supported and encouraged the Youth Citizen of the year award• Community and Business Relations Manager is coordinating Mosman’s Young Achievement Australia initiative• Investigated appropriate performance areas in Mosman and the purchasing of sound equipment for young people.• Working with Holyoake to develop and establish parental support program.

PROGRAM 9: LIBRARY AND INFORMATION

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 through the HACC Forum and with relevant government departments and agencies.
A	Ensure the ongoing development and implementation of social, recreational, leisure and educational based programs and activities, eg. ComputerPals, University of the 3 rd Age.	Ongoing – review February	A wide range of activities and programs continued to be offered that were tailored both for active older people and also for the frail elderly. Most operated to capacity.
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	Advice was provided on SEPP 5 developments in particular in relation to support services and general accessibility for people with disabilities.
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	A healthy living program was offered at the Seniors Centre that included gentle exercise, Tai Chi, cooking classes focusing on healthy eating and quick nutritious meals, community restaurant offering nutritious meals twice a week, leisure walking group, Feldenkrais.
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 classes continued to be offered to encourage in older men to maintain a healthy eating 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 meetings and consultations with the Mosman Network Group for Seniors, regular interaction with and feedback from seniors.

PROGRAM 9: LIBRARY AND INFORMATION

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 and ongoing. Regular coverage of Senior Centre activities in the Mosman Daily, displays at Bridgepoint Shopping Centre, advertising in the community including at retirement accommodation complexes. The Seniors Centre continued to be well used with many activities and functions operating at capacity.
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 provision of services that supported people in their homes and through counselling/referral and support offered by the community support officer.
C	Promote awareness of the range of services, programs and events available to older people.	Ongoing - review May	Achieved and ongoing through regular publicity and promotion.
C	Provide information and other resources on issues associated with retirement and life planning for older people.	Ongoing – review May	Information and support given as needed.
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 the updating of community information in consultation with the Community Information Librarians including the Directory of Services for Older Residents.
D	Provide information on service options and also appropriate referrals and promote information availability.	Ongoing – review June	Information provided at Council's community information outlets and by community support officer as part of the individual support process.
F	Conduct annual user surveys and include results in planning processes.	Ongoing – review October	Survey conducted with meals on wheels clients.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.05: OLDER PEOPLE

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
F	Maintain an evaluation process for new and existing activities and programs.	Ongoing – review February	Ongoing evaluation and monitoring of services and programs was maintained.
F	Ensure appropriate facets of all food services continue to be exposed to a competitive environment.	Ongoing – review September	Competitive environment exposure maintained through the tendering process. New tender documentation in preparation and tenders to be called in October 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 the HACC Forum and regional agencies.
H	Research possible strategies that enable older people to remain in the Mosman community.	Ongoing – review November	Issues addressed as needed in consultation with local and regional service providers.
AFG	Plan timely replacement of community buses in accordance with replacement program.	Ongoing – review February	The Toyota 18 seater coaster bus was replaced with a new 20 seater Coaster bus which was fitted with a wheelchair hoist.
AFGH	Facilitate alternative shopping options for frail older people.	Ongoing – review November	Individual Neighbour Aid volunteer shopping assistance available for frail older people unable to use the shopping bus service.
AG	Collaborate with regional organisations and agencies for the provision of needs based services and programs for older people.	Ongoing – review July	Ongoing in consultation with the HACC Forum, relevant agencies. Collaborated with Lower North Shore Community Transport to access funding to enhance community transport provision for elderly people to attend medical appointments.

PROGRAM 9: LIBRARY AND INFORMATION

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 continued to be monitored through the HACC Forum and with relevant government departments and 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 information/referral and support and through support services to the home.
A	Ensure ongoing development and implementation of social, recreational and leisure based activities and programs for young people with special needs.	Ongoing – review February	Activities and programs included a monthly Saturday Youth Group which included a range of activities and outings, drama classes and two 3 day weekend camps.
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	The Access Advisory Group continued to be supported. The Group provided input to the MOSPLAN review, Road Safety Strategy, addressed the needs of blind, vision impaired and hearing impaired people and achieved wheelchair access at Spit Junction post office.
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 the updating of community information in consultation with the 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 the Access Advisory Group.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.06: PEOPLE WITH DISABILITIES

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
D	Provide information on service options and referral services and promote information availability including to those with shorter term disabilities.	Ongoing – review February	Information provided at Council's community information outlets and by community support officer as part of the individual support process.
E	Maintain an evaluation process for new and existing activities and programs.	Ongoing – review February	Ongoing evaluation and monitoring of services and programs was 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 information/referral and support provided by the Community Support Officer. A Carers Support Group is under development.
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 on access issues to other Council staff and also promoted in the local community. An access awareness training workshop for Environment and Planning staff is in preparation for implementation early in 2003/2004.
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	Council continued to make available portable ramps and a beach wheelchair for community use. The Access Card continued to be widely available and Council worked with the Access Advisory Group to achieve accessibility at Spit Junction post office.
H	Ensure local shops are aware of mobility issues and facilitate use of temporary ramps.	Ongoing – review November	Availability of portable ramps advertised through local media.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.06: PEOPLE WITH DISABILITIES

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
H	Ensure that development applications for alterations and additions to shop fronts incorporate access.	Ongoing - review November	Provision or preservation of access relating to alterations/renovations and planned change of usage to retail outlets continued to be monitored.
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. Adjustments to improve access were made to fittings at new toilet facilities at Spit West Reserve in consultation with Access Advisory Group.
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	Under continual review.
I	Maintain and enhance the Saturday Youth Group for younger people with disabilities.	Ongoing – review November	Achieved and ongoing. Two weekend camps, drama classes, and a range of outings and activities were held.
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 in liaison with Riverlink.
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 that due to small numbers locally and also resource constraints, support classes for young people with disabilities are provided regionally.
J	Research strategies for adaptable and purpose built housing for people with disabilities.	Ongoing – review November	Adaptable housing continues to be 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 LINCS community information database includes information on local and regional training opportunities.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.06: PEOPLE WITH DISABILITIES

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
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 continual review. Promotion is also provided through the Disability Access Award under the Community Business Awards for Mosman and North Sydney.
A,E,F	Facilitate alternative shopping options for people with disabilities.	Ongoing – review November	Individual Neighbour Aid volunteer shopping assistance available for people with disabilities unable to use the shopping bus service.
A,F	Collaborate with regional organisations and agencies for the provision of needs based services and programs for people with disabilities and their carers.	Ongoing – review July	Ongoing in consultation with the HACC Forum, relevant agencies. Collaborated with Lower North Shore Community Transport to access funding to enhance community transport provision for people with disabilities to attend medical appointments. Carers Support Group under development.
A	Facilitate social and recreational opportunities for young adults 18 – 35 years.	Ongoing – review February	Programs under development that give access for young adults with disabilities aged 18-35 years to living skills training and recreational and social opportunities.
C,H	Investigate options for promoting and encouraging Internet access as a means of involving people with disabilities further in the life of the community.	Ongoing – review August	Under investigation.
H	Promote the use of signage that is accessible to people with a range of disabilities.	Ongoing – review August	To be investigated in consultation with Guide Dogs NSW/ACT.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 08.06: PEOPLE WITH DISABILITIES

CO-ORDINATOR: COMMUNITY DEVELOPMENT MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
H	Ensure high levels of staff awareness of the range of needs of people with a range of disabilities.	Ongoing – review September	Advice provided on access issues to other Council staff. Relevant staff also attend meetings of the Access Advisory Group. An access awareness training workshop for Environment and Planning staff is in preparation for implementation early in 2003/2004.
A	Investigate opportunities for the establishment of sensory gardens in the Mosman area.	Ongoing – review October	
H	Encourage older shops and facilities to consider the needs of people with disabilities.	Ongoing – September	To be addressed in the Mosman Access Awards to be held in the second half of 2003.
H	Liaise with public transport services for the increased availability of accessible transport in the Mosman area.	Ongoing – review May	Under review in consultation with the Access Advisory Group.
H	Maintain clear access on footpaths through removal of overhanging branches and other vegetation that obstruct pedestrians.	Ongoing – review May	Under continual review. Accessible footpaths maintained by relevant Council staff in consultation with the Access Advisory Group.
C	Promote availability of access equipment including portable ramps and beach wheelchair.	Ongoing – review November	Availability of access equipment promoted through the Mosman Daily and through Council's community information outlets.

PROGRAM 9: LIBRARY AND INFORMATION

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	Centre kept up to date with information of services available to children and families in the area.
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	Key staff to be consulted as part of Social and Community Plan process.
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.
B	Undertake an immunisation promotion campaign when appropriate.	Ongoing – review September	Posters, Cards, Balloons promoting Immunisation Clininc displayed and distributed in the area.
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. Number of children immunised at the clinic increased significantly during this period.
B	Undertake ordering, acquisition and storage of.	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	Staff attended training to ensure up to date with current schedule and practices.
B	Investigate alternative methods of enabling rather than providing this service.	Ongoing – September	Under investigation

PROGRAM 9: LIBRARY AND INFORMATION

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 and ongoing
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. With the assistance of the Mosman Seniors Safety Group, consolidated the series of walking maps into one publication. The leisure walkers group continued to hold well patronised monthly walks.
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	Safe Communities Program regularly reviewed and evaluated by the SHOROC Safe Communities Steering Committee.

PROGRAM 9: LIBRARY AND INFORMATION

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 Study of the Mosman LGA being conducted as a project involving Council, National Parks & Wildlife Service, Metropolitan Local Aboriginal Land Council and Sydney Harbour Federation Trust. Recommendations will indicate future priority programs.
A,B	Support and service the Mosman Reconciliation Group so that it may: <ul style="list-style-type: none"> assist Council in advancing understanding in the Mosman community of the issues surrounding Reconciliation. develop projects and activities that address historical, social, cultural and educational aspects of Reconciliation. 	Ongoing – review October	Continued to service and support 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) and includes a contemporary Aboriginal perspective in the development of its management plan for that area.	Ongoing – review October	Confirmation from the Trust that this has been achieved.
A	Develop and maintain an accurate and confidential database of Aboriginal Heritage sites in the Mosman area with associated interpretive information and conservation and protection strategies.	Ongoing – review February	To be achieved through the Aboriginal Heritage Study of the Mosman LGA.

PROGRAM 9: LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

RegularSUB-PROGRAM 09.01: POLICY & ADMINISTRATION & CUSTOMER FOCUS

CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT

STATEMENT OF MEANS		DATE	PROGRESS
A	Participate in State and National planning for Library services.	Ongoing – review September	Regular attendance at Metropolitan Public Libraries Association Meeting by Manager Library Services. MPLA Conference February 2003 organized MPLA North Committee of which Manger Library Services is a member.
A-E	Be aware of and take advantage of all sources of funding including grants.	Ongoing – review March	Applied for Library Development Grant February 2003.
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 are 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 is marketed through the local press, Council's Website and through promotional events.

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 2003: 93% of respondents indicated that the collection meets their needs. Users are encouraged to suggest items for purchase & will be able to do this online from July 2003. Ongoing acquisition of relevant Australian/Pacific history titles.
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	10,342 items withdrawn in the review period. 45% of the collection has been acquired in the last 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 held at Markets. \$3,116 raised in market & in-house sales.
A,B	Regular review and updating of the Resources Selection Policy and review of the collection using guidelines contained therein.	Ongoing – review April	Ongoing.
A,B	Review the collection through analysis of stock usage and coverage and comparative statistical information available through Shorelink.	Ongoing – review September	Ongoing - collection is reviewed using data from Sirsi system & this information is used to inform purchasing decisions. 6.5% increase in circulation in review period.
A,B	Regular surveys of library users to gauge the level of satisfaction with the collection.	Ongoing – review August	Survey June 2003: 93% of users satisfied with collection.
A,B,E	Improve the Library's electronic resources (Internet and CD ROM).	Ongoing – review March	Access to online databases improved with addition of 3 new databases - Britannica online, Standards Australia & Literature Resource Centre.
B	Improve resources for those with special needs.	Ongoing – review February	Ongoing. Collection of talking books in CD format introduced during review period.

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	Revise HSC collection to meet the needs of students.	Ongoing – review December	HSC lending collection well used - turnover of 2.2 per item. Resources marketed to local schools.
B	Continue to implement Stage 2 of the e-book project (Netlibrary) in conjunction with other Shorelink libraries.	June 2003	Delayed to 2003-2004 due to collapse of Netlibrary corporation. Negotiations with other suppliers underway.
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. Monthly list of new acquisitions is now published on Library webpage.
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. Turnaround time for cataloguing of new items improved in review period & backlog eliminated.
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 is ongoing.
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. Staff attend relevant workshops & seminars. Access to full-text online databases has improved document delivery turnaround times.

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	Achieved. Six month's trial of courier service between Shorelink Libraries to commence October 2003.
A-H	Train staff on a regular basis to ensure quality customer service is maintained.	Ongoing – review September	Staff is trained on a regular basis. Special training sessions on Roles and Responsibilities at the customer service desk, manual handling and customer service were held.
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	Annual user survey conducted June 2003.
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 by Manger Library Services.
C,D,I	Arrange visits to the library by school classes.	Ongoing – review September	Approximately 100 class groups visited the Library during the year.
C,D,I	Arrange regular visits to schools to promote library services.	Ongoing – review September	Children's Librarian and Children's Library Assistant visited schools in December 2002 to promote the Library's Summer Holiday Reading Program. The Customer Services Librarian visited schools in March 2003 to promote the Library's Youth Week Activities and services for teenagers,
C,D, E, I	Arrange regular author visits, outreach promotions and children's activities.	Ongoing – review September	73 special programs were conducted. These included Children's author visits, school holiday activities, Book Week Celebrations, NAIDOC Week activities and special storytimes for children by seniors during Seniors Week.

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
D	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	5 HSC Lectures were held in the twelve month period attended by 310 students.
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 during a Volunteer Drive in June 2003, on the Council's website and by 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	11 authors visited the Library during the year with an average of 100 people attending each event.
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	Ongoing.
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. The Library is promoted through the local press, Council's website, school visits and promotional and outreach programs throughout the year.
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	Recommended reading lists and reviews are produced in the Library's Quarterly Newsletter on a regular basis. New display panels were installed in the Library in April to display new additions to the collections and recommended reading.
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 developments in the Library's Sirsi iBistro on line 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	Ongoing. Tours are available on a monthly basis for new member. Tours for new Council Staff are included as part of Council's Staff Orientation Program
K	Promote the Literacy Collection and Services for those with special needs.	Ongoing – review Annually	Ongoing.
D	Improve Library services to young adults by setting up Mosman Library Youth Consultants Group to advise staff on services, programs and collections.	Dec 2002	Mosman Library Youth Consultants Group set up in April 2003. Library Stompers Club for 11 years and over also set up in June 2003.

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 SIRSI Shorelink computer system.	Ongoing – review July	System is delivering good response times. High level of staff & customer satisfaction. Disaster Recovery Service tested annually. Review of communications infrastructure conducted & implementation of recommendations is underway. Online renewals very successful - 17% of renewals are now done online by borrowers.
A	Implement new user services eg on-line reservations, user profile/advanced notification service. .	Ongoing – review September	On-line holds implemented February 2003. Well received by our community - in the 5 months since implementation 24% of total Mosman holds were placed by customers (prior to this all holds placed by staff). Online "Suggest a purchase" to be implemented to July 2003.
A	Provide extensive training to staff and our community in use of the Shorelink system.	Ongoing – review October	Ongoing - Training sessions have been held during Adult learners Week, Seniors Week & for school students & staff
A	Regularly survey library users to gauge level of satisfaction with the on-line public access catalogue.	Ongoing – review June	96% of respondents satisfied with iBistro online catalogue (Survey conducted June 2003). 117,066 searches on online catalogue (31% 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	Ongoing
B	Provide Internet training sessions for our community (fee-based) and Council staff.	Ongoing – review May	Reduced demand from community in review period. Ongoing training sessions conducted for staff (overview of Council's website, web searching techniques, online databases)

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	Ongoing
B,C	Increase number of public access Internet workstations .	July 2002	5 workstations allocated specifically for Internet; 5 webcat workstations also available for web browsing
B,C	Keep abreast of developments in Information Technology to ensure that resources are utilised to maximum advantage.	Ongoing – review May	Ongoing - staff have attended seminars, trade exhibitions & conferences.
C	Acquire equipment to assist clients with special needs to access the Library's resources (possible sponsorship 2002/2003-\$6,500).	Ongoing – review November	No progress
D	Complete the Moslib: Mosman Library On-line Community Project.	Dec 2002	Project completed July 2003

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 end panel and wall display units added.
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	Ongoing. 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	Asset Management Co-ordinator appointed by Council to prepare asset replacement program and monitor Council's assets.

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	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 Reference Librarians met on a quarterly basis to discuss services to schools.
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's services to schools promoted via the School Principals' Liaison Group meetings.
A-C	Arrange visits by school classes to various Council departments and facilities, eg. Local Government Education Program.	Ongoing – review December	School classes 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. Library resources are purchased to support school curricula and informal study.
C	Arrange visits to the Library by school classes and provide in-house training for students.	Ongoing – review June	Class groups 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. Over 53 items and 80 negatives have been donated.
A	Develop and maintain a photographic record of events and changes occurring in Mosman.	Ongoing – review September	Activities and events are photographed during the year and indexed and filed in Local Studies. As well over 80 copies of historic images have been purchased.
A	Develop an oral record of the lives of persons associated with Mosman, using well-trained knowledgeable volunteers where possible.	Ongoing – review quarterly	Ongoing. Fifteen oral histories have been recorded for the collection. Including a group interview with ex students of Mosman Primary School.
A	Ensure that conservation, indexing, cataloguing, and copying of fragile material in the collection is undertaken on a regular basis.	Ongoing – review quarterly	Indexing of current Mosman Daily continues as well as indexing of older local newspapers. A number of items have undergone treatment by professional conservators in order to ensure their longevity.
A	Complete the history of waste disposal and recycling services in the SHOROC Local Government area.	June 2003	This is due for release in November 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 working in Local Studies. They assist with oral histories, research and preparation for exhibitions and sorting of archival materials.
B	Maintain a Local Studies page on the Council's Website, which promotes the dynamic nature of the Local Studies Collection.	Ongoing – review July	Local Studies Librarian works with the Internet Co-ordinator in maintaining an up-to-date and relevant Local Studies page. The self help guides and donations have been added to the site.

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. Over 200 items catalogued.
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. Fragile materials and other valuable resources are stored in appropriate conditions.
D	Conduct workshops and training for individuals, groups and Council staff in the use of the Local Studies resources.	Ongoing – review June	Four workshops were held this year. These were House History Research techniques, Oral History Interviewing, Genealogy research on the Web and Rescuing Fragments of the Everyday.
D	Supply specialist information on Mosman to Council and the community.	Ongoing – review July	Research on a wide range of topics was undertaken for Council staff and Library patrons during the year.
D	Develop self-help material as finding aids to the local studies collection.	Ongoing – review July	All guides developed by the current Local Studies Librarian have been updated as well as two new guides being written for students. On The Spit and The Bays of Mosman based on the 2003 Heritage Festival Exhibition held in the library.
E	Expand the range of genealogical resources available to reflect community demand.	Ongoing – review July	New resources are regularly identified and purchased.
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.

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, e.g. Heritage Week, special projects.	Ongoing – review April	A number of exhibitions were held including Ferry to Mosman Bay; Roads Well Travelled; Churches in Mosman and The Bays of Mosman. Talks were given to community and school groups on the history of Mosman and the Local Studies Collection. A poster was developed to promote the books available for purchase on Mosman's history.
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 provides administrative support and a venue for meetings and bi-monthly presentations by guest speakers. The Local Studies Librarian attends both meetings and after hours presentations.

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 2002	No Progress
A	Obtain maximum value from the LINCS Community Information Database.	Ongoing – review July	Ongoing. 5906 online searches on the Lincs database during review period.
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 updated annually
A	Produce brochures and lists of community facilities such as halls for hire, etc.	Ongoing – review August	Ongoing
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	Ongoing - member Councils meet regularly for training, enhancements & information exchange
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	Ongoing. Awareness of Lincs database relatively low (only 16% of library survey respondents were aware)
B	Raise awareness of the community information service through press releases, leaflets, Website, etc.	Ongoing – review September	The service is promoted through all these media. 99% of respondents to Survey June 2003 satisfied with community information service.
C	Produce a bi-monthly calendar of events in Mosman to be distributed throughout the community.	Ongoing – review May	Ongoing - Calendar is also accessible on Council's website

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
C	Regularly update Website, community noticeboards and pamphlet display areas to promote community events.	Ongoing – review May	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 and respond to relevant information via E-mail.	Ongoing - review July	Ongoing - 5 email lists in operation; email used for Community Consultation (mosPLAN, traffic survey, Bungaree concept)
A	Raise profile and ownership of Website with staff and community and promote it as a means of communication.	Ongoing – review October	Ongoing - website training for internal staff; informal assistance and advice to staff in using website as a promotional tool; website address & links on public documents and information
A	Ensure that the Website is up-to-date.	Ongoing – review December	Ongoing
A	Provide professional development for Council staff and training opportunities for the community to enhance the website and its use.	Ongoing – review September	Ongoing - website training for internal staff; training of Internet & IT Librarian in website procedures; web sessions for Seniors Week, Youth Week; assisting Art Gallery volunteers with mini-site on Mosman Art Prize Winners.
A,B	Collaborate with community organisations in the development of their own Web pages with reciprocal links to the Community Information database.	Ongoing – review July	Ongoing
B	Ensure that Council's print published materials are reflected on Website.	Ongoing – review December	Ongoing
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
B	Create mirrored Website for intranet access.	December 2003	No need found for intranet (Dataworks is Council's document workflow system)

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
B	Improve functionality of website with interactivity and multimedia.	Ongoing – review February 2003	Ongoing - emphasis on more images on the website; webcasts added to Library pages; e-business, content syndication, online mapping currently under investigation

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 including Mosman News, Mosman Daily, 2088, posters, flyers and press releases.
A	Ensure volunteers who support recreational services and activities are acknowledged and their work celebrated.	Ongoing – review quarterly	Achieved and ongoing with functions, one-on-one interviews, surveys and certificates.
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

STATEMENT OF MEANS		DATE	PROGRESS
B	<p>Convene and support the Recreation Advisory Group so that it can achieve its objectives in:</p> <ul style="list-style-type: none"> • assisting Council in understanding the needs and aspirations of the leisure community; • providing advice on planning for any new sports and recreational facilities; • 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); • consulting and communicating with the Council and each other including on such matters as special events; • celebrating leisure activities and achievements and the work of sports volunteers. 	Ongoing – review March	Achieved and ongoing on a quarterly basis with good attendances feeding into Council's Business, Marketing and Recreation Committee.
B	Draw on the document "Creating Active Communities, Physical Activity Guidelines for Local Councils" to identify opportunities for programs and activities that support physical activity.	December 2002	Ongoing.
B	Involve local clubs and community groups in the development of programs, eg sailing and rowing programs and provide support and promotion	December 2002 Ongoing	Support and promotion opportunities offered to all clubs through the Recreation Advisory Group.
B	In consultation with the Recreation Advisory Group, develop a volunteer program linked to recreation and sport, eg volunteers supporting people with a disability in the participation of activities, volunteers involved in sports development programs for young people.	June 2003	Ongoing. Investigations currently being undertaken on training and development programs available through the Department of Sport and Recreation with the plan to offer them in Mosman.

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
B	Promote a list of local sporting clubs and organisations eg: flyer, brochure, Internet.	Ongoing Review March	Listing available through Council's Community Information services.
B	Encourage a closer relationship between Council staff and Mosman High School through sport eg: touch football.	Ongoing Review March	Achieved in conjunction with local police, Council staff and Mosman High School.
B	Help build closer links between local schools and local sporting groups.	Ongoing Review March	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.	Ongoing Review March	Ongoing.
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.	March 2003	Ongoing. Plans to be presented to the next Business, Marketing and Recreation Committee.
E	Develop designs for new gateways to the Municipality at The Spit and Spofforth Street.	March 2003	Ongoing. Plans to be presented to the next Business, Marketing and Recreation Committee.

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	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.

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	Strive to ensure that Council's submission to the Sydney Harbour Federation Trust on the former Department of Defence and Defence Housing Authority sites at Middle Head, Georges Heights and Cross Street, including the Bungaree Sports Concept, is adopted as part of the Trust's Master Planning Process; and, ensure a collaborative approach between the Trust, the Council and the community, to maximise opportunities for community participation in the preparation of any management plan, ensuring balanced utilisation and future management of the Mosman sites with a view to a range of compatible uses commensurate with community expectations, together with minimisation of any effect on local amenity, traffic and on Council's finances.	Ongoing review quarterly	Ongoing. Awaiting determination by Federal Minister for the Environment on the Plan of Management for the SHFT sites in Mosman.
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 with Director Environment and Planning on Steering Committee.
H	Co-ordinate community sporting groups and school stakeholders in formal dialogue with the Sydney Harbour Federation Trust in support of the Council's position.	Ongoing - review quarterly	Ongoing including through Recreation Advisory Group and School Principals Liaison Group.
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.

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	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	Council made a submission to the Draft Plan of Management for the SHFT lands which reflected these and other appropriate matters for consideration of the future management of the former Defence Sites in Mosman and elsewhere.
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 and as part of Council's submissions on the SHFT Management Plan.
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.
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	Consultants have been engaged and initial consultations occurred in respect of the future planning of the Markham Close sites.

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	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	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	This was the subject of submissions by Council in respect of the SHFT Draft Management Plan.
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 Oval – ie Council maintains and allocates uses in return for free rent. .	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	Negotiate for adoption of the Bungaree Sports Concept at Georges Heights Oval, i.e. reconfiguration of existing site to achieve two full sized playing fields.	Ongoing	Ongoing.
J	Strive to ensure re-use of 1 Commando Company compound for redevelopment for multi-purpose courts including an indoor facility - the Bungaree Sports Concept	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
J	Monitor outcomes of proposed listing of heritage items on the National Estate and their ongoing conservation.	Ongoing	Ongoing. Council made a submission in respect of National Estate listing for the SHFT sites.
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, PLAYGROUNDS & CIVIC SPACES

CO-ORDINATOR: OPEN SPACE CO-ORDINATOR

STATEMENT OF MEANS		DATE	PROGRESS
A	Review the maintenance program for irrigation systems through parks, gardens and civic spaces.	Ongoing - review November	Ongoing. Audit system in place. Irrigation requirements assessed and water usage reduced 20%.
A	Ensure public art is considered in all planning for parks, gardens, playgrounds and civic spaces.	Ongoing Review November	Achieved – ongoing: Interactive pieces incorporated in upgrade of Countess St. playground.
A	Implement where appropriate public domain improvements for Mosman's civic spaces in accordance with the Public Domain Improvement Program.	Ongoing Review November	Ongoing.
A	Develop a review schedule for tender of maintenance contracts.	Ongoing Review November	Ongoing.
A-C	Develop a 5 year capital works program for improvement of gardens.	December 2002	Ongoing. Garden capital improvements are to be integrated into an entire Open Space Capital Improvements program. Due to staffing changes the development of Gardens Capital Improvements program will be undertaken in 2003 / 2004.
A-C	Review the Parks and Gardens Maintenance contract.	July 2001	Ongoing. Formal audits in place. Results to be reviewed in conjunction with the renewal of Parks and gardens and grasscutting contracts.
A-C	Ensure that funding needs for maintenance and improvement of parks and gardens are considered in any forward financial plan.	Ongoing- review March	Ongoing. Funding requirements considered in budget reviews.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.02: PARKS, GARDENS, PLAYGROUNDS & CIVIC SPACES

CO-ORDINATOR: OPEN SPACE CO-ORDINATOR

	STATEMENT OF MEANS	DATE	PROGRESS
B	<p>Prepare and implement Plans of Management and Landscape Master Plans for the following key informal open spaces:</p> <ul style="list-style-type: none"> • Clifton Gardens • Reid Park • The Spit Reserve • Sirius Park • Rosherville Reserve (Landscape Master Plan only) 	Develop by 2005 implement over 10-20 years	Achieved – Ongoing: Clifton Gardens Plan of Management completed. Grant application submitted to Met. Greenspace Program for funding assistance to develop Plan of Management for The Spit Reserve.
B	<p>Implement current Plans of Management for:</p> <ul style="list-style-type: none"> • Clifton Gardens • Reid Park • The Spit Reserve • Sirius Park • Rosherville Reserve (Landscape Master Plan only) • Rawson Park 	Develop by 2005 implement over 10-20 years	Ongoing: Applications for funding assistance submitted to Met Greenspace Program, for bushland restoration works, and Environmental Trust (with NPWS) for riparian corridor works in accordance with recently completed Clifton Gardens Plan of Management.
B	Incorporate public art and heritage features in key informal open spaces, as part of Plans of Management and playground planning.	Over 10-20 years	Ongoing.
D	Implement the adopted 5 year Playground Improvement Program undertaking works for one larger and one smaller playground each year as a minimum	Ongoing- review September	Achieved – Ongoing: Contracts let for Memory, Countess St., and Curraghbeena parks. Reid, Reginald, and Bay St. parks planned for 2003 / 2004.
D	Consult with children, parents and Ward Councillors in preparing concept/detailed designs for each playground prior to upgrade.	Ongoing- review July	Achieved – Ongoing: Extensive community consultation process undertaken in the development of plans for Memory, Countess St., and Curraghbeena Parks.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.02: PARKS, GARDENS, PLAYGROUNDS & CIVIC SPACES

CO-ORDINATOR: OPEN SPACE CO-ORDINATOR

STATEMENT OF MEANS		DATE	PROGRESS
D	Investigate, identify and seek grant opportunities to support the implementation of open space embellishments including the Playground Improvement Program.	Ongoing – review February	Achieved – Ongoing: As above. Grant application submitted and approved for Playground Improvements Program from Department of Sport and Recreation.
C	Prepare a five year action plan to improve disability access within all planning and operations, including catering for people in wheelchairs and people with sight impairments.	2006	Ongoing. Access Awareness training planned for Planning and Open Space staff.
D	As parts of Plans of Management, plan for and implement improvements to existing key playgrounds, incorporating unique features and materials (including artworks and disability access) at: <ul style="list-style-type: none"> • Clifton Gardens • The Spit Reserve 	2005	Ongoing.
C	Undertake a review of walking and cycle paths and develop strategies to address issues and improve the provision of the paths, associated signage and disability access.	2002-03	Ongoing. Bicycle advisory group established. Grant applications submitted to RTA and DIPNR through Sharing Sydney harbour – Integrated land & Water Access Program. Continuing to identify further funding opportunities.
E	In any re-zoning proposals evaluate opportunities to increase open space.	Ongoing – review quarterly	Ongoing.
A-E	Develop a Parks Policy to describe Mosman Council’s vision for its parks and gardens and establish guidelines to improve their effective management.	September 2002	Ongoing. Street Verge and Nature Strip policy under review. Due to staffing changes the development of a Parks Policy has been delayed.
A,C	Review Council’s approach to contract management of parks and reserves with a view to preparing contracts based on total asset management	Nov 2002	Ongoing. Trials planned to integrate grasscutting and garden maintenance contracts Spring 2003.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.03: SPORT AND RECREATION

CO-ORDINATOR: MANAGER ASSETS AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
A	Provide opportunities for community involvement in sports planning through such means as the Recreation Advisory Group and Sporting Fields Advisory Group.	Ongoing - review quarterly	Achieved - Ongoing. Biannual (summer season & winter season) meetings of the Sporting fields advisory Group held and minutes distributed.
A-E	Ensure the needs of sporting field user groups are understood and supported through meetings of the Sporting Fields Advisory Group and Recreation Advisory Group.	Ongoing – Review September	Achieved - Ongoing. As above. User satisfaction surveys distributed to members of the Sporting Fields Advisory Group.
A-E	Review the Policy for Use and Maintenance of Sporting Fields.	Ongoing – Review August	Ongoing. Due to staffing changes annual policy review has been delayed.
B	Implement a 5 year maintenance plan for structures and furniture in sporting fields and facilities.	Ongoing – review December	Plan to be developed 2003 / 2004
B	Review the maintenance program for irrigation systems within sporting fields.	Ongoing – review October	Ongoing. Audit system in place. Irrigation requirements assessed and water usage reduced 20%.
C	Establish hard surface netball courts through assessing any DA submitted, investigating other appropriate locations (as an alternative to Rawson Park) and pursuing funding opportunities (subject to funding).	December 2002	Delayed. Awaiting assessment of Bungaree project proposal by Sydney Harbour Trust.
C	Undertake a program of improvements to sporting reserves through implementing the five-year Sporting Fields Improvement Program addressing issues and priority works including upgrade field lighting at Balmoral Park, improve storage facilities for equipment at Balmoral Park and Allan Border Oval, prepare in Plans of Management and Landscape Master Plan for Mosman Park.	Plans 2003 Works by 2011	Achieved – ongoing. Balmoral floodlighting DA approved. Upgrade to be undertaken 2003 / 2004.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.03: SPORT AND RECREATION

CO-ORDINATOR: MANAGER ASSETS AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
C	Encourage the use of informal areas and sporting facilities by youth taking into account the document by Urban Design Advisory Service "Urban Design Guidelines with Youth People in Mind".	Ongoing Review November	Ongoing.
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 if appropriate.	Ongoing – review March	Ongoing. Report on maintenance costs, user charges and recouping of costs submitted to Policy and Finance Committee.
D	Ensure that users of sporting fields and facilities meet their financial obligations to the Council promptly.	Ongoing – review quarterly	Achieved – Ongoing.
E	Investigate options for the provision of basketball facilities (major capital cost).	Review March 2003	Delayed. Awaiting assessment of Bungaree project proposal by Sydney Harbour Trust.
C	Prepare a Development Application for a skate facility at the rear of Balmoral Oval.	November 2002	Achieved.
C	Prepare a Development Application for an environmentally integrated BMX track at Balmoral.	March 2003	Council resolution passed March 2003. Planning process and development application to be submitted 2003 / 2004.
A-E	Seek funding where possible from the Department of Sport and Recreation for improvements to sporting fields and facilities with priority going to Skate facility and BMX track.	Ongoing – review March	Achieved – Ongoing. Grant application submitted and approved \$45,000 for skate park. (Department of Sport and Recreation.) Application submitted for funding of BMX Track in 2003/2004 financial year.
C	Tender for the management of Mosman Swim Centre based on the management and use strategy devised in consultation with the community in 2001.	2002	Achieved

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.03: SPORT AND RECREATION

CO-ORDINATOR: MANAGER ASSETS AND SERVICES

STATEMENT OF MEANS		DATE	PROGRESS
C	Assess any opportunities and consider the appropriateness of, and options for, establishing another aquatic facility including a 50-metre pool, as desired by the community, and undertake rigorous financial analysis.	Ongoing Review June	Ongoing.
C	Finalise arrangements for a public art competition with a view to commissioning a work for incorporation into the swimming pool area at the Mosman Swim Centre to reflect the past use of the site.	November 2002	Achieved. Awarded to Warren Langley for hid work entitled 'As water is to light'.
C	Investigate options for indoor and outdoor hockey through liaising with SHOROC and potential user groups.	December 2002	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	Compile a database of structures, furniture and equipment in beaches, sea pools and foreshores.	January 2003	Not achieved
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	Achieved
A	Councillors and staff to attend coastal conferences and seminars and be encouraged to prepare papers on Mosman’s experiences.	Ongoing – review November	Achieved
A	Implement works identified in condition audits of marine structures.	Ongoing	Achieved and ongoing
A	Always consider opportunities for the provision of public art around beaches, sea pools and foreshores.	Ongoing	Achieved and 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 with Department of Defence and the Sydney Harbour National Park and Trust pending finalisation of Plan of Management.
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	Achieved
B	Review Council’s provision of boat/dinghy racks and the location of boat racks.	March 2003	Achieved

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
Objective	Statements of Means	Date	
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 and ongoing. The variety of music concerts presented in the MAG&CC has increased over the past year to include the Sydney Youth Orchestra, Sydney Flute Society, Pacific Opera Company and Suzuki Young Talent concert.
A	Explore the potential for small-scale theatre productions and performances and relate to Gallery Exhibition programs where possible.	Ongoing – review September	Ongoing.
A,B	Liaise with and assist community organisations in the planning and provision of cultural activities for education and enjoyment.	Ongoing – review September	Achieved and Ongoing. Centre Services Coordinator assists various community organisations with their plans for cultural activities and events in the MAG&CC.
A,B	Seek sponsorship and community support to offset the costs associated with cultural events, including the proposed Youth Piano Eisteddfod.	Ongoing – review in conjunction with each event	Ongoing. No progress at this stage re Youth Piano Eisteddfod.
A,B	Provide advice to Council on funding sources available for cultural programs.	Ongoing – review March	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.

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,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. Friends of the Gallery, Book Fair presented in October 2002 attracts approximately 2,000 visitors. Excursions and tours organised for Friends of the Gallery and Mosman residents to Mount Tomah, Botanic Gardens, National Gallery of Australia, Canberra, and Sculpture by the Sea, Bronte, Sydney.
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.
D	Support and develop the Mosman Public Art Trust.	Ongoing – review September	Achieved and ongoing. Artist in Residence from Mudanjiang, Wang Wen Jiang, completed 7 weeks residence at Mosman Art Gallery, supported by Mosman Public Art Trust. 6 th Annual Mosman Address, fundraising function given by Jean Kittson and presented in the MAG&CC. Funds raised to finance Centenary Circle Public Sculpture Commission.
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	Achieved and ongoing. Completed and installed ‘Meeting Place’ public sculpture at Mosman Square. Sculpture created by Ann Ferguson.
D	Ensure public art is considered in all planning for parks, gardens, foreshores and civic spaces.	Ongoing – review September	Achieved and ongoing. New public art projects planned for Mosman Swim Centre and Centenary Circle, Mosman.

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	Bring to fruition the Celtic Sculpture commission.	September 2001	Achieved. 'Meeting Place' public sculpture completed and installed at Mosman Square.
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. Gallery programs promoted through half yearly exhibition program flyers, regular paid advertising, and notices in Mosman Daily. Venue hire promoted through MAG&CC promotional folder and yellow pages listings.

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 and ongoing. A high standard of presentation is achieved at all times, which often invites praise from Gallery visitors..
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. Continuous interaction and effective communication between all Cultural Centre staff ensures efficient operations of the complex.
A	Maintain contributory involvement in, and memberships of, professional associations and industry forums.	Ongoing – review April	Achieved and ongoing.
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	Achieved. Guy Warren Retrospective exhibition, catalogue and public program presented in May / June. Exhibition to tour to 5 regional art galleries in NSW throughout 2003 / 04.
B	Actively promote the Art Gallery’s location and services to pedestrian traffic in the Spit Junction, Mosman Square Area.	Ongoing – review April	Achieved and ongoing. Gallery information regularly placed in Council information signs at Spit Junction etc. However, dedicated Gallery street signage still not installed outside Gallery building.

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	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. Diverse public program of exhibition talks and lectures, workshops and seminars presented throughout the year for students, artists and gallery visitors. Artist in Residence from Mudanjiang, Wang Wen Jiang, completed 7 weeks residence period at Mosman Art Gallery during November / December 2002.
B	Develop a new section of the Mosman Art Prize to honour the role of the late Allan Gamble OAM.	Ongoing Review September	Achieved. "Allan Gamble, Memorial Art Prize" implemented August 2002 in conjunction with the Mosman Art Prize. Valued at \$3,000 the inaugural Prize was won by Sydney artist, Tom Carment. Subsequently, the painting, titled "Night Hospital" was purchased for the Mosman Art Collection with financial assistance from the Friends of the Gallery.
B,C	Seek sponsorship, patronage and grants to offset costs associated with gallery activities.	Ongoing – review in conjunction with each event	Achieved. Grant of \$15,000 received for the Guy Warren Retrospective exhibition and catalogue from the NSW Ministry for the Arts. Grant of \$5,650 received from the Australia China Council for the Artist in Residence program of the Australia China Cultural Exchange Project, 2003.
B,C,D	Continued and ongoing policy and development review.	Ongoing	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. Inaugural group of twelve 'Volunteer Guides' trained to give exhibition talks to gallery visitors. Guides started operations in February 2003.

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
C,D,E	Actively promote the inclusion of artist workshops in the gallery program.	Ongoing – review April	Achieved. Artists workshops presented by members of the Australian Watercolour Institute in conjunction with the Institute’s 79 th Anniversary exhibition at the Gallery.
D	Expand the activities program for Friends of the Gallery and Volunteers, and link with other Galleries and Art Centres.	Ongoing Review December	Achieved. Combined functions and excursions organised for Friends and Volunteers of the Gallery with Manly Art Gallery Society, and S.H. Ervin Gallery (National Trust of NSW).
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	Ongoing
D	Work with relevant professional bodies, community and government organisations in the planning and promotion and delivery of services.	Ongoing – review February	Achieved. Mosman Art Gallery worked closely with the following organisations on a variety of exhibition projects: National Gallery of Australia, Art Gallery of NSW, Australian Watercolour Institute, SCECGS Redlands, Australian China Business Council, Botanical Art Society of Australia, Annandale Galleries and Museums & Galleries Foundation of NSW.
D	Assess and compile survey information to monitor visitor satisfaction and suggestions.	Ongoing – review February	Achieved and ongoing. Gallery ‘Visitors’ Book’ records comments by visitors about exhibitions and gallery presentation on a regular basis.
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. The following exhibitions targeting youth were presented during the year: Mosman Youth Art Prize and Northside Exposure. In addition, ‘Wearable Art Workshop’ presented in conjunction with the Shoreshocked Youth Art Festival’.

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
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	Achieved and ongoing. All works in the Mosman Art Collection were identified and examined during the course of a Valuation of the Collection, completed in June.
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	Achieved and ongoing. All works in the Mosman Art Collection were identified, examined and properly registered during the course of an Insurance Valuation of the Collection, completed in June. The Collection is now registered on a professional data base program with image storage capacities and advanced search capabilities.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.07: COMMUNITY ARTS, CRAFTS AND ACTIVITIES

CO-ORDINATOR: CULTURAL SERVICES MANAGER

STATEMENT OF MEANS		DATE	PROGRESS
A,B	Further develop the quality arts and crafts theme of the Mosman Village Market.	Ongoing – review September	Achieved and ongoing. Continuous efforts are made to ensure that only quality arts and crafts are approved for the Mosman Markets.
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	Ongoing. Centre Services Coordinator and Gallery Director are always available to provide advice and assistance to community organisations planning arts and crafts activities in Mosman.
A,B,C	Link market activities to the Mosman Art Gallery & Community Centre precinct/activities.	Ongoing – review September	Achieved and ongoing, especially through 'cross promotion' of gallery exhibitions and events at the Markets, and vice versa. For example; Friends of the Gallery Book Fair, held in October 2002 in conjunction with the Mosman Markets.
B	Hold an annual evening Christmas Village Market.	Ongoing – review September	Achieved, December 2002.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.08: CIVIC/COMMUNITY EVENTS ORGANISED BY COUNCIL

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	Achieved and ongoing
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	Achieved and ongoing
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 and ongoing
A,B	Include a Sports Expo into the annual Calendar of Events in conjunction with the local sporting community.	Review December 2002	Initial plans postponed due to a clash of dates. The value of a Sports Expo currently under consideration.

PROGRAM 10: PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 10.09: COMMERCIAL/COMMUNITY EVENTS
APPROVED / FACILITATED BY COUNCIL

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.		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.		Achieved and ongoing
B	Provide an opportunity for partial funding of local community events through the administration of an annual community subsidy program.		Achieved and ongoing
A,B	Work with the organisers of the Bowral Garden and Flower Show, to be held at Balmoral Oval, to ensure a successful event with positive outcomes and minimal negative impacts on residents.		Event cancelled due to organisers being unable to obtain corporate sponsorship.

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	Achieved and ongoing
A	Consider other Friendship Agreements.	Ongoing – review March	None under consideration at the current time.
A-C	Promote and encourage the community to take advantage of the Friendship Agreements.	Ongoing – review March	Achieved and ongoing
A-C	Keep the web site current on this subject and provide links to relevant web sites.	Ongoing – review March	Achieved and 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	Regular articles in conjunction with friendship community visits.
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
A-D	The Friendship Agreement with Mudanjiang will be further enhanced by a cultural exchange exhibition and artist in residence project scheduled for late 2002.	October – December 2002	Achieved. A highly successful exhibition and artist in residence program was held in 2002. Plans are underway for a return exhibition and artist in residence program in 2004 from Mosman to China.

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-D	Encourage Mayoral/Councillor representation at the annual Glen Innes Celtic Festival held on the first weekend in May each year.	Ongoing – review March	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	Lobbied STA in connection with Better Buses North Proposals to retain local services and to provide additional services in locations such as Beauty Point. DIPNR is currently reviewing all Public Transport Services in the State including buses as a result of the department restructure. STA informed Council that no works will be implemented from the Better Buses North program until this review is complete.
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"> • RTA Northern Consultative Committee. • SHOROC - Regional Organisation of Councils • RTA Consultative Forum. • RTA Northern Region Organisation of Council 	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	Ongoing liaison with Statutory Bodies, Federal and State Governments and Opposition. Working relationship developed with North Sydney Councils Traffic section with some joint projects developed and implemented. Also working with North Sydneys Pedestrian Committee on developing cross Council walking routes.
A,B,C	Review methods of public consultation.	Ongoing – review March	Ongoing
B	Review the effectiveness and efficiency of the Spit/Military Road transport corridor subject to funding.	Ongoing - review January	Ongoing - Awaiting outcome of Spit/Military Road route performance study undertaken by the RTA.
B	Liaise with SHOROC for development of a Regional Transport Model.	July 2003	Ongoing - Review July 2004

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
C	Through SHOROC seek funds from State and Federal Governments for development of a Regional Transport Model and Regional Transport Strategy.	July 2003	Transport Action Plan developed from SHOROC Transport Policy. List of Transport Priorities presented to State Department DIPNR for assistance and funding of these initiatives.
D	Erect pedestrian signage in Council precincts in accordance with the Public Domain Improvement Program and review outcomes to identify further need.	Ongoing	Ongoing - Useful links made with North Sydney Councils Pedestrian Committee which will assist with development of pedestrian signage.

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 secondary roads.	Ongoing – review January	Achieved and ongoing
B,C	Review road opening procedures with the public authorities.	Ongoing - review July	Achieved and ongoing. SHOROC Councils examining possibility of standard agreement with Telstra.
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	To be undertaken in 2004/2005
A	Implement the 5 year asphalt road rehabilitation program.	Ongoing – review June	Achieved and ongoing
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 route.	Ongoing – review May	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 2003	Delayed. Staff changes have meant deferral of this project to 2003/2004.
A	Prepare a joint Tender for Road Rehabilitation Services with other SHOROC Councils.	Aug 2002	Achieved

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
C	Review and document internal procedures for dealing with road opening permits and restoration orders from public utilities.	Nov 2002	Delayed. Staff changes have meant deferral of this project to 2003/2004.
C	Review Council's Road Opening Code.	Dec 2002	Delayed. Staff changes have meant deferral of this project to 2003/2004.
A	Review further concrete road treatments at end of 2002/2003 financial year and prepare 2 year program for implementation in 2003-2005.	Aug 2003	Ongoing

PROGRAM 11: TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 11.03: FACILITIES

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

STATEMENT OF MEANS		DATE	PROGRESS
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 2003	Ongoing - Review July 2004 New procedure developed for control and implementation of minor traffic facilities works.
B	Provide directional signage indicating accessible facilities and promote better signage with local businesses.	Ongoing	Ongoing
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
C	Conduct a survey of residents to determine priority areas for street lighting improvements following SHOROC tender of electricity supply for street lighting.	October 2003	Deferred. SHOROC examining possibility of joining a program established by SSROC to examine efficiencies in the provision of street lighting services by Energy Australia.
C	In conjunction with other SHOROC Councils prepare and call tenders for supply of electricity for street lighting.	June 2003	
C	Pursue Energy Australia regarding refund of tariffs for extended periods of street light failure throughout Mosman.	Ongoing – Review August	Ongoing. Linked to SHOROC initiative described above.

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	Ongoing - Review June 2004 A priority system has been developed for dealing with all Traffic Matters.
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 through development of Councils Road Safety Strategic Plan. Ongoing - Review April
A	Further assess existing traffic conditions in Mosman by: <ul style="list-style-type: none"> • Assessing outcome of comprehensive origin/destination traffic survey with Mosman. • Formulating a traffic generation distribution and assignment model for Mosman. 	Ongoing December 2002	<ul style="list-style-type: none"> ◆ Assessment of all information relating to Traffic Model undertaken. ◆ Liaised with Consultants with in-depth experience in this field with a view to them making recommendations of type of Traffic Model best suited to Mosman Council.
A	Complete implementation of the recommendations from the Environmental Adaptation Study for The Esplanade to improve traffic management, parking, pedestrian safety and amenity.	December 2002	Achieved - Construction Commenced mid 2003.
A	Negotiate with the Roads and Traffic Authority for a Military/Spit Road Route Performance Study, and impact of freight movements to the Northern Peninsula.	December 2002	Ongoing - Awaiting outcome of Spit/Military Road performance study undertaken by the RTA.
A	Install where appropriate variable message signs along Spit Road and Mosman local roads to raise awareness of motorists of traffic and safety issues.	Ongoing	Ongoing

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.	Ongoing	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	Review effects of new Resident Parking Schemes in West Ward, in particular impacts on neighbouring streets. Introduce planned Resident Parking Schemes and review feasibility of other areas according to Mosman's policy governing such schemes.	December 2002 May 2003	Achieved Ongoing - Review June 2004
D	Continue to administer the Local Traffic Committee and report on various traffic related matters with priority given to safety matters.	Ongoing	Achieved and Ongoing

PROGRAM 11: TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 11.05: ROAD AND PEDESTRIAN SAFETY

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 2002	Delayed due to staff changes and lack of resources allocated by Council to actually implement recommendations/inspection regimes. Additional resources to be allocated in 2003/2004 budget. Development of a Traffic Manual commenced but further work is required.
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.	July 2003	Ongoing - Application for funding to the RTA submitted for FY 04/05 to undertake this work.
D	Improve pedestrian and cyclist safety to schools and in the vicinity of public facilities.	Ongoing – review July	Audit of school crossing safety to be undertaken as part of the Road Safety Strategic Plan. Safe Routes to schools Program to be investigated and trialled.
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 care facilities	July 2003	Achieved. Road Safety strategies developed in Councils Road Safety Strategic Plan and Action Plan.
E	Investigate provision of standard approach to barriers and school crossings in conjunction with local schools.	Ongoing	Ongoing
E	Prepare a brief to undertake a pedestrian access and mobility plan.	December 2002	Ongoing - June 2004
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: ROAD AND PEDESTRIAN SAFETY

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 2002	Ongoing
B	Undertake a further footpath condition survey in 2004/2005.	Jan 2005	To be undertaken in 2004/2005
D	Control footpath occupations in accordance with Council's policy.	Ongoing	Ongoing
E	Establish a Road Safety Advisory Group.	December 2002	Achieved
E	Prepare and implement a Road Safety Strategy and Action Plan.	July 2003	Achieved
E	Seek funding and undertake various road safety and ongoing pedestrian campaigns.	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 by work with the community and Bicycle Advisory Group.	Ongoing	Achieved and Ongoing. Bicycle Advisory Group established and funding applications submitted through RTA and DIPNR for improvements Bicycle Network and Facilities in Mosman.
A	Replace existing and introduce new bicycle signage and facilities, as required.	Ongoing Review December	Ongoing - Will be implemented following development of Mosman Bike Plan.
A	Investigate the incorporation of guidelines for bicycle parking facilities in any future Development Control Plans.	Ongoing	Ongoing - Will be developed as part of Mosman Bike Plan.
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 - Seminar booked for attendance on the development of Transport DCP's.
A	Ensure that bicycle signage is adequate, particularly for those bicycle routes within the municipality currently contained in RTA bicycle maps.	December 2002	Ongoing - Regional Bike Routes mapped and discussions taken place with RTA for further improvements.
A	Consider improved signage at the through bicycle route between top of Parriwi Road and the pedestrian light at Stanton Road.	December 2002	Achieved - Proposal Produced for shared use cycleway and application for funding submitted to RTA.
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	Achieved - As above

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	
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.	December 2002	Achieved - Discussed with STA both locally and through SHOROC for the introduction of mini buses. Implemented Mosman Summer Bus Trial in connection with this.
B,C	Investigate options for the expansion of the Balmoral weekend ferry service and use of ferries to other suitable locations in Mosman.	Ongoing	Achieved and Ongoing. Week-end Ferry Service expansion at Balmoral included in list of initiatives presented to Steve Alchin at DIPNR
B	Undertake a 1 month trial shuttle bus service on weekends during the summer months servicing Balmoral, Taronga Zoo and the ferry wharves.	December 2002	Achieved.
C	To have water access available and integrated with efficient transport from wharves within the municipality.	Ongoing	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	Achieved and ongoing
A	Regularly convene the Business Forum.	Ongoing – review December	Achieved and ongoing. Business Forum have held regular meetings and hosted the launch of Business Watch and a shoplifting workshop.
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	Achieved and ongoing
B	Develop the Mosman Theme and associated marketing strategies including a focus on the unique federation heritage of the area.	Ongoing – review quarterly	Achieved and ongoing
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	Achieved and ongoing
C	Effectively market business and visitor services and activities.	Ongoing - review quarterly	Achieved and 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
A	<p align="center">Maintain the momentum of the Business Forum established in 1997 as a means of:</p> <ul style="list-style-type: none"> • involving Mosman businesses in Council's planning for economic development; • exchanging information concerning matters relevant to businesses in Mosman; • identifying what the Mosman business community is able to do for itself to make for better business; • identifying what Council is able to do to assist the Mosman business community; • identifying key issues and determine responsibilities for managing specific issues; and more generally, • fostering the co-operative relationship between the business community and Council. • In consultation with other stakeholders, drive the promotional theme for the Mosman business community. 	Ongoing – review March	Achieved and ongoing. The Business Forum has focussed more strongly on safety, supporting the establishment of Business Watch and hosting a shoplifting workshop for retailers in conjunction with the police.
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	Achieved and ongoing. Establishment of a self funded maintenance program 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.	Ongoing – review July	Achieved and 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
A	Maintain an up to date map showing parking in the commercial areas, and distribute via local shop-keepers.	Ongoing – review May	Achieved and 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	Achieved and ongoing
A	Support the business community and police in the establishment of a Mosman Business Watch.	Ongoing – review October	Achieved. Mosman Business Watch established in 2003
A	Support the Mosman Chamber of Commerce in establishing a self funding maintenance program for the Planter Pots.	Ongoing – review October	Achieved – Mosman Chamber of Commerce are employing a part time gardener to maintain the pots.
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. The Mosman Business Enterprise Centre took just under 300 queries across the 12 month period. The highest yet achieved.
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	Achieved and 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. Mosman Council continues to support the Mosman Daily supported business and community awards in the area.
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.

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	Upgrade signage in the Business Centres in accordance with the provisions of the Business Centres DCP.	Ongoing – review November	Ongoing.
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	No interest from business community Christmas 2002. To be reviewed following Christmas 2003.
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	Achieved and ongoing.
C	Build stronger relationship with the Chambers of Commerce and similar groups.	Ongoing – review November	Achieved and 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	Achieved and ongoing.
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	Achieved and 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 training and employment opportunities for people with disabilities.	Ongoing – review July	Council's community information database includes information on local and regional training opportunities.
E	Develop strategies with the business community to provide traineeships, cadets for Aboriginal students.	Ongoing – review July	Liaison through Aboriginal Development Manager at Northern Sydney institute of TAFE.
E	Increase the profile of the Library's services to assist business and the role of the BEC.	Ongoing – review July	Achieved and 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 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	Achieved and 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	Achieved and ongoing.
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	Achieved and ongoing.
B	Produce a Map of Mosman showing sites of interest for visitors.	August 2002	Achieved new shopping brochure of Mosman printed by the business community with administrative support from Council.
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	Achieved and 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	Achieved and 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	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	Achieved and 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	Achieved and 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	Achieved and ongoing.
C,E	Liaise with public and private transport operators to ensure appropriate modes and frequency of transport to and throughout Mosman.	Ongoing – review March	Achieved and 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	Achieved and 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
E	Investigate opportunities through the Business, Marketing and Recreation Committee to assist in developing local and regional tourism initiatives.	Ongoing – review March	Achieved and ongoing.
F	Continue to facilitate cohesive marketing and promotion of the retail area based around 'Mosman Is' theme groups eg: Mosman is Kids.	Ongoing – review March	Achieved and ongoing. Mosman is Shopping group developed a brochure for the area and the Mosman Is Home group held an inaugural Mosman Is Home promotional program across the first two weeks of September.

PROGRAM 1: COUNCIL, COMMUNITY & COMMUNICATION
SUB-PROGRAM 1.01: COUNCIL SECRETARIAT & CIVIC INVOLVEMENT

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Percentage of items called	9%	10%	13%	11%
Percentage of decisions deferred	9%	5%	8%	6%
Decisions contrary to Officer's recommendation	20%	27%	18%	24%

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 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Percentage of residents satisfied with overall service provided by Council (to be collected at a minimum every three years)	68%	-	68%	68%
Number of proven complaints that are classified as maladministration	0	0	0	0

PROGRAM 1: DEMOCRATIC LOCAL GOVERNMENT
SUB-PROGRAM 1.03: GOVERNANCE

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Audit program % completed (Program not finalised, but one audit conducted)	100%	100%	100%	100%

PROGRAM 1: DEMOCRATIC LOCAL GOVERNMENT
SUB-PROGRAM 1.03: GOVERNANCE

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2003	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Cost per hit/user of web page	.30c	.30c	.30c	.30c
% of applications/requests transacted online (eg. DAs, Certificates, jobs, property information etc)	0	0	0	0

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 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
CURRENT RATIO Factors <u>Current Assets</u> Current Liabilities	1.92	N/A	N/A	1.93:1
UNRESTRICTED CURRENT RATIO Factors <u>Current Assets less All External Restrictions</u> Current Liabilities less Specific Purpose Liabilities	1.85	N/A	N/A	1.76:1
DEBT SERVICE RATIO Factors <u>Net Debt Service Cost</u> Operating Revenue less Special Purpose Grants less Operating Contributions & donations	3.26	N/A	N/A	3.19%
RATE COVERAGE RATIO Factors <u>Rate & Annual Charges</u> Total Revenues	60	N/A	N/A	59.20%
RATES & ANNUAL CHARGES OUTSTANDING PERCENTAGE Factors <u>Rates & Annual Charges Outstanding</u> Rates & Annual Charges Collectible	1.5	N/A	N/A	1.60%
Percentage of Budget excluding statutory contributions exposed to competition	60%	59%	59%	59%

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Unscheduled absence rate (no. days absent/available workdays)	4.6%	2.5%	6.7%	4.6%
OH&S Cost Factor (Total OH&S Costs/FTE)	\$1,369	Annual figure only	Annual figure only	\$1,342

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
No of Local Emergency Management Committee Meetings conducted.	3	3	2	5
No of District Emergency Management Committee Meetings attended.	4	0	0	0

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 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
% of 149 certificates issued within 3 days (working days)	80%			83.5%

* Result based on calendar days NOT working days so result is, in fact, better than shown. Figures are based on 1343 certificates and mean turnaround of 2.57 days and median of 2 days.

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Number of amendments to Mosman LEP 1998 initiated by Council	4		1	1*
Cost recovery for preparing minor LEP vs application fee (\$4,500)	60%			Estimated 50% #

* Figure relates to LEPs initiated in financial year. Total completed same year was 4.

Fee increased at July 2003 to \$8500 in recognition of increasing costs to Council.

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 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2002
Planning Work Program Schedule met (as per MOSPLAN)	80%			90%

* Figures relate to completed and initiated Statements of Means actioned within specified Mosplan timeframe.

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 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
% of Plans completed within specified timeframe (as per MOSPLAN)	80%			90%

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 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Meeting Metropolitan Urban Development estimate of new dwellings per year	> 40 dwgs.			38 dwellings *

* Most recent available figures relate to financial 2001-2002.

PROGRAM 4: BUILT ENVIRONMENT
SUB-PROGRAM 4.02: DEVELOPMENT

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
No. of Development Applications received	550	259	232	491
No. of Construction Certificates received	200	175 (67)	200 (72)	375 (139)
Median Development Application processing time	63 days			111
Median Construction Certificate processing time	25 days	49	28	35
% Development Applications to appeal	2%	1% (5)	1.4% (7)	2.4% (12)
% Appeals with a positive result/consistent with recommendation	75%	80%	85%	82%#

() Construction Certificates submitted by private certifiers.

One appeal which has been completed is still awaiting final decision from the Court.

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 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Reduce corporate greenhouse gas emissions by 20% by the year 2010 based on 1995 levels 4894 CO ₂ -e)	TBA	Annual figure only	Annual figure only	3134 T CO ₂ e (>27%)

Reinventory conducted 2003 revealed an original overestimate with regard to 1995 base level. The figure should now be 2435 CO₂ e. The previous baseline figure was 4894 CO₂-e

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 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Reduction in Council's annual water consumption	94,000 kL (this figure was presented as the estimate in MOSPLAN 2003/06 and was incorrectly calculated. A full audit of Council facilities and activities is to commence in Sept 2003 part of which will be a review of data management and reporting)			113,720 kL
No. of occurrences of water entering habitable areas of residential properties as a result of flooding as a percentage of no. of properties in Mosman	Nil	Nil	<1%	<1*%

* Figure based on insurance claims

PROGRAM 5: NATURAL ENVIRONMENT
SUB-PROGRAM 5.04: BIODIVERSITY

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Hectares of bushland area under contract which is greater than 90% weed free.	30%	35%	38% Community satisfaction Survey 2003 – Bushland Maintenance: 68%	Total Contract area: 32ha. >90% Weed free: 12.3ha. 38% Community satisfaction Survey 2003 – Bushland Maintenance: 68% Drought conditions until May 2003 inhibited progress of natural regeneration as well as weed growth.

PROGRAM 5: NATURAL ENVIRONMENT
SUB-PROGRAM 5.05: TREES

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Net change in tree stock on Council controlled land	+700.	+200	+770	+970. Staff changes & drought conditions inhibited tree-planting works until May 2003. No significant Street Tree Planting was undertaken due to review of the Street Tree Master Plan. Substantial quantities of Shrubs and groundcovers planted have not been included.

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 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Quantity of recyclable material diverted from the domestic waste stream as a percentage of the total.	43%	45.6%	46.5%	46%

PROGRAM 6: PUBLIC HEALTH
SUB-PROGRAM 6.03: CLEANSING

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Average cost to clean beaches and reserves per hectare per annum	\$15,184	\$16,733.35	\$16,733.35	\$16,733.35
Average cost per clean of public amenity blocks per day	\$14.52	\$17.19-	\$17.19	\$17.19
Average cost of street sweeping per annum per kilometre	\$1,143*	\$2925	\$2925	\$2925
Average quantity of rubbish removed per annum per kilometre	4.0 tonnes	5.80 tonnes	6 tonnes	5.90 tonnes

* The actual figures for average cost of street sweeping per annum per kilometre is based on the total cost divided by the total length of street sweeping. The basis of the anticipated result is unknown, however costs for street sweeping have only increased by CPI.

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Number of Notices issued as a percentage of the total number of inspections of food premises	>2%	90.7 %	4.6%	23%

This result reflects increased surveillance on food premises coupled with raised standards.

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
% of impounded animals that are unregistered	38%	19%	18%	18.5%
% of repeat barking dog complaints	9%	7%	10%	8.5%

PROGRAM 7: COMMUNITY SAFETY
SUB-PROGRAM 7.01: COLLABORATION, COMMUNICATION & ACCOUNTABILITY

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Trends in community satisfaction gauged through surveys conducted say every three years.	TBA	-	From the Community Survey undertaken by independent consultants, ratings for the general community safety in Mosman were very high, at 7.7 with residents of all wards agreeing on this. -	Survey carried out at August Markets by police – results TBA

PROGRAM 7: COMMUNITY SAFETY
SUB-PROGRAM 7.02: COMMUNITY INVOLVEMENT IN CRIME PREVENTION STRATEGIES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT
CO-ORDINATOR: COMMUNITY & BUSINESS RELATIONS MANAGER

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Numbers of active participants Safety House, Neighbourhood Watch, Business Watch and numbers of Mosman residents belonging to Volunteering in Policing (VIP).	TBA	Safety House – 12 Volunteers in Policing – 6 Neighbourhood Watch – 14	Safety House – 12 Volunteers in Policing – 6 Neighbourhood Watch – 14 Business Watch - 50	Safety House – 12 Volunteers in Policing – 6 Neighbourhood Watch – 14 Business Watch - 50

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Analysis of crime trends in Mosman as published annually by NSW Bureau of Crime Statistics and Research. THIS INFORMATION IS ONLY AVAILABLE ON A CALENDAR YEAR BASIS		CALENDAR YEAR 2001	CALENDAR YEAR 2002	CALENDAR YEAR FOR 2003 NOT YET AVAILABLE
Malicious Damage including Graffiti	TBA	271	259	
Robbery	TBA	41	32	
Assault including domestic violence	TBA	95	102	
Steal from motor vehicle	TBA	397	382	
Stealing	TBA	249	218	
Stolen Vehicles	TBA	155	136	
Street offences	TBA	N/A	N/A	

PROGRAM 7: COMMUNITY SAFETY
SUB-PROGRAM 7.04: COLLABORATION, COMMUNICATION & ACCOUNTABILITY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT
CO-ORDINATOR: MANAGER RANGER SERVICES

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2003	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Number of training and orientation days held for Police and Rangers and associated feedback from attendees. Feedback from VIPs on support for victims of crime.	TBA	2 Orientation Days	1	3

PROGRAM 7: COMMUNITY SAFETY
SUB-PROGRAM 7.05: EVENT MANAGEMENT – SAFETY & TRAFFIC ASPECTS

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT
CO-ORDINATOR: MANAGER RANGER SERVICES
COMMUNITY & BUSINESS RELATIONS MANAGER

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2003	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Feedback at debriefings of Special Event Management Working Group and resident comment.	TBA	Positive Results as reported to the BMR Committee throughout the year	Positive Results	Positive Result

PROGRAM 7: COMMUNITY SAFETY
SUB-PROGRAM 7.06: EMERGENCY MANAGEMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT
CO-ORDINATOR: MANAGER PROPERTY & ASSETS

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2003	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Number of Local Emergency Management Committee meetings attended.	TBA	3	2	5

PROGRAM 7: COMMUNITY SAFETY
SUB-PROGRAM 7.07: PLANNING & DESIGNING FOR SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT
CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2003	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
<p>Attendance at Safer by Design courses by relevant Council staff and Police Officers.</p> <p>Inclusion of community safety aspects in Council's Development Assessment Guidelines and Town Centre Development Control Plans.</p>		0	<p>Plans in train for Planners to attend in 2003.</p> <p>Community safety aspects contained in both Residential and Business Centres DCP to be reviewed further following staff attendance at Safer by Design Course.</p>	0

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Total number of volunteers	541	556	641	600

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Cost coverage of operational budget (staffing and program costs):				
% Fees and Charges	63%	69.7%	69.7%	69.7%
% Grants and Subsidies	25%	18.3%	18.3%	18.3%
% Council	12%	11.9%	11.9%	11.9%

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Number of users of Youth Development Centre per \$100 of operational budget (annual attendances/staffing and program costs adjusted for CPI)	17	24	20	22

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Number of users of Mosman Square Seniors' Centre per \$100 of operational budget (annual attendances/staffing and program costs adjusted for CPI)	37	38	38	38

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Acquisitions per capita	0.3	0.18	0.18	0.36
Loans per capita	12	6.5	6.64	13.14

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
No of active borrowers as a percentage of population	60%	52%	52%	52%
Percentage of enquiries completed successfully:				
Reference (9.03)	85%	85.5%	88.5%	87%
Local Studies (9.07)	95%	91%	92%	91.5%
Community info (9.08)	95%	97%	98%	97.5%

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Percentage of Inter-Library Loan requests satisfied within Shorelink	80%	83%	77%	80%

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Successful requests for Website pages per month (average)..	20,000	19,019	23,745	21,382

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Level of satisfaction of users of parks and open space (data to be collected at least every three years).	75%	Park Survey of 3 sample parks to be completed by 31 March 2004. Sporting fields user satisfaction Survey Winter 2002: 91%	Park Survey of 3 sample parks to be completed by 31 March 2004. Parks and Open Space: Community satisfaction Survey 2003: 69% Sporting fields user satisfaction Summer 2002/2003 Survey: 94%	Parks and Open Space: Community satisfaction Survey 2003: 69% Sporting fields user satisfaction Survey's 2002/2003: 93%
Average annual cost per capita for parks maintenance	\$25.00	\$9.00 (half year)	\$14.00 (half year)	\$23.00*

*This figure includes cost per capita for grass cutting contracts, garden maintenance contracts, ovals maintenance contracts, irrigation contracts and unmade roads maintenance.

PROGRAM 10: PARKS, RECREATION AND CULTURE
SUB-PROGRAM 10.03: SPORTING FIELDS AND FACILITIES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT
CO-ORDINATOR: MANAGER ASSETS AND SERVICES

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Percentage of playing field and cricket pitch maintenance costs recouped through user charges	28%	21% per half year	33%	29% Includes costs associated with drainage works at Allan Border Oval.

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Level of satisfaction of users with the condition of foreshores and facilities.	70%	75%	75%	75%

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Occupancy rates of the Mosman Art Gallery & Community Centre (expressed as a % of available rental hours)	60%	96%	84%	90%

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Number of visitors to Art Gallery per \$100 of operational budget (annual attendances/ staffing and program costs adjusted for CPI)	12	11.5	10	11 The reasons for not achieving the target of 12 are: additional budget expenditure to provide increased security for the Gallery during the Margaret Preston show, and the Gallery was closed for two weeks for maintenance and repairs in early February.

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 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Dollar value of road asset compared to previous financial year (AAS27) as a percent	100			\$106,330,235 (\$107,169,273 in 2001/2002) 99.2%
No. of road condition related public liability claims per year	<4	0	1	1

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
% funding obtained from RTA for traffic maintenance related to actual costs	70%			70%

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Reduction in number of accidents on Local Roads per year	<80			48#
% of public satisfaction with The Esplanade road improvements - survey	75%			60% *

Latest figures available to 2001-2002 year.

*In Council's Community Awareness and Satisfaction Survey March 2003 only 33% of residents were aware of changes made to The Esplanade. Those who have noticed the changes generally consider the changes for the better (60%). Balmoral residents were most likely to feel they were a definite change for the better. Further survey work will be better able to assess the overall impact once the final stage works are completed over the next several months.

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Dollar value of footpath asset compared to previous financial year (AAS27)	100%			\$12,047,673 (\$11,848,192 in 2001/2002) 101.6%
Percentage of footpath occupation permits to construction certificates issued	48%	26%	30%	28%
Percentage of Building sites to related infringements	70%	17%	13%	30%
No. footpath condition related public liability claims per year	<15	15	7	22

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Increase in the number of people that use public transport to and from work	2%			1.9%*

* Most recent available figures derived from 2001 Census.

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 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
No of enquiries at the Mosman BEC Office	TBA	150	148	298

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Percentage of local businesses using the 'Mosman Is' logo (Based on 2000/2001 White Pages on CD figure of 559 local businesses)	17.8%	18.8%	21.1%	21.1%

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2002 – 31 DEC 2002	ACTUAL RESULT 1 JAN 2003 – 30 JUN 2003	TOTAL 1 JUL 2002 – 30 JUN 2003
Per annum increase of value of major contracts initiated through SHOROC	10%	See Notes	See Notes	See Notes

Notes:

SHOROC has joint tenders in areas such as:

- Banking (Merchant fee & transactional savings in 02/03 totalling \$23,000 as a result)
- Audit (Saving of approx \$750 annually by Joint Approach)
- Asphalt Pavement

All of these contracts have been in place for some time

SHOROC Responsibility officers continually looking at joint projects.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

ACTIVITY INFORMATION

SUB-PROGRAM 08.02: COMMUNITY INVOLVEMENT/VOLUNTEERS

Co-ordinator: Community Development Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
Number of volunteers for each Council service supported by volunteers		
• Local Studies	11	11
• Community Visitors Scheme	77	75
• Home Library Service	42	47
• Saturday Youth Group	2	2
• ComputerPals	6	8
• Community Restaurant	15	20
• Community Transport	20	32
• Youth Services	20	22
• Art Gallery	63	93
• Meals on Wheels	138	134
• Neighbour Aid	30	27
• Children's Services	4	2
• Bushcare	113	155
Total Number of Volunteers	541	632
Number of new volunteers	70	91
<u>EFFICIENCY</u>		
Number of volunteers leaving with reason for leaving		
• moving away	20	28
• work commitments	10	20
• not fit enough to continue	2	10
• other	1	5
Total	33	63
<u>EFFECTIVENESS</u>		
Percentage of volunteers who rate highly staff support of their work	100%	100%
Percentage of new volunteers who rate their orientation sessions as satisfactory	100%	100%
Percentage of volunteers who rate their training/support as satisfactory	100%	100%

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

ACTIVITY INFORMATION

SUB-PROGRAM 08.03: CHILDREN/FAMILY

Co-ordinator: Children's Services Development Officer

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
Range of services for children operated by Council	7	7
No of places in after school care per day	50	50
No of places in before school care per day	30	30
No of places in vacation care per day	80	80
No of children attending immunisation clinic per month	30	32
Family Day Care EFTs	43	45
No of leisure and learning courses	12	12
Average no of children attending each course	10	10
EFFICIENCY		
Average cost per child per day to provide After School Care	\$12.20	\$12.50
Average cost per child per day to provide Before School Care	\$7.00	\$7.00
Average cost per child per day to provide Vacation Care	\$33.50	\$33.50
Average cost per child per leisure and learning course	\$75	\$75
Average cost to recipient:		
• After School Care per day	\$10	\$12.50
• Before School Care per day	\$5	\$6
• Vacation Care per day	\$27	\$26.25
• Leisure and learning per course	\$75	\$75
EFFECTIVENESS		
% available Child Care places filled		
• Before School Care	87%	80%
• After School Care	94%	88%
• Vacation Care	99%	88%
• Mosman Occasional Childcare	80%	85%
• Family Day Care	99%	99%
• Leisure and Learning	85%	83%

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

ACTIVITY INFORMATION

SUB-PROGRAM 08.04: YOUTH

Co-ordinator: Youth Development Officer

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
Youth Services		
Number of services and activities resulting from consultations with young people and service providers	10	12
Percentage of spaces filled by young people accessing available services/programs	75%	81%
Youth Development Centre		
Number of school holiday programs per year	4	4
Number of services and activities resulting from consultations with young people and service providers	12	13
No attending Youth Development Centre (average per week)	420	528
EFFICIENCY		
External funding as a percentage of youth programming costs (Annual Mosman Council Youth Services Budget/Amount of successful grants x 100)	9%	8%
Percentage of placement filled in service/programs (Number of young people accessing programs/Total number of possible places available)	95%	93%
Percentage of total potential target group (12-18 years) using the Youth development Centre	10%	11%
EFFECTIVENESS		
Youth Services		
Percentage of young people who rate quality of services/programs as satisfactory or better	100%	100%
Mosman Youth Development Centre		
Percentage of young people using the Youth Development Centre that live in or attend school in Mosman	95%	96%
Percentage of young people that, at least weekly, regularly attend the Youth Development Centre (Number of regular attendees/Total attendance figures)	85%	92%
Percentage of new attendees regularly using the Youth Development Centre	25%	31%

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

ACTIVITY INFORMATION

SUB-PROGRAM 08.05: OLDER PEOPLE

Co-ordinator: Community Development Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
No of Centre-users per week	485	471
No of meals per day delivered	85	81
No of Centre-based lunches per session	42	37 (range 31-46)
No of theme lunches per session	60	57 (range 49-65)
Reassessments of meals on wheels recipients at 12-month intervals	70%	90%
No of community transport journeys per day	26	43
No of active casework clients per month	50	64
No of Community Visitors Scheme clients matched per month	20	8
No of Neighbour Aid volunteer/client matches per month (average monthly)	30	27
No of Community Visitors Scheme volunteers	77	75
No of Community Visitors Scheme funded volunteer places	56	61
EFFICIENCY		
Cost per meal to produce		
• meals on wheels	\$5.16	\$4.97
• centre-based lunches	\$6.06	\$5.80
Charge per meal for		
• meals on wheels	\$5.50	\$5.50
• centre-based lunches	\$6.00	\$6.00
% of time community buses are utilised		
• Toyota Coaster		82%
• Toyota Commuter/Mercedes Sprinter	81%	Commuter sold
• Mercedes Sprinter	70%	57%
EFFECTIVENESS		
% of recipients who rate quality of services/programs as satisfactory or better	100%	100%
% of new referrals commencing meals on wheels service as requested	100%	100%

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

ACTIVITY INFORMATION

SUB-PROGRAM 08.06: PEOPLE WITH DISABILITIES

Co-ordinator: Community Development Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
Number of services/programs for people with disabilities		
• Community Transport	15	15
• Saturday Youth Group	8	10
Number of kerb ramps constructed per annum	20	
EFFECTIVENESS		
Percentage of recipients who rate services as satisfactory	100%	100%

PROGRAM 9: LIBRARY AND INFORMATION

ACTIVITY INFORMATION

SUB-PROGRAM 09.02: LIBRARY RESOURCES

Co-ordinator: Library Resources Manager

ACTIVITY 09.02.02: COLLECTION DEVELOPMENT

Responsible Officer: Library Resources Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
No of items in collection	97,000	94,609
No of items added per annum	8,500	9,084
No of items withdrawn per annum	8,500	10,342
EFFICIENCY		
Average cost per item	Varies: eg. AF \$ 30 ANF \$ 30, J \$ 22 LP \$ 41	AF \$29, ANF \$29, APB \$15, JF \$18, JNF \$20, LP \$42
EFFECTIVENESS		
Percentage of stock less than 5 years old	55%	45% (target not achieved due to reduction of resource vote in 1999-2000 & 2000-2001)
Stock usage/turnover by section areas	Varies: AF 6; ANF 3; J 4; LP 5	AF 6.4, ANF 2.6, JF 3.8, JNF 2.4, LP 4.2, YA 202 Videos 10.5, DVDs 13.8, CD (music) 7.2,
Percentage of requests satisfied from existing stock	75%	76%
Percentage of users who rate the relevance, quality and adequacy of stock as satisfactory	85%	(20.2% very satisfied, 72.7% satisfied) Survey results June 2003
Library resources per head of population	3.5	3.6

PROGRAM 9: LIBRARY AND INFORMATION

ACTIVITY INFORMATION

SUB-PROGRAM 09.03: LIBRARY SERVICES
Co-ordinator: Library Services Manager

ACTIVITY 09.03.01: LENDING SERVICES
Responsible Officer: Library Services Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
No of items issued per annum	340,000	340,361
Library visits per week	4,700	4,680
EFFICIENCY		
Ratio of staff to circulation	1:18,000	1:18,400
EFFECTIVENESS		
Average No of issues per volume	4.5	4.5
Percentage of users who rate services provided and staff attitude as satisfactory	90%	99.5% (62.5% very satisfied, 37% satisfied)
Library visits per capita per annum	11	9.5 Survey results June 2003

ACTIVITY 09.03.02: INFORMATION SERVICES
Responsible Officer: Library Services Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
No of enquiries per annum:		
• reference	20,000	29,146
• other	40,000	48,400
No of people using the reference/study areas on a weekly basis	1,500	1,552

PROGRAM 9: LIBRARY AND INFORMATION

ACTIVITY INFORMATION

ACTIVITY 09.03.03: HOME LIBRARY SERVICE

Responsible Officer: Aged & Disability Services Librarian

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
No of people presently using Home Library Service	95	117 individuals Bulk loans to 4 nursing homes
No of volunteers	48	54
EFFECTIVENESS		
Percentage of recipients who rate Home Library Service as satisfactory	95%	N/A (Survey not conducted in the period)

PROGRAM 9: LIBRARY AND INFORMATION

ACTIVITY INFORMATION

ACTIVITY 09.03.07: OUTREACH PROGRAMS
Responsible Officer: Library Services Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
No of adult activities/outreach programs held per annum	20	21
EFFICIENCY		
Hours spent on adult programs per month	15	15
EFFECTIVENESS		
No of people attending adult programs per annum	1,400	1,402

ACTIVITY 09.03.09: CHILDREN'S/YOUTH SERVICES
Responsible Officer: Library Services Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
No of weekly programs children's programs per week	4	4
No of special day/week children's programs conducted per annum	36	73
No of special young adult programs conducted per annum	8	11
		Plus 1 meeting of Youth Consultants Group
		8 meetings of Library Stompers Club
		10 meetings of Girlosophy Group
No of class and group visits per annum	100	96
EFFICIENCY		
Hours spent on children's programs per week	10	20
Hours spent on young adult programs per month	15	15
EFFECTIVENESS		
No of children/parents attending weekly programs	100	160
No of children/parents attending special programs per annum	1,200	3,490
No of people attending young adult programs per annum	600	560
		155 attended meetings of Stompers Club, Girlosophy Group and Youth Consultants Group

PROGRAM 9: LIBRARY AND INFORMATION

ACTIVITY INFORMATION

SUB-PROGRAM 09.04: LIBRARY INFORMATION TECHNOLOGY
Co-ordinator: Library Resources Manager

ACTIVITY 09.04.01: SHORELINK
Responsible Officer: Library Resources Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
EFFICIENCY On-line renewals (self-renewals) as percentage of total renewals	15%	17%
EFFECTIVENESS Percentage of users satisfied with Webcat (on-line catalogue)	90%	(36.7% very satisfied, 59% satisfied) Survey results June 2003

ACTIVITY 09.04.02: INTERNET/INFORMATION TECHNOLOGY
Responsible Officer: Internet/Library Technology Co-ordinator

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD No of Internet training sessions per annum	40	15
No of Internet Bookings per annum	5,000	5636
No of word processing bookings per annum	1,500	910
EFFECTIVENESS Percentage of uses satisfied with public access Internet Service	90%	(47.8% very satisfied, 44.3% satisfied) Survey results June 2003
Percentage of users satisfied with public access word processing service	90%	(40.6% very satisfied, 48.4% satisfied) Survey results June 2003

PROGRAM 9: LIBRARY AND INFORMATION

ACTIVITY INFORMATION

SUB-PROGRAM 09.05: LIBRARY BUILDING

Co-ordinator: Library Services Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
EFFECTIVENESS		
Percentage of users satisfied with the layout, cleanliness, comfort and space provision	90%	97% (25% very satisfied, 72% satisfied) Survey results June 2003
No of staff/user complaints regarding cleanliness of building	Nil	Average of 1 staff complaint per month

SUB-PROGRAM 09.07: LOCAL STUDIES

Co-ordinator: Library Services Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
No of Local Studies enquiries per annum		
<ul style="list-style-type: none"> • Research (minimum ½ hour) • Ready reference 	200 1,800	139 1,446
EFFECTIVENESS		
Percentage of Local Studies collection indexed and catalogued and therefore accessible	70%	75%
Percentage of users who rate the Local Studies Service as satisfactory	90%	100% 42.5% of those who have used the service were very satisfied and 57.5% satisfied Survey results June 2003

PROGRAM 9: LIBRARY AND INFORMATION

ACTIVITY INFORMATION

SUB-PROGRAM 09.08: COMMUNITY INFORMATION
Co-ordinator: Community Information Librarians

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
No of organisations in database contributed by Mosman and updated annually	400	328
No of Community Information enquiries	3,200	3518
EFFECTIVENESS		
Percentage of users satisfied with the Community Information service	90%	(44.5% very satisfied, 55% satisfied) Survey results June 2003
Number of on-line LINCS database searches per annum	5600	5906

PROGRAM 9: LIBRARY AND INFORMATION

ACTIVITY INFORMATION

SUB-PROGRAM 09.09: MOSMAN WEBSITE

Co-ordinator: Internet Co-ordinator

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD Households with Internet access	50%	43%
EFFECTIVENESS Percentage of residents satisfied with content and interactivity of Website (on-line survey/telephone survey)	70%	69%

PROGRAM 10: PARKS, RECREATION & CULTURE

ACTIVITY INFORMATION

SUB-PROGRAM 10.02: PARKS, GARDENS, PLAYGROUNDS & CIVIC SPACES

Co-ordinator: Manager Assets & Services

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
Hectares of parkland maintained	27 ha	27ha
The number of parks	23	23
EFFICIENCY		
N.B. Items used in the development of estimated results 2002 / 2003 are undefined.		
* Indicates items used in final results.		
Average annual cost per hectare for parks maintenance	\$13,000/ha	\$15098/ha
*grasscutting, gardens maint, Irrigation parks areas, weedspray other than hard surfaces.		
Average annual cost for irrigation maintenance in parks and gardens.	\$19,500	\$14,900
*Irrigation parks areas.		

SUB-PROGRAM 10.03: RECREATIONAL FACILITIES

Co-ordinator: Manager Assets & Services

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
Hectares of playing fields maintained	8 ha	8ha
Number of irrigation system breakdowns	60	45
EFFICIENCY		
N.B. Items used in the development of estimated results 2002 / 2003 are undefined.		
* Indicates items used in final results.		
Average cost per hectare for sports field maintenance	\$26,500	\$29,828
* Contract amount.		
Average annual cost for irrigation maintenance in Sporting Fields	\$3,100	\$2,093
* Cost /ha irrigation of total playing fields (8ha)		
EFFECTIVENESS		
Average condition rating of the wickets and outfield as determined by the NSW Cricket Association Umpires	Allan Border Oval: 7.5 Rawson Oval: 7.0	Allan Border Oval: 8.6 Rawson Oval: 8.7

PROGRAM 10: PARKS, RECREATION & CULTURE

ACTIVITY INFORMATION

SUB-PROGRAM 10.05: CULTURAL DEVELOPMENT

Co-ordinator: Cultural Services Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
No of cultural events and performing arts activities per annum	17	57
No of public art projects per annum	2	1
No of venue hire bookings per annum	280	650
Venue Hire occupancy rate		
EFFECTIVENESS		
Client satisfaction surveys	90%	91%

PROGRAM 10: PARKS, RECREATION & CULTURE

ACTIVITY INFORMATION

SUB-PROGRAM 10.06: GALLERY EXHIBITIONS AND ACTIVITIES

Co-ordinator: Cultural Services Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
No of exhibitions per annum	12 pa	12
No of public programs per annum (eg lectures, seminars, workshops etc)	16	27
No of special events per annum (eg exhibition openings, fundraising functions, gallery visits etc)	14	15
% of the collection exhibited	12%	10%
EFFICIENCY		
Sources of exhibitions (optimum)		
• local	6	3
• regional	3	3
• national	2	4
• international	1	2
No of visitors per annum	15,000	30,647
No of student visitors per annum	900	2,732
No of volunteers	20	85
No of Friends Memberships per annum	100	245
\$ value of sponsorships and grants secured per year	\$5,000	25,650
EFFECTIVENESS		
% of Mosman residents visiting the Gallery per annum	25%	28%
No of visitors per exhibition (average)	1,000	2,520
Visitor response to Gallery	80%	91%
Visitor response to each exhibition (average)	80%	78%

PROGRAM 10: PARKS, RECREATION & CULTURE

ACTIVITY INFORMATION

SUB-PROGRAM 10.07: COMMUNITY ARTS, CRAFTS AND ACTIVITIES

Co-ordinator: Programs Co-ordinator

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
No of arts and crafts activities per annum	12	13
EFFECTIVENESS		
% of Mosman residents attending arts and crafts activities	20%	47%
Level of community satisfaction with cultural activities	90%	100%

SUB-PROGRAM 10.08: CIVIC AND COMMUNITY EVENTS

Co-ordinator: Community and Business Relations Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
No of events per annum	6	5
EFFICIENCY		
% of optimum attendance achieved at each event	50%	Well attended except as reported for the Civic Church Service and Two Sailors Biathlon
EFFECTIVENESS		
Level of community satisfaction via survey sampling	93%	No complaints received

SUB-PROGRAM 10.09: COMMERCIAL/COMMUNITY EVENTS

Co-ordinator: Community and Business Relations Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
No of events per annum	7	11
EFFICIENCY		
Ratio of complaints to attendances at events	2%	0%
EFFECTIVENESS		
Level of community satisfaction via survey sampling	95%	No complaints received.

PROGRAM 12: ECONOMIC DEVELOPMENT

ACTIVITY INFORMATION

SUB-PROGRAM 12.02: BUSINESS AND EMPLOYMENT

Co-ordinator: Community and Business Relations Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
<p>EFFICIENCY</p> <p>Financial support and indirect support received from the community for the BEC</p>	120 support hours	Approx. 80 hours
<p>EFFECTIVENESS</p> <p>Vacancy rate for commercial/ properties</p>	Maximum 3%	<p>Retail – virtually nil (with proposed developments such as 732 – 740 Military Road & 762 – 766 Military Road a total of 10 retail establishments will be demolished and during the redevelopment those tenants will be seeking alternative premises. The only vacancies that were difficult to lease were 1 shop on Spit Rd and 2 shops opposite Mosman Toyota)</p> <p>Office – Approx. 5% vacancy. (Average of 300sm available in Gurrigal St, 300sm on Military Rd and 6 – 10 small suites on first floors.</p> <p>Figures provided by Mark Smith LJ Hooker Commercial – Neutral Bay</p>
<p>Percentage of users who rate the services of Mosman BEC as helpful</p>	95%	100%
<p>Percentage of business owners reporting improvement in business and Council customer service</p>	5% pa over next 3 yrs	No access to ongoing figures.
<p>Attendance at Business Forums</p>	40 per meeting	Approx. 35 per meeting

PROGRAM 12: ECONOMIC DEVELOPMENT

ACTIVITY INFORMATION

SUB-PROGRAM 12.03: MARKETING MOSMAN

Co-ordinator: Community and Business Relations Manager

INDICATOR	ESTIMATED RESULT 2002/03	ACTUAL RESULT 2002/03
WORKLOAD		
No of tourism/visitor enquiries per annum	2,000	2183
No of related Internet pages created per annum	15	7 new pages with constant updates and links of related website and brochures attached.
No of publications developed, updated or facilitated per annum	4	4
EFFECTIVENESS		
Percentage of tourism/visitor information enquiries satisfied	90%	95%
No of hits on relevant pages of Council's Website per annum	2,000	Approx. 25,000 page views

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

Stormwater Drainage

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

The Plan is currently being reviewed as part of the Council's ongoing commitment to improving the drainage and stormwater system within the Mosman area. Once this review has been completed, the database will be updated to enable staff to establish an effective and prioritised forward works program for the future .

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

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

It had previously been intended to conduct a condition survey of all stormwater drainage assets in the 2001/2002 financial year and this has still not been completed. Council is still considering the purchase of specialised asset management software and the survey will not be undertaken until this purchase decision is taken to ensure compatibility of any data collected with the software purchased.

Stormwater Pollution Control and Creek Rehabilitation

In June 2000 Council adopted the Community Environmental Contract (CEC), which is a program of environmental works including the retro-fitting of approximately 40 Stormwater Quality Improvement devices (SQIDs) to the existing drainage network. As of 30 June 2003 there were 18 SQIDs installed including some constructed prior to the adoption of the CEC. These SQIDS filter stormwater from over 50% of Mosman and have prevented over 180 tonnes of gross pollutants from entering the waters of Sydney and Middle Harbour. Further installation of SQIDs will be undertaken as part of the CEC, and it is anticipated that all significant catchments will be filtered by June 2005. As a result of this Council will be steadily increasing the allocation for maintenance of SQIDs over the next three years.

In addition significant creek rehabilitation works have been undertaken. There are a number of watercourses throughout Mosman that largely run through steep terrain and bushland areas. Many of them only carry water during rainfall periods. A significant component of the CEC involves rehabilitation of these creek systems.

A separate and more detailed annual report on the activities undertaken by Council under the CEC is prepared and submitted to the Department of Local Government.

DESCRIPTION	ESTIMATE OF FUNDS REQ'D TO BRING SYSTEMS UP TO SATISFACTORY STANDARDS	ESTIMATE OF ANNUAL EXPENSES OF MAINTAINING THE WORKS TO SATISFACTORY STANDARDS	MAINTENANCE & CAPITAL WORKS PROGRAM FOR 2002/2003
Drainage Assets	Data Gap	\$200,000	\$220,000
Stormwater Pollution Control	\$1.84m *	Data Gap **	\$575,700

Notes on table above:

- * 2002/03 Estimated total capital sum to complete SQID installation program
- ** Actual estimates of annual cost to maintain SQID's to be developed once installation of all devices complete. Allocation for clean out of devices is being provided.

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. A review of the program and previous survey information is planned for 2003/04 and a revision of priorities in the forward works program will be undertaken.

Based on the valuations estimated in the previous years, the written down value of Council's retaining structures at 30 June 2003 is shown below.

DESCRIPTION	ESTIMATE OF FUNDS REQ'D TO BRING WORKS TO SATISFACTORY STANDARDS	ESTIMATE OF ANNUAL EXPENSES OF MAINTAINING THE WORKS AT THAT STANDARD	MAINTENANCE & CAPITAL WORKS PROGRAM FOR 2002/2003
Retaining Walls and Embankments	Data Gap	Data Gap	\$110,000

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 make up Council's road network e.g. kerb and gutter, concrete roads, asphalt roads, footpaths.

Asphalt and Concrete Road Pavements

Following completion of the condition survey a five year funding strategy and program for asphalt roads was compiled which allowed initially for increased levels of capital expenditure on Asphalt Roads. However, as the overall condition of the asphalt road network improved, capital expenditure has been steadily decreasing and diverted to Concrete Roads.

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.

Since completion of the condition survey in 1999/2000 Council has committed to increased expenditure on concrete road rehabilitation. In the 2002/2003 financial year Council continued its program of works for the concrete roads in the poorest condition using innovative and cost effective techniques which also encouraged the use of recycled materials, and the recycling of waste material from the work.

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. A further condition survey of the network to assess the success of the strategy and determine funding levels for the subsequent 5 year period is planned for the 2004/05 financial year.

Kerb and Gutter

The results of the asset survey indicated that Council's kerb and gutter network was in a fair condition. Approximately 10% required work to bring it to an acceptable standard. Kerb and gutter works are undertaken in conjunction with pavement rehabilitation works and funding levels were increased slightly to maintain the condition of the network.

Footpaths

The asset survey indicated that Council's footpath network was in a poor condition with a high number of stepped joints. In all over 30 % of the footpath network had 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. 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 nearing finalisation of a footpath management manual which will help guide staff in the management of footpaths. It will also set standards of performance for response to complaints, establish priorities in regard to repairs and assist in reducing Council's exposure to claims where members of the public are injured as a result of trips and falls on footpaths.

DESCRIPTION	ESTIMATE OF FUNDS REQ'D TO BRING WORKS TO SATISFACTORY STANDARDS	ESTIMATE OF ANNUAL EXPENSES OF MAINTAINING THE WORKS AT THAT STANDARD	MAINTENANCE & CAPITAL WORKS PROGRAM FOR 2002/2003
Road Pavement	\$2,000,000	\$900,000	\$1,083,000
Kerb and Gutter	\$950,000	\$90,000	\$55,000
Footpaths	\$4,300,000	\$500,000	\$434,000

Other Assets

Information in relation to the condition of Council buildings and traffic facilities is not available pending an audit of these assets.

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

Property/Applicant/Council Officer	File No	Status	Cost
66 Bradleys Head Road Waratah Village Partners/J Carmichael	8.2000.437.1	Class prosecution finalised	-\$20,832.06
3 Brierley Street Zaarour/Consultant	8.2001.340.1	Finalised	\$35,266.28
26 Stanton Avenue Bowden/J Vertel	8.2002.114.1	Finalised	\$5,635.45
200B Raglan Street Robert Singh/A Hargreaves	8.2001.163.1	Finalised.	\$9,124.23
12A Burran Avenue Cyril Brookes/S Ooi	8.2001.410.1	Finalised	\$42,040.00
26 Beauty Point Road Jones/J Carmichael	8.2001.420.1	Finalised	\$13,307.56
16 Illawarra Street Mehrdorht Araghi/ P Wells	8.2001.472.1	Finalised	\$23,675.01
6 Central Road Innovac Dyer/S Ooi	8.2001.316.1	Finalised	\$9,213.41
30 Parriwi Road SDA International/Consultant	8.2001.447.1	Finalised	\$31,609.08
106-108 Spit Road Adjani/Consultant	8.2002.245.1	Finalised	\$34,473.11
28 Congewoi Road Pamela Young/M Johnson	5.1998.337.3	Finalised	\$2,960.63
38 Hopetoun Avenue Gruzin/ M Johnson	8.2002.299.1	Finalised	\$4,376.66
5 Cobbittee Lane Basnett Design Partnership/M Johnson	8.2002.309.1	Class 1 heard. Class 4 pending.	\$43,732.67

Property/Applicant/Council Officer	File No	Status	Cost
11 Tivoli Street Mongan/M Johnson	8.2001.197.1	Finalised	\$2,860.53
327 – 337 Military Road Tong Joo P L/P Wells	8.1999.615.1	Finalised	\$281.19
3A Hopetoun Avenue Wright/M Johnson	8.2000.174.2	Class 1 & 4 Part Heard	\$50,097.38
42 Avenue Road B P Australia P L/Consultants	8.2002.198.1	Finalised	\$36,314.54
42 Shadforth Street H Hewitt/P Wells	8.2002.321.1	Finalised	\$1,378.14
5 Raglan Street Corben/M Johnson	8.2001.217.1	Finalised	\$1,489.21
50 Avenue Road Hosking Munro/M Johnson	8.2002.199.1	Finalised	\$16,662.35
5A Arbutus Street Lobb/S Ooi	8.2002.309.1	Finalised	\$1,088.01
8 Pindari Avenue Merit & Merit P L/J Vertel	8.2002.61.1	Finalised	\$845.00
7 Fairfax Road P MacCormich, C Peterson/S Ooi	8.2002.221.1	Pending	\$2,612.37
22 Fairfax Road G Toltz/M Johnson	8.2000.361.1	Class 4 finalised	\$3,867.32
18 Burran Avenue R Leece/M Johnson	13.2002.226.1	Class 4 finalised	\$14,637.14
34A Bullecourt Avenue J Carmichael	8.2000.440.1	Class 4 finalised	\$44,493.67
36 Bay Street Shane Oxenham/J Vertel	8.2001.446.1	Finalised	\$602.90
93 Raglan Street Peter McMannus/P Wells	8.2002.306.1	Finalised	\$458.35
30 Beaconsfield Road Pepper/J Vertel	8.2001.419.1	Finalised	\$799.70
18A Bradleys Head Road Deacons/M Johnson	8.2001.490.1	Finalised	1,735.01
23A Raglan Street Letherbarrow/J Vertel	8.2000.76.1	Finalised	\$5,400.04
1 Cobbittee Lane Bowden/Consultant	8.2002.181.1	Finalised	\$992.25

2. LOCAL COURT MATTERS

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

- Parking (62)
- Breaching the weight limit on roads (7)
- Dogs (2)
- Unauthorised activity (51)
- Pollution (1)
- Littering (2)

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	25,605.00
Members' Fees (12 Councillors x \$12,125)	145,500.00
Catering/Receptions	33,620.07
Delegates Expenses	20,882.30
Mobile Telephone (Mayor)	123.09
Travelling	9,867.29
TOTAL	235,597.75

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 13 MAY 2003

(For details of Amendments refer Table of Contents)

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AMENDMENTS

08/02/94	Adopted	PR2
12/07/94	Changes to Clauses 4 & 5	F/123
20/10/94	Use of PC, printer and photocopier	F/224
06/12/94	Resolved the above items to be included	PF/267
08/08/95	Review of Policies	PF/241
14/11/95	Adopted changes due to review of Policies	PF/338
24/09/96	Change to Clause 1.2(d)	PF/282
03/02/98	Expenses associated with travel	PF/8
02/06/98	Provision of PC, facsimile and printer	PF/140
02/05/00	Provision of a facsimile machine or facsimile machine/answer phone	PF/93
02/05/00	Payment of a one-off phone connection fee	PF/93
13/05/03	Legal assistance for Councillors	PF/84

INTRODUCTION

This policy is made under the Local Government Act, 1993, including Sections 252 to 254 and 731 and having regard to the provisions of the Department of Local Government Circular to Councils number 00/22 dated 7 April 2000. 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 (with the exception of defamation proceedings), 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.
3. Defamation proceedings, or other proceedings arising from the making of a public statement, where a Councillor is a defendant or anticipated defendant in such proceedings.

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

POLICY

General

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

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

then Council will indemnify or reimburse the Councillor for:

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

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

Engagement of Legal Representatives - Required Procedure

1. The Councillor must, as soon as practicable after they become aware that a claim may be forthcoming or aware that they may have made a statement or action which may give rise to a claim, notify either the General Manager, Public Officer or Mayor that there is a possibility of a claim against the Councillor. This notification must:
 - (a) be in written or electronic form;
 - (b) include all details including any correspondence from the alleged injured party concerning the possible claim; and
 - (c) include the Councillor's comments on whether the Councillor considers that the Three Criteria are satisfied.
2. The Councillor must not respond to any allegations made or accept any liability in respect to any allegations made unless authorised to do so by council or its solicitor or the insurer or its solicitor. The Councillor must at all times without undue delay keep Council fully informed of any oral or written communications made to the Councillor by the alleged injured party or the injured party's agents or legal representative in respect of the claim.

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

Law Society of NSW or the President of the NSW Bar Association.

7. If Council's insurers have not accepted the claim the General Manager must contact the proposed legal practitioner and must require that an agreement be entered into between the legal practitioner and the Council which will include such terms and conditions as the General Manager sees fit including:
 - (a) terms and conditions as to costs and disbursements including procedures for costs estimates to be given at appropriate times; and
 - (b) accounts being considered and approved by the General Manager prior to payment; and
 - (c) all instructions provided to the legal representatives by the Councillor concerned to be subject to the concurrence of the General Manager.

8. Notwithstanding the provisions of paragraphs 2(b) and 5 above, once proceedings have actually been commenced then the procedures set out in paragraph 5 above must be followed.
[Note: The General Manager should regularly review Council's insurance policies with respect to the application of them to the Council's possible liability pursuant to this policy.]

Exclusion from Policy

This policy will not apply to any defamation or other action brought by any Councillor or Council employee against any Councillor, arising from the making of a statement by any of the latter of and concerning any of the former, unless in addition to the Three Criteria set out above:

- (a) the statement complained of is made to a person or body in circumstances where it is likely to be subject to qualified privilege or absolute privilege (including without limitation statements made in good faith to the Police or Director of Public Prosecutions, the Department of Local Government, statements made ancillary to, and in giving evidence to, a Court or Tribunal or other body conducting any inquiry, investigation or hearing, statements made to the Office of the Ombudsman and statements made to any Parliamentary Committee) (but in such circumstances the policy will only apply to the extent of the publication of the statement in these circumstances, and not to any other publication of the statement); or
- (b) the statement:
 - (i) is made at a meeting of Council, a briefing of Councillors or a meeting of a Committee of Council in respect of an item on the agenda for that meeting or briefing; and
 - (ii) is in accordance with the Local Government (Meetings) Regulation 1999 and Council's Code of Meeting Practice current at the time the statement was alleged to have been made; and
 - (iii) does not breach any other law.

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 2002/2003 amounted to **\$559,408**.

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	\$173,059
• Director Corporate Services	\$126,100
• Director Environment and Planning	\$134,149
• Director Community Development	\$126,100

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

Activity	Contractor	Date Awarded	Term of Contract	Tender Price
Waste and Recycling Services	United Resource Management Group	15/10/2002	7 ½ years 11/12/2002 to 30/06/2010	\$1,490,796 per annum estimated
Port Jackson North Catchment Bushland Restoration (Contract renewal)	Australian Bushland Restoration	25/02/2003	3 years to 30/09/2005	\$267,120 per annum
Middle Harbour Catchment Bushland Restoration (Contract renewal)	Urban Bushland Management	25/02/2003	3 years to 30/09/2005	\$278,604 per annum
Lawry Plunkett Creek Rehabilitation & Revegetation	Soil Conservation Services NSW	15/04/2003	N/A	\$445,000
Cleaning of Amenity Buildings	Jeff's Cleaning Service	13/05/2003	3 years 01/07/2003 to 30/06/2006	\$79,800 per annum
Lawry Plunkett Stormwater Quality Improvement Device	CDS	27/05/2003	N/A	\$173,900

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.

A contract was awarded to Adshel on 13/08/2002 for the provision, installation and maintenance of bus and taxi shelters for a period of 15 years.

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

(Report on the bush fire hazard reduction activities of the Council during the year, including activities carried out under a bush fire management plan approved under the Rural Fires Act, 1997. [Section 428 (2) (i) of LGA])

During 2002 - 2003 the Manly-Mosman District Bush Fire Management Committee formed under the Rural Fires Act 1997 met four times. Membership of the committee consists of representatives from Manly Council, North Sydney Council, Mosman Council, National Parks and Wildlife Service and the NSW Fire Brigade. Councillor Jim Reid of Mosman chairs the committee.

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 2002 – 2003 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. Due to the potential risk of this piled vegetation all piles are created away from residential properties and are constructed under guidelines given by the NSW Fire Brigade. The location of the piles has been listed and presented to the District Bush Fire Management Committee, which in turn is checked by the EPA, who agree to such activities. Once this has been finalised the information is passed on to the local Fire Brigade who carry out the burns.

Representatives of the NSW Fire Brigade also conducted inspections and assessment of a number of bushland areas in Mosman in 2002 - 2003 to determine the risk of bushfire. These areas were Wyargine Reserve, Lawry Plunkett, Parriwi Park and Quakers Hat North and South.

In the Quaker's Hat North and South considerable amounts of fuel have been developing as a result of the weeding activities by the contracted bush regenerators. 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 was burnt in August 2002. Pile burns were also carried out at Wyargine and Lawry Plunkett.

It was possible to implement a broad acre burn at Parriwi Park in late 2002 that covered an area of about 1-hectare. A review of environmental factors was also produced for a future broad acre burn at Quakers Hat Bay planned for October 2003.

A report on all future Bushfire Hazard Reduction Activities to be undertaken in 2003 was presented to the Manly-Mosman District Bush Fire Management Committee in May 2003. This was subsequently approved by the EPA.

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 Mosman's 7,579 people born overseas, three-quarters (74%) speak only English and a further 23% speak English well. Conversely, some 3% of overseas-born (198 people) are poor speakers of English. 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 have found 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. A list of Council staff with a second language is maintained for this purpose.

Many of those with diverse cultural and linguistic backgrounds live in Mosman on a temporary basis on 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.
- Collaboration with Lower North Shore Settlement Services Scheme to address the needs of people with culturally and linguistically diverse backgrounds, particularly those who are newly arrived. This includes ongoing support of the English Conversation Group. This Group continues to meet weekly at a centrally located and accessible Council venue. It aims to improve English conversation among the participants, to identify and address their settlement needs in the Mosman area and to improve their access to local services. It also facilitates social interaction.

Council also continues to maintain 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 2002/2003 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 2002/2003 in respect of donations and subsidies under Section 356 of the Local Government Act, 1993:

Name of Organisation	Amount (\$)
Lady Martin Appeal for the Homeless	100.00
W.I.R.E.S.	100.00
Royal Blind Society	100.00
Royal North Shore Hospital – Children’s Section	300.00
Royal North Shore Hospital – Cancer research	100.00
Royal Far West Children’s Health Scheme	100.00
Sydney Children’s Hospital Foundation	100.00
Sydney Home Nursing Service	300.00
Sydney Metropolitan Wildlife Service	100.00
Taldumande Youth Services	400.00
Breast Cancer Institute (NSW), Westmead Hospital	200.00
Youth off the Streets	100.00
Life Education Centre	100.00
Sisters of Charity – Sr Leonie Martin	200.00
Westpac Lifesaver Rescue Helicopter Service	100.00
Total	2,400.00

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

STAFF LEARNING AND DEVELOPMENT

During 2002/2003 staff attended 416 training courses and 35 attended conferences. This represents an increase of approximately 35% over the previous year. In addition, 13 staff took advantage of the tertiary study program offered by Council, a 60% increase over the previous year's participation rate. Of the 35 staff who attended conferences and seminars, 9 travelled outside the Sydney metropolitan area, 5 travelled interstate and 2 travelled overseas.

As in previous years, all staff were required to attend Code of Conduct training. Towards the end of the year, Council embarked on an e-learning project to facilitate the transition towards a new MS Office 2000/XP operating system. Each staff member that routinely uses a PC will be required to undertake a program of skills updating in order to ensure optimum use and uptake of the new system.

OVERSEAS TRAVEL

The General Manager and the Director Corporate Services both attended conferences overseas during the period under review.

The Director, Corporate Services attended the the ICMA 88th Annual Conference in Philadelphia from 28 September to 2 October 2002 to further his professional development, and while in the United States, visited a number of City and Town Councils.

The cost to Council of Mr Glyde's attendance, including air and train travel, registration, accommodation and living/out of pocket expenses, was \$5,275 with total expenses attributed to the Conference attendance and the Council visits being \$10,280.

From 18-23 May the General Manager attended the International Institute of Municipal Clerks 2003 Annual Conference at Columbus, Ohio, where he participated in a panel and delivered a paper on Challenges in Municipal Affairs. While he was in North America, he took the opportunity to visit two waste recycling facilities in Canada. The cost to Council of Mr May's attendance was \$4,770, of which \$986 was attributed to the Montreal waste sites visits.

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

Equal Employment Opportunity continues to be important to Mosman Council, although specific EEO matters have played a smaller role this year. This is probably a consequence of the attention given to it during the previous year when an EEO survey was conducted and the EEO management plan was revised. EEO is a regular item on Council's Consultative Committee agenda, but during the year under review, no items were raised.

**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.

SHORELINK CO-OPERATIVE LIBRARY NETWORK

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

SHOROC - REGIONAL ORGANISATION OF COUNCILS

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

- Transport and Traffic issues
- Joint tenders and resource sharing
- Graffiti
- Safe Communities
- 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)**

2002/2003	RATES \$	CHARGES \$
Pensioners	146,342.04	48,482.37
Rates	NIL	NIL
Interest	NIL	NIL
Postponed W/O	611.98	312.10
TOTAL	146,954.02	48,794.47

**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 2003

Agency Reference Number	2176
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NIL RETURNS		
Are all figures in SECTION A "nil"?		No
Is the figure for SECTION C "nil"?		Yes
Are all figures in SECTION E "nil"?		Yes
Is the figure for SECTION F "nil"?		Yes
Are all figures in SECTION L "nil"?		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.

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

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

SECTION C MINISTERIAL CERTIFICATES

Number issued during the period.

C1	Ministerial Certificates issued	Nil
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SECTION D FORMAL CONSULTATIONS

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

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

Number of requests for amendment during the period.

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

SECTION F NOTATION OF PERSONAL RECORDS

Number of requests for notation processed during the period.

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

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

Basis of disallowing or restricting access		Personal	Other
G1	Section 19 (application incomplete, wrongly directed)	Nil	Nil
G2	Section 22 (deposit not paid)	Nil	Nil
G3	Section 25 (1) (a1) (unreasonable diversion of resources)	Nil	Nil
G4	Section 25 (1) (a) (exempt)	Nil	2
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	2

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	\$450	\$300

SECTION I DISCOUNTS ALLOWED

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

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

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

SECTION J DAYS TO PROCESS

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

Elapsed Time		Personal	Other
J1	0 - 21 days	Nil	3
J2	22 - 35 days	Nil	Nil
J3	Over 35 days	Nil	1
J4	Totals	Nil	4

SECTION K PROCESSING TIME

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

Processing Hours		Personal	Other
K1	0 - 10 hrs	Nil	4
K2	11 - 20 hrs	Nil	Nil
K3	21 - 40 hrs	Nil	Nil
K4	Over 40 hrs	Nil	Nil
K5	Total	Nil	4

SECTION L REVIEWS AND APPEALS

Number finalised during the period.

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

DETAILS OF INTERNAL REVIEW RESULTS

In relation to internal reviews finalised during the period.

Bases of Internal Review		Personal		Other	
		Upheld *	Varied *	Upheld *	Varied *
Grounds On Which Internal Review Requested					
L4	Access Refused	Nil	Nil	Nil	Nil
L5	Deferred	Nil	Nil	Nil	Nil
L6	Exempt matter	Nil	Nil	Nil	Nil
L7	Unreasonable charges	Nil	Nil	Nil	Nil
L8	Charge unreasonably incurred	Nil	Nil	Nil	Nil
L 9	Amendment refused	Nil	Nil	Nil	Nil
L10	Totals	Nil	Nil	Nil	Nil

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

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

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

FREEDOM OF INFORMATION APPLICATIONS SUMMARY – 2000/2001, 2001/2002 and 2002/2003

	2000/01	2001/02	2002/03		2000/01	2001/02	2002/03
FOI Applications received				Costs and fees (requests processed)			
Personal	0	1	0	Assessed costs	\$375	\$735	\$450
Other	1	3	4	FOI fees received	\$210	\$345	\$300
Total	1	4	4				
				Discounts allowed	0	0	0
What happens to requests?							
Granted in full	0	3	2	Elapsed days in process			
Granted in part	1	1	2	0-21 days	0	3	3
Refused	0	0	0	22-35 days	1	0	0
Withdrawn	0	0	0	35 days	0	1	1
Unfinished	0	0	0				
				Hours to process			
Formal consultations				0-10 hours	1	4	4
Number of requests requiring				11-20 hours	0	0	0
Formal consultations	0	3	1	21-40 hours	0	0	0
				Over 40 hours	0	0	0
Amendment of personal records	0	0	0				
				Reviews and Appeals			
Notation of personal records FOI	0	0	0	Internal Reviews	0	1	0
Requests granted in part or Refused				Ombudsman	0	0	0
Exempt	1	1	2	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 2003. The Council's audited special purpose financial reports for the year ended 30 June 2003 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 2003* 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)

Council signed a Deed of Agreement and Lease with a high quality childcare provider to redevelop and manage a 40 place centre for children aged 2 to 5 at the former Women's Bowling Club at Alexander Avenue, Mosman. The centre, with 10 affordable places for families of low to moderate income facilitated by Council, is planned for early 2004.

Council signed a lease with Pippies at Balmoral Pty Ltd to redevelop the childcare centre to cater for children aged 0 to 2 years.

Council recruited another 5 Family Day Carers to care for children aged 0 to 5years.

Council contributes staff support and funding to the Lower North Shore Good Beginnings Program a volunteer home visiting program that supports vulnerable parents caring for children aged under five.

A grant from RS Mosman enables Council to offer separate vacation care programs for children in lower and upper primary school and appealing age-appropriate activities. As a result, the program is popular with older primary school children.

Council continues to directly manage several children's services including Occasional Childcare, Family Day Care, Vacation Care, Before and After School Care, Leisure and Learning Courses and a monthly Immunisation Clinic.

Council is active in promoting children's services and advising the community of the range of services available. Initiatives include open day and events; information of Council's website; the design and distribution of a directory of services, pamphlets, flyers, and newsletters; articles in the local press; advertisements in Sydney's Child, local newspapers and poster displays.

Council continues in its commitment to children with additional needs by training staff, liaising with parents and specialists and securing funding so its children's services are inclusive.

**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 holds a number of Information Evenings, Community Conversations 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
 - Council's Management Plan (MOSPLAN)
 - 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 2002/2003 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 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
Undertake analysis of Census and other data and, in consultation with the community, develop an updated Social Plan.	08.01	Yes	Achieved in full
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	Under continual review
<p>Address the needs of Mosman through:</p> <ul style="list-style-type: none"> • facilitating appropriate services and information as identified in the Social/Community Plan • supporting the Lower North Shore Domestic Violence Committee • facilitating local responses to the NSW Government's Statewide strategy to reduce violence against women. 	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

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
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	Under continual review
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

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
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
Regularly review recruitment and placement procedures.	08.02	Yes	Achieved in full
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

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
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 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
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
Continue to seek funding for the planned storage systems for Children's Services and the provision of playground seating at Mosman Art Gallery & Community Centre.	08.03	Yes	Achieved in full
Call tenders to design a master plan for the outdoor play area of Mosman Occasional Childcare Centre. Provide adequate sun protection and outdoor storage and enhance the children's play experience.	08.03	Yes	Achieved in full
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
Call tenders for the Lease, Redevelopment, Maintenance and Management of a Childcare Centre at 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	Achieved in full
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

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
Maintain appropriate oversight of the provision of affordable long day care and 0 – 2 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
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
Ensure the continuing development of the HOMESTART Program for families with children aged under 5.	08.03	Yes	Achieved in full
Continue to 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

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
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	To be achieved
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
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 investigaton

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

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
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 in the development and implementation of programs and activities under the Duke of Edinburgh Award Scheme.	08.04	Yes	Achieved in full
Work with Harbourside Police to develop and implement education and safety training for police and young people.	08.04	Yes	Achieved in full
Assist in the planning for the provision of recreational facilities for young people such as basketball and skate BMX facilities.	08.04	Yes	Achieved in full
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 the Mosman Youth Advisory Group and the Mosman Youth Forum and encourage 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 a variety of 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
Plan, develop and maintain a program of activities for 11 – 14 year olds based out of the Mosman Youth Development Centre.	08.04	Yes	Achieved in full

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
Maintain Breakfast Club services at the Mosman Youth Development Centre on regular school days.	08.04	Yes	Achieved in full
Continue to 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
Regularly 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, unemployment and educational services and promote its availability.	08.04	Yes	Achieved in full
Conduct annual Youth Centre 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 improve the Mosman Youth Webpace.	08.04	Yes	Achieved in full
Liaise with Community Information Librarians to facilitate the maintenance of up-to-date community information directories for the 'LINCS' Community Information database, 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

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
Explore the feasibility of a regular newsletter for young people.	08.04	Yes	Achieved in full
Continue to be involved in the SHORESHOCKED Youth Week Festival as a collaborative event with surrounding councils and as a celebration of local youth culture.	08.04	Yes	Achieved in full
Involve young people in the cultural life of our community and in particular activities in the Art Gallery including NEO-Artists.	08.04	Yes	Achieved in full
<p>Work towards drug and alcohol supply reduction strategies:</p> <ul style="list-style-type: none"> • Continue active support of the “Proof – Reducing Tobacco Sales to Minors” project in conjunction with the Northern Sydney Area Health Service • Support any Police initiatives to reduce illicit drug trade. • Town Planning to ensure a “buffer zone” between any future alcohol and tobacco retailers and schools, play grounds and youth facilities. • Education campaign for local tobacco and alcohol retailers. 	08.04	Yes	Achieved in full
<p>Work towards drug and alcohol demand reduction strategies:</p> <ul style="list-style-type: none"> • Provide drug and alcohol free alternatives for young people especially at night time. • Provide knowledge/skills based education and support for young people and community members. • Develop positive peer group programs targeting quit smoking, binge drinking and marijuana. 	08.04	Yes	Achieved in full
<p>Work towards drug and alcohol harm reduction strategies:</p> <ul style="list-style-type: none"> • Develop a drug and alcohol education packages for young people and parents. • Ensure drug and alcohol information accessed through the Youth Development Centre is up to date and relevant. • Develop and implement relevant and appropriate presentations of Drug and Alcohol information for young people and the community. • Provide advice and referral for young people and parents through the 	08.04	Yes	Achieved in full

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
<p>Youth Development Centre.</p> <ul style="list-style-type: none"> • Lobby for youth specific drug and alcohol counselling and rehabilitation services for the Lower North Shore region. Support local secondary school drug and alcohol education initiatives. • Support Federal and State government initiatives. • Ensure that all Youth Services staff are trained, educated and up-to-date on drug and alcohol issues. 			
<p>Work with Police, YLO, North Sydney Police Community Youth Club, Police officers regularly working with regular and new Police officers to develop a relationship, confidence and trust amongst young people of the Policing systems.</p>	08.04	Yes	Achieved in full
<p>Work with key stakeholders to develop and create awareness of joint approaches to the Policing of relevant youth issues.</p>	08.04	Yes	Achieved in full
<p>Visit local schools and other interested organisations with Police YLO and North Sydney PCYC Club Programmer to publicise and generate awareness of local opportunities for youth.</p>	08.04	Yes	Achieved in full
<p>Develop and implement a youth peer program to encourage young people to keep safe and to report crime.</p>	08.04	Yes	Achieved in full
<p>Ongoing education in appropriate areas of artistic expressions for young people.</p>	08.04	Yes	Achieved in full
<p>Develop the “Young Mayor for a Day” initiative incorporation with the Mayor’s office.</p>	08.04	Yes	Achieved in full
<p>Respond to the recommendations developed out of the Community Conversation on ‘Connecting Generations, Identifying Teenage Concerns’ including:</p> <ul style="list-style-type: none"> • Involving young people in key community consultations. • Conduct Youth Citizen of the year in time for Australia Day. • Investigate implementation of the Young Achievement Australia for the Mosman area. 	08.04	Yes	Achieved in full

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
<ul style="list-style-type: none"> • Investigate appropriate performance areas and relevant sound equipment for young people. • Endorse and support appropriate parental support and training programs on adolescent issues. 			

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.

TARGET GROUP: MEN

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
Consider particularly the needs and likes of older men in the development of a range of services and programs.	08.05	Yes	Achieved in full
Provide information and other resources on issues associated with retirement and life planning for older people.	08.05	Yes	Achieved in full

TARGET GROUP: OLDER PEOPLE

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
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 and ongoing
Ensure the ongoing development and implementation of social, recreational leisure based programs and activities, eg. Computerpals, University of the 3 rd 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
Consider particularly the needs and likes of older men in the development of a range of services and programs.	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
Provide information and other resources on issues associated with retirement and life planning for older people.	08.05	Yes	Achieved in full

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
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
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 bodies
Plan timely replacement of community buses in accordance with replacement program.	08.05	Yes	Achieved in full
Facilitate alternative shopping options for frail older people.	08.05	Yes	Achieved and ongoing
Collaborate with regional organisations and agencies for the provision of needs based services and programs for older people.	08.05	Yes	Achieved and ongoing

TARGET GROUP: PEOPLE WITH DISABILITIES

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
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 and ongoing
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

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
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	Achieved and ongoing
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	Under continual review
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
Research strategies for adaptable and purpose built housing for people with disabilities.	08.06	Yes	Achieved and ongoing

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
Identify existing and new training and education programs available to people with a disability within the local community.	08.06	Yes	Achieved and ongoing
Encourage and promote both within Council and also with local businesses proactive policies for the support, training and employment of people with disabilities.	08.06	Yes	Achieved and ongoing
Facilitate alternative shopping options for people with disabilities.	08.06	Yes	Achieved and ongoing
Collaborate with regional organisations and agencies for the provision of needs based services and programs for people and their carers.	08.06	Yes	Addressed with local and regional bodies
Facilitate social and recreational opportunities for young adults 18 - 35 years	08.06	Yes	Achieved and ongoing
Investigate options for promoting and encouraging Internet access as a means of involving people with disabilities further in the life of the community.	08.06	Yes	Under investigation
Promote the use of signage that is accessible to people with a range of disabilities.	08.06	Yes	Under investigation
Ensure high levels of staff awareness of the range of needs of people with a range of disabilities.	08.06	Yes	Achieved in full
Investigate opportunities for the establishment of sensory gardens in the Mosman area.	08.06	Yes	Under investigation
Encourage older shops and facilities to consider the needs of people with disabilities.	08.06	Yes	Under investigation
Liaise with public transport services for the increased availability of accessible transport in the Mosman area.	08.06	Yes	Achieved and ongoing
Maintain clear access on footpaths through removal of overhanging branches and other vegetation that obstruct pedestrians.	08.06	Yes	Achieved and ongoing
Promote availability of access equipment including portable ramps and beach wheelchair.	08.06	Yes	Achieved in full

TARGET GROUP: ABORIGINAL PEOPLE

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
Develop cultural heritage programs including, for example, educational walks.	08.09	Yes	Achieved and ongoing
Support and service the Mosman Aboriginal Reconciliation Community Group so that it may: <ul style="list-style-type: none"> • assist Council in advancing understanding in the Mosman community of the issues surrounding Aboriginal Reconciliation. • develop projects and activities that address historical, social, cultural and educational aspects of Aboriginal Reconciliation. 	08.09	Yes	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	Yes	Achieved in full
Develop and maintain an accurate and confidential database of Aboriginal Heritage sites in the Mosman area with associated interpretive information and conservation and protection strategies.	08.09	Yes	Under investigation

TARGET GROUP: PEOPLE FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
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Consider the needs of people from culturally and linguistically diverse backgrounds and facilitate appropriate services and information as identified in the Social/Community Plan.	08.01	Yes	<u>Achieved in full</u>
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TARGET GROUP: NEW RESIDENTS

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
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 2002/2003 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

Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
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Planned Activity at 1 July 2002	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2003
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	Achieved in full

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 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 2003
A,B,C	Undertake analysis of Census and other data and, in consultation with the community, develop an updated Social Plan.	Ongoing – review September	A Community Portrait of Mosman, containing an analysis of the 2001 Census was produced and published.
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	Incidences of graffiti and vandalism in general addressed in collaboration with Harbourside Police as part of the Council/Police Collaborative Management Plan and through education and diversionary initiatives, such as aerosol art programs, at the 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 Conversations to be held for the development of the Cultural Plan in November 2003 and planning to be undertaken for series of community conversations to be held in 2004 for the development of the revised Social/Community Plan.
B,F,H	<p>Address the needs of Mosman through:</p> <ul style="list-style-type: none"> • facilitating appropriate services and information as identified in the Social/Community Plan. • supporting the Lower North Shore Domestic Violence Committee. • facilitating local responses to the NSW Government's Statewide strategy to reduce violence against women. 	Ongoing – Review April	Ongoing support of and collaboration with Lower North Shore Domestic Violence Liaison Committee and with the Regional Violence Prevention Specialist. Provision and distribution of information to assist women victims of domestic violence and assistance with the regional Stop Domestic Violence Day event. Consultation held with Mosman/Neutral Bay Division of General Practice on the Information Handbook on Domestic Violence for General Practitioners.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
B,H	Facilitate community education initiatives that address issues surrounding mental illness.	Ongoing- Review November	Continued with assistance to the Mental Illness Awareness-Mosman Local Action Group. This included a free public seminar for older people in November 2002 on how to stay mentally healthy and a promotional meeting in June 2003 to increase public awareness of the Group and greater community involvement in its activities.
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 achieved for Youth Week and for the Families First Project for the Lower North Shore. Funding applied for Artstart.
D	Ensure that Community Services are considered in any review of the Section 94 Contributions Plan.	Ongoing – Review June	To be addressed in any 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	Promotion in hand including provision of information brochures on halls and facilities available.
	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.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
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.
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 continued to be successfully held in collaboration with the Lower North Shore Settlement Services Program. This program also identifies and addresses the settlement needs of new arrivals and aims to improve their access to local services
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	Support continued to be provided to the lower north shore group, Parents and Friends of Lesbians and Gays including provision of meeting space.
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 Conversations currently being planned for the development of Council's Cultural Plan and Social/Community Plan.
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 key organisations that support people with disabilities and also with the Access Advisory Group

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
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 were held for new volunteers and regular 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	The Volunteers Week cocktail party and Mayor's Christmas reception were both held for Council's volunteers as well as other forms of recognition through the year such as the Meals on Wheels volunteers sausage sizzles, a banner celebrating volunteers erected at Mosman Junction and a sign celebrating Mosman's volunteers erected at the gateway to Mosman, bottom of Spit Hill.
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 received ongoing individual and group support.
L	Ensure ongoing training and relevant information for all volunteers involved in Council's volunteer programs.	Ongoing - Review September	Achieved and ongoing. Information packs were provided for all volunteers and those enquiring 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 to respond to changing interests.
M	Promote and advertise to increase awareness of volunteering opportunities in Mosman.	Ongoing – Review January	Achieved and ongoing.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
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 and ongoing
N	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. With the assistance of the Mosman Seniors Safety Group, consolidated the series of walking maps into one publication. The leisure walkers group continued to hold well patronised monthly walks.
N	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.
N	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.
N	Review and evaluate the Safe Communities Program and its action plan implementations and their outcomes.	Ongoing – Review June	Safe Communities Program regularly reviewed and evaluated by the SHOROC Safe Communities Steering Committee.

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 2003
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	Successfully applied for a grant of \$10 000 from RS Mosman enabling Council to offer separate Vacation Care programs and more appealing activities for children in lower and upper primary school. Funding achieved for Families First Project Officer position.
A	Provide advice to Council on effective allocation of funds and priority need areas.	Ongoing – Review June	Ongoing
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	Requirement to give priority of access to Council staff included in Lease for Alexander Avenue Child Care Centre.
A	Continue to seek funding for the planned storage systems for Children’s Services and the provision of playground seating at Mosman Art Gallery & Community Centre.	June 2003	ACHIEVED
A	Call tenders to design a master plan for the outdoor play area of Mosman Occasional Childcare Centre. Provide adequate sun protection and outdoor storage and enhance the children’s play experiences.	June 2002	ACHIEVED - Outdoor storage Funding to be allocated for master plan design for adequate shade provision and enhancements to play experiences.
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	Achieved through surveys, open days and events in the services. Parents will be invited to participate in the Social Community Plan consultations.
A,C	Call tenders for the Lease, Redevelopment, Maintenance and Management of a Childcare Centre at 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.	2002	ACHIEVED

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance target	Status as of June 2003
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	Another five (5) carers recruited.
A,C	Maintain appropriate oversight of affordable long day care places at the site south of Balmoral Oval.	Ongoing – Review March	Independently audited compliance report required of operator on a quarterly basis.
A,E	Continue to apply for funding for KIDZONE Vacation Care.	Ongoing	ACHIEIVED
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	Achieved and ongoing
A,F	Manage the ongoing provision of Occasional Care in Mosman that is of high quality and is responsive to community needs	Ongoing - April	Changes made in response to a parent survey to enhance the quality of service at the centre. Parents commented positively on all aspects of the service especially staff.
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	Achieved through surveys, open days and events in the services.
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 completed stage one and two of the FDC Quality Assurance process involving staff, carers and parents. Out of School Hours Care registered to participate in the OSHC Quality Assurance process.
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.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance target	Status as of June 2003
D	Develop and implement marketing strategies for the promotion and development of children's services.	Ongoing - Review July	Achieved many stories and photos in the local press and one on community radio. Continued to produce and display posters and flyers. Information sheet included with rates notices.
E	Support and evaluate children, and family services in receipt of Council funding.	Ongoing - August	ACHIEVED
F	Ensure the continuing development of the HOMESTART program for families with children aged under 5.	Ongoing – March	LNS Good Beginnings established and supporting families with young children in the area through a volunteer home visiting program.
F	Continue to develop strategies to enable respite for single parents.	Ongoing - March	Occasional Child Care Centre operating 52 weeks of the year.
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	Achieved and ongoing. Lady Gowrie Training available to the local services and the community from Mosman Art Gallery and Community Centre.
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	Centre kept up to date with information of services available to children and families in the area.
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	Key staff to be consulted as part of Social and Community Plan process.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance target	Status as of June 2003
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.
I	Undertake an immunisation promotion campaign when appropriate.	Ongoing – Review September	Posters, Cards, Balloons promoting Immunisation Clinic displayed and distributed in the area.
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. Number of children immunised at the clinic increased significantly during this period.
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	Staff attended training to ensure up to date with current schedule and practices.
I	Investigate alternative methods of enabling rather than providing this service.	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 Advisory Group and 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 provide readily accessible, up-to-date information, advice and referral on appropriate youth issues and services.
- F To review services and consult consumers on a regular basis in order to ensure quality, relevance and consumer satisfaction.
- G 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.
- I To develop, implement and maintain relevant up-to-date police youth strategies in consultation with young people and the Harbourside Area Command.
- J To effectively and appropriately respond to the needs and concerns of the Mosman Community on youth issues.

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
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 2003 festival and Artstart. Additionally received funding to run a sexual education program for local young people.
A	Provide advice to Council on effective allocation of funds and priority need areas.	Ongoing – Review April	Provided as part of the budget preparation and quarterly review process.
A	Assist in 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 ongoing programming for the Duke of Edinburgh Awards scheme is currently underway.
A, I	Work with Harbourside Police to develop and implement educational and safety training for police and young people.	Ongoing	Currently working closely with the local area Police Youth Liaison Officer and North Sydney Police and Community Youth Club police officers through a variety of different programs such as health and safety information for local school students, police versus young people sporting challenges and crime prevention strategies.
A	Assist in the planning for the provision of recreational facilities for young people such as basketball and skate BMX facilities.	Ongoing	Council resolved to progress skate facility at Balmoral and youth staff have been working with the Manager Property and Assets, assisting in the public consultation process.
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 processes on a regular basis to involve young people. Additionally constant consultation with Mosman Youth Forum and surveying the users of the Youth Development Centre.
A,B	Provide support to the Mosman Youth Advisory Group and the Mosman Youth Forum and encourage their growth and development and assist in the promotion of the positive aspects of young people through media coverage and Internet and other activities.	Ongoing	The consultation groups meet regularly as the need requires with relevant media releases.

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
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, Regional Youth Workers 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.	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. Ongoing services included regular drop-in facilities, early morning opening during school terms and late Friday Night activities twice a month, activities specifically for 11-14 year olds, girlosophy and educational programs.
A-C	Plan, develop and maintain a program of activities for 11-14 year olds based out of the Mosman Youth Development Centre.	Ongoing	Regular programming and activities for the 11-14 years based out of the Youth Development Centre is offered till late on the first Friday of the Month.
A-C	Maintain Breakfast Club services at the Mosman Youth Development Centre on regular school days.	Ongoing	The Breakfast Club services are run every regular school day morning from 8am till 9am and services up to 50 young people per morning.
A-C	Continue to investigate the feasibility of establishing an outreach service in consultation with other Lower North Shore Councils and service providers.	Ongoing	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	Regularly organise vacation and after school hours leisure, cultural and recreational activities.	Ongoing	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.

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
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.	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.	Ongoing	Information concerning relevant and surrounding services are regularly up-dated and promoted through the Youth Centre and Community Information Office and Community Centre.
B,G	Conduct annual Youth Centre user surveys and include results in planning processes.	Ongoing – Review February	Annual Youth Centre Survey has been conducted and the results are included in any planning processes.
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	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 improve the Mosman Youth Webpace.	Ongoing	Working with Council's Internet Coordinator, the Mosman Youth Webpace has been reviewed and updated
D,E	Liaise with Community Information Librarians to facilitate the maintenance of up-to-date community information, including community information directories for the 'LINCS' community information data base, 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.
E	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.

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
B,D	Explore the feasibility of a regular newsletter for young people.	December 2002	Piloted the newsletter, however there was no interest from either schools or young people in contributing to the newsletter. Readership was confined to the Youth Centre members and they had only a superficial interest in the material
F	Continue to be involved in the SHORESHOCKED Youth Week Festival as a collaborative event with surrounding councils and as a celebration of local youth culture.	April 2002	All youth staff and youth volunteers are involved in the planning, development, implementation and evaluation of Shoreshocked.
F,G	Involve young people in the cultural life of our community and in particular activities in the Art Gallery including NEO-Artists.	Ongoing	NEO-Artists has run a variety of artistic workshops relevant to the needs and wishes of the young people in Mosman.
H	<p>Work towards drug and alcohol supply reduction strategies:</p> <ul style="list-style-type: none"> • continue active support of the “Proof – Reducing Tobacco Sales to Minors” project in conjunction with the Northern Sydney Area Health Service • support any Police initiatives to reduce illicit drug trade. • Town Planning to ensure a “buffer zone” between any future alcohol and tobacco retailers and schools, play grounds and youth facilities. • education campaign for local tobacco and alcohol retailers. 	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"> • Support for the “Proof” project has been ongoing. • Total support with police and all initiatives • Town Planning guidelines <p>Support for education campaigns for retailers</p>

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
H	<p>Work towards drug and alcohol demand reduction strategies:</p> <ul style="list-style-type: none"> • provide drug and alcohol free alternatives for young people especially at night time. • provide knowledge/skills based education and support for young people and community members. • develop positive peer group programs targeting quit smoking, binge drinking and marijuana. 	Ongoing – Review May	<p>Council's Youth Services Staff have;</p> <ul style="list-style-type: none"> • Provided a variety of drug and alcohol free activities • 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. • Liaised and developed and delivered a program with Holyoake to provide young people with the opportunity to review their own habits and create a peer education program.

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
H	<p>Work towards drug and alcohol harm reduction strategies:</p> <ul style="list-style-type: none"> • develop a drug and alcohol education kit for young people and parents. • ensure that the drug and alcohol information accessed through the Youth Development Centre is up to date and relevant. • develop and implement relevant and appropriate presentations of Drug and Alcohol information for young people and the community. • provide regular information, education and discussion forums for young people and the community on drug and alcohol issues. • provide advice and referral for young people and parents through the Youth Development Centre. • lobby for youth specific drug and alcohol counselling and rehabilitation services for the Lower North Shore region. • support local secondary school drug and alcohol education initiatives. • support Federal and State government initiatives. • ensure that all Youth Services staff are trained, educated and up-to-date on drug and alcohol issues. 	Ongoing	<p>Council's Youth Services Staff have;</p> <ul style="list-style-type: none"> • Provided young people and concerned citizens with relevant and up –to-date drug and alcohol information. • Maintained up-to-date information at the Youth Development Centre. • Assisted in a series of information forums for the education of young people and community at Mosman High School and Middle Harbour Primary. • Provided advice for young people and parents through the Youth Development Centre. • Continued to support in the Northern Area Health Service's efforts to maintain drug and alcohol counselling and rehabilitation services. • Supported and assisted in secondary school drug and alcohol education initiatives. • Supported Federal and State government initiatives. <p>Maintained staff training and education of up-to-date drug and alcohol issues.</p>
H	<p>Work with Police YLO, North Sydney Police Community Youth Club, Police officers regularly working with regular and new Police officers to develop a relationship, confidence and trust amongst young people of the Policing systems.</p>	Ongoing	<p>Currently working closely with the local area Police Youth Liaison Officer and North Sydney Police and Community Youth Club police officers to develop programs that generate positive interactions between police and young people.</p>

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
D, I	Work with key stakeholders to develop and create awareness of joint approaches to the Policing of relevant youth issues.	Ongoing	Working with the Police Youth Liaison Officer and North Sydney Police and Community Youth Club police officers to educate young people, parents and teachers on the Policing initiatives, current crime prevention programs and general Policing awareness.
D, I	Visit local schools and other interested organisations with Police YLO and North Sydney PCYC Club Programmer to publicise and generate awareness of local opportunities for youth.	Ongoing	Working with the local area Police Youth Liaison Officer and North Sydney Police and Community Youth Club police officers have developed a variety of different education programs that have been taken to the schools as an opportunity to generate Police awareness.
I	Develop and implement a youth peer program to encourage young people to keep safe and to report crime.	Ongoing	Working with the local area Police Youth Liaison Officer and North Sydney Police and Community Youth Club police officers to develop a process to destigmatize the process of reporting crime by young people.
G, I	Ongoing education in appropriate areas of artistic expressions for young people.	Ongoing	Working the Gallery's Public Programs Coordinator and through NEO-Artists programming, created a variety of different methods for developing artistic expression.
J	Develop the "Young Mayor for a Day" initiative incorporation with the Mayor's Office	April 2003	Working with the Community and Business Relations Manager to develop the most appropriate course of action

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
J	<p>Respond to the recommendations developed out of the Community Conversation on 'Connecting Generations, Identifying Teenage Concerns' including:</p> <ul style="list-style-type: none"> • Involving young people in key community consultations • Conduct Youth Citizen of the year in time for Australia Day • Investigate implementation of Young Achievement Australia for the Mosman area • Investigate appropriate performance areas and relevant sound equipment for young people • Endorse and support appropriate parental support and training programs on adolescent issues 	Ongoing	<p>Council's Youth Services Staff have;</p> <ul style="list-style-type: none"> • Involved young people in all relevant consultations processes • Supported and encouraged the Youth Citizen of the year award • Community and Business Relations Manager is coordinating Mosman's Young Achievement Australia initiative • Investigated appropriate performance areas in Mosman and the purchasing of sound equipment for young people • Working with Holyoake to develop and establish parental support program

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 2003
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 through the HACC Forum and with relevant government departments and agencies.
A	Ensure the ongoing development and implementation of social, recreational, leisure and educational based programs and activities, eg. Computerpals, University of the 3 rd Age.	Ongoing – Review February	A wide range of activities and programs continued to be offered that were tailored both for active older people and also for the frail elderly. Most operated to capacity.
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	Advice was provided on SEPP 5 developments in particular in relation to support services and general accessibility for people with disabilities.
B	Develop and implement educative social and recreational programs and activities that are enjoyable and promote health, well being and independence.	Ongoing – Review February	A healthy living program was offered at the Seniors Centre that included gentle exercise, Tai Chi, cooking classes focusing on healthy eating and quick nutritious meals, community restaurant offering nutritious meals twice a week, leisure walking group, Feldenkrais.
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 classes continued to be offered to encourage in older men to maintain a healthy eating 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 meetings and consultations with the Mosman Network Group for Seniors, regular interaction with and feedback from seniors.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
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 and ongoing. Regular coverage of Senior Centre activities in the Mosman Daily, displays at Bridgepoint Shopping Centre, advertising in the community including at retirement accommodation complexes. The Seniors Centre continued to be well used with many activities and functions operating at capacity.
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 provision of services that supported people in their homes and through counselling/referral and support offered by the community support officer.
C	Promote awareness of the range of services, programs and events available to older people.	Ongoing - Review May	Achieved and ongoing through regular publicity and promotion.
C	Provide information and other resources on issues associated with retirement and life planning for older people.	Ongoing – Review May	Information and support given as needed.
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 the updating of community information in consultation with the Community Information Librarians including the Directory of Services for Older Residents.
D	Provide information on service options and also appropriate referrals and promote information availability.	Ongoing – Review June	Information provided at Council's community information outlets and by community support officer as part of the individual support process.
F	Conduct annual user surveys and include results in planning processes.	Ongoing – Review October	Survey conducted with meals on wheels clients.
F	Maintain an evaluation process for new and existing activities and programs.	Ongoing – Review February	Ongoing evaluation and monitoring of services and programs was maintained.
F	Ensure appropriate facets of all food services continue to be exposed to a competitive environment.	Ongoing – Review September	Competitive environment exposure maintained through the tendering process. New tender documentation in preparation and tenders to be called in October 2003.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 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 the HACC Forum and regional agencies.
H	Research possible strategies that enable older people to remain in the Mosman community.	Ongoing – Review November	Issues addressed as needed in consultation with local and regional service providers.
A F G	Plan timely replacement of community buses in accordance with replacement program	Ongoing – review February	The Toyota 18 seater coaster bus was replaced with a new 20 seater Coaster bus which was fitted with a wheelchair hoist
A F G H	Facilitate alternative shopping options for frail older people	Ongoing – Review November	Individual Neighbour Aid volunteer shopping assistance available for frail older people unable to use the shopping bus service
A G	Collaborate with regional organisations and agencies for the provision of needs based services and programs for older people	Ongoing – review July	Ongoing in consultation with the HACC Forum, relevant agencies. Collaborated with Lower North Shore Community Transport to access funding to enhance community transport provision for elderly people to attend medical appointments.

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 2003
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 continued to be monitored through the HACC Forum and with relevant government departments and 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 information/referral and support and through support services to the home.
A	Ensure ongoing development and implementation of social, recreational and leisure based activities and programs for young people with special needs.	Ongoing – Review February	Activities and programs included a monthly Saturday Youth Group which included a range of activities and outings, drama classes and two 3 day weekend camps.
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	The Access Advisory Group continued to be supported. The Group provided input to the MOSPLAN review, Road Safety Strategy, addressed the needs of blind, vision impaired and hearing impaired people and achieved wheelchair access at Spit Junction post office.
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 the updating of community information in consultation with the 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 the Access Advisory Group.
D	Provide information on service options and referral services and promote information availability including to those with shorter term disabilities.	Ongoing – Review February	Information provided at Council's community information outlets and by community support officer as part of the individual support process.
E	Maintain an evaluation process for new and existing activities and programs.	Ongoing – Review February	Ongoing evaluation and monitoring of services and programs was maintained.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
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 information/referral and support provided by the Community Support Officer. A Carers Support Group is under development.
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 on access issues to other Council staff and also promoted in the local community. An access awareness training workshop for Environment and Planning staff is in preparation for implementation early in 2003/2004.
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	Council continued to make available portable ramps and a beach wheelchair for community use. The Access Card continued to be widely available and Council worked with the Access Advisory Group to achieve accessibility at Spit Junction post office.
H	Ensure local shops are aware of mobility issues and facilitate use of temporary ramps.	Ongoing – Review November	Availability of portable ramps advertised through local media.
H	Ensure that development applications for alterations and additions to shop fronts incorporate access.	Ongoing - Review November	Provision or preservation of access relating to alterations/renovations and planned change of usage to retail outlets continued to be monitored.
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. Adjustments to improve access were made to fittings at new toilet facilities at Spit West Reserve in consultation with Access Advisory Group.
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	Under continual review.
I	Maintain and enhance the Saturday Youth Group for younger people with disabilities.	Ongoing – Review November	Achieved and ongoing. Two weekend camps, drama classes, and a range of outings and activities were held.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
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 in liaison with Riverlink.
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 that due to small numbers locally and also resource constraints, support classes for young people with disabilities are 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 LINCS community information database includes information on local and regional training 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 continual review. Promotion is also provided through the Disability Access Award under the Community Business Awards for Mosman and North Sydney.
A,E,F	Facilitate alternative shopping options for people with disabilities.	Ongoing – review November	Individual Neighbour Aid volunteer shopping assistance available for people with disabilities unable to use the shopping bus service.
A,F	Collaborate with regional organisations and agencies for the provision of needs based services and programs for people with disabilities and their carers.	Ongoing – review July	Ongoing in consultation with the HACC Forum, relevant agencies. Collaborated with Lower North Shore Community Transport to access funding to enhance community transport provision for people with disabilities to attend medical appointments. Carers Support Group under development.
A	Facilitate social and recreational opportunities for young adults 18 – 35 years.	Ongoing – review February	Programs under development that give access for young adults with disabilities aged 18-35 years to living skills training and recreational and social opportunities.
C,H	Investigate options for promoting and encouraging Internet access as a means of involving people with disabilities further in the life of the community.	Ongoing – review August	Under investigation.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
H	Promote the use of signage that is accessible to people with a range of disabilities.	Ongoing – review August	To be investigated in consultation with Guide Dogs NSW/ACT.
H	Ensure high levels of staff awareness of the range of needs of people with a range of disabilities.	Ongoing – review September	Advice provided on access issues to other Council staff. Relevant staff also attend meetings of the Access Advisory Group. An access awareness training workshop for Environment and Planning staff is in preparation for implementation early in 2003/2004.
A	Investigate opportunities for the establishment of sensory gardens in the Mosman area.	Ongoing – review October	Under investigation.
H	Encourage older shops and facilities to consider the needs of people with disabilities.	Ongoing – September	To be addressed in the Mosman Access Awards to be held in the second half of 2003.
H	Liaise with public transport services for the increased availability of accessible transport in the Mosman area.	Ongoing – review May	Under review in consultation with the Access Advisory Group.
H	Maintain clear access on footpaths through removal of overhanging branches and other vegetation that obstruct pedestrians.	Ongoing – review May	Under continual review. Accessible footpaths maintained by relevant Council staff in consultation with the Access Advisory Group.
C	Promote availability of access equipment including portable ramps and beach wheelchair.	Ongoing – review November	Availability of access equipment promoted through the Mosman Daily and through Council's community information outlets.

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 Reconciliation.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2003
A	Develop cultural heritage programs including, for example, educational walks.	Ongoing – Review October	Aboriginal Heritage Study of the Mosman LGA being conducted as a project involving Council, National Parks & Wildlife Service, Metropolitan Local Aboriginal Land Council and Sydney Harbour Federation Trust. Recommendations will indicate future priority programs.
A,B	Support and service the Mosman Aboriginal Reconciliation Community Group so that it may: <ul style="list-style-type: none"> • assist Council in advancing understanding in the Mosman community of the issues surrounding Aboriginal Reconciliation. • develop projects and activities that address historical, social, cultural and educational aspects of Aboriginal Reconciliation. 	Ongoing – Review October	Continued to service and support 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	Confirmation from the Trust that this has been achieved.
A	Develop and maintain an accurate and confidential database of Aboriginal Heritage sites in the Mosman area with associated interpretive information and conservation and protection strategies.	Ongoing – review February	To be achieved through the Aboriginal Heritage Study of the Mosman LGA.

**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 2002/2003.