

Mosman Municipal Council

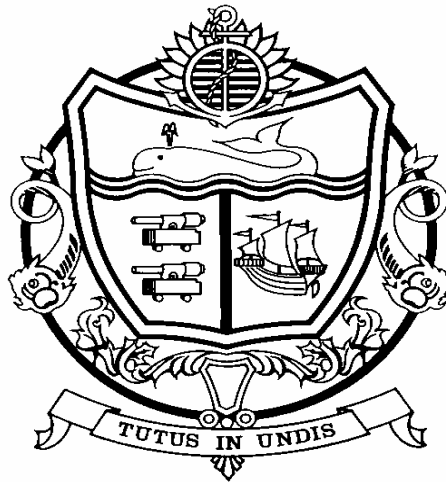


2004 - 2005 Annual Report



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

Mosman Municipal Council



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

2004 - 2005 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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FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005, INCLUDING AUDITOR'S REPORT

Addendum **Purple page**

STATE OF THE ENVIRONMENT REPORT S428 (2) (C)

Addendum **Blue page**

MOSMAN'S COMMUNITY ENVIRONMENTAL CONTRACT - ANNUAL REPORT

MEMBERS OF COUNCIL 2004/2005

MAYOR

Councillor Shirley Hermione Jenkins

DEPUTY MAYOR

Councillor Andrew Murray Brown

COUNCILLORS

Balmoral Ward

Councillor Lynette Deidre Elsegood
Councillor Patricia Joy Harvey, OAM
Councillor David Macdona Strange

East Ward

Councillor Dominic Joseph Lopez, OAM
Councillor Martin Eric Skipper
Councillor Kate Traill

Middle Harbour Ward

Councillor Andrew Murray Brown
Councillor Shirley Hermione Jenkins
Councillor James Thomas Reid

West Ward

Councillor Anne Spiers Connon
Councillor Simon Menzies
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.

MOSPLAN - MANAGEMENT PLAN - REVIEW TO 30 JUNE 2005

428(2)(b)

MOSPLAN - MANAGEMENT PLAN

This section contains:

- Overview of Programs 1 to 12 and the Community Environmental Contract (CEC) to 30 June 2005
- Report on progress of Statement of Means to 30 June 2005
- Report on result of Performance Indicators from 1 July 2004 to 30 June 2005
- Activity information on Programs 8, 9, 10 & 12 from 1 July 2004 to 30 June 2005

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	ENVIRONMENTAL MANAGEMENT Managing, protecting, restoring, enhancing and conserving the natural environment.
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 AND REGIONAL 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.
CEC	COMMUNITY ENVIRONMENTAL CONTRACT Protecting, conserving and enhancing the environment of Mosman and its value to the community.

PROGRAM 1

COUNCIL, COMMUNITY AND COMMUNICATION

Convenor: Executive Officer - Corporate & Human Development

PROGRAM STATEMENT

Participative open local government for the Mosman Community achieved through:

- Council exercising leadership
- Consulting with residents and businesses to ensure that Council takes account of its community's broad goals in the development of social, environmental and economic plans and policies to align with the objectives of Future Mosman
- Making open, fair and equitable decisions in the public interest
- Working towards high quality services to meet community needs and aspirations
- Providing information and opportunities for participation and input into Council's decision-making processes
- Promoting and nurturing the ethical health of the organisation
- Good governance and best practice
- Innovative communication and customer response strategies

PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATION

SUB-PROGRAMS

ACTIVITIES

1.01 Council, Secretariat and Civic Involvement

Co-ordinator: Manager Governance

Income	Expenditure	Net
2,000	696,799	694,799

01.01.01	Agendas and Minutes
01.01.02	Council Meetings
01.01.03	Mayoral and Councillor Support, Advice, Facilities and Services
01.01.04	Councillors' Development/Conferences
01.01.05	Citizenship
01.01.06	Mayoral and Civic Receptions
01.01.07	Invitations to Mayor and GM
01.01.08	Other Council Liaison
01.01.09	Ward Meetings (and newsletters)
01.01.10	Civic Support
01.01.11	Lobbying Government

1.02 Public Accountability

Co-ordinator: Director Corporate Services

Income	Expenditure	Net
0	91,609	91,609

01.02.01	Elections
01.02.02	Statutory Report - Annual and Financial
01.02.03	MOSPLAN

1.03 Governance

Co-ordinator: Manager Governance

Income	Expenditure	Net
0	78,637	78,637

01.03.01	Public Information
01.03.02	Ethics and Conduct
01.03.03	Local Government Act/Legislation
01.03.04	Internal Audit
01.03.05	Contracts and Purchasing systems and support
01.03.06	Best Practice

1.04 Communication

Co-ordinator: Manager Governance

Income	Expenditure	Net
0	118,836	118,836

01.04.01	Media Liaison
01.04.02	Community Report and Newsletters
01.04.03	Community Consultation (including public meetings, Advisory Groups and letterbox drops)
01.04.04	Customer Focus
01.04.05	Surveys
01.04.06	e-communication (Web page/e-mail)
01.04.07	24 hour Council (e-business)

OVERVIEW

Description

This Program is aimed at facilitating the democratic process within the community. It provides for the efficient servicing of the needs of elected members and for the corporate image and functioning of Council as a whole.

It focuses on the good governance of the organisation and the strategies in place to ensure high levels of communication with the community and customer response, together with civic involvement and the public participation process and evaluating the organisation's direction and performance by way of community involvement. It seeks to provide a professional and efficient framework which will service the needs of the community whilst acknowledging and meeting the various statutory responsibilities.

Future Mosman is the long term vision for Mosman, 2020 in 2088, focussing on the themes of the built environment, transport, natural environment, community and finance. Program 1 provides the systems to drive and support the development of Future Mosman and the alignment of its objectives to that of MOSPLAN.

It also acknowledges the limitations placed on Council particularly by the State Government, some of which Council seeks to address.

Major Issues/Needs

Embracing information technology for communicating with, servicing and supporting customers.

Meeting statutory obligations of Local Government Act 1993 and other pertinent legislative requirements.

Review and development of Future Mosman and alignment its objectives with MOSPLAN.

Openness and transparency of Council business and decisions.

Accountability and provision of information to residents.

Provision of opportunities for resident involvement and feedback.

Review the framework for policies, procedures, codes and protocols.

Develop a communications strategy.

Provision of a high quality frontline customer service function for Council's key activities.

Major Proposed Changes/Activities

With the assistance of professional expertise, develop a communications strategy, including reappraisal of the approach and media used, to achieve better outcomes in the organisation's interaction with the community.

Maintaining resources targeted towards providing information to the community and involvement by the community in the decision making process, to nurture a well informed community acutely aware of the services and facilities available to it and the access available to participation in civic affairs.

Enhancing the links between the organisation's information base and its new technology and using these to assist customer service needs.

PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATION

Continual improvement to the systems which provide high level frontline customer service.

Review and enhance systems aligned with NSW Privacy and Personal Information Protection Act.

Organisational emphasis on good governance and best practice.

Promoting and nurturing the ethical health of the organisation.

An emphasis on demonstrating the benefits for the community of having a truly local government and developing strategies to maintain the municipality's current status.

A focus to show and encourage efforts to achieve the constitutional recognition of local government.

Provide ongoing support systems for Councillors following March 2004 local government elections.

Provide the mechanisms and processes that drive the review and development of Future Mosman.

Future Mosman Objectives

Future Mosman: 2088 in 2020 was developed in consultation with the Council, Community and Staff in February/March 2005. The objectives from this process which relate to this Program are:

- FM 2.2 The community's voice is solicited and heard
- FM 4.2 The community is well informed about all services and facilities and actively participating in civic affairs

These objectives are incorporated throughout this Program.

PROGRAM 2

RESOURCE AND ASSET MANAGEMENT

Convenor: Director Corporate Services

PROGRAM STATEMENT

Protection and enhancement of the community's assets through:

- A strong sense of care and responsibility
- Financial resources which are strengthened and developed
- Effective asset management strategies
- Open and accessible information services
- Knowledgeable, professional and friendly staff proud to work for Mosman

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

SUB-PROGRAMS

ACTIVITIES

2.01 Policy and Administration and Customer Focus

Co-ordinator: Director Corporate Services

Income	Expenditure	Net
104,500	267,554	163,054

02.01.01	Lead, Manage, Review Report
02.01.02	Ecologically Sustainable Development
02.01.03	Meetings - Management, Staff, Team
02.01.04	Consultation & Communication - Public Relations, Advice, Investigation, Education, Liaison, Publicity, Website
02.01.05	Administration - Secretarial, Clerical, General Correspondence, Filing, Training, Legal (including covenants, caveats, easements)
02.01.06	Customer Focus
02.01.07	Contract Management
02.01.08	Grants, External Funding, Income Opportunities
02.01.09	Mosman Identity
02.01.10	Property Information (street naming and numbering)

2.02 Finance and Corporate Assets

Co-ordinator: Manager Finance

Income	Expenditure	Net
4,929,357	3,213,880	(1,715,477)

02.02.01	Financial Management (including Budgeting and Reporting)
02.02.03	Financial Planning
02.02.04	Entrepreneurial
02.02.07	Vehicles and Plant
02.02.08	Miscellaneous leases, licences and acquisitions of property

2.03 Information Technology and Infrastructure

Co-ordinator: Manager Information Technology Services

Income	Expenditure	Net
1,000	967,846	966,846

02.03.01	Hardware and Network Infrastructure
02.03.02	Software Systems
02.03.03	Telecommunications
02.03.04	Document Management
02.03.05	Internet
02.03.06	GIS
02.03.07	Finance and Property IT Systems

2.04 Insurance and Risk Management

Co-ordinator: Manager Governance

Income	Expenditure	Net
0	885,783	885,783

02.04.01	Insurance Policy
02.04.02	Risk Management
02.04.03	Claims Management
02.04.04	Disaster Recovery
02.04.05	Protection of Public Property (vandalism, graffiti, security of buildings)

2.05 Human Resources

Co-ordinator: Executive Officer - Corporate & Human Development

Income	Expenditure	Net
0	324,309	324,309

02.05.01	Recruitment
02.05.02	Equal Employment Opportunity
02.05.03	Training
02.05.04	Development and Review
02.05.05	Rehabilitation
02.05.06	Occupational Health and Safety
02.05.07	Staff Manual
02.05.08	Staffing and Personnel
02.05.09	Industrial Relations

2.06 Corporate Information Management

Co-ordinator: Manager Governance

Income	Expenditure	Net
0	297,930	297,930

02.06.01	Information & Records Management
02.06.02	Public Access to Information
02.06.03	Physical File Retrieval
02.06.04	Education & Training

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

2.07 Strategic Asset Management & Property Management

Co-ordinator: Manager Property and Assets

Income	Expenditure	Net
0	696,222	696,222

02.07.01	Strategic Asset Management
02.07.02	Entrepreneurial Assets
02.07.03	Civic Centre
02.07.04	Cowles Road Depot
02.07.05	Core Group
02.07.06	Vista Street Carpark

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

OVERVIEW

Description

This Program provides the platform for Council to operate efficiently and effectively in this age of technology. It provides financial management, including financial information, information technology, asset management, corporate information management, insurance and risk management, contracts administration and human resource management for the organisation as a whole, to ensure consistency and accountability.

Major Issues/Needs

Keeping abreast of technology to ensure that Council's information management systems remain appropriate and current.

Using Internet technology to the advantage of Council and its customers.

Embracing information technology for servicing and supporting customers.

Identifying opportunities and analysing funding scenarios to provide for projects identified in MOSPLAN.

Reducing Council's reliance on rate revenue and maintaining and developing non-rate revenue sources.

Identifying and managing risks to reduce number of insurance claims, and managing claims to reduce costs.

Creating a culture in the organisation that ensures information gathering and recording by staff to address risk management and claims issues.

Maintenance of the Records & Information Management Program to comply with State Records Act requirements.

Providing excellence in customer service through the collection and dissemination of information.

Major Proposed Changes/Activities

Assessing Council assets, implementing an asset management system and developing asset management plans and funding options

Review and prioritise expenditure programs in short to medium term, in view of finely tuned budgets and demands for capital projects

PROGRAM 2: RESOURCE AND ASSET MANAGEMENT

Future Mosman Objectives

Future Mosman: 2088 in 2020 was developed in consultation with the Council, Community and Staff in February/March 2005. The objectives from this process which relate to this Program are:

- FM 1.2 Public infrastructure is improved
- FM 4.1 All community and cultural services and facilities are maintained and through sound planning and consultative processes, developed to meet the emerging needs of the community
- FM 4.2 The community is well informed about all services and facilities and actively participating in civic affairs
- FM 5.1 Revenue is increased and revenue sources are expanded
- FM 5.2 Expenditure is controlled

These objectives are incorporated throughout this Program.

PROGRAM 3

STRATEGIC TOWN PLANNING

Convenor: Director Environment & Planning

PROGRAM STATEMENT

Working together to retain the unique characteristics of Mosman by:

- Monitoring and reviewing planning controls, guidelines and policies to ensure relevance
- Identifying, protecting and conserving heritage items and areas
- Protecting Mosman against the pressures of State Government driven urban development
- Developing policies which reflect our community's desires for thoughtful complementary development and for preserving and enhancing important open space areas, parks and gardens
- Promoting and coordinating actions to ensure the built and natural environment is appropriately maintained and enhanced

PROGRAM 3: STRATEGIC TOWN PLANNING

SUB-PROGRAMS

ACTIVITIES

3.01 Policy and Administration and Customer Focus

Co-ordinator: Director Environment & Planning

Income	Expenditure	Net
104,000	447,982	343,982

03.01.01	Lead, Manage, Review, Report
03.01.02	Ecologically Sustainable Development
03.01.03	Meetings - Management, Team, Staff
03.01.04	Consultation & Communication - Public Relations - Advice, Investigation, Education, Liaison, Publicity, Website
03.01.05	Administration - Secretarial, clerical, General Correspondence, Filing, Training
03.01.06	Customer Focus
03.01.07	Contract Management
03.01.08	Grants, External Funding, Income Opportunities
03.01.09	Mosman Identity
03.01.10	Service Delivery and Operation Review
03.01.11	Reporting and responding to relevant governmental initiatives
03.01.12	Section 149 Certificates

3.02 Mosman Local Environmental Plan

Co-ordinator: Manager Planning and Transport

Income	Expenditure	Net
0	156,500	156,500

03.02.01	Local Environmental Study (LES) Preparation
03.02.02	Local Environmental Plan (LEP)
03.02.03	Monitoring and reviewing LEP Preparation
03.02.04	Community consultation
03.02.05	Urban Design

3.03 Planning Policy

Co-ordinator: Manager Planning and Transport

Income	Expenditure	Net
0	0	0

03.03.01	Development Control Plan (DCP) Preparation & Review
03.03.02	Community consultation
03.03.03	S94 Plan preparation and review

3.04 Heritage Planning

Co-ordinator: Manager Planning and Transport

Income	Expenditure	Net
37,345	100,000	62,655

03.04.01	Heritage Study Implementation
03.04.02	Heritage LEP Monitoring and further amendment
03.04.03	Post War Housing Study
03.04.04	Heritage Advisory Program
03.04.05	Mosman Good Design Awards
03.04.06	Local Heritage Fund
03.04.07	Heritage Conservation Areas
03.04.08	Heritage Interpretation
03.04.09	Heritage promotion and education
03.04.10	Heritage assessment

3.05 Land Use Management Planning

Co-ordinator: Manager Planning and Transport

Income	Expenditure	Net
0	0	0

03.05.01	Land Use Management Plans
03.05.02	Statutory Plans of Management Preparation
03.05.03	Plan of Management Implementation
03.05.04	Public Domain Improvement Program Prioritisation and Coordination

3.06 Housing Strategy

Co-ordinator: Manager Planning and Transport

Income	Expenditure	Net
0	0	0

03.06.01	Residential Development Strategy Review
03.06.03	Streetscape character assessment
03.06.04	Housing Trends and Statistics

PROGRAM 3: STRATEGIC TOWN PLANNING

OVERVIEW

Description

The objective of this program is to have an urban environment that recognises the needs and aspirations of the community while at the same time being both economically and ecologically sustainable. As such, the program covers the management of a broad range of interacting issues that exist in the Mosman area.

This program involves all aspects of strategic land use planning - determining the best use of finite land and water based resources of the area for the benefit of the whole community. Mosman Local Environmental Plan 1998 contains planning objectives to set clearly the context for future management of land uses. It is supported by specific Residential and Business Centres Development Control Plans.

This Program also deals with the development of guidelines and policies in accordance with the Environmental Planning and Assessment Act, 1979 and Local Government Act, 1993, to ensure that the area develops in accordance with community aspirations and needs. It is closely linked to a number of other MOSPLAN Programs, including Program 4 - Built Environment; Program 5 - Natural Environment and Program 12 - Economic Development; Program 11 - Transport and Traffic.

Major Issues/Needs

Future Mosman has identified the need to preserve open space and trees in residential areas and have stronger environmental sustainability principles controlling development.

The need to identify potential redevelopment sites for residential dwellings and retain most of Mosman at current density levels are also identified in Future Mosman's objectives.

The ability of Council's current planning controls and guidelines to address these issues requires a comprehensive review to ensure the desired outcomes are achieved. The Residential Development Strategy 1997 provides the basis for Mosman LEP 1998. The Strategy will require review in the first instance in line with State government policy on the Metropolitan Strategy and other State Environmental Planning Policy reviews currently underway.

Heritage planning continues to be a priority. The identification of Mosman's heritage is a continuing process that requires resources to undertake necessary investigation and assessment. The promotion of heritage is needed to raise community awareness.

Funding opportunities continue to need to be explored for implementation of Plans of Management and Interpretation and Heritage Studies.

Major Proposed Changes/Activities

A comprehensive review of the Mosman Residential Development Strategy 1997 and Mosman Local Environmental Plan 1998 will commence this year. Council's development control plans will also be reviewed as part of an integrated approach to plan review. The review is timed to anticipate the outcomes of the Metropolitan Strategy, and standard provisions in LEPs, advocated by the State government, and to initiate strategies identified in Future Mosman. Community and Councillor involvement will be integral to this process. The focus on the review of the LEP will take priority and will involve deferral of some other identified projects.

PROGRAM 3: STRATEGIC TOWN PLANNING

Interpretation Studies for Curlew Camp Artists' Walk and Clifton Gardens are underway and their implementation will begin this year. Co-ordination with the exhibition planned at the art gallery of some installations at Curlew camp is an objective this year and puts a tight timeframe on the project.

A post-war housing study is underway to identify buildings with potential significance in the period 1940-1960. Subject to funding availability further heritage assessment will be undertaken of a number of buildings identified throughout Mosman in the last few years that may have potential heritage significance.

Future Mosman Objectives

Future Mosman : 2088 in 2020 was developed in consultation with the Council, Community and Staff in February/March 2005. The objectives from this process which relate to this Program are:

- FM 1.1 The Mosman community reflects a balance of population across the age groups
- FM 1.2 Public infrastructure is improved
- FM 1.3 Consistent planning instruments
- FM 1.4 Consideration to environmental matters
- FM 2.2 The community's voice is solicited and heard
- FM 5.1 Revenue is increased and revenue sources are expanded
- FM 5.2 Expenditure is controlled

These objectives are incorporated throughout this Program.

PROGRAM 4

BUILT ENVIRONMENT

Convenor: Director Environment & Planning

PROGRAM STATEMENT

Managing our built environment by:

- Having clear and comprehensive guidelines for development and construction applications
- Enabling our community to be confident that any developments will meet not only approval conditions and legal requirements but also community expectations
- Assisting elected members and professional staff to make fair and equitable decisions that reflect the rights of applicants and the public interest

PROGRAM 4: BUILT ENVIRONMENT

SUB-PROGRAMS

ACTIVITIES

4.01 Policy and Administration and Customer Focus

Co-ordinator: Director Environment & Planning

Income	Expenditure	Net
45,000	113,131	68,131

04.01.01	Lead, Manage, Review, Report
04.01.02	Ecologically Sustainable Development
04.01.03	Meetings - Management, Team, Staff
04.01.04	Consultation & Communication - Public Relations, Advice, Investigation, Education, Liaison, Publicity, Website
04.01.05	Administration - Secretarial, Clerical, General Correspondence, Filing, Training
04.01.06	Customer Focus
04.01.07	Contract Management
04.01.08	Grants, External Funding, Income Opportunities
04.01.09	Mosman Identity
04.01.10	Footpath Occupations

4.02 Development

Co-ordinator: Manager Development Services

Income	Expenditure	Net
1,141,000	1,227,222	86,222

04.02.01	Planning (includes strategies, codes and policies)
04.02.02	DA Assessment
04.02.03	Construction Certificate Processing
04.02.04	Signs Control
04.02.05	Survey and Enforcement (including notices) and Pool Fencing
04.02.06	Heritage Planning and Control
04.02.07	Fire Safety Program
04.02.08	Certificate processing and issue (other than Construction Certificates)
04.02.09	Exempt and Complying Development
04.02.10	Works on Council Property

OVERVIEW

Description

The Built Environment Program involves the consideration and implementation of the environmental planning framework for the management of the natural, social and built environment of Mosman. Through the implementation of environmental plans, policies and guidelines, the program guides and regulates development and ensures that the environment is managed in an ecologically sustained manner.

Specifically the program is responsible for:-

- Providing high quality customer service;
- Assessment of development proposals;
- Ensuring all approvals meet building and construction requirements;
- Implementing building certification and fire safety responsibilities;
- Investigation and resolving building related customer requests.

Major Issues/Needs

Mosman has a unique natural and built environment which requires special attention and consideration. The program aims at balancing the competing interests associated with rights to develop versus the need to protect this unique natural and built environment.

Quality in reporting is required to achieve overall town planning objectives. Improved efficiencies in terms of assessment times is required to meet customer service expectations and to minimise the propensity for litigation in the Land and Environment Court.

Private certifiers acting without a desired level of professional diligence continue to cause concern for residents and occupy staff resources notwithstanding that Council has no role in investigation or enforcement processes and receives no payment for any action taken.

Retaining and attracting town planning and building surveying staff will be critical to achieving program objectives at a time where there continues to be an industry shortfall in both professions.

Major Proposed Changes/Activities

Reform objectives implemented to ensure high quality in reporting will continue to be monitored and reviewed.

Reform objectives to achieve efficiency improvements will continue to be made including the completion of a procedures manual which will assist ensuring:

1. Greater consistency in assessment and decision making;
2. Improved processing times;
3. Keeping conditions of consent up to date and in line with legislation changes; and
4. Customer service.

PROGRAM 4: BUILT ENVIRONMENT

Inroads are required to Council's Fire Program. Sites that have been inspected with orders issued are being given priority for finalisation after which attention will be directed to those class 2 - 9 premises that have not yet been inspected.

Future Mosman Objectives

Future Mosman : 2088 in 2020 was developed in consultation with the Council, Community and Staff in February/March 2005. The objectives from this process which relate to this Program are:

- FM 1.2 Public infrastructure is improved
- FM 1.4 Consideration to environmental matters
- FM 2.2 The community's voice is solicited and heard
- FM 3.1 Sustainable Water Use
- FM 3.4 Sustainable land use practices

These objectives are incorporated throughout this Program.

PROGRAM 5: ENVIRONMENTAL MANAGEMENT

PROGRAM 5

ENVIRONMENTAL MANAGEMENT

Convenor: Director Environment & Planning

PROGRAM STATEMENT

Managing, protecting, restoring, enhancing and conserving Mosman's natural environment in a manner, which is consistent with and promotes the principles of ecologically sustainable development.

PROGRAM 5: ENVIRONMENTAL MANAGEMENT

SUB-PROGRAMS

ACTIVITIES

5.01 Policy and Administration and Customer Focus

Co-ordinator: Director Environment & Planning

Income	Expenditure	Net
5,840	208,030	202,190

05.01.01	Lead, Manage, Review, Report
05.01.02	Ecologically sustainable Development
05.01.03	Meetings - Management, Staff, Team
05.01.04	Consultation & Communication - Public Relations - Advice, Investigation, Education, Liaison, Publicity, Website
05.01.05	Administration - Secretarial, Clerical, General Correspondence, Filing, Training
05.01.06	Customer Focus
05.01.07	Contract Management
05.01.08	Grants, External Funding, Income Opportunities
05.01.09	Mosman Identity
05.01.10	Community Environmental Contract
05.01.11	Policy and planning

5.02 Atmospheric Environment

Co-ordinator: Manager Environment and Services

Income	Expenditure	Net
0	12,063	12,063

05.02.01	
05.02.02	Revolving Energy Fund
05.02.03	Greenhouse gas emission reduction - corporate
05.02.04	Greenhouse gas emission reduction - community
05.02.05	Pollution reduction
05.02.06	Community and employee education
05.02.07	Surveillance, regulation and enforcement
05.02.08	Customer requests

5.03 Water Cycle Management

Co-ordinator: Manager Assets and Services

Income	Expenditure	Net
1,000	300,046	299,046

05.03.01	
05.03.02	Stormwater pollution reduction
05.03.03	Stormwater pollution source reduction
05.03.04	
05.03.05	Water conservation
05.03.06	Community and employee education
05.03.07	Surveillance, regulation and enforcement
05.03.08	Customer requests
05.03.09	Stormwater drainage construction
05.03.10	Stormwater drainage maintenance
05.03.11	SQID maintenance

5.04 Biodiversity

Co-ordinator: Manager Environment and Services

Income	Expenditure	Net
100,000	361,704	261,704

05.04.01	Bush Care Volunteer - Recruit, support, Recognition
05.04.02	Bushland, vegetation and fauna management
05.04.03	Riparian corridors and creek rehabilitation
05.04.04	Foreshore issues
05.04.05	Intertidal zone management
05.04.06	Aquatic biodiversity
05.04.07	Flora and fauna investigation, surveys and inventories
05.04.08	Community and employee education
05.04.09	Surveillance, regulation and enforcement
05.04.10	Customer requests
05.04.11	Phytophthora management
05.04.12	Bushland, Fire management
05.04.13	Bushland, Walking tracks.

5.05 Trees

Co-ordinator: Team Leader Open Space

Income	Expenditure	Net
19,500	374,433	354,933

05.05.01	Tree Preservation Order
05.05.02	Tree Planting
05.05.03	Tree Pruning/Removal
05.05.04	Noxious Weed Control
05.05.05	Community and employee education
05.05.06	Surveillance, regulation and enforcement
05.05.07	Customer requests

PROGRAM 5: ENVIRONMENTAL MANAGEMENT

5.06 Land Management

Co-ordinator: Manager Environment and Services

Income	Expenditure	Net
0	5,000	5,000

05.06.01	Soil Conservation
05.06.02	Land clearing
05.06.03	Land contamination
05.06.04	Community and employee education
05.06.05	Surveillance, regulation and enforcement
05.06.06	Customer requests

5.07 Noise

Co-ordinator: Manager Environment and Services

Income	Expenditure	Net
0	10,000	10,000

05.07.01	Community and employee education
05.07.02	Surveillance, regulation and enforcement
05.07.03	Customer requests

5.08 Environmental Education

Co-ordinator: Manager Environment and Services

Income	Expenditure	Net
0	4,200	4,200

05.08.01	Community and employee education
05.08.02	Customer requests

OVERVIEW

Description

The importance of Mosman's natural environment and its value to the community is immeasurable yet its condition and viability is under threat as a result of intense pressure from competing human interests and activities.

This program aims to establish how these activities and interests affect the environment and seeks to develop a strategic environmental management framework which will be used to move towards a sustainable quality of life for present and future generations.

There is a recognition that there are data gaps with regard to the condition of Mosman's environment and how this is changing as a result of increasing pressure upon it. Where possible, responses have been identified which will protect, restore, enhance and conserve environmental resources. Where more information is required before identifying appropriate responses, Council will seek to obtain it whilst taking care to avoid irreversible harm to the environment.

Major Issues/Needs

The major issues in Mosman include conservation of biological diversity both on land and in surrounding harbour waters, the condition of local waterways, use of scarce water resources and management of the urban water cycle, use of energy and associated greenhouse gas emissions and urban air quality concerns, and the challenge of making Council a more sustainable organisation by reducing use of resources, continuing its management of the local environment, and involving the community in environmental management.

Recently prepared Environmental Management Plans, Reviews, Studies and Asset Inventories have focussed Council's attention onto a number of issues of concern. The major issues of stormwater quality, degraded creeks systems, seawalls, and bushland degradation are being addressed through the Community Environmental Contract and Contracts for Bushland Restoration.

The relatively recent discovery of the Phytophthora root rot pathogen in bushland areas in North Sydney and land at Middle Head under the control of the Sydney Harbour Federation Trust raises significant issues for Council. The potential for spread of the fungus to areas under the control of Council presents challenges in terms of Council managing its own bushland areas and contractors and Council's dealings with other land managers in the region. Whilst protocols have been implemented in all of Council's bushland contract and volunteer bushcare activities to prevent the introduction or spread of the pathogen as a result of Council's own activities, the matter of how to deal with the activities of the general public is problematic.

Community Environmental Contract

The Community Environmental Contract (CEC) is a comprehensive program which identifies, schedules and costs major environmental infrastructure and asset management works which cannot be funded by Council's core budget. Implementation of the CEC will complement environmental projects and activities identified in MOSPLAN and will put Mosman on the path towards ecological sustainability. The CEC is Council's commitment that these works will be undertaken and carried out as planned.

PROGRAM 5: ENVIRONMENTAL MANAGEMENT

Works will be undertaken over a six to seven year period and funded by a 5% special rate increase levied over a 12 year period commencing 1 July 2000. All monies collected will be dedicated to the works outlined in this document. Council will also continue to apply for grant funding to supplement the income from the special rate increase. Any additional funds made available due to successful grant applications will be used to provide increased environmental outcomes and in particular diverted towards specific bushland rehabilitation work wherever possible. As we enter the fifth year of the CEC, work is running a little behind schedule but is not expected to significantly delay the overall completion of the program. Installation of all stormwater quality improvement devices is scheduled for completion in June 2006 with creek works and sea walls to be the remaining focus through to June 2007.

The Greenhouse Gas Reduction Plan (GGRP) was adopted in 2001 with Council achieving Milestone 5 of the Cities for Climate Protection (CCP) program. MOSPLAN 2002/2005 will see a focus on the review of the GGRP and participation in CCP Plus.

The Bushland Management Review was completed in 2001 with new catchment based contracts commencing on 1 October 2001. A review of the first year of operation of these contracts was completed in March 2003 resulting in the contracts being renewed for a further 3 years to September 2005 when progress will be assessed again.

The unformed road reserves form important habitat and links between larger Council bushland reserves and the adjoining National Park and Sydney Harbour Federation Trust lands. Council has prepared and implemented a program of progressive rehabilitation of these areas to ensure the links are maintained as valuable habitat for native fauna. The bushland education strategy has been formulated to deal with the effects on bushland areas of adjoining residential properties. Council's volunteer bushcare program has continued to develop strongly over the last 12 months and Council will continue to support the valuable contribution that these residents make to Mosman's bushland. Further expansion in 2005/06 is anticipated and will be encouraged and supported in a similar way via the provision of qualified supervisors, training, quarterly newsletters and meetings, funding for removal of weeds and rubbish and assistance with preparation of grant applications and site workplans.

Major Proposed Changes/Activities

Council has prepared an Environmental Management Plan (EMP). The EMP is designed to assist Council to significantly reduce its own environmental impacts, improve management of the Mosman environment, and work with the community to reduce the environmental impacts associated with living and working in Mosman.

Many of the sub-programs of MOSPLAN will refer to the actions documented in the EMP action plan, and this is to avoid duplication. Hard copies are available for viewing in the Library and the Civic Centre, and can also be purchased from the Cashiers counter in the Civic Centre. An electronic version is also available on Council's web site - www.mosman.nsw.gov.au

Future Mosman Objectives

Future Mosman : 2088 in 2020 was developed in consultation with the Council, Community and Staff in February/March 2005. The objectives from this process which relate to this Program are:

FM 1.2	Public infrastructure is improved
FM 1.4	Consideration to environmental matters
FM 3.1	Sustainable Water Use
FM 3.2	Healthy Air Quality

PROGRAM 5: ENVIRONMENTAL MANAGEMENT

FM 3.3	Biodiversity that is protected and enhanced
FM 3.4	Sustainable land use practices
FM 3.5	Sustainable waste and resource recovery
FM 4.2	The community is well informed about all services and facilities and actively participating in civic affairs
FM 5.1	Revenue is increased and revenue sources are expanded
FM 5.2	Expenditure is controlled

These objectives are incorporated throughout this Program.

PROGRAM 6

PUBLIC HEALTH

Convenor: Director Environment & Planning

PROGRAM STATEMENT

Protecting and enhancing the health of the community, through the provision of public health, waste management and cleansing services and preventative health measures, regulation, and education.

PROGRAM 6: PUBLIC HEALTH

SUB-PROGRAMS

ACTIVITIES

6.01 Policy and Administration and Customer Focus

Co-ordinator: Director Environment & Planning

Income	Expenditure	Net
0	6,282	6,282

06.01.01	Lead, Manage, Review Report
06.01.02	Ecologically Sustainable Development
06.01.03	Meetings - Management, Team, Staff
06.01.04	Consultation & Communication - Public Relations - Advice, Investigation, Education, Liaison, Publicity, Website
06.01.05	Administration - Secretarial, Clerical, General Correspondence, Filing, Training
06.01.06	Customer Focus
06.01.07	Contract Management
06.01.08	Grants, External Funding, Income Opportunities
06.01.09	Mosman Identity

6.02 Waste Management

Co-ordinator: Manager Environment and Services

Income	Expenditure	Net
3,815,000	3,604,303	(210,697)

06.02.01	Policy and planning
06.02.02	Regional waste initiatives
06.02.03	Waste and Recycling Services Contract:2002-2010 / Domestic
06.02.04	Waste and Recycling Services Contract:2002-2010 / Commercial
06.02.05	Community education initiatives
06.02.06	Council waste avoidance and recovery initiatives
06.02.07	Customer requests

6.03 Cleansing

Co-ordinator: Manager Property and Assets

Income	Expenditure	Net
8,000	1,387,862	1,379,862

06.03.01	Beaches and Reserves
06.03.02	Public Amenity Buildings
06.03.03	Streets and Gutter Cleaning
06.03.04	Carparks
06.03.05	Dog waste removal
06.03.06	Graffiti removal

6.04 Disease Prevention

Co-ordinator: Manager Environment and Services

Income	Expenditure	Net
31,400	153,877	122,477

06.04.01	Policy and planning
06.04.02	Food borne disease prevention
06.04.03	Skin penetration
06.04.04	Legionnaires disease prevention
06.04.05	Tobacco regulation
06.04.06	On site sewage systems
06.04.07	Public Swimming Pools
06.04.08	Boarding Houses
06.04.09	Brothels
06.04.10	Cancer awareness and prevention
06.04.11	Infectious disease prevention
06.04.12	Community and employee education
06.04.13	Regulation and enforcement
06.04.14	Customer requests

6.05 Companion Animals

Co-ordinator: Manager Ranger Services

Income	Expenditure	Net
26,000	142,140	116,140

06.05.01	Companion Animal Registration
06.05.02	Dog and Cat Control
06.05.03	Companion Animals Act
06.05.04	Complaints

OVERVIEW

Description

The Public Health Program seeks to protect the health of the Mosman Community and environment. The management of domestic and commercial waste and recycling operations, the cleansing of public areas, the control of public health risks, surveillance of food premises and dog control are activities included in this Program.

Major Issues/Needs

Waste Management

- continually improve the standard of waste and recycling services provided to the community
- participation in innovative regional waste disposal initiatives
- as a civic leader, facilitate community environmentally responsible behaviours

Major Proposed Changes/Activities

Future Mosman Objectives

Future Mosman: 2088 in 2020 was developed in consultation with the Council, Community and Staff in February/March 2005. The objectives from this process which relate to this Program are:

- FM 1.4 Consideration to environmental matters
- FM 3.5 Sustainable waste and resource recovery
- FM 4.3 Mosman is a caring, safe and physically and intellectually healthy community
- FM 5.1 Revenue is increased and revenue sources are expanded
- FM 5.2 Expenditure is controlled

These objectives are incorporated throughout this Program.

PROGRAM 7

COMMUNITY SAFETY

Convenor: Director Community Development

PROGRAM STATEMENT

Proactive, well promoted, efficient services:

- aimed at enhancing the community's sense of safety and combating criminal activities
- involving a collaborative approach between Harbourside Local Area Command, Mosman Council, the community and emergency services
- whilst recognising the differences between the responsibilities of our Local Government Authority including the role of Council Rangers, and the responsibilities of the Local Area Command, as part of the State Government Police Department.

PROGRAM 7: COMMUNITY SAFETY

SUB-PROGRAMS

ACTIVITIES

7.01 Collaboration, Communication and Accountability

Co-ordinator: Director Community Development

Income	Expenditure	Net
59,000	28,844	(30,156)

07.01.01	Collaborative Management Plan - Local Solutions to Local Crime and Safety Issues in Mosman
07.01.02	Share Police and Council data
07.01.04	Promote PAL (Police Assistance Line: 131444)
07.01.05	Priorities/Appropriate Response Times
07.01.06	Publish Crime Trends
07.01.07	Communication: media, internet, newsletter

7.02 Community Involvement in Crime Prevention Strategies

Co-ordinator: Manager Community & Business Relations

Income	Expenditure	Net
0	0	0

07.02.0	Community/Civic Responsibilities
07.02.02	Volunteers
07.02.03	Safety House
07.02.04	Neighbourhood Watch
07.02.05	Business Community and Business Watch
07.02.06	Aged
07.02.07	Youth including Education and Schools
07.02.08	Children/Families

7.03 Combating Offences and Crime

Co-ordinator: Manager Ranger Services

Income	Expenditure	Net
0	43,137	43,137

07.03.01	Proactive, visible Policing and Ranger services
07.03.02	Assault, including Domestic Violence
07.03.03	Malicious damage, including graffiti strategies and vandalism
07.03.04	Property offences, including break and enter, and stealing
07.03.05	Steal motor vehicle
07.03.06	Traffic offences, including traffic plan/accidents, parking
07.03.07	Use of public space including carparks, licensed premises, alcohol and drugs

7.04 Customer Service and Support

Co-ordinator: Manager Ranger Services

Income	Expenditure	Net
0	0	0

07.04.01	Staff training
07.04.02	Ease of reporting crime and safety issues
07.04.03	Feedback on response times and actions
07.04.04	Victim support

7.05 Event Management - Safety and Traffic Aspects

Co-ordinator: Community & Bus Rel Mgr & Mgr Ranger Services

Income	Expenditure	Net
0	5,547	5,547

07.05.01	Special Events
07.05.02	Harbour Events
07.05.03	Community Events
07.05.04	Street Parties

7.06 Emergency Management

Co-ordinator: Manager Property and Assets

Income	Expenditure	Net
0	725,162	725,162

07.06.01	Local Emergency Management Committee
07.06.02	District Emergency Management Committee
07.06.03	Mosman-North Sydney DISPLAN
07.06.04	Manly-Mosman District Bushfire Management
07.06.05	Bushfire Hazard Reduction Activities
07.06.06	SES (State Emergency Services)
07.06.07	Fire
07.06.08	Ambulance

7.07 Planning and Designing for Safe Communities

Co-ordinator: Manager Planning and Transport

Income	Expenditure	Net
0	0	0

PROGRAM 7: COMMUNITY SAFETY

07.07.01	Assessments consider safety in design
07.07.02	Staff training

07.07.03	Development Control Plans
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7.08 Safe Communities

Co-ordinator: Manager Community Development

07.08.01	Safe Communities - Plan, Manage, Liaise
07.08.02	Safe Communities - Information, Referral
07.08.03	SHOROC Safe Communities Group
07.08.04	Safe Communities Programs

Income	Expenditure	Net
0	2,196	2,196

OVERVIEW

Description

This program was developed late in 2001 as a means of creating closer relationships between the Police and the Council so that we understand each other's roles and responsibilities in order to improve community safety and crime prevention strategies. The approach is based on strategic management planning through a collaborative plan addressing key issues. This approach involves personnel from Harbourside Local Area Command and from Mosman Council with review reports by officers of both organisations to Council's Community Development Advisory Group.

Throughout the Program there are references to the "Local Solutions to Local Crime and Safety Issues; a Collaborative Management Plan" which is a separate document. It clearly identifies not only where Council staff are accountable but also where the Police are accountable. The Collaborative Plan underpins Council's involvement in the State Government's PACT (Police Accountability Community Team) Committee and drives the processes to ensure that they are outcomes based. The Plan forms the basis of this program.

Major Issues/Needs

Whilst recent figures show an overall decrease in local crime figures, there remains a need to be vigilant to ensure that residents continue to feel that Mosman is a safe community and that where possible, crime continues to be reduced. In 2005 a major review of the plan is being undertaken with a relaunch planned later in the year to reaffirm the commitment of both Council and the Police.

It is important that the community has a clear understanding of levels and types of crime and that residents are equipped to improve their own safety and that of their families and businesses.

There is a strong preference in the community for continued visible Police and Ranger services coupled with the need for a better understanding of their specific roles and the appropriate response times and priorities for the range of calls for Police and Ranger services.

Staff knowledge and customer service particularly on phones has improved; vigilance is necessary to ensure new staff, in particular, are well informed.

The strong relationship between the Council and the Police shall be maintained with a recommitment and relaunch of the 'Local Solutions to Local Crime and Safety Issues: A Collaborative Management Plan' in early 2005.

Concern continues about the activities of some teenagers coupled with concern about a lack of parental responsibility and issues about the well being of teenagers, particularly their exposure to drugs and alcohol as well as issues relating to; safe driving, the safety of older people and crisis issues including domestic violence.

Major Proposed Changes/Activities

In order to meet the needs identified it is proposed to continue to:

- Deliver collaborative, proactive, visible Policing and Ranger services aimed at reducing crime and violence
- Communicate effectively and in a timely manner
- Educate the community about the roles of Harbourside Local Area Command and Council Rangers

PROGRAM 7: COMMUNITY SAFETY

- Educate the community on road safety and parking issues
- Promote safety and security
- Improve public understanding/perception of crime and safety issues
- Educate parents about their responsibilities regarding safety of children and young people
- Use Council, the Mosman Daily and 2088 Magazine more to get information out to the community including the good news stories
- 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
- Support victims
- Engage the community to develop a greater sense of civic responsibility
- Continue collaborative approach to special events to reduce impact on the community
- Continue to develop collaborative approaches to Disaster Management Planning including the SES, Ambulance and Fire Services
- Encourage safer place and space design practices
- Monitor performance
- Recognise those who make a contribution to improving community safety and reducing crime

Council accepts that the collaborative approach leads to better policing and ranger services but it is important to stress that there are clear differences between the responsibilities of our Local Government Authority, including the role of Council Rangers, and the responsibilities of the State Government Police Department and the role of officers from Harbourside Local Area Command.

The Coordinators for the Sub-Programs in this Program are Council staff who accept responsibility only for those aspects which are the business of Local Government. This is clarified within each Sub-Program and in the Collaborative Management Plan – Local Solutions to Local Crime and Safety Issues.

Strategies have been included within this program and Program 5 to deal with community concern about the management of bushland areas in relation to fire hazard reduction and Council's obligations to address these issues for bushland areas under its own control or management.

Council continues to maintain a strong relationship with Harbourside Police in relation to emergency management. In particular all emergency services have taken steps to heighten their awareness and preparedness to respond to such incidents should the need arise.

Future Mosman Objectives

Future Mosman: 2088 in 2020 was developed in consultation with the Council, Community and Staff in February/March 2005. The objectives from this process which relate to this Program are:

- FM 1.1 The Mosman community reflects a balance of population across the age groups
- FM 2.2 The community's voice is solicited and heard
- FM 2.3 Local transport needs addressed

PROGRAM 7: COMMUNITY SAFETY

- FM 4.1 All community and cultural services and facilities are maintained and through sound planning and consultative processes, developed to meet the emerging needs of the community
- FM 4.2 The community is well informed about all services and facilities and actively participating in civic affairs
- FM 4.3 Mosman is a caring, safe and physically and intellectually healthy community

These objectives are incorporated throughout this Program.

PROGRAM 8

COMMUNITY DEVELOPMENT AND SERVICES

Convenor: Director Community Development

PROGRAM STATEMENT

Relevant, accessible community services for all age and target groups and levels of fitness provided through:

- Involving volunteers in planning and service delivery
- Asking users to evaluate the services
- Providing appropriate facilities and friendly, professional support
- Anticipating future needs and planning ahead in consultation with our community

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

SUB-PROGRAMS

ACTIVITIES

8.01 Policy and Administration and Customer Focus

Co-ordinator: Director Community Development

Income	Expenditure	Net
0	353,055	353,055

08.01.01	Lead, Manage, Review, Report
08.01.02	Social/Community Plan
08.01.03	Meetings - Management, Staff, Team
08.01.04	Consultation and Communication - Public Relations, Advice, Referrals, Liaison, Publicity, Website
08.01.05	Administration - Secretarial, Clerical, General Correspondence, Filing
08.01.06	Customer Focus
08.01.07	Contract Management
08.01.08	Grants, External Funding, Income Opportunities
08.01.09	Women's Issues
08.01.10	New Residents
08.01.11	Ecologically Sustainable Development
08.01.12	Gay and Lesbian Issues
08.01.13	Anti Graffiti Strategies (move to Program 7)
08.01.14	Health and Medical Issues
08.01.15	Mental Health Issues

8.02 Community Involvement/Volunteers

Co-ordinator: Manager Community Development

Income	Expenditure	Net
0	25,954	25,954

08.02.01	Community Development Advisory Group
08.02.02	Volunteers
08.02.03	Community Groups
08.02.04	Community Conversations

8.03 Children/Family

Co-ordinator: Children's Services Development Officer

Income	Expenditure	Net
713,560	816,530	102,970

08.03.01	Children – Plan, Manage, Liaise
08.03.01	Children - Health
08.03.02	Children – Information, Referral
08.03.03	Children's Programs
08.03.04	Out of School Hours Care
08.03.05	Family Day Care
08.03.06	Long Day Care
08.03.07	Occasional Child Care
08.03.08	Building
08.03.09	Vacation Care Juniors
08.03.10	Kidzone Vacation Care
08.03.11	Alexander Avenue Child Care Centre
08.03.12	Balmoral Child Care Centre

8.04 Youth

Co-ordinator: Youth Development Officer

Income	Expenditure	Net
8,000	235,677	227,677

08.04.01	Youth – Plan, Manage, Liaise
08.04.02	Youth – Information, Referral
08.04.03	Youth Programs
08.04.04	Youth Forum
08.04.05	Youth Development Centre
08.04.06	Youth Drug and Alcohol Programs
08.04.07	Youth Cultural Programs
08.04.08	Youth Health Issues
08.04.09	Youth Emergency Accommodation

8.05 Older People

Co-ordinator: Manager Community Development

Income	Expenditure	Net
430,709	529,882	99,173

08.05.01	Older People – Plan, Manage, Liaise
08.05.02	Older People – Information, Referral
08.05.03	Older People's Programs
08.05.04	Senior Citizens' Centre and Bookings
08.05.05	Food Services
08.05.06	Neighbour Aid
08.05.07	Community Transport
08.05.08	Community Visitors' Scheme
08.05.09	Building
08.05.10	Caring for Carers
08.05.11	Older People - Health and Wellness

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

8.06 People with Disabilities

Co-ordinator: Manager Community Development

Income	Expenditure	Net
0	4,152	4,152

08.06.01	Disabilities – Plan, Manage, Liaise
08.06.02	Disabilities – Information, Referral
08.06.03	Disabilities – Programs
08.06.04	Community Access
08.06.05	Mobility Map (audit & brochure design/production)
08.06.06	Saturday Youth Group

8.07 Early Childhood Health

Co-ordinator: Children's Services Development Officer

Income	Expenditure	Net
11,040	23,760	12,720

08.07.01	Early Childhood Health – Plan, Manage, Liaise
08.07.02	Early Childhood Health – Information, Referral
08.07.03	Early Childhood Health Centres
08.07.04	Immunisation Clinic

8.09 Aboriginal Culture, Heritage and Reconciliation

Co-ordinator: Manager Community Development

Income	Expenditure	Net
0	14,510	14,510

08.09.01	Aboriginal Culture, Heritage and Reconciliation – Plan, Manage, Liaise
08.09.02	Aboriginal Culture, Heritage and Reconciliation - Information, Referral
08.09.03	Mosman Reconciliation Group
08.09.04	Aboriginal Culture, Heritage and Reconciliation – Programs

8.10 Culturally and Linguistically Diverse People (CALD)

Co-ordinator: Manager Community Development

Income	Expenditure	Net
0	0	0

08.10.01	CALD - Plan, Manage, Liaise
08.10.02	CALD - Information, Referral
08.10.03	CALD - Programs

OVERVIEW

Description

This program incorporates many of the findings in the current edition of the Community Profile and the 2005-2009 Community Plan, however, there are strategies from that Plan to be found throughout MOSPLAN. The Social/Community Plan is prepared as a regulatory requirement of the State Government. It is based on the following social justice principles:

- Equity - there should be fairness in the distribution of resources.
- Access - people should have fair access to economic resources and services essential to meet their basic needs and improve their quality of life.
- Participation - people should have the maximum opportunity for genuine participation and consultation about decisions affecting their lives.
- Rights - rights are recognised and promoted.

In conjunction with the ongoing review of the community profile and the social planning processes a series of Community Conversations and Advisory Groups are held throughout the year. These assist in identifying social issues and needs and the strategies required to address them.

Council has a variety of roles in community services. It acts as advocate, catalyst and facilitator and also directly provides services for all age groups. Another key role is to provide information, service options, counselling and referral services.

Over 500 volunteers assist in the delivery of community services.

Council plays an active role in maximising the potential for community involvement by adopting the following roles:

- recruiting, training and supporting dedicated groups of volunteers;
- collecting and disseminating information and providing advice, counselling and referral services;
- listening and responding to community views and concerns as appropriate;
- providing ancillary resources and facilities to community groups;
- advocating on behalf of the community in negotiating for resources from other levels of government.

The Art Gallery & Community Centre is the base for a range of children's services including family day care, before and after school care, vacation care, leisure and learning activities and an immunisation clinic. Mosman Occasional Childcare Centre is situated across the road in the Allan Border Oval Pavilion. Professional staff are on hand to provide information and referral.

Youth Services are responsive to the needs of the community in relation to young people, developing and implementing programs for young people, parents, schools and the community. The Youth Development Centre provides young people in Mosman with a place for passive recreation and social activities and counselling/referrals, information and advice on a variety of different issues.

The Aged and Disability Services Section provides social and recreational programs and activities, food services, transport, community visitors scheme, the Caring for Carers programs, leisure activities, information, referrals, counselling and service options.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

The Community Development Advisory Group works with Council to promote the development of an accessible environment in the Council area.

Close links are maintained with local and regional agencies and services.

Some community based services in Mosman are partly funded by Council. These include, for example the Kids Cottage Middle Harbour Inc and Good Beginnings Australia. Services provided by Holyoake are also funded by Council to assist children and young people who are affected by a parent's drinking or other drug problem.

Major Issues/Needs

Issues related to children and families include the need to achieve more child care places of all sorts in Mosman especially for 0-2s. There is an ongoing need to secure affordable long day care services to assist those with special needs on a priority basis; more long day care places for working parents and more occasional childcare, playgroups and pre-school places to prepare children for school. Some parents also have a need for accessible childcare for their children with disabilities and some have isolation issues.

The housing of children's services in the Art Gallery and Community Centre is problematic and planning must commence to re-locate these services.

Issues related to youth include drugs and alcohol, smoking; family and peer relationships; secondary and tertiary education; homelessness; access to public space; affordable housing; community attitudes towards youth with a focus on connecting generations.

Issues related to older residents include isolation; health, well being and independence; accessible transport; home support services; home maintenance services; safety; fitness and recreational activities for all active older people; appropriate services for frail aged and the assessment of needs for services e.g. respite care; affordable housing; friendship and support during times of stress and crisis.

Issues related to people with a broad range of disabilities include the need for accessible transport; recreational and social activities; and an accessible environment.

Community Conversations held in conjunction with the development of the 2005-2009 Social/Community Plan raised a range of issues pertaining to new residents, women, men, Aboriginal and Torres Strait Islander people, gay/lesbian and transgender people and people from culturally and linguistically diverse backgrounds. These issues are addressed in Sub-Program 08.01, 08.09 and 08.10 and other relevant Sub-Programs.

Major Proposed Changes/Activities

The lack of child care places remains a concern particularly the shortage of long day care, especially for 0 - 2 years.

The Alexander Avenue site should open during 2005 with 40 places for 3 - 5 year olds including 10 affordable places.

The Balmoral South site upgrade to provide for 0 - 3 year olds with 10 affordable places remains in abeyance due to issues relating to the Development Application and the Rural Fire Service. These issues must be resolved urgently. In the meantime the Centre is catering for 38 children aged 2-6 with 10 affordable places.

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

Application will continue to be made for more Family Day Care places with a recruitment drive for carers in conjunction with the BEC, as Family Day Care is a small business opportunity.

There will be an increased focus on advancing community understanding of issues surrounding Aboriginal Culture, Heritage and Reconciliation. This will be assisted by the implementation of recommendations arising from the Aboriginal Heritage Study of Mosman. This study of the Aboriginal heritage of the entire Mosman local government area has been undertaken jointly by Mosman Council, National Parks and Wildlife Service, the Metropolitan Local Aboriginal Land Council and the Sydney Harbour Federation Trust.

The new Caring for Carers program has revealed a profound need for local support for carers and ongoing efforts are being made to provide a sustainable service.

A major focus needs to be on ensuring that the community is aware of all the services Council provides.

ACCESS AND EQUITY ACTIVITY STATEMENT

Council has produced a Social/Community Plan for 2005-2009. It builds on Council's previous Social/Community Plan that covered 1999-2004. The Plan identifies a range of strategies that address the needs of a number of target groups. These strategies represent access and equity activities as required under the Local Government (General) Regulation 1999 and are included in MOSPLAN to be undertaken during the period of the Social/Community Plan. They join the Statements of Means which are also regarded as access and equity activities in terms of the above Regulation.

The 2005-2009 Social/Community Plan is available at Mosman Library and also on Council's website at www.mosman.nsw.gov.au/council/social-community-plan-2005-2009.pdf

The strategies for each target group in the Social/Community Plan are included in MOSPLAN in summary form. They are placed either within the Sub-program relevant to the particular target group or, if more relevant, in the Program area that relates to the action identified in the strategy; such an action, would, for example, refer to the responsibility area of the Convenor for that Program area rather than to the Community Development and Services Program area. All Social/Community Plan strategies in MOSPLAN are linked to the Social/Community Plan enabling them to be referenced back to the Plan to obtain details of each strategy.

Future Mosman Objectives

Future Mosman : 2088 in 2020 was developed in consultation with the Council, Community and Staff in February/March 2005. The objectives from this process which relate to this Program are:

- FM 1.1 The Mosman community reflects a balance of population across the age groups
- FM 2.1 Regional transport needs addressed
- FM 2.2 The community's voice is solicited and heard
- FM 2.3 Local transport needs addressed
- FM 4.1 All community and cultural services and facilities are maintained and through sound planning and consultative processes, developed to meet the emerging needs of the community
- FM 4.2 The community is well informed about all services and facilities and actively participating in civic affairs
- FM 4.3 Mosman is a caring, safe and physically and intellectually healthy community
- FM 5.1 Revenue is increased and revenue sources are expanded
- FM 5.2 Expenditure is controlled

These objectives are incorporated throughout this Program.

PROGRAM 9

LIBRARY AND INFORMATION

Convenor: Director Community Development

PROGRAM STATEMENT

Satisfying the information and leisure needs of the community and supporting formal and self education through:

- Providing high quality Library services and resources that reflect the demands of the community
- Acting as a gateway to the world wide information network
- Conserving and developing our local history collection and facilitating research
- Collecting and disseminating information on community services, activities and events
- Maintaining close liaison with local educational institutions

PROGRAM 9: LIBRARY AND INFORMATION

SUB-PROGRAMS

ACTIVITIES

9.01 Policy and Administration and Customer Focus

Co-ordinator: Director Community Development

Income	Expenditure	Net
52,000	136,046	84,046

09.01.01	Lead, Manage, Review, Report
09.01.02	Ecologically Sustainable Development
09.01.03	Meetings - Management, Staff, Team
09.01.04	Community Consultation - Advice, Investigation, Education, Liaison, Publicity, Public Relations, Website
09.01.05	Administration - Secretarial, Clerical, General Correspondence, Filing
09.01.06	Customer Focus
09.01.07	Contract Management
09.01.08	Grants, External Funding, Income Opportunities
09.01.09	Mosman Identity

9.02 Library Resources

Co-ordinator: Manager Library Resources

Income	Expenditure	Net
8,000	336,749	328,749

09.02.01	Collection Development
09.02.02	Acquisitions
09.02.03	Cataloguing/Indexing
09.02.04	Processing Processing
09.02.05	Binding, Repair
09.02.06	Conserving

9.03 Library Services

Co-ordinator: Manager Library Services

Income	Expenditure	Net
83,500	591,815	508,315

09.03.01	Lending Services
09.03.02	Information Services
09.03.03	Home Library Services
09.03.04	
09.03.05	Reader Education
09.03.06	
09.03.07	Outreach Programs
09.03.08	Promotions/Activities
09.03.09	Children's/Youth Services

9.04 Library Information Technology

Co-ordinator: Manager Library Resources

Income	Expenditure	Net
10,000	141,025	131,025

09.04.01	Shorelink
09.04.02	Internet/Information Technology

9.05 Library Building

Co-ordinator: Manager Library Services

Income	Expenditure	Net
0	239,368	239,368

09.05.01	Occupational Health & Safety
09.05.02	Library M & R
09.05.03	Disaster Management

9.06 Education

Co-ordinator: Manager Library Services

Income	Expenditure	Net
0	9,084	9,084

09.06.01	Schools and Colleges Liaison Consultation
09.06.02	School Visits and Classes
09.06.03	School Principals

PROGRAM 9: LIBRARY AND INFORMATION

9.07 Local Studies

Co-ordinator: Local Studies Librarian

Income	Expenditure	Net
1,000	93,116	92,116

09.07.01	Indexing/Cataloguing
09.07.02	Conservation
09.07.03	Collection Development
09.07.04	Reference and Research
09.07.05	Genealogy
09.07.06	Promotions and Activities
09.07.07	Archibald Mosman's Grave
09.07.08	Volunteers
09.07.09	Exhibitions

9.08 Community Information

Co-ordinator: Community Information Librarian

Income	Expenditure	Net
0	50,077	50,077

09.08.01	Collection and Maintenance
09.08.02	Information Services
09.08.03	Directories and Dissemination

9.09 Mosman Website

Co-ordinator: Internet Coordinator

Income	Expenditure	Net
0	80,700	80,700

09.09.01	Website Content
09.09.02	Website Communication
09.09.03	Website Design

OVERVIEW

Description

Mosman Library provides a range of services for the residents of Mosman. These include lending services, reference and information services, home library service, local studies service, community information, Internet access and training, children's services, young adult services, a variety of outreach and promotional activities such as school holiday programs, the Authors at the Library series, and online services including webcasts and the MOSLIB community e-mail list.

Membership of the library totals 23,300 with 4,600 people visiting the Library each week. 350,300 books, periodicals and audio visual materials are lent annually. This Program also focuses on the educational needs and facilities in the community.

Mosman has been a member of the Shorelink Library Network since its inception in 1983 and has a range of obligations under the Shorelink Deed of Agreement relating to this membership.

Program 9 also includes Council's website which is a key component of Council's communications strategy. It provides comprehensive information on all Council services together with five email lists to inform the community of forthcoming events and issues (Art Gallery, Library, HSC, environment and community events). It also provides opportunities for community feedback and consultation on current issues and initiatives such as the MOSPLAN review, Future Mosman, Community Conversations on Social and Cultural Plans.

Major Issues/Needs

The Community Conversations and consultations conducted in conjunction with the MOSPLAN Review, the Cultural and Social Plans and the Future Mosman workshops all identified a need for the Library to be expanded. There is need for a multifunctional space which will accommodate lifelong learning pursuits, events, exhibitions and seminars together with an information technology centre and designated 'zones' for various age groups and interests.

The Library's public access Internet service is provided via the Shorelink Library Network's Internet Service Provider. In order to provide for current and future needs a significant upgrade to the Wide Area Network is proposed. This will provide for increased bandwidth and unlimited inbound traffic and will deliver improved response times and more cost effective services.

There is a need to further develop and improve Council's website to ensure that it meets community expectations.

Major Proposed Changes/Activities

In late 2004 the Library was successful in obtaining a Library Development Grant from the Library Council of NSW for the project-Mosman Library Wired for Youth. The project includes a targeted marketing campaign to teenagers, the addition of new resources to the Young Adult Collection including DVDs, CDs, Audio Books and Graphic Novels and an expanded program of teen activities. The creation of an interactive webspace for teenagers in the form of a weblog is also being developed as part of the project. The Wired for Youth Project will be finalised in 2005/06.

Promotion and marketing of the Library and its services is ongoing and will be a major focus for the next year.

PROGRAM 9: LIBRARY AND INFORMATION

Long-term planning for future Library services and the impact of these services on the Library building will take place using information collected from the Community Conversations conducted for the Cultural and Social Plans in 2003/04, the Future Mosman workshops and focus groups of library stakeholders to be held in 2005/06.

The 'look' of the Library and the arrangement of the collections will continue to be improved. The layout of the fiction section will be reorganised to provide a more 'user-friendly' retail approach. This collection will be re-arranged in genre order and new shelving will be introduced to open up the area and improve access.

All areas of the collection will continue to be improved with particular focus in 2005-2006 on improvement of electronic resources, resources for teenagers, talking books in compact disc format and DVDs.

New features proposed for the website include: an integrated Council and community calendar of events which allows for syndication (tailored by subject) within Council's website as well as on community websites; a virtual tour of Mosman Library, using 360 degree panoramic photography and multimedia.

Mosman Council will continue to coordinate and manage the SHOROC website, in response to the needs of SHOROC member Councils. The site will have an updated design to reflect SHOROC's new logo and corporate identity.

The Mosman Memories Project, which aims at collecting memories of residents about the streets where they lived, grew up and now live, will be a major focus for 2005/06. This project will allow contributors to submit their contributions online using weblog technology. The Local Studies section will also focus on the ongoing Oral History on The Web Project.

Future Mosman initiatives relating to Program 9 focus on the need to expand the Library to provide space which provides for lifelong learning pursuits, events, exhibitions and seminars together with an information technology centre and designated 'zones' for various age groups and interests.

Future Mosman Objectives

Future Mosman : 2088 in 2020 was developed in consultation with the Council, Community and Staff in February/March 2005. The objectives from this process which relate to this Program are:

- FM 1.1 The Mosman community reflects a balance of population across the age groups
- FM 2.2 The community's voice is solicited and heard
- FM 4.1 All community and cultural services and facilities are maintained and through sound planning and consultative processes, developed to meet the emerging needs of the community
- FM 4.2 The community is well informed about all services and facilities and actively participating in civic affairs
- FM 4.3 Mosman is a caring, safe and physically and intellectually healthy community
- FM 5.1 Revenue is increased and revenue sources are expanded
- FM 5.2 Expenditure is controlled

These objectives are incorporated throughout this Program.

PROGRAM 10

**PARKS, SPORT, RECREATION AND
CULTURE**

Convenor: Director Community Development

PROGRAM STATEMENT

Celebrating our strong community spirit through:

- Ensuring high quality and well maintained parks, ovals, other sports facilities and open spaces
- Providing, organising and facilitating recreational, cultural facilities and activities
- Encouraging and celebrating sport and physical activity for both fun and fitness.
- Planning and coordinating civic and community events

all with the involvement of residents for the enjoyment of our community.

PROGRAM 10: PARKS, SPORT, RECREATION AND CULTURE

SUB-PROGRAMS

ACTIVITIES

10.01 Policy and Administration and Customer Focus

Co-ordinator: Director Community Development

Income	Expenditure	Net
73,500	177,961	104,461

10.01.01	Lead, Manage, Review, Report
10.01.02	Ecologically Sustainable Development
10.01.03	Meetings - Management, Staff, Team
10.01.04	Consultation and Communication - Advice, Investigation, Education, Liaison, Publicity, Website
10.01.05	Administration - Secretarial, Clerical, General Correspondence, Filing
10.01.06	Customer Focus
10.01.07	Contract Management
10.01.08	Grants, External Funding, Income Opportunities
10.01.09	Mosman Identity
10.01.10	Sydney Harbour Federation Trust - Middle Head/Georges Heights
10.01.11	Recreation Advisory Group
10.01.12	Sports and Recreation Volunteers
10.01.13	Sporting Facilities User Group

10.02 Parks, Gardens, Playgrounds and Civic Spaces

Co-ordinator: Manager Assets and Services

Income	Expenditure	Net
359,500	1,123,992	764,492

10.02.01	Buildings – Public Amenity Blocks
10.02.02	Playgrounds and Equipment
10.02.03	Turf maintenance
10.02.04	Signs (Information and Regulatory)
10.02.05	Civic Spaces
10.02.06	Paths and Tracks
10.02.07	Minor Structures/Park Furniture
10.02.08	Gardens
10.02.09	Unformed Road Reserves
10.02.10	Irrigation
10.02.11	Footpath Planter Pots
10.02.12	Bookings
10.02.13	Memorials
10.02.14	Weed Control

10.03 Recreational Facilities

Co-ordinator: Manager Assets and Services

Income	Expenditure	Net
46,000	439,174	393,174

10.03.01	Buildings – Pavilions and Amenities
10.03.02	Equipment – Lighting, Floodlighting and General
10.03.03	Outfields
10.03.04	Signs (Information and Regulatory)
10.03.05	Car Parks
10.03.06	Paths and Tracks
10.03.07	Minor structures/fencing, scoreboards, site screens, basketball & netball hoops, tennis practice wall
10.03.08	Cricket pitches and baseball diamond
10.03.09	Moved to 10.11
10.03.10	Irrigation
10.03.11	Tennis Courts
10.03.12	BMX Bike Track
10.03.13	Netball Courts and Basketball Facilities
10.03.14	Skate Facility
10.03.15	Bookings

PROGRAM 10: PARKS, SPORT, RECREATION AND CULTURE

10.04 Beaches, Sea Pools and Foreshores

Co-ordinator: Manager Property and Assets

Income	Expenditure	Net
16,000	141,335	125,335

10.04.01	Marine Structures
10.04.02	Equipment
10.04.03	Ground Covers and Weed Control
10.04.04	Signs (Information and Regulatory)
10.04.05	Foreshore Car Parks – Pavements and Line Marking
10.04.06	Paths and Tracks
10.04.07	Minor Structures/Park Furniture
10.04.08	Bookings
10.04.09	National Parks & Wildlife Service Liaison and Nude Bathing

10.05 Cultural Development

Co-ordinator: Manager Cultural Services

Income	Expenditure	Net
96,500	411,667	315,167

10.05.01	Cultural Plan 2005-2009
10.05.02	Performing Arts
10.05.03	Publications and Youth Literature Awards
10.05.04	Youth Culture
10.05.05	Mosman Art Gallery & Community Centre (MAG&CC) Building Works
10.05.06	MAG&CC Maintenance and Repair
10.05.07	MAG&CC Venue Hire
10.05.08	Volunteers – Recruit, Support, Acknowledge
10.05.09	Public Relations/Marketing
10.05.10	Public Art

10.06 Gallery Exhibitions and Activities

Co-ordinator: Manager Cultural Services

Income	Expenditure	Net
93,500	385,778	292,278

10.06.01	Mosman Art Prize
10.06.02	Mosman Youth Art Prize
10.06.03	Combined Schools' Art Exhibition
10.06.04	Exhibition Programs
10.06.05	Public and Education Programs
10.06.06	Visual Arts Generally
10.06.07	Sponsorship and fundraising
10.06.08	Volunteers and Friends, Membership
10.06.09	Public Relations/Marketing/Bookings
10.06.10	Mosman Art Collection

10.07 Community Arts, Crafts and Activities

Co-ordinator: Manager Cultural Services

Income	Expenditure	Net
89,700	26,335	(63,365)

10.07.01	Arts, Crafts, Activities and Exhibitions
10.07.02	Mosman Village Markets
10.07.03	Sponsorship/Patrons
10.07.04	
10.07.05	
10.07.06	
10.07.07	
10.07.08	Volunteers – Recruit, Support, Acknowledge
10.07.09	Public Relations/Marketing/Bookings

PROGRAM 10: PARKS, SPORT, RECREATION AND CULTURE

10.08 Civic/Community Events organised by Council

Co-ordinator: Manager Community & Business Relations

Income	Expenditure	Net
2,500	26,926	24,426

10.08.01	Plan and Promote
10.08.02	Mosman Address
10.08.03	Mosman Day
10.08.04	Hunter Day
10.08.05	Civic Church Service
10.08.06	Spring Festival
10.08.07	Garden Competition
10.08.08	Freedom of Entry and Naval Review
10.08.09	Celtic Festival
10.08.10	Remembrance Events – Anzac Day, Remembrance Day
10.08.11	National and State Events – Australia Day, New Years Eve, Boxing Day
10.08.12	1789 Two Sailors Biathlon
10.08.13	
10.08.14	
10.08.15	Olympics and Paralympics 2004
10.08.16	
10.08.17	St Andrews Day and Scottish Week
10.08.18	
10.08.19	Scotland/Australia Cairn
10.08.20	
10.08.21	Volunteers – Recruit, Support, Acknowledge

10.09 Community/Commercial Events approved/facilitated by Council

Co-ordinator: Manager Community & Business Relations

Income	Expenditure	Net
11,500	20,499	8,999

10.09.01	Issues Management – Local
10.09.02	Issues Management – Regional
10.09.03	Carols by Candlelight
10.09.04	Easter Dawn Service
10.09.05	Mini Mosmarathon
10.09.06	Sirius Cup Regatta
10.09.07	Mudgee Food and Wine Fair
10.09.08	
10.09.09	Shakespeare By The Sea
10.09.10	School Events
10.09.11	Lovedale Long Lunch
10.09.12	Garden Show

10.10 Friendship Agreements

Co-ordinator: Manager Community & Business Relations

Income	Expenditure	Net
0	21,092	21,092

10.10.01	Plan and Promote
10.10.02	Glen Innes
10.10.03	Norfolk Island
10.10.04	Isle of Wight
10.10.05	Paciano, Italy
10.10.06	Mudanjiang, China
10.10.07	Douglas Shire, Mossman, Queensland

10.11 Mosman Swim Centre

Co-ordinator: Manager Community & Business Relations

Income	Expenditure	Net
158,240	153,000	(5,240)

10.11.01	Contract Management
10.11.02	Consultation, Customer Service, Programming and Marketing
10.11.03	Operations Management
10.11.04	Business and Financial Planning and Management
10.11.05	Performance Monitoring and Reporting

OVERVIEW

Description

Council provides a network of public open space, which serves as a venue for various forms of formal and informal recreation for all age groups in the community. These open space areas are a vital component of the community assets as they help define the municipal character; provide opportunities to maintain and enhance the visual amenity of the Mosman area; and hold significant cultural, educational and environmental value for the residents of Mosman and beyond. These areas of public open space vary in size, with some incorporating facilities for particular recreational pursuits.

Council consults with the community in order to plan and facilitate the ongoing protection and enhancement of open space, particularly parks, civic and commercial spaces; and, in order to ensure that recreational and cultural opportunities and facilities are compatible with the varying needs of our community and able to be enjoyed by all. Council celebrates and encourages sport and physical activity for both fun and fitness. In this regard Council supports such bodies as the Recreation Advisory Group and Ovals User Group.

This Program incorporates many of the findings of the Mosman Cultural Plan 2005-2009. The Key Result Areas in the Cultural Plan are:

1. Attitudes & Values
2. Lifestyle
3. Celebrations & Events
4. Visual Arts
5. Performing Arts
6. History
7. Library, Literature & Learning
8. Youth Culture
9. Sport
10. Consultation & Publicity

The overarching objectives of the Cultural Plan are:

- To have a vibrant community where residents of all ages, backgrounds and beliefs share a strong sense of identity, belonging and community spirit.
- To have an interested and active community that contributes to, and participates in, cultural planning and development processes, associated programs, events and activities.
- To have sustainable cultural development that enhances the lives of residents and is sensitive to social, economic and environmental concerns.

Council also provides, or facilitates the provision of, a range of cultural activities or venues. These include a series of cultural events including art exhibitions, musical and literary events many of which occur in the Mosman Art Gallery & Community Centre. Council owns a significant collection of Australian paintings as a result of the Mosman Art Prize (dating from 1947) and other acquisitions. The collection is displayed in the Gallery and Council building. It also owns a unique local history collection housed in the Mosman Library and addressed in Program 9.7 (Local Studies).

The creation of the Mosman Public Art Trust has acted as a catalyst for Council to develop a long-term strategy for the incorporation of a range of public art both permanent and ephemeral in appropriate places and spaces throughout the Municipality.

PROGRAM 10: PARKS, SPORT, RECREATION AND CULTURE

To engender community spirit and identity Council also supports or participates in other community events such as the Freedom of Entry and Friendship Community relationships. Community events are managed in accordance with Council's Special Event Management Policy. Special events which are not Community Events, as defined in the Special Event Management Policy, are addressed in Sub-Program 12.03.

Information dissemination is also important and some key initiatives include the provision of recreational and cultural information on Council's Internet site; the ongoing production of a Mosman Leisure Directory as well as a regional cultural facilities and services directory, and the production of maps and brochures on specific recreational and cultural topics.

Major Issues/Needs

With the completion and adoption of the Sydney Harbour Federation Trust's Plan for Middle Head and Georges Heights the focus more recently has been on the consideration and adoption of more detailed individual plans of management. The preparation and adoption of a plan of management for the Cross Street site will be significant in terms of Council's open space and recreation facility planning for the future.

A Recreation Strategy Action Plan was adopted by Council in July 2001. It addressed the following categories: Sporting Facilities, Youth Facilities, Playgrounds, Aquatic Facilities, Informal Recreation Areas, Disability Access and Participation in and Promotion of Recreation and Sport. With increasing incidence of obesity in Australia a focus on sport and active and healthy lifestyle will continue to grow in importance.

In catering to visitors' leisure needs, the focus remains on exploring more effective ways to maximise the benefits of such activity to the residents of Mosman whilst reducing the adverse effects to the greatest extent possible. The issue of traffic and parking, marketing of the area, and protection and enhancement of the environment will continue to be major concerns in this regard.

With regard to the visual arts and crafts, the Mosman Art Gallery & Community Centre will continue to make a substantial contribution to the residents of Mosman and surrounding districts by producing a diverse program of exhibitions, educational activities and cultural events.

There is expressed community desire for an appropriately equipped performance space with air conditioning for concerts and other live performances and need for a dedicated "art centre" providing spaces for art workshops and classes on a regular basis. Some such spaces are available in the Mosman Art Gallery and Community Centre but there are competing demands on these spaces between Children's Services and Cultural Services.

Major Proposed Changes/Activities

In relation to the Sydney Harbour Federation Trust sites and particularly at Cross Street, Council is determined to ensure a collaborative approach between the Trust, the Council and the community, to maximise opportunities for community participation in the preparation of further management plans, ensuring balanced utilisation and future management of the Mosman sites with a view to a range of compatible uses commensurate with community expectations, including active recreation facilities, together with minimisation of any effect on local amenity, traffic and on Council's finances.

The strategies in the Recreation Strategy Action Plan need to be acted upon and these are included in this program.

PROGRAM 10: PARKS, SPORT, RECREATION AND CULTURE

There will be continuing emphasis on user involvement in planning for any new, and using existing, sports facilities through such means as the Recreation Advisory Group, Oval Users Group and Community Conversations held from time to time on both broad and specific subjects.

The skate facility has been completed and a BMX track approved at the rear of Balmoral Oval.

The matter of capital improvements to Council's open spaces remains relevant. Whilst Council is progressing with its playground Improvements program, funding is not available for any meaningful capital improvements to other open space assets aside from the BMX track. The development of major planning documents such as the Clifton Gardens Management Framework and Landscape Masterplan and The Esplanade Public Domain Improvements Plan generate an expectation that their contents will be implemented by Council.

There is a lack of funding for meaningful implementation of recommendations for capital improvements from these documents. The manner in which Council allocates capital funding to the various areas of open space activity will continue to be reviewed.

Future Mosman Objectives

Future Mosman : 2088 in 2020 was developed in consultation with the Council, Community and Staff in February/March 2005. The objectives from this process which relate to this Program are:

- FM 1.1 The Mosman community reflects a balance of population across the age groups
- FM 1.2 Public infrastructure is improved
- FM 2.1 Regional transport needs addressed
- FM 2.2 The community's voice is solicited and heard
- FM 2.3 Local transport needs addressed
- FM 4.1 All community and cultural services and facilities are maintained and through sound planning and consultative processes, developed to meet the emerging needs of the community
- FM 4.2 The community is well informed about all services and facilities and actively participating in civic affairs
- FM 4.3 Mosman is a caring, safe and physically and intellectually healthy community
- FM 5.1 Revenue is increased and revenue sources are expanded
- FM 5.2 Expenditure is controlled

These objectives are incorporated throughout this Program.

PROGRAM 11

TRANSPORT AND TRAFFIC

Convenor: Director Environment & Planning

PROGRAM STATEMENT

Safe, convenient access to our homes and various destinations achieved through:

- Reviewing safe speed limits throughout Mosman
- Advocating strongly for better State Government transport planning and more reliable services
- Lobbying and planning for a well thought out and soundly funded solution to our through traffic problems and congested streets, in cooperation with other authorities
- Exploring opportunities for an integrated transport approach

PROGRAM 11: TRANSPORT AND TRAFFIC

SUB-PROGRAMS

ACTIVITIES

11.01 Policy and Administration and Customer Focus

Co-ordinator: Director Environment & Planning

Income	Expenditure	Net
363,600	257,284	(106,316)

11.01.01	Lead, Manage, Review Report
11.01.02	Ecologically Sustainable Development
11.01.03	Meetings - Management, Staff, Team
11.01.04	Consultation & Communication - Public Relations - Advice, Investigation, Education, Liaison, Publicity, Website
11.01.05	Administration - Secretarial, Clerical, General Correspondence, Filing
11.01.06	Customer Focus
11.01.07	Contract Management
11.01.08	Grants, External Funding, Income Opportunities
11.01.09	Mosman Identity
11.01.10	Transport policy development and review
11.01.11	Travel demand management

11.02 Roads

Co-ordinator: Manager Assets and Services

Income	Expenditure	Net
421,100	1,128,339	707,239

11.02.01	Concrete
11.02.02	Asphalt
11.02.03	Main Roads
11.02.04	Kerb and Gutter
11.02.05	Vehicle Crossings
11.02.06	Road Opening Reinstatements
11.02.08	Public Utilities Activities
11.02.09	Verges/Nature Strips
11.02.10	Carpark Maintenance
11.02.07	Retaining Structures

11.03 Facilities

Co-ordinator: Manager Assets and Services

Income	Expenditure	Net
109,440	553,585	444,145

11.03.01	Street and Directional Signs
11.03.02	Devices and Controls
11.03.03	Crash Barriers
11.03.04	Street Lighting
11.03.05	Fencing
11.03.06	Underground Overhead Wires
11.03.07	Line marking
11.03.08	Traffic signs

11.04 Traffic Management

Co-ordinator: Manager Planning and Transport

Income	Expenditure	Net
1,689,000	691,967	(997,033)

11.04.01	General
11.04.02	Street Carparking - parking management
11.04.03	Council Carparks - parking management
11.04.04	Register of Traffic Devices
11.04.05	Military Road/Spit Road
11.04.06	Traffic Model
11.04.07	Resident Parking Schemes
11.04.08	Parking Patrols
11.04.09	Traffic Management Plans
11.04.10	Special events
11.04.11	Traffic surveys
11.04.12	Traffic facilities

11.05 Road Safety and Pedestrians

Co-ordinator: Mgr Assets & Services and Mgr Planning & Transport

Income	Expenditure	Net
262,524	528,267	265,743

11.05.01	Footpaths
11.05.02	Pedestrian Crossings
11.05.03	Kerb Ramps
11.05.04	Paved Areas
11.05.05	Street Furniture
11.05.06	Steps and Stairways
11.05.07	Access and mobility plans
11.05.08	Street/Footpath Obstruction Patrols
11.05.09	Road Safety Strategy and Action Plan
11.05.10	Walking routes
11.05.11	40km/hr zones

PROGRAM 11: TRANSPORT AND TRAFFIC

11.06 Bicycles

Co-ordinator: Manager Planning and Transport

Income	Expenditure	Net
35,000	119,088	84,088

11.06.01	Bicycle Strategy
11.06.02	Bicycle Signage
11.06.03	Bicycle Network
11.06.04	Bicycle Parking
11.06.05	SHOROC Cycleway mapping

11.07 Public Transport

Co-ordinator: Manager Planning and Transport

Income	Expenditure	Net
199,424	203,906	4,482

11.07.01	Bus Shelters
11.07.02	Ferry Services
11.07.03	Promotion and innovation
11.07.04	Bus Services
11.07.05	Summer Bus
11.07.06	Taxi services
11.07.07	Community Transport

11.08 Integrated Transport

Co-ordinator: Manager Planning and Transport

11.08.01	SHOROC Integrated Regional Transport Plan
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OVERVIEW

Description

This Program is provided to meet the increasing need for community mobility. Emphasis is placed on:-

- special requirements of users, eg. the elderly and making it a physically accessible environment.
- integrating various modes of transport, eg. pedestrians and automobiles.
- facilities required for movement, eg. roads, car parks.
- materials used in construction and maintenance, eg. asphalt, concrete.
- representing the community at State and Federal Government levels.
- minimising the number of traffic related accidents to improve the safety of all modes of transport.

Major Issues/Needs

Traffic is a major issue affecting the safety and amenity of Mosman. The 2003 Community Awareness and Satisfaction Study indicated that by far the main thing residents disliked about Mosman is traffic congestion and parking problems. Residents supported the lobbying against the two additional lanes on the Spit Bridge and were supportive of the toll tunnel option. The unique topography and location of Mosman results in the Mosman community being affected by traffic and transport issues on a regional and a local level.

Regional transport issues include:

1. Spit Bridge
2. Spit/Military Road corridor - inadequate design, capacity and containment of regional traffic
3. The need for alternative cross regional routes not only to the city, but the broader Sydney area and ultimately to the Sydney Orbital
4. Public transport provision and improvement
5. Reliance on Spit/Military corridor as the main all weather public transport route and for movement of urban freight to and from Warringah.

Council needs to continue its involvement through SHOROC on addressing these issues, and negotiating and lobbying with State and Federal governments to work towards a better outcome for residents and the business community. Council is seeking to negotiate through SHOROC to obtain a commitment and funding to address regional transport issues. The four councils continue to lobby for outcomes identified in SHOROC Transport Policy and supporting Action Plan.

The SHOROC Transport Policy adopted by Council in May 2002 seeks to address these and other traffic and transport issues in the region. In particular, the SHOROC policy seeks the provision of a high standard, convenient public transport system, in conjunction with a well connected road network which incorporates an additional crossing of Middle Harbour, and offers alternate routes for urban freight. Council will continue to work through the SHOROC Regional Transport Committee to address regional issues.

Future Mosman has also confirmed a third Middle Harbour crossing as essential.

PROGRAM 11: TRANSPORT AND TRAFFIC

Local traffic issues identified in Future Mosman include improved pedestrian access and infrastructure along Military Road in the town centres, improvements to traffic management at Mosman Junction and lower traffic speeds. Alternative public transport options are to be investigated to assist members of the community who need it.

The Bicycle Strategy is completed and its implementation over 5 years will begin this year. Promotion associated with its implementation will enhance its success. Sources of funding are needed for capital works programs, including cycle parking and signs.

Road Safety continues to be a priority which is being addressed by the Road Safety Officer, whose position is partially funded by the RTA. Behavioural change and education are integral to the Road Safety Action Plan.

The maintenance of existing road infrastructure continues to be a major priority. In the last two financial years Council has not been able to provide the levels of funding previously proposed for concrete and asphalt road maintenance when they were last reviewed in 2000. A survey of the condition of all road and footpath pavements is currently being undertaken which will allow an evaluation of the success of Council's strategy for road and footpath maintenance over the last 5 years. The data will also allow a forwards work program to be established for the coming five years to 2010. This program will confirm funding levels required to maintain the roads over this period.

Council experienced a considerable increase in footpath related public liability claims in the 2 years to 2003. As a result of this increase Council committed additional funding to footpath improvements in the 2003/04 financial year. In the 2004/05 financial year, a footpath manual was adopted by Council, which established Council's response to reported trip hazards. This has allowed consistency in footpath make safes. In the coming year, Council's level of intervention of trip hazards will be reviewed following the first period of use of the Footpath Management Manual. The Footpath Manual is being implemented in conjunction with the collection of footpath data over the year from March 2005 to March 2006. This data will provide an assessment of the state of Council's footpath asset and provide input into Council's proposed asset management system, allowing a forward works program to be produced.

Major Proposed Changes/Activities

Regional transport issues will continue to be addressed through SHOROC and by negotiating with, and lobbying the state government. The integration of transport policy and planning as part of the Metropolitan Strategy will be monitored for its potential impact on development in Mosman and in the region. Our role in advocating for better public transport will be focussed on ferry services as identified in Future Mosman.

Traffic management is a significant activity in which safer and better outcomes are sought for local traffic, residents and businesses. This includes the continuing review of resident parking schemes. Replacement of all "No Standing" signs throughout Mosman will be completed next year and a maintenance program for line marking and signs on local roads will be introduced. Funding levels provided by the RTA for maintenance of traffic facilities on local roads continue to be inadequate. Council will continue to push the RTA for increased funding levels through the consultative forum which includes representatives from all metropolitan Sydney Councils.

Measures identified and adopted by Council in the Public Domain Improvement Program will continue to be implemented progressively.

PROGRAM 11: TRANSPORT AND TRAFFIC

The implementation of the Bicycle Strategy over the next 5 years will be a major activity, subject to funding availability. To this end opportunities for funding from the RTA, and other organisations, will be sought in addition to Council funds.

Council is participating in a working group with other SHOROC Councils to examine possibilities for improvements to street lighting. There are possibilities for significant savings to be made or increased levels of service provided for the same cost. A similar working group established by the Southern Sydney Region of Councils (SSROC) has made very promising progress to date. Council is also part of the Street Lighting Improvement Program (SLIP) who have made submissions to the Independent Pricing and Regulatory Tribunal (IPART) regarding proposed price increases from Energy Australia. This group of Councils accounts for a majority of Energy Australia's customers and as such brings greater weight to Council's views. The SLIP group are also suggesting some amended business and technical practices for street lighting from Energy Australia.

Implementation of the Road Safety Action Plan is once again a major activity under this program.

Future Mosman Objectives

Future Mosman : 2088 in 2020 was developed in consultation with the Council, Community and Staff in February/March 2005. The objectives from this process which relate to this Program are:

- FM 1.2 Public infrastructure is improved
- FM 1.4 Consideration to environmental matters
- FM 2.1 Regional transport needs addressed
- FM 2.2 The community's voice is solicited and heard
- FM 2.3 Local transport needs addressed
- FM 4.2 The community is well informed about all services and facilities and actively participating in civic affairs
- FM 4.3 Mosman is a caring, safe and physically and intellectually healthy community
- FM 5.1 Revenue is increased and revenue sources are expanded

These objectives are incorporated throughout this Program.

PROGRAM 12

ECONOMIC AND REGIONAL DEVELOPMENT

Convenor: Director Community Development

PROGRAM STATEMENT

Encouraging the use and enjoyment of our economic environment by residents, visitors and those employed in Mosman by:

- Consulting with residents and local businesses about planning controls relating to businesses and commercial areas and about such issues as parking and street furniture
- Supporting business people in the area across a range of initiatives and services including the Business Enterprise Centre
- Liaising closely with the business community and tourist attractors in order to foster greater understanding and to support agreed marketing strategies
- Marketing Mosman to improve the lifestyle of residents, the economic opportunities for businesses and the enjoyment of visitors
- Having strong relations with neighbouring Councils in order to plan for future infrastructure in a cohesive manner, to share knowledge and resources where appropriate, and to attract State and Commonwealth funding into our area

PROGRAM 12: ECONOMIC AND REGIONAL DEVELOPMENT

SUB-PROGRAMS

ACTIVITIES

12.01 Policy and Administration and Customer Focus

Co-ordinator: Director Community Development

Income	Expenditure	Net
0	78,846	78,846

12.01.01	Lead, Manage, Review, Report
12.01.02	Ecologically Sustainable Development
12.01.03	Meetings - Management, Team, Staff
12.01.04	Consultation & Communication - Public Relations - Advice, Investigation, Education, Liaison, Publicity, Website
12.01.05	Administration - Secretarial, Clerical, General Correspondence, Filing
12.01.06	Customer Focus
12.01.07	Contract Management
12.01.08	Grants, External Funding, Income Opportunities
12.01.09	Mosman Identity

12.02 Business Development

Co-ordinator: Manager Community & Business Relations

Income	Expenditure	Net
0	59,643	59,643

12.02.01	Business and Retail Liaison
12.02.02	Street Decoration
12.02.03	Business Enterprise Centre
12.02.04	Media Liaison
12.02.05	Business Forum
12.02.06	Mosman Business Community Development
12.02.07	Mosman-North Sydney Awards of Distinction
12.02.08	Marketing Initiatives

12.03 Marketing Mosman

Co-ordinator: Manager Community & Business Relations

Income	Expenditure	Net
2,000	13,622	11,622

12.03.01	Marketing Mosman/Mosman Is
12.03.02	Liaison with relevant agencies, community groups, and tourism business
12.03.03	Production of printed and electronic information for visitors
12.03.04	Outdoor Signs
12.03.05	Media Liaison
12.03.06	Special event issue management
12.03.07	Taronga Zoo Liaison

12.04 Regional Development

Co-ordinator: General Manager

Income	Expenditure	Net
0	46,003	46,003

12.04.01	SHOROC
12.04.02	Planning Portfolio - Our Place, Our Future (convened by Pittwater Council)
12.04.03	Community Portfolio - Our People, Our Community (convened by Warringah Council)
12.04.04	Environment Portfolio - Beach, Bush and Water (convened by Manly Council)
12.04.05	Corporate Portfolio - Dollars and Sense (convened by Mosman Council)

OVERVIEW

Description

This Program considers the needs of the local and regional community in regard to employment, business, tourism/visitors and regional development.

The theme of this program is one of fostering the viability of local businesses in order to support new and fledgling businesses to provide greater opportunities for local employment and greater shopping and business choice for residents and visitors, but in a manner which preserves those things which local people value about their community.

Council's role in economic development is as catalyst, strategic planner, advocate, and evaluator, in partnership with the private sector and other community and regional leaders, particularly through SHOROC (Shore Regional Organisation of Councils) comprising Mosman, Manly, Pittwater and Warringah Councils.

In partnership with regional leaders through SHOROC, emphasis is placed on four portfolio areas:

Planning Portfolio – Our Place, Our Future

Community Portfolio – Our People, Our Community

Environment Portfolio – Beach, Bush and Water

Corporate Portfolio – Dollars and Sense

Council also provides support to the business community through, for example, the co-ordination of the Mosman Is Logo initiative which is also used to promote Council's own services, production of the Business Newsletter, management of Business Watch, the Business Forum and the Women in Business Network. Council directly provides the Business Enterprise Centre which provides free advice to those considering establishing a business or seeking advice on an existing business.

Council's role is also to balance the sometimes competing needs of businesses and local residents together with the requirements imposed on Council through State legislation.

Major Issues/Needs

The management of economic development, and of appropriate tourism are issues for Mosman. It is recognised that these issues are shared responsibilities between Council and business and that co-operation and co-ordination of regional initiatives can be vital.

An emerging issue is the needs of local women running their own businesses. The strong response to the initial Women in Business Networking Group illustrates the need for women in business, particularly in home based or micro businesses, to have a support network.

The growth of home-based offices and usage of commercial offices by local residents can have benefits in increasing community and business involvement in Mosman. More research needs to be undertaken in conjunction with SHOROC to better understand this sector.

A key issue continues to be the promotion of the area addressed through the 'Mosman Is' marketing slogan and the Mosman Marketing Plan linked to MOSPLAN.

PROGRAM 12: ECONOMIC AND REGIONAL DEVELOPMENT

The opening of Georges Heights and Middle Head will potentially impact on the area. Ensuring sustainable low impact visitor management will become increasingly important.

Major Proposed Changes/Activities

Support will continue to be provided to local businesses to improve the economic wellbeing of the community. Ongoing initiatives include the Mosman BEC, the Business Forum, Mosman Business Watch, the Women in Business Network, the Mosman Is marketing program, the development of publications as well as ongoing contact and support for the work of the Mosman Chamber of Commerce, and a "Red Carpet, not Red Tape" approach to customer service.

Visitor management initiatives are aimed at reducing any negative effects whilst ensuring the realisation of any potential benefits for the community as a whole. Community consultations have revealed that residents are keen to highlight the village atmosphere with focus on café society and the streetscape.

Future Mosman Objectives

Future Mosman: 2088 in 2020 was developed in consultation with the Council, Community and Staff in February/March 2005. The objectives from this process which relate to this Program are:

- FM 1.1 The Mosman community reflects a balance of population across the age groups
- FM 1.2 Public infrastructure is improved
- FM 1.4 Consideration to environmental matters
- FM 2.1 Regional transport needs addressed
- FM 2.2 The community's voice is solicited and heard
- FM 2.3 Local transport needs addressed
- FM 4.1 All community and cultural services and facilities are maintained and through sound planning and consultative processes, developed to meet the emerging needs of the community
- FM 4.2 The community is well informed about all services and facilities and actively participating in civic affairs
- FM 4.3 Mosman is a caring, safe and physically and intellectually healthy community
- FM 5.1 Revenue is increased and revenue sources are expanded

These objectives are incorporated throughout this Program.

PROGRAM CEC

**COMMUNITY ENVIRONMENTAL
CONTRACT**

Convenor: Director Environment & Planning

PROGRAM STATEMENT

To protect, conserve and enhance the environment of Mosman and its value to the Community

SUB-PROGRAMS

CEC.01 Management and Administration

Co-ordinator: Director Environment & Planning

CEC.02 Stormwater Management

Co-ordinator: Director Environment & Planning

CEC.03 Creek Rehabilitation

Co-ordinator: Director Environment & Planning

CEC.04 Seawalls

Co-ordinator: Director Environment & Planning

CEC.05 Bushland

Co-ordinator: Director Environment & Planning

OVERVIEW

Description

The Community Environmental Contract (CEC) is a comprehensive program which identifies schedules and costs major environmental infrastructure and asset management works which cannot be funded by Council's core budget. Implementation of the CEC will complement environmental projects and activities identified in MOSPLAN and will put Mosman on the path towards ecological sustainability. The CEC is Council's commitment that these works will be undertaken and carried out as planned.

Works will be undertaken over a six to seven year period and funded by a 5% special rate increase levied over a 12 year period commencing 1 July 2000. All monies collected will be dedicated to the works outlined in this document. Council will also continue to apply for grant funding to supplement the income from the special rate increase. Any additional funds made available due to successful grant applications will be used to provide increased environmental outcomes and in particular diverted towards specific bushland rehabilitation work wherever possible.

As we enter the fifth year of the CEC, work is running a little behind schedule but is not expected to significantly delay the overall completion of the program. Installation of all stormwater quality improvement devices is scheduled for completion in June 2005 with creek works and sea walls to be the remaining focus through to June 2007.

Major Issues/Needs

The major issues to be addressed by the CEC are:

- Stormwater quality
- Degraded creek systems
- Seawalls
- Bushland management

Major Proposed Changes/Activities

Where possible elements from different CEC sub-programs have been combined to form integrated projects that add value and increase environmental outcomes and opportunities for community involvement and education. This approach has been recognised as valuable by the State and Federal Governments and is reflected in the level of success Council has achieved in securing grant funding for such projects.

Future Mosman Objectives

Future Mosman : 2088 in 2020 was developed in consultation with the Council, Community and Staff in February/March 2005. The objectives from this process which relate to this Program are:

- FM 1.2 Public infrastructure is improved
- FM 1.4 Consideration to environmental matters
- FM 2.2 The community's voice is solicited and heard
- FM 3.3 Biodiversity that is protected and enhanced
- FM 4.2 The community is well informed about all services and facilities and actively participating in civic affairs
- FM 5.1 Revenue is increased and revenue sources are expanded
- FM 5.2 Expenditure is controlled

These objectives are incorporated throughout this Program.

PROGRAM 1 COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE & HUMAN DEVELOPMENT

<u>SUB-PROGRAM 1.01: COUNCIL, SECRETARIAT AND CIVIC INVOLVEMENT</u>		<u>CO-ORDINATOR: MANAGER GOVERNANCE</u>	
	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.	Annual Review - September	Achieved and ongoing. Agenda format and distribution reviewed under User Friendly Reforms and proven successful.
A	Have the minutes of each meeting indexed within 21 days.	Annual Review - September	Achieved and ongoing.
A	Review and enhance systems relating to online minute taking, business papers and agenda preparation.	Ongoing - September	Ongoing. Minutes Manager and processes under review to ensure functionality.
B	Provide for staff availability to the Council and the community.	Ongoing - July	Achieved and ongoing. Protocols for access to DA staff advertised weekly.
C	Have all correspondence relating to items referred to Council answered within 7 days of the meeting.	Ongoing - April	Correspondence and action initiated generally within 7 days. Managers regularly review staff's DataWorks task lists.
C	Have the Policy and Delegations Registers updated within 7 days of Council decision.	Half Year Review - March, September	Achieved and ongoing. An up-to-date version of Council's Policy Register is maintained on the website and hard copies of updates are distributed to Councillors on a quarterly basis. Review of Delegations conducted in July 2004 and endorsed by Council.
C	Have the Question Without Notice Register updated within 7 days of each Council meeting.	Ongoing - September	Achieved and ongoing.
C	Distribute to staff, resolved and altered items within 2 days of the meeting.	Ongoing - September	Achieved and ongoing.
D	Review protocols eg. Meeting operations, scheduling, procedures and delegations.	Annual Review - September	Achieved. User Friendly Reforms reviewed by Council in November 2004.

PROGRAM 1 COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE & HUMAN DEVELOPMENT

SUB-PROGRAM 1.01: COUNCIL, SECRETARIAT AND CIVIC INVOLVEMENT		CO-ORDINATOR: MANAGER GOVERNANCE	
	STATEMENT OF MEANS	DATE	PROGRESS
E	Conduct Citizenship ceremonies every 2 months, appropriately hosted.	Quarterly Review - July	Achieved and ongoing. 6 Citizenship ceremonies conducted.
F,J	Provide ongoing education and support by both Councillors and the General Manager for new Councillors in understanding Council policies, practices and meeting procedures.	Ongoing - July	Achieved. Extensive induction program for new Council completed by July 2004. Ongoing provision of information to Councillors.
G,H	Facilitate and provide a conduit for the community to voice concerns on amalgamation issues.	Ongoing - July	Local Government Structural Reform issues continued to be addressed into 2004/2005.
G	Resource Ward meetings at discretion of respective Ward Councillors.	Ongoing - July	Held at Councillor's discretion.
G	Issue Ward Councillor newsletters as required (at discretion of Ward Councillors).	Ongoing - July	None issued.
H	Award Citizen of the Year and Young Citizen of the Year annually in conjunction with the Australia Day Council, together with School Citizens Awards.	Annual Review - November	2005 Mosman Citizen of the Year awarded to Mr Hal Spiegel and reception held. No Young Citizen of the Year nominated nor awarded. School Citizen Awards facilitated during November/December 2004.
I	Prepare submissions to lobby State and Federal Government on issues pertaining to Mosman.	Ongoing - July	Range of issues addressed through Council, Mayor and General Manager and through motions put to local government representative bodies and through SHOROC. Sydney Harbour Federation Trust lands a major issue.
F	In accordance with Section 380 of the Local Government Act, review Council's delegations within 12 months of the new Council.	To be Completed by - March 2005	Achieved. Delegations reviewed July 2004.

PROGRAM 1 COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE & HUMAN DEVELOPMENT

<u>SUB-PROGRAM 1.01: COUNCIL, SECRETARIAT AND CIVIC INVOLVEMENT</u>		<u>CO-ORDINATOR: MANAGER GOVERNANCE</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
F	In accordance with Section 440 of the Local Government Act review Council's Code of Conduct within 12 months of the new Council.	To be Completed by - March 2005	Achieved. Code of Conduct based on draft DLG Model Code & Guidelines adopted October 2004. Further Code of Conduct based on final DLG Model Code & Guidelines adopted February 2005.
F,G,J	Prepare a Councillor Information Kit for residents and community member interested in the 2008 local government elections.	To be Completed by - December 2007	Not applicable.
F,J	Prepare an Induction and Formal Briefing Program for Councillors post March 2004 local government elections.	To be Completed by - July 2004	Achieved. Extensive induction program for new Council completed by July 2004. Ongoing provision of information to Councillors.
C	Develop indexes for Policies and Delegations Manuals.	To be Completed by - September 2004	Achieved. Completed March 2004.
F	Consideration of introduction of Mosman Independent hearing Assessment Panel.	To be Completed by - July 2004	Matter considered by Council in October 2004 and deferred.

PROGRAM 1 COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE & HUMAN DEVELOPMENT

<u>SUB-PROGRAM 1.02: PUBLIC ACCOUNTABILITY</u>		<u>CO-ORDINATOR: MANAGER GOVERNANCE</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Enhance functionality and raise awareness of the computerised version of MOSPLAN, COSMOS to facilitate business planning and management.	Annual Review - April	Achieved and ongoing. COSMOS implemented August 2003. Annual development of MOSPLAN and quarterly reviews conducted using COSMOS.
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) each year as required by Sections 402-405 of the Local Government Act, 1993.	To be Completed by - May 2005	Completed. Sessions held with staff, Councillors and community.
A	Ensure adoption of Management Plan (including Annual Statement of Revenue Policy) following public exhibition and consultation process each year as required by Section 406 of the Local Government Act, 1993.	To be Completed by - June 2005	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).	Quarterly Review - July	Achieved.
A	Use concise plain English in Council documents and reports.	Ongoing - July	Ongoing awareness and improvement program and as part of updates of documents. Staff encouraged to use plain English in reports to Council.
B	Produce the Annual Report under the Local Government Act, 1993 as required by Section 428 of the Local Government Act, 1993 each year.	To be Completed by - November 2004	Achieved. Referred to Minister on 25 November 2004.

PROGRAM 1 COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE & HUMAN DEVELOPMENT

<u>SUB-PROGRAM 1.02: PUBLIC ACCOUNTABILITY</u>		<u>CO-ORDINATOR: MANAGER GOVERNANCE</u>	
	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.	To be Completed by - June 2005	Achieved.
B	Publish Summary of Affairs as required by 30 June and 31 December each year.	Half Year Review - June, December	Achieved.

PROGRAM 1 COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE & HUMAN DEVELOPMENT

<u>SUB-PROGRAM 1.03: GOVERNANCE</u>		<u>CO-ORDINATOR: MANAGER GOVERNANCE</u>	
	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.	Annual Review - March	Achieved and ongoing. Privacy Management Plan reviewed and adopted June 2005. Ongoing review of Council's systems, procedures and documentation. Privacy is a core topic in induction sessions for new staff.
A	To ensure staff awareness of Council's confidentiality, open file policies and the FOI Act.	Ongoing - July	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 - July	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 each year as required by Section 449 of the Local Government Act, 1993.	To be Completed by - September 2004	Achieved.
C,F	Review Code of Conduct for Councillors and Staff, Customer Response Policy and Complaints Policy and provide opportunities to update awareness regularly.	Ongoing - June	Code of Conduct based on final DLG Model Code & Guidelines adopted February 2005. Training sessions conducted for staff and Councillors. Training for Customer Response Policy and Complaints Policy provided through induction sessions and ethics tips in staff newsletter.
D	Enhance the use of the accolades/complaints reporting system.	Quarterly Review - September	Achieved and ongoing. Complaints Policy, training in place and public brochure available.
E	Regularly update elected members on customer survey, feedback mechanisms.	Quarterly Review - September	Last customer survey conducted February 2003 with results fed back to Councillors and incorporated in MOSPLAN review.

PROGRAM 1 COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE & HUMAN DEVELOPMENT

<u>SUB-PROGRAM 1.03: GOVERNANCE</u>		<u>CO-ORDINATOR: MANAGER GOVERNANCE</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
E	Have mechanisms in place to maintain a high level of staff confidentiality and protection of privacy issues.	Ongoing - September	Ongoing. Core topic in induction sessions and Code of Conduct training sessions.
G	Conduct a further ethical health survey of the organisation based on the ICAC model.	To be Completed by - August 2004	Not conducted pending acquisition and implementation of survey software. Anticipate further survey will be conducted prior to year end 2005.
H	Develop and implement internal audit Charter and program focusing on best practice.	To be Completed by - December 2004	Ad hoc audit completed. Establishment of an internal audit charter and program yet to be commenced. Department of Local Government to release an Internal Audit Discussion Paper.
H	Develop and adopt a Purchasing/Procurement Policy commensurate with WRAPP requirements and which provides for tendering/contract systems and support.	To be Completed by - June 2005	Procurement Policy (including sale or disposal of land and assets) adopted March 2005.

PROGRAM 1 COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE & HUMAN DEVELOPMENT

<u>SUB-PROGRAM 1.04: COMMUNICATION</u>		<u>CO-ORDINATOR: MANAGER GOVERNANCE</u>	
	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 - July	Ongoing liaison with Mosman Daily. Council column revamped. Rescheduling of council meetings to facilitate reporting of decisions in a timely manner.
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.	Quarterly Review - January	Council's home page 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 - July	Community consultation held on a range of issues including MOSPLAN, CEC and finances.
A	Conduct regular Planning Information evenings and Environmental Awareness community education sessions as required.	Ongoing - March	Achieved and ongoing.
A	Continue the use of letterbox drops to inform the local community about contentious issues and major proposals.	Ongoing - July	Achieved and ongoing.
A	Update and distribute a Residents Information Kit to new residents.	Ongoing - April	Achieved.
A,D	Place all relevant and appropriate Council documents on web page.	Annual Review - July	Achieved. Corporate documents and many application forms available for downloading.
B	Survey community expectation, opinion and satisfaction as required for planning purposes.	To be Completed by - March 2006	None conducted since February 2003.
B	Regularly monitor customer response through surveys or other feedback mechanisms.	Quarterly Review - July	Achieved.

PROGRAM 1 COUNCIL, COMMUNITY AND COMMUNICATION

CONVENOR: EXECUTIVE OFFICER - CORPORATE & HUMAN DEVELOPMENT

<u>SUB-PROGRAM 1.04: COMMUNICATION</u>		<u>CO-ORDINATOR: MANAGER GOVERNANCE</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
C	Conduct phone surveys as appropriate of users of Council services to monitor satisfaction levels.	Quarterly Review - July	Not conducted.
C	Develop effective usage of e-mail to and from residents as an additional Community Information mechanism.	Annual Review - July	Limited database held. Further addresses being captured and used as appropriate.
D	Keep the State and Federal Governments informed and up to date on issues pertaining to Mosman.	Ongoing - July	Ongoing briefing, consulting and lobbying of other levels of government.
	Review frontline customer service principles and procedures for development services, waste services and other Council key activities in light of new Information Technology systems.	Ongoing - October	Achieved and ongoing.
	Extend the range of automated workflows for business processes within the Corporate Information System.	Half Year Review - January, July	Under review.
A,E	Resource the Corporate Support Team, in terms of human, training, IT, procedural and mentoring issues, to deliver high level frontline customer service for Council's key activities.	Ongoing - July	Achieved and ongoing. Training conducted and procedures/ protocols documented. Staff numbers adjusted and under review.
F	Monitor customer use of office hours to ensure adequate opportunity for public access and to balance and match staffing requirements.	Quarterly Review - July	Achieved and ongoing.
G	Develop Council's web site to facilitate the conduct of business on-line, not only in disseminating information and inviting feedback, but allowing applications and enquiries to be made on-line.	Ongoing - July	No progress in relation to business transactions online, but further enhancement to information available online particularly DAs online and invitation for feedback.
A,E	Investigate the preparation of a communications strategy using professional expertise.	To be Completed by - June 2005	Superseded by Council resolution.

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR CORPORATE SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B	To review the appropriate organisational structure and procedural arrangements which support effective and efficient decision making and where appropriate, introduce workplace reform.	Ongoing - June	Ongoing.
A	Question existing delivery methods and market test if appropriate, for the most cost-effective provision of services/functions.	Ongoing - June	Ongoing - Continual review of procurements methods in accordance with LGA.
A,C	Identify contract management staff skills and run training programs to develop those skills.	Ongoing - June	Ongoing with staff at monthly meetings and Annual Performance Reviews.
A,C	Investigate further opportunities to market test areas of Council's operations not currently under contract.	Ongoing - June	Ongoing.
A,B	Assess demand, utilisation and appropriateness of Council's facilities by monitoring income and expenditure trends and by surveying users.	Ongoing - June	Ongoing. Public workshop on income generation held.
A,C	Keep informed of Council's legal responsibilities and any legislative changes and incorporate same into standard contract documentation.	Ongoing - 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 - June	Governance Plan incorporating all probity issues adopted by Council.
C	Undertake and complete investigation of complaints regarding contractors within three working days of receipt.	Ongoing - June	Ongoing.

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR CORPORATE SERVICES</u>	
	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 - June	Ongoing - Contractor diaries in use and Contract Supervisors continually monitor performance and non-conformance through inspection and liaison. Records maintained in Dataworks.
A,B,C	Convene and service Advisory Groups	Ongoing - June	Ongoing.
B	Review Council's longer term resource needs and plan accordingly	To be Completed by - March 2005	Reviewed and ongoing as part of long term financial plan and identification of needs in MOSPLAN.
C	Work with contractors to ensure they know and comply with their obligations under OH&S legislation and other relevant industrial legislation.	Ongoing - June	Ongoing - Contractor diaries in use and Contract Supervisors continually monitor performance and non-conformance through inspection and liaison.
C	To have all contractors fully aware of Council's high standards and the community's high expectations.	Ongoing - June	Ongoing – Managed through Contractor consultation and supervision systems.
C	Undertake internal audit of contracts to ensure probity, best practice and value for money.	Ongoing - July	Ongoing - Continual Monitoring in progress and monthly work evaluated. Records maintained in Dataworks.
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.	Quarterly Review - December	Ongoing.

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.02: FINANCE AND CORPORATE ASSETS</u>		<u>CO-ORDINATOR: MANAGER FINANCE</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Review rating structure annually to ensure fair and reasonable imposition.	Annual Review - April	Achieved in conjunction with Annual Estimates
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.	Annual Review - April	Achieved
A	Ensure Estimates process provides recurrent funding for new and extended services, in accordance with adopted financial strategy.	Annual Review - April	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 Review - September	Achieved in conjunction with Annual Estimates
A	To generate greater financial awareness and accountability in all cost centres.	Quarterly Review - September	Achieved and ongoing
A	To profit from contributable works.	Quarterly Review - September	Achieved
A	Prepare annual financial reports and refer to auditors - Section 413 of Local Government Act, 1993.	Ongoing - August	Achieved
A,B	Ensure that Council's resources and leasable properties are generating consistent market returns.	Quarterly Review - September	Achieved and ongoing
A,B	Review costing structure for all revenue streams of Council.	Ongoing - September	Achieved
A,B	Maintain and regularly review Council's rental property portfolio to a standard that will optimise returns.	Ongoing - September	Achieved

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.02: FINANCE AND CORPORATE ASSETS</u>		<u>CO-ORDINATOR: MANAGER FINANCE</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B	Encourage, train and assist staff responsible for a budget to develop greater financial awareness and expertise.	Annual Review - September	Achieved and ongoing
A,B	Continue to program funding strategies in relation to Council's Community Environmental Contract.	Annual Review - May	Achieved and ongoing
A,C	Effectively manage Council's external loan borrowing program.	Annual Review - May	Achieved and ongoing
A,C	Ensure accurate and timely recording of accounts and quarterly reporting on the present and anticipated future financial position.	Quarterly Review - September	Achieved and ongoing
A,C	Maintain and review Council's Strategic Financial Plan to ensure Council's viability and to ascertain ability to fund increased levels of service and capital projects.	Quarterly Review - September	Achieved and ongoing
B	Have a complete register and an effective management system for all Council assets (subject to funding).	Ongoing - March	Asset Management software purchased and components being developed with supplier and Managers to create a robust AM System (AMS)
B	Develop a waiting list system for unfunded projects based on relative need.	To be Completed by - September 2004	To be incorporated into AMS above

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.03: INFORMATION TECHNOLOGY AND INFRASTRUCTURE</u>		<u>CO-ORDINATOR: MANAGER INFORMATION TECHNOLOGY SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Directors to facilitate staff training and awareness of systems.	Annual Review - July	Achieved & Ongoing
A	Determine training needs of departments and develop appropriate training system.	Half Year Review - March, September	Achieved & Ongoing
A,C	Coordinate internal user groups for all systems to meet on a needs basis but at least quarterly to discuss problems with systems.	Quarterly Review - July	Achieved & Ongoing
A,B,C	Capitalise on Staff Information Technology skills and experience.	Monthly Review - April	Achieved & Ongoing
A,B,C	Review and enhance in-house training programs for PC applications and administrative protocols for the local area network.	Quarterly Review - March	Achieved & Ongoing
A,C	Review and enhance usage of Council's Diary and Schedule features.	Quarterly Review - March	Achieved & Ongoing
A,B,C	Review and enhance usage through in-house and external training of the Core Local Government System.	Half Year Review - June, December	Achieved & Ongoing
B,D	Review and enhance usage of Council's Corporate Information Management and Customer Request Systems.	Quarterly Review - March	Achieved & Ongoing
B,C,D	Review and enhance usage of Council's Client/Server and Relational Database Technology.	Half Year Review - March, September	Achieved & Ongoing
B,C	Review and enhance usage of Council's Facilities Management Bookings System.	Half Year Review - March, September	Achieved & Ongoing

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.03: INFORMATION TECHNOLOGY AND INFRASTRUCTURE</u>		<u>CO-ORDINATOR: MANAGER INFORMATION TECHNOLOGY SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,C,D	Review and enhance the WAN (Wide Area Network) between Council offices, the Community and Cultural Centre and Cowles Road Depot.	Half Year Review - March, September	Achieved & Ongoing
A,B,C	Review and enhance the Executive Management Information systems for regular reporting of corporate key performance indicators.	Annual Review - March	Achieved & Ongoing
B,C	Implement a computerised Assets Management System.	To be Completed by - November 2004	In preparation. Software purchased September 2005. Development underway
A,B,C,D	Expand external secure access to the Council's PC network to facilitate out of office hours staff access.	Half Year Review - April, October	Installation of 2MB/2MB Fibre channel scheduled for completion by end September 2005
B,C	Enhance and keep up-to-date all Information Technology hardware (including PABX, printers, facsimiles, photocopiers and other software).	Monthly Review - April	Achieved & Ongoing
B,C,D	Ensure ongoing planning and budget provision for growth and enhancement in Information Technology facilities and services.	Annual Review - March	Achieved & 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.	Monthly Review - April	Achieved & Ongoing
A,B	Review and enhance Procedure Manuals for system housekeeping of the local area network.	Half Year Review - June, December	Achieved & Ongoing
A,C,D	Review Internet and E-mail Usage Policy and Protocols.	Annual Review - December	Achieved & Ongoing

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.03: INFORMATION TECHNOLOGY AND INFRASTRUCTURE</u>		<u>CO-ORDINATOR: MANAGER INFORMATION TECHNOLOGY SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
C,D	Maintain an awareness of technical research & development of Internet facilities for the purpose of improving service provision to Council and community.	Monthly Review - April	Achieved & 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.	Quarterly Review - October	Achieved & Ongoing
C,D	Provision of full electronic services to customers both internal and external using the Internet and other public access technologies.	Half Year Review - June, December	Implementation of new MyProperty Site allowing self registration and interest on Rate payments
B,C,D	Review and enhance the delivery of Council services to the community through the use of "E-Enabling" technologies.	Half Year Review - March, September	Achieved & Ongoing
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 - September	Server purchased, and infrastructure being prepared for completion by end September 2005
B,C	Implement image compression to assist the delivery of corporate information on the Internet.	Quarterly Review - September	Achieved & Ongoing
C,D	Review and enhance Council's connectivity to the Internet and promote appropriate use within Council.	Annual Review - December	Achieved & Ongoing
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.	Annual Review - September	Achieved & Ongoing

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.03: INFORMATION TECHNOLOGY AND INFRASTRUCTURE</u>		<u>CO-ORDINATOR: MANAGER INFORMATION TECHNOLOGY SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
B,C	Regularly review Plans of Management for network infrastructure, maintenance, improvement and upgrade.	Quarterly Review - September	Achieved & Ongoing
B,C	Review and replace, as appropriate, PC and server hardware and storage systems.	Quarterly Review - March	Achieved & Ongoing
B,C	Review and replace, as appropriate, printer hardware and prepare future printing equipment replacement plans.	Half Year Review - March, September	Achieved & Ongoing
A,B,C	Review all Council business processes and ensure usage of appropriate corporate software systems.	Monthly Review - December	Achieved & Ongoing
B,C	Implement or enhance specialised asset, works, waste and traffic software solutions within corporate systems.	Ongoing - December	In preparation. Assets Software purchased September 2005. Development underway
B,C,D	Investigate and review, as part of IT Strategy, Mobile and PABX Services and their delivery.	Half Year Review - March, September	Achieved & Ongoing
B,C,D	Review voicemail system, particularly "Messages on Hold".	Ongoing - September	Achieved & Ongoing
B,C,D	Integrate Council's e-mail and fax facilities with the Corporate Information Management system.	Ongoing - December	Installed Fax facilities onto Document Management system, preparing processes for implementation across Council by end of November 2005
B,C	Further the integration between all corporate systems.	Ongoing - September	In progress with Implementation of further Integration between Document Management Software and Financial System
C	Review and enhance usage of the Geographic Information System to include commercial opportunities for dissemination of community information.	Annual Review - September	Achieved & Ongoing

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.03: INFORMATION TECHNOLOGY AND INFRASTRUCTURE</u>		<u>CO-ORDINATOR: MANAGER INFORMATION TECHNOLOGY SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
B,C	Enhance the Geographic Information System with additional layers supporting statistical analysis from corporate systems, and provide secured publicly available layers for viewing over the Internet.	Ongoing - September	Installed new Aerial layers in July 2005
B,C	Review, replace or augment (as appropriate) scanning and photographic technologies to improve data collection and business paper production.	Ongoing - December	Achieved & Ongoing
B,C,D,E	Review and enhance IT systems and services to include commercial opportunities for revenue generation.	Quarterly Review - July	Achieved & Ongoing
B,C	Review and enhance internal IT standards and procedures for the acquisition and environmental disposal of hardware equipment and E-consumables.	Annual Review - July	Achieved & Ongoing
A,B,C,D,E	Review and enhance the IT strategy to meet Council's needs to 2007 and beyond.	Annual Review - May	Achieved & Ongoing
A,B,C,D	Review and enhance, as appropriate, provision of IT equipment and services (including training) to Councillors.	Annual Review - April	Achieved & Ongoing
C	Review and enhance new and existing field capture techniques to enable further accuracy and availability of Spatial information via the GIS to all departments.	Quarterly Review - July	Achieved & Ongoing

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.04: INSURANCE AND RISK MANAGEMENT</u>		<u>CO-ORDINATOR: MANAGER GOVERNANCE</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Survey and review condition and hazards for buildings and structures.	Quarterly Review - July	Regular maintenance of property, inspections by OH&S Committee and rectification of hazards required. OH&S recurring item at staff meetings. Tenders for Condition Audit of Council buildings under consideration as part of Asset Management System implementation.
A,B	Educate staff to identify and report potential hazards.	Ongoing - 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.	Half Year Review - June, December	Achieved and ongoing.
B,C	Continually review insurance portfolio and obtain most cost-efficient brokage deals.	Ongoing - April	Achieved and ongoing. Largely dependant upon claims history.
C	Maintain effective insurance cover for reduced premium.	Ongoing - April	Stable premium achieved in real terms. Effective cover maintained having regard to existing public liability insurance environment and legislative regime.
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.	Half Year Review - January, July	Document completed and implemented. Ongoing review of document and awareness by stakeholders. Document is due for a review.
A	Install new regulatory and information signs in public places.	To be Completed by - June 2006	Areas completed include Balmoral, Clifton Gardens & The Spit. Ongoing.

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.04: INSURANCE AND RISK MANAGEMENT</u>		<u>CO-ORDINATOR: MANAGER GOVERNANCE</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,C	Undertake an audit of Council's street trees and footpaths in accordance with new procedures and policies to ascertain exposure and manage risk.	To be Completed by - March 2005	Footpath management manual adopted. Tree Management Contract 2004-2006 requires every street tree to be inspected and assessed and rectified if needed once a year. Management of park trees underway with productive pruning at Balmoral and Mosman Park. Roads risk management outstanding with condition audit only being completed to date.

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.05: HUMAN RESOURCES</u>		<u>CO-ORDINATOR: EXECUTIVE OFFICER - CORPORATE & HUMAN DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,C,D, E	Resource and consult with Managers and Supervisors on HR matters.	Ongoing - July	Ongoing
A,B,C,D, E	Develop and implement a program of continuous improvement for all HR systems, policies and procedures.	To be Completed by - December 2004	Work has begun on this, but needs to be refined in conjunction with IT systems that have not yet become available.
A,B,C,D, E	Keep abreast of and communicate HR solutions and best practice strategies to meet emerging needs of the organisation.	Half Year Review - March, September	Ongoing
A,D	Monitor and review statistics relating to human resource management.	Half Year Review - January, July	Ongoing. EEO survey conducted.
A,D	Ensure workplace reform is planned and well communicated, and consultation is effective and appropriate.	Half Year Review - May, November	Workplace reform largely driven by external factors.
A	Develop electronic systems to improve access to HR information.	To be Completed by - June 2005	Ongoing. The IT systems will be available early in the new year, so this target has been reset for July 2006.
B	Manage a confidential grievance handling system	Bi-Annual Review - February	Ongoing. Grievance handling training conducted for all Grievance Officers at Council during the year.
B	Carry out a staff EEO survey biennially, and use data to improve EEO policies and practices in the organisation.	To be Completed by - September 2004	Completed. Further investigation arising out of the survey results will be undertaken during 2005/2006.
B	Review EEO Management Plan	To be Completed by - March 2005	Completed

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.05: HUMAN RESOURCES</u>		<u>CO-ORDINATOR: EXECUTIVE OFFICER - CORPORATE & HUMAN DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
B	Ensure all staff understand and practice the principles of EEO in the workplace, and are aware of EEO reporting and discussion mechanisms.	Annual Review - October	Ongoing
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 - July	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.	Bi-Annual Review - October	Ongoing
C,D,E	Develop a Training Plan that covers key corporate training.	To be Completed by - September 2004	Completed. Annual Plan will be prepared each year.
C	Streamline administrative and approval system for accessing and receiving training.	To be Completed by - March 2005	Dependent on IT systems. Some work done on this, but more to come.
C,D	Encourage staff career development opportunities, for example, job rotation, job redesign, in-house training, re-training and multi-skilling.	Ongoing - July	Ongoing
C	Access appropriate apprenticeship and job schemes	Annual Review - May	Ongoing
D	Participate in negotiations for the new Award.	To be Completed by - October 2004	Completed. New Award struck November 2005.

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.05: HUMAN RESOURCES</u>		<u>CO-ORDINATOR: EXECUTIVE OFFICER - CORPORATE & HUMAN DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
D	Investigate opportunities and develop strategies to encourage work-life balance, and to ensure Council is a family friendly workplace.	To be Completed by - March 2006	Ongoing. Some strategies in place and functioning, including work from home trial.
D,E	Resource the Consultative and OHS Committees so they can operate effectively.	Ongoing - July	Ongoing
E	Monitor OHS compliance.	Quarterly Review - August	Ongoing.
E	Monitor Council's work injury rehabilitation and return to work program.	Monthly Review - August	Ongoing. Injury rate decreased again. Costs of claims have increased due to one major claim, and one declined claim for which provision has had to be made.
E	Continue the Tetanus, Hepatitis A, Hepatitis B and Fluvax immunisation program for Council staff.	Annual Review - March	Program conducted in first quarter.
E	Review performance of Workers' Compensation insurer	Annual Review - June	Ongoing.

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.06: CORPORATE INFORMATION MANAGEMENT</u>		<u>CO-ORDINATOR: MANAGER GOVERNANCE</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Regular liaison with Departmental Managers to determine specific information management needs and to facilitate changed processes.	Ongoing - July	Achieved. Procedures and protocols continue to be documented and staff trained.
A	Register and distribute incoming information throughout the organisation via the CIMS in an accurate and timely manner.	Ongoing - July	Achieved and ongoing. The standard is a same day turnaround.
A	Ensure efficient and accurate system administration and maintenance of the CIMS.	Ongoing - July	Ongoing. Establishment of an IT Business Systems Co-ordinator to review systems and partially achieved due to staff vacancies.
A	Process applications for Public Access to Council Records in an efficient and timely manner.	Ongoing - July	Achieved and ongoing. Electronic registration and access to files implemented in August 2004. 1398 applications to view files of which 960 were to view files on Council public access computers.
A	Attend to internal and external customer enquiries and requests for information in a timely and efficient manner.	Ongoing - July	Achieved and ongoing. Procedures documented for customer service desk and switchboard staff. Staff trained and rotated through different roles to ensure experience and knowledge.
A,C	Review and enhance existing physical file retrieval and storage processes.	Ongoing - October	No change necessary. Such requests becoming fewer due to greater amount of information available online. Where a physical file required, normally a one day turnaround to retrieve files for internal and external customers.
A,C	Transfer file information currently stored on the old card system into the CIMS.	To be Completed by - July 2004	Partially achieved. Cards scanned onto CD. Yet to be incorporated into CIMS for access by staff due to technical problem.

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.06: CORPORATE INFORMATION MANAGEMENT</u>		<u>CO-ORDINATOR: MANAGER GOVERNANCE</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,D	Upgrade the Corporate Information Management System as new releases become available.	Ongoing - July	Achieved and ongoing.
C	Continue to develop the "Registration Protocols" document for the CIMS that can be easily referenced by all staff.	Ongoing - July	Achieved and ongoing. Constantly under review and users advised.
C,E	Prepare and maintain easy to follow User Guides so that they accord with changes to the CIMS.	Ongoing - July	Achieved and ongoing.
C	Review Council's Internet and e-mail Policy and Protocols as required by the Records Management Program.	To be Completed by - October 2004	Current protocols are appropriate.
C	Ensure appropriate storage and retrieval of all physical files and hard copy records.	Ongoing - July	Rationalisation of archive areas under way. Disused files sent to records repository.
D	Review and enhance existing workflows and create additional automatic workflows to further improve the efficient handling of customer enquiries and correspondence.	Ongoing - July	Achieved and ongoing.
D	Further streamline processes associated with Business Paper production.	Ongoing - July	Minutes Manager subject to upgrades. Additional staff being trained in process. Attachments to reports now limited by exclusion of DA submissions.
D	Aid in the design, preparation and maintenance of Microsoft Word document templates used within the CIMS.	Ongoing - July	Achieved and ongoing.
A,E	Ensure comprehensive training for Key Users of the CIMS is maintained with release upgrades.	Ongoing - July	Achieved and ongoing.
A,E	Enable Key Users of the CIMS to organise and conduct comprehensive training for End Users.	Ongoing - July	Achieved and ongoing.

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.06: CORPORATE INFORMATION MANAGEMENT</u>		<u>CO-ORDINATOR: MANAGER GOVERNANCE</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,E	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 - July	Achieved and ongoing. Staff constantly made aware through a number of means of issues/actions that affect to performance of the CIMS.
A,E	Provide adequate training for Corporate Support Staff enabling them to keep abreast of new technologies, ie. colour scanner, direct registration of e-mails, etc.	Ongoing - July	Achieved and ongoing. Significant training of the Corporate Support Team in relation to corporate knowledge. Appointment of Team Leader to drive training and documentation of procedures.

PROGRAM 2 RESOURCE AND ASSET MANAGEMENT

CONVENOR: DIRECTOR CORPORATE SERVICES

<u>SUB-PROGRAM 2.07: STRATEGIC ASSET MANAGEMENT & PROPERTY MANAGEMENT</u>		<u>CO-ORDINATOR: MANAGER PROPERTY AND ASSETS</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	To provide a 24 hour incident and make safe callout system for Council's Assets.	Ongoing - July	System review completed and tender in preparation for improvements and upgrades as identified by Review
A,B,C,D	Implementation of a Computerised Asset Management System for efficient management of its assets (subject to funding)	To be Completed by - March 2005	In preparation. Software purchased September 2005. System development underway
A,B,C,D	Maintain an accurate asset register as part of the Asset Management System.	Ongoing - July	Being developed as part of AMS implementation
A,B,C,D	Implement a system of regular condition audits for all assets	To be Completed by - March 2005	Being developed as part of AMS implementation
A,B,C,D	Develop asset management plans for individual assets to accord to Council's business needs, including minimum 5 year rolling maintenance and capital works programs.	Ongoing - July	Being developed as part of AMS implementation
A,B,C,D	Implement asset management plans to ensure assets are at an acceptable standard that provides for safe, healthy and efficient operational use, and meets community expectations, within budget.	Ongoing - July	Being developed as part of AMS implementation
B	Prepare a concept design and investigate funding options for installing an accessible hot shower at Balmoral Baths	To be Completed by - September 2004	Included in 2005/06 Capital Works programme
D	Ensure entrepreneurial assets are adequately maintained to provide acceptable rates of returns	Ongoing - July	Ongoing reviews in conjunction with leaseholders
A,B,C,D	Utilise lifecycle cost analysis to assess acquisition of assets, and capital expenditure for existing assets	Ongoing - July	

PROGRAM 3 STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 3.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR ENVIRONMENT & PLANNING</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,E	Evaluate the effectiveness of planning projects and plans by such means as community survey.	Ongoing - June	Survey of heritage property owners regarding Heritage Fund in October 2004, 125 responses. Results reported to Council 1 November 2004.
A	Inform the community about urban planning issues and major projects through Council's newsletter, the "Mosman Daily", information brochures, community information meetings, the internet, exhibitions and liaise with CBRM on matters involving the business community when appropriate.	Ongoing - June	<ol style="list-style-type: none"> 1. Mosman 2088 – used each edition to promote planning projects. 2. Mosman Daily – “What’s On”; Council column and press releases. Council column used regularly; “What’s On” used when the opportunity arises; success with utilisation of press releases eg Curlew Camp Artists’ Walk, Design Awards. 3. Brochures – information flyer for draft child care centres LEP; information flyer for proposed HCA 4. Community Information Evenings – Belmont/ Cabramatta Rds proposed HCA 17.3.05; Cross Street proposed indoor sports facility 29.6.05. 5. Internet – Council’s website used to inform community and promote planning projects. On-line voting used for Design Awards. Links to websites of other organisations also utilised if appropriate. 6. Exhibitions – Exhibitions prepared at Council, Library and on website for draft LEPs, Design Awards, Transport DCP, Mosman Park draft PoM.
B	Continue to update and review, both statutory and policy planning documents.	Ongoing - June	<p>Transport DCP</p> <p>Mosman LEP 1998 Amendment No 18</p>

PROGRAM 3 STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 3.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR ENVIRONMENT & PLANNING</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,E	Convene and service Advisory Groups	Ongoing - June	Heritage & Architecture Advisory Group meetings 5 Aug, 18 Nov, 24 Feb, 19 May. Planning presentations made to other Advisory groups as required.
B	Provide accurate S.149 Certificates in an efficient and effective manner.	Ongoing - June	Achieved
C	Undertake mapping in a format compatible with Council's GIS.	Ongoing - June	Achieved
D	Maintain systems and procedures for the issue of section 149 zoning certificates, in conjunction with Council's GIS.	Ongoing - June	Achieved
A,E	Investigate and implement effective methods of community consultation for strategic planning projects.	Ongoing - June	<ul style="list-style-type: none"> ♦ Website ♦ Community information Evenings ♦ Mosman Markets
F	Prepare all planning documents to a high standard, both in presentation and ease of understanding and which convey a strong Mosman identity	Ongoing - June	Achieved
H	Appropriately respond to governmental initiatives and legislative change.	Ongoing - July	DIPNR – Planing Reforms eg draft LEP Template; Metropolitan Strategy SHFT – draft Management Plans
E,F	Improve access to, and availability of, Council's planning documents.	Ongoing - December	Continuing to add to number of planning documents available on website.

PROGRAM 3 STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 3.02: ZONING FRAMEWORK</u>		<u>CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,C	Review provisions of State Government legislation and provide appropriate LEP framework.	Ongoing - September	Planning reform issues monitored and responded to on local and regional basis.
A,D	Prepare local environmental studies which will identify the need to amend current planning instruments.	Ongoing - December	As required.
B	Review the effectiveness of existing planning controls and introduce means by which adverse environmental impacts of development may be mitigated.	Ongoing - June	New Transport DCP adopted. Mosman LEP 1998 amendment No 21 included miscellaneous updates. Work has commenced on Exempt & Complying DCP review. LEP Review to be commenced late 2005.
C	Assess minor rezoning applications as they are submitted.	Ongoing - June	None received.

PROGRAM 3 STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 3.03: PLANNING POLICY DEVELOPMENT</u>		<u>CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B	Review and exhibit amendments to Mosman Business Centres DCP where appropriate.	To be Completed by - June 2005	Project to be part of Review of LEP & DCPs due to commence late 2005.
A,B	Review and exhibit Car-parking Development Control Plan.	To be Completed by - December 2004	Achieved Transport DCP exhibited March 2004 and adopted June 2004.
B	Respond to proposals by utility authorities for telecommunications infrastructure.	Ongoing - June	Responses made as required.
C	Review S94 Open Space Plan to consider site acquisition proposals.	To be Completed by - June 2005	Review has been postponed awaiting outcome of SHFT plans for Cross Street indoor sports facility.
B	Review and include best practice issues into Development Control Plans e.g. sustainability; biodiversity etc.	Ongoing - June	Transport DCP includes sustainable transport
F	Undertake an education program regarding plantings and vegetation within foreshore building line	Ongoing - June	Low priority – no resources to carry out work.
A	Ensure the business community is encouraged to use heritage colours on facades, where appropriate and as identified in the BCDCP	Ongoing - June	Due to limited staff resources this has not yet been achieved. Work to be carried out by December 2005.
B	Improve the provision of bin/waste rooms in existing and proposed developments, especially in multiple dwelling developments.	To be Completed by - December 2004	Due to limited resources project not completed.

PROGRAM 3 STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 3.04: HERITAGE PLANNING</u>		<u>CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Continue to identify and list heritage items and heritage conservation areas where appropriate.	Ongoing - June	Work continuing on Belmont/Cabramatta/Glover HCA, Post War Housing Study and identification of other potential heritage items.
A,B	Continue to implement the recommendations of the Mosman Heritage Review.	Ongoing - December	Heritage promotion, Design Awards, Interpretation Studies and identification of additional heritage items and HCAs.
A,B	Continue to administer and support the Heritage and Architecture Advisory Group.	To be Completed by - December 2004	Organised, attended and presented to Heritage & Architecture Advisory Group meeting 5 Aug 04, 18 Nov 04, 24 Feb 05 and 19 May 05.
A,C	Investigate purchase of historical aerial photographs (unfunded).	Ongoing - July	Still unfunded.
A,C	Prepare styles brochure for fences in Mosman and prepare policy on excavation of rockwalls as recommended by Fences and Rockwalls Study.	To be Completed by - December 2004	Brochure under preparation (limited staff meant extended deadline). Policy on excavation of rockwalls exhibited June 2005.
A,C	Investigate parts of Belmont, Cabramatta and Cowles Roads as a Heritage Conservation Area.	To be Completed by - September 2004	Consultant Study completed Dec 2004; Community Information Evening 17 March 2005; resident survey Apr 2005; Council meeting 2 May 05.
C,D,E	Continue to employ a heritage adviser for implementation of heritage controls and community education.	Ongoing - June	Heritage Advisor continues to visit Council once every three weeks plus attended Design Award judging and Community Information Evening.
A,C	Undertake a photographic record of the streetscape of Military Road between Spit Junction and Centenary Circle.	To be Completed by - December 2004	Not commenced due to staff shortages 2004/05.

PROGRAM 3 STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 3.04: HERITAGE PLANNING</u>		<u>CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,C	Review and prepare strategy for Post War Housing within Mosman.	To be Completed by - June 2005	Work underway – extended target date due to staff shortages.
C	Prepare a Walking Map on heritage sites. Investigate Heritage Trails.	To be Completed by - December 2004	Not commenced due to staff shortages.
C,E	Continue with Local Heritage Fund on an annual basis.	Ongoing - December	Achieved.
C,E	Investigate other ways of promoting good urban design, including promotions through 2004 the Year of the Built Environment.	To be Completed by - December 2004	Mosman Good Design Awards presented Sept 2004.

PROGRAM 3 STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 3.05: LAND USE MANAGEMENT PLANNING</u>		<u>CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT</u>	
	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 - December	<ul style="list-style-type: none"> ♦ Amendment to Management Plan for Georges Head ♦ Draft Management Plan for Cross Street ♦ Identification of building suitable for use as child care centre
B,D	Investigate opportunities for funding for open space improvements and plan preparation, in particular Clifton Gardens Foreshore Pedestrian Link.	Ongoing - June	Successfully obtained funding for Clifton Gardens Interpretation Study.
B,C,F	Implement appropriate recommendations contained with Plans of Management, Recreation Strategy Action Plans and Management Frameworks.	Ongoing - June	Land at Rosherville and Clifton Gardens acquired and undergoing consolidation.
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 - December	Review of Public Domain Improvements Program to follow review of LEP and DCP.
G	Pursue opportunities for funding under the Sharing Sydney Harbour Access program for access around the foreshore.	Ongoing - December	Supported application by Taronga Zoo for foreshore walk improvements.

PROGRAM 3 STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 3.06: HOUSING STRATEGY</u>		<u>CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
C	Facilitate Archicentre "Mosman Green" project as an example of high quality urban and environmental design.	To be Completed by - June 2005	Achieved
B	Monitor the demographics of the Mosman community and in particular, review ABS 2001 Census.	Ongoing - December	Achieved
B,C,D	Prepare streetscape character assessments and guidelines in areas where redevelopment potential is likely.	Ongoing - September	To be part of LEP/DCP Review in 2005
C,D	Prepare Neighbourhood Area Controls subject to funding from Department of Infrastructure Planning and Natural Resources under the Planning Reform Program.	To be Completed by - June 2005	Unsuccessful funding application.
C,D	Review Mosman Residential Strategy 1997 as the basis for a local environmental study for the Neighbourhood Area Study.	To be Completed by - December 2004	To be part of LEP/DCP Review in 2005

PROGRAM 4 BUILT ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 4.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR ENVIRONMENT & PLANNING</u>	
	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.	Quarterly Review - August	Ongoing. Improvements achieved with creation of new permanent Duty Planner position.
A	Liaise with other departments to ensure consistency of standards and policies and stream-lining of CC/DA processes.	Ongoing - August	Ongoing. Review of Environment referrals initiated.
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 - December	Ongoing.
A,B,C,D	Review codes and policies regularly with regard to public opinion.	Ongoing - December	Underway as part of LEP/DCP and related documents reviews following Future Mosman process.
C	Encourage discussion with applicants and Council staff prior to lodgement of applications.	Ongoing - August	Pre-lodgement meeting continue to be popular and productive.
A	Convene and service Advisory Groups.	Ongoing - June	Heritage and Architecture Advisory group convened and active.
C	Promote the use of mediation to resolve conflict between applicants and objectors.	Ongoing - December	Continues to be offered to interested parties.

PROGRAM 4 BUILT ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 4.02: DEVELOPMENT</u>		<u>CO-ORDINATOR: MANAGER DEVELOPMENT SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Process Construction Certificates (CCs) , DAs and Complying Development Certificates (CDCs) within the statutory period.	Ongoing - August	Not met at this stage for DAs but recent reductions in average processing times and on-hand applications are encouraging.
A,B,C,D, E,I	Ensure that each property the subject of a DA is adequately assessed for its heritage significance prior to determination.	Ongoing - December	Ongoing and achieved.
A,B,C,D, E,I	Utilise the services of Council's Heritage Adviser. Also seek to transfer the knowledge of this Adviser to Council staff.	Ongoing - September	Achieved. In house training conducted for all assessments staff.
A,B,C,D, 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 - July	Awaiting final review of on site detention policy.
B,H,J	Review the range of policies required to satisfy the administrative changes to the Environmental Planning and Assessment Act and related legislation.	Ongoing - January	Achieved 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 - January	Ongoing.
B,H,J	Ensure conditions that are applied to development applications are attainable and enforceable.	Ongoing - August	Ongoing.
B	Inspect all swimming pools and child safety barriers installed in accordance with prevailing legislation.	Ongoing - July	Ongoing.
B	Periodically inspect the Municipality from the harbour.	Ongoing - March	Achieved.

PROGRAM 4 BUILT ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 4.02: DEVELOPMENT</u>		<u>CO-ORDINATOR: MANAGER DEVELOPMENT SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
B,H	Review methods and procedures for ensuring compliance with conditions of consent.	Ongoing - January	To be subject of review following receipt of report by Department of Local Government Inspectors.
B,C	Investigate and implement a policy on lead contamination and asbestos related to demolition and building.	Ongoing - August	Available literature and references obtained and made available to public on request.
C	Liaise with the Manager Ranger Services to ensure appropriate management of building sites, environmental controls and to minimise obstructions on Council property.	Ongoing - September	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 - September	Achieved and ongoing.
D,H	Ensure Development Applications are assessed in term of impacts on the environment, landform and trees and vegetation.	Ongoing - July	Achieved and ongoing.
D,H	Ensure appropriate conditions are applied to approved development to regulate impact of development on the environment during construction.	Ongoing - August	Achieved and ongoing.
F	Continue to monitor and implement a Notifications Development Control Plan.	Ongoing - July	Ongoing. To be subject of review as part of LEP/DCP Reviews.
F	Continue to use digitised photographs for site inspections and meetings of Council to assist in decision making.	Ongoing - July	Achieved and ongoing.
G	Continue to monitor fire safety issues and implement outcomes of Fire Safety Upgrade Program	Ongoing - July	Progress continue with additional properties brought up to standard.

PROGRAM 4 BUILT ENVIRONMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 4.02: DEVELOPMENT</u>		<u>CO-ORDINATOR: MANAGER DEVELOPMENT SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
J	Implement construction and demolition waste reduction policy as per existing DCPs	Ongoing - December	Achieved and ongoing.
D,H	Ensure development applications are assessed to prevent and minimise the environmental effects of new development through integrating the principles of ESD with environmental assessment	Ongoing - March	All applications now subject to BASIX requirements.
K	Undertake a detailed review of the program processes and procedures to identify procedural, time and financial savings	Ongoing - January	Ongoing.
L	Implement "safety by design" principles within the assessment of DAs	Ongoing - January	Implemented as required relevant to the details of the particular applications.
A,F	Improve access to publicly available information by allowing public access to non confidential plans and documentation over the internet.	To be Completed by - September 2004	Achieved and ongoing. Over 15000 inquiries by over 2000 parties in the first year of operation of DAs On Line.

PROGRAM 5 ENVIRONMENTAL MANAGEMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 5.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR ENVIRONMENT & PLANNING</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Finalise Council's Environmental Management Plan	To be Completed by - March 2005	Achieved
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.	Quarterly Review - July	Incorporated into Environmental Management Plan (EMP)
A	Develop an environmental impact assessment manual for Council projects	To be Completed by - June 2005	Incorporated into EMP
A	Prepare the annual State of the Environment Report.	To be Completed by - September 2004	Achieved
A	Contribute to the development and revision of Council policies, strategies and planning instruments to achieve ecologically sustainable development	Quarterly Review - July	Incorporated into EMP
A	Make grant applications for environmental projects when appropriate.	Quarterly Review - July	Achieved and ongoing
A	Participate as a member of environmental lobby and network groups.	Quarterly Review - July	Achieved and ongoing
A	Respond to the introduction of relevant environmental legislation, regulations, and strategies.	Quarterly Review - July	Achieved and ongoing
A	Implement the Administration and Auditing Statement of Means as per the CEC program.	Ongoing - July	Achieved and ongoing. Refer to CEC Annual Report.
A	Convene and service Advisory Groups.	Ongoing - June	Achieved and ongoing

PROGRAM 5 ENVIRONMENTAL MANAGEMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 5.02: ATMOSPHERIC ENVIRONMENT</u>		<u>CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Implement energy conservation measures in Council facilities as identified under an Energy Performance Contract	Quarterly Review - September	Not achieved. Funds not allocated in annual budget.
A	Participate in the CCP Plus program when appropriate	Quarterly Review - July	Achieved and ongoing
B	Enforce the provisions of the Protection of the Environment Operations Act 1997	Quarterly Review - July	7 complaints investigated. 1 Notice under the Protection of the Environment Operations Act 1997 issued.

PROGRAM 5 ENVIRONMENTAL MANAGEMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 5.03: WATER CYCLE MANAGEMENT</u>		<u>CO-ORDINATOR: MANAGER ASSETS AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
D	Undertake water conservation recommendations identified in the Energy Performance Contract.	Quarterly Review - July	Water savings undertaken through Every Drop Counts program. Additional actions to be undertaken in coming years.
A	Enforce the provisions of the Protection of the Environment Operations Act 1997	Quarterly Review - July	26 complaints investigated. 12 Notices under the Protection of the Environment Operations Act 1997 issued.
A	Install SQIDs and undertake creek rehabilitation works as per the CEC schedule.	Quarterly Review - July	Achieved and ongoing. Refer to CEC Annual Report.
B	Review Council's Stormwater Asset Management Plan and develop a five year forward works program following completion of the drainage condition survey.	To be Completed by - December 2004	Not achieved. Deferred until completion of the condition survey outlined below.
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 - February	Ongoing.
B	Complete condition survey of the infrastructure.	To be Completed by - September 2004	Not achieved. Deferred pending implementation of Asset Management Software in early 2006.
A,B	Investigate opportunities for implementation of a joint contract with other Middle Harbour and Port Jackson North Catchment Councils for SQID maintenance	Ongoing - September	Achieved. Joint contract awarded in February 2005.
A,B	Research and investigate most appropriate clean out frequencies for SQID maintenance depending on type of device, catchment characteristics, types of pollutants captured and volumes of pollutants captured to prepare a maintenance schedule for all SQIDs installed.	To be Completed by - August 2004	Achieved. Findings included in specification for joint contract for SQID maintenance.

PROGRAM 5 ENVIRONMENTAL MANAGEMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 5.03: WATER CYCLE MANAGEMENT</u>		<u>CO-ORDINATOR: MANAGER ASSETS AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Review clean out frequency of SQIDs to ensure ongoing effectiveness and efficiency of the devices.	Ongoing - December	Ongoing.
A	Collect relevant information (including volumes captured) on pollutants captured from SQIDs to assist with review of clean out frequency of the devices.	Ongoing - December	Achieved and ongoing.
D	Council investigate and report on opportunities to harvest and re-use stormwater in its operations including irrigation of sporting fields and open space and for domestic use within Council buildings.	To be Completed by - November 2004	Achieved. Further detailed investigation to be conducted into stormwater harvesting and re-use scheme for Balmoral Oval.

PROGRAM 5 ENVIRONMENTAL MANAGEMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 5.04: BIODIVERSITY</u>		<u>CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Regulate and enforce the provisions of the Noxious Weeds Act (1993) on public and private land.	Bi-Annual Review - July	Achieved and ongoing. Outcomes of review Noxious Weeds list by Northern Sydney Noxious weeds Committee reported to Council 5 September 2005.
A,B	Liaise with neighbouring Councils, the National Parks and Wildlife Service and Taronga Zoo and Sydney Harbour Federation Trust regarding integrated management of remnant vegetation.	Bi-Annual Review - July	Achieved and ongoing. Regular involvement in regional committees. (Noxious weed, feral animal, Fire management, Dieback working group.)
A,B	Develop and promote opportunities for community involvement in Council's Bushcare Volunteer Program.	Bi-Annual Review - August	Achieved and ongoing. Program consolidation 2004/05
A,B	Review the system of registration and recognition of the work undertaken by both individual and group bushcare volunteers.	Annual Review - November	Achieved and ongoing. ¼ meetings. Bushcare Christmas party.
A,B	Develop, monitor and report upon the implementation of the National Local Government Biodiversity Strategy.	Annual Review - September	Ongoing.
A	Continue to implement program of works to rehabilitate unmade road reserves with potential as bushland and fauna corridors.	Ongoing - March	Achieved and ongoing. Initial regeneration works undertaken on Unmade Glen Rd, Unmade Spit Rd, Unmade Koowong East & West, Unmade Almora, Unmade Grecia, Unmade Edwards Bay, Unmade Mosman Lane, Unmade Kahibah South, Unmade Morella, Unmade Burrawong North. Maintenance works continuing.

PROGRAM 5 ENVIRONMENTAL MANAGEMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 5.04: BIODIVERSITY</u>		<u>CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Develop and implement the Bushland Education Strategy to deal with the effects of residential properties located adjacent to Bushland areas as part of Council's Environmental Education Strategy.	To be Completed by - November 2004	Ongoing. Initial mailing and consultation to areas backing on to Beauty Point, Spit Reserve, Harnett Park, Reid Park & Sirius Cove. Clifton Gardens and Balmoral – Rosherville areas to be undertaken.
A	Continue to implement and develop the program for progressive upgrade of walking tracks and trails through Council's bushland areas.	Annual Review - September	Achieved and ongoing. Beauty Point – Quakers Hat track upgrades complete.
A	Prepare and update annually a 5 year forward program of fire hazard reduction burns in bushland areas under Council's control.	Ongoing - February	Achieved and ongoing. Reported to Manly Mosman District fire management Committee March 2005.
A	Undertake testing and investigation of Council managed bushland reserves to determine whether Phytophthora is present.	To be Completed by - July 2004	Achieved. Results recorded and reported to Dieback working Group
A	Following completion of testing and investigation, develop a management plan for the treatment of any infected areas and prevention of the spread of Phytophthora through Council managed bushland areas.	To be Completed by - December 2004	Achieved. Management plan adopted by Council 4 April 2005
B	Enforce the prohibition of the collection and harvesting of intertidal species in intertidal protected areas.	Bi-Annual Review - July	Ongoing. Changes to beach cleaning regime at Chinamans Beach undertaken to assist conservation of intertidal species on sandy beaches.
A	Undertake a fauna survey of bushland areas in 2006 to measure species diversity habitat value of work completed.	To be Completed by - June 2006	To be undertaken in 2006.

PROGRAM 5 ENVIRONMENTAL MANAGEMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 5.04: BIODIVERSITY</u>		<u>CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Explore opportunities for external funding of bushland restoration projects	Annual Review - January	Ongoing.
A	Utilise opportunities and develop land management strategies which promote the development of green corridors	Ongoing - December	Ongoing – Bushland restoration contracts, Bushcare program, Unmade Roads restoration program.
B	Investigate the feasibility and utilise opportunities to dedicate suitable areas for the purposes of the conservation of biodiversity	Ongoing - December	Incorporated into EMP.
B	Service the Marine Community and Scientific Consultative Group	Quarterly Review - July	Group superseded by formation of Environment Advisory Group. Group recommendations – including monitoring at Chinamans Beach, and changes to management of marine assets – undertaken.

PROGRAM 5 ENVIRONMENTAL MANAGEMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 5.05: TREES</u>		<u>CO-ORDINATOR: TEAM LEADER OPEN SPACE</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,C	Review Councils current Tree Policy to acknowledge the importance of all trees and vegetation in the management and maintenance of Mosman's 'Urban Forest'. To include reference and links / relationships to all Council endorsed documents related to the management and maintenance of Mosman's trees.	To be Completed by - December 2004	Achieved. Urban Forest Policy adopted by Council 2 August 2004
A,B	Review Councils current Significant Tree Register. Prepare a process including criteria by which vegetation will be assessed for potential inclusion in or deletion from an 'Urban Vegetation Register'.	To be Completed by - August 2004	Achieved. Urban Forest Management Register adopted by Council 7 February 2005
A,B	Monitor the tree pruning work undertaken by Energy Australia's contractors for wire clearance to ensure it is in accordance with the Australian Standards and does not adversely affect the health of Council's street trees.	Ongoing - December	Ongoing. Currently no issues with work undertaken by the contractor.
A,B	Review and update as necessary Council's Tree Preservation Order to ensure the desired level of protection is provided for vegetation in Mosman.	Annual Review - August	Achieved. TPO review reported to Council 5 September 2005
A,B	Update and provide user-friendly information to the community to communicate Council's tree policies.	To be Completed by - July 2004	Achieved and ongoing. Information on website. Brochure to be developed.
B	Prepare and implement a five year forward planting program for street trees in accordance with the Street Tree Master Plan.	To be Completed by - January 2005	Achieved. Forward Street tree planting program adopted by Council 6 June 2005.
B	Develop and implement a contract for the proactive management and maintenance of trees in parkland reserves.	To be Completed by - December 2004	Achieved and ongoing. Proactive tree management works completed at Mosman Park and Balmoral. Clifton Gardens, Reid Park, Spit West, & Rosherville works for 2005/06

PROGRAM 5 ENVIRONMENTAL MANAGEMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 5.05: TREES</u>		<u>CO-ORDINATOR: TEAM LEADER OPEN SPACE</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
C	Review the policy on view pruning for private and public trees.	Annual Review - September	Ongoing.
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 - March	Ongoing.
B	Participate in National Tree Day activities by providing opportunities for local schools and the community to plant trees in parks and reserves	Ongoing - May	Achieved. Successful National Tree Day 2005. Spit West, Little Ashton, Reid Park.
A,B	Audit TPO approvals where replacement trees have been required to ensure they are planted.	Ongoing - August	Delayed due to vacancy in Tree Management Officer Position.

PROGRAM 5 ENVIRONMENTAL MANAGEMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 5.06: LAND MANAGEMENT</u>		<u>CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Enforce the provisions of the Protection of the Environment Operations Act 1997	Quarterly Review - July	1 complaint investigated. 0 Notices under the Protection of the Environment Operations Act 1997 issued.
A	Monitor beaches and foreshores for erosion and assess the need for control measures.	Half Year Review - January, July	Changes to beach cleaning regime at Chinamans Beach undertaken to assist conservation of intertidal species on sandy beaches. CEC Seawall program addressing foreshore erosion issues.
B	Develop a contaminated land policy.	To be Completed by - June 2005	Incorporated into EMP. Work underway.
A	Undertake seawall works as per the CEC schedule.	Quarterly Review - July	Ongoing. Refer to CEC Annual Report.

PROGRAM 5 ENVIRONMENTAL MANAGEMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 5.07: NOISE</u>		<u>CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Enforce the provisions of the Protection of the Environment Operations Act 1997	Quarterly Review - July	50 complaints investigated. 5 Notices under the Protection of the Environment Operations Act 1997 issued.

PROGRAM 5 ENVIRONMENTAL MANAGEMENT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 5.08: ENVIRONMENTAL EDUCATION</u>		<u>CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Develop an Environmental Education Strategy as a component of Council's Environmental Management Plan.	To be Completed by - March 2005	Education and awareness activities identified in EMP as responses to some environmental issues. Part 7 of EMP action plan shows environmental education and community activities.
A	Service the staff ESD consultative committee and implement recommendations as appropriate.	Quarterly Review - December	Formation of ESD consultative committee delayed due to time required to finish EMP.
A	Publish environmental information on Council's website and in other media.	Quarterly Review - July	Ongoing. Information published on website, in emails and letters, in Council publications, and in local and metropolitan newspapers.
A	Deliver education programs for sustainable water cycle management, including support of external campaigns when relevant.	Quarterly Review - July	Water conservation an important theme in Ecological Footprint program, and water conservation promoted in project publications and at Eco Living Expo.
A	Deliver education programs about biodiversity conservation, including support of external campaigns when relevant.	Quarterly Review - July	Bushcare education ongoing. Specific presentations such as Living Environment promoted biodiversity conservation.
A	Deliver education and direct action programs about waste, littering and dumping, including support of external campaigns when relevant.	Quarterly Review - July	Waste service communication ongoing. Annual Clean Out chemical collection promoted.

PROGRAM 6 PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 6.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR ENVIRONMENT & PLANNING</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Complete the review of all works and services contracts and incorporate environmental requirements to ensure they are consistent with and promote the principles of ecologically sustainable development.	Ongoing - July	Incorporated into Council's Environmental Management Plan.
A	Monitor, review and report upon the development and introduction of all relevant legislation and regulations.	Half Year Review - January, July	Achieved and ongoing.
A	Monitor, review and report upon the development of all National, State and Regional waste and health strategies.	Half Year Review - January, July	Achieved and ongoing.
A	Monitor the availability of grants and make applications where appropriate.	Quarterly Review - July	Achieved and ongoing.
A	Liaise with, foster contacts and lobby Statutory bodies and Federal and State governments in order to achieve program objectives.	Half Year Review - January, July	Achieved and ongoing.
A	Convene and service Advisory Groups.	Ongoing - June	Achieved and ongoing.

PROGRAM 6 PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 6.02: WASTE MANAGEMENT</u>		<u>CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,C,D	Manage the Waste and Recycling Services Contract: 2002-2010	Quarterly Review - July	Achieved and ongoing.
D	Develop a waste management manual, which identifies and documents all elements of Council's waste management function.	To be Completed by - December 2004	Rescheduled in MOSPLAN 2005/08
A,B,C	Develop waste education initiatives as a component of Council's Environmental Management Plan.	To be Completed by - March 2005	Achieved.
A,B,C	Revise Council's Waste Reduction and Procurement Plan	To be Completed by - June 2005	Incorporated into Council's Environmental Management Plan.
A,B,C	Contribute to the development and revision of Council policies, strategies and planning instruments to achieve best practice in waste management	Quarterly Review - July	Achieved and ongoing.
A,B,C,D	Participate as a member of waste management network groups.	Quarterly Review - July	Achieved and ongoing.
A,B,C,D	Participate in relevant regional waste management projects	Quarterly Review - July	Achieved and ongoing.
B,D	Install public place recycling bins consistent with the Department of Environment and Conservation's public place recycling guidelines	To be Completed by - June 2005	Incorporated into Council's Environmental Management Plan.

PROGRAM 6 PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 6.03: CLEANSING</u>		<u>CO-ORDINATOR: MANAGER PROPERTY AND ASSETS</u>	
	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 - January	Contracts in place for all cleansing services
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 - January	Levels of service monitored on a weekly and monthly basis. Council developing "scorecard" system to measure contractor performance.

PROGRAM 6 PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 6.04: DISEASE PREVENTION</u>		<u>CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B	Undertake regular food premises inspections.	Quarterly Review - July	All food businesses inspected twice as scheduled. 356 routine inspections completed and 43 reinspections for a total of 398 food inspections.
A	Provide food handler training courses	Quarterly Review - July	Free food handler training courses provided on 11/1/05, 25/5/05 and 21/6/05. 40 food handlers completed the training.
A	Review development applications to ensure public health objectives are met.	Half Year Review - January, July	Conditions imposed on all development applications referred for public health comment.
A,B	Undertake regular inspections of skin penetration premises.	Quarterly Review - July	All 37 skin penetration/hairdressing/beauty therapy premises inspected.
A,B	Review, and maintain a register of regulated systems for Legionella control.	Quarterly Review - July	All 17 premises with a cooling tower inspected and register updated.
A	Ensure sharps bins in public places are appropriately maintained, and develop information on the safe disposal of sharps in the community..	Quarterly Review - July	Sharps bins maintained in house. Information sheet for residents not completed due to resource constraints.
A,B	Participate in NSW Health's prevention of tobacco sales to minors program (PROOF).	Half Year Review - January, July	PROOF not conducted by NSW Health.
A,B	Respond to customer requests.	Monthly Review - July	48 Public Health complaints received and investigated. 4 Notices of Intention under the Local Government Act 1993 issued for public health issues with 0 proceeding to orders.

PROGRAM 6 PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 6.04: DISEASE PREVENTION</u>		<u>CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B	Annual inspection of the public swimming pool.	Quarterly Review - July	Bacteriological laboratory reports reviewed for compliance with NSW Health Public Swimming Pool and Spa Pool Guidelines. The annual inspection was not conducted due to the delay in purchasing the required testing equipment. Pool inspection scheduled from 05/06 financial year onwards.
A	Participate in public health campaigns when possible.	Quarterly Review - July	No campaigns participated in due to resource constraints.
A	Produce and distribute the MosHealth newsletter to local businesses.	Half Year Review - January, July	MosHealth not completed due to staff shortages.
A,B	Develop an environmental health policy and procedures manual.	To be Completed by - June 2005	Manual not completed due to resource constraints. Environmental Health policy and procedures review reschedules for 05/06.
A,B	Undertake regular inspections of school canteens.	Quarterly Review - July	Canteens inspected as part of the food business regulation program. All premises inspected twice.
A,B	Undertake regular inspections of temporary food premises.	Quarterly Review - July	22 inspections were conducted of temporary food premises.
A,B	Undertake regular inspections of food preparation facilities located in child-care premises.	Quarterly Review - July	Child care centres inspected as part of the food business regulation program. All premises inspected twice.
A,B	Undertake regular inspections of food preparation facilities located in nursing homes	Quarterly Review - July	Nursing homes inspected as part of the food business regulation program. All premises inspected twice.
A	Undertake inspections of On Site Sewage Management Systems as appropriate.	Quarterly Review - July	Inspections were not conducted due to a lack of knowledge of current systems. Project to be conducted in 05/06 to identify and inspect existing systems.

PROGRAM 6 PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 6.04: DISEASE PREVENTION</u>		<u>CO-ORDINATOR: MANAGER ENVIRONMENT AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Participate in a review of the working partnership between Council and State Government Food Inspectors as required by the implementation of the Food Act 2003.	Quarterly Review - July	Submission made to the NSW Food Authority on the Regulation Blueprint in June 2005.

PROGRAM 6 PUBLIC HEALTH

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 6.05: COMPANION ANIMALS</u>		<u>CO-ORDINATOR: MANAGER RANGER SERVICES</u>	
	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 - July	Education of Companion Animal Act and responsible animal ownership undertaken through Ranger interaction with animal owners and annual Mosman Pet Day held September 2005
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 - July	Dog owners advised to use Citronella Collars by Rangers during courtesy visits
A,B	Update Council website & information handouts - with any significant changes to keep informed companion animal owners who utilise Council facilities.	Ongoing - July	Website up to date and new information brochures developed for distribution
A,B	Provide information on responsible dog and cat ownership to local schools.	Ongoing - July	School Principals advised of Ranger availability to attend however no visits this year
A,B	Use the Internet for information on Council's policies & registration relating to companion animals.	Ongoing - July	Website information up to date
B	Provide information on dog obedience classes, owner's responsibilities and Council facilities.	Ongoing - July	Brochures given to owners by Rangers including information on responsibilities and training

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.01: COLLABORATION, COMMUNICATION AND ACCOUNTABILITY</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
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.	Quarterly Review - July	Local Solutions to Local Crime and Safety Issues: a Collaborative Management Plan was reviewed in conjunction with key stakeholders in June 2005.
A	Ensure that the Collaborative Management Plan is reflected in Council's Strategic Management Plan, MOSPLAN.	Annual Review - March	Achieved and ongoing.
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 - September	Police Accountability Community Team administered by Harbourside Local Area Command
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.	Quarterly Review - July	Achieved and ongoing including orientation tour of Mosman conducted with new LAC attending.
A,C	Convene and service Advisory Groups.	Ongoing - June	Council's Advisory Groups were convened in accordance with Council's meeting schedule and supported and serviced.
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.	Quarterly Review - July	Achieved and ongoing through Ranger reports to Harbourside Police and attendance at Police Station for routine enquiries.

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.01: COLLABORATION, COMMUNICATION AND ACCOUNTABILITY</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
C	Actively and regularly promote the appropriate use of: 000 Emergency Line 131 444 Police Assistance Line 9956 3199 Harbourside Command 9969 1933 Mosman Police Station 1800 333 000 Crime Stoppers 9978 4081 Council Rangers 9978 4000 Council Offices	Quarterly Review - July	Promoted through Business Watch and through Council publications.
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.	Quarterly Review - July	Ongoing with publicity through Council publications when appropriate.
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.	Quarterly Review - July	Ongoing, in particular through briefings to the Community development Advisory Group.
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.	Quarterly Review - July	Achieved and ongoing.

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.01: COLLABORATION, COMMUNICATION AND ACCOUNTABILITY</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
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 - September	No survey held in 2005.
C	Together with Harbourside Local Area Command recognise those who make a major contribution to improving community safety and reducing crime.	Ongoing - September	Recognition and appreciation of volunteers given at volunteers functions including those in Volunteers in Policing, Safety House, SES, Coastal Patrol.

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.02: COMMUNITY INVOLVEMENT IN CRIME PREVENTION STRATEGIES</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY & BUSINESS RELATIONS</u>	
	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 - September	Regular reporting of crime prevention strategies in Council publications (eg business newsletter, Mosman News etc). Rangers provide contact information for Harbourside Police and advice and refers residents. Police update through Community Development Advisory Group.
A	Disseminate information about Police Remembrance Day (29 September) and Police Open Day (usually first Sunday in November).	Ongoing - September	Achieved and ongoing – posters displayed in community noticeboards.
A	Develop an annual combined Community Safety and Crime Awareness Information Day in consultation with Harbourside Local Area Command.	Ongoing - July	Achieved at Senior's Centre.
A	Support police in their investigation of the development of a Community Safety and Crime Awareness program using electronic broadcasting in consultation with Harbourside Local Area Command.	Ongoing - September	Not able to be achieved (delete from MOSPLAN).
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, flyers and posters.	Ongoing - September	Achieved and ongoing. Safety tips promoted through Senior's Centre, Youth Centre and information available in Community Information and Advice Centre.
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 - September	Currently on hold. Police advise no need for further Volunteers in Policing at this time.

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.02: COMMUNITY INVOLVEMENT IN CRIME PREVENTION STRATEGIES</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY & BUSINESS RELATIONS</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
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 - September	Continuing education through the Mosman Business Watch.
C	Continue to facilitate Business Watch in Mosman.	Ongoing - September	Achieved and ongoing. Currently 60 members. Burglary and shoplifting workshop held.
C	Promote Safety House in Council's general Volunteering promotional and information material.	Ongoing - July	Achieved and ongoing. Information about Safety House included in Volunteer material.
C	Disseminate information about Safety House and Yellow Day (May).	Ongoing - September	Achieved and ongoing.
C	Ensure the School Principals Liaison Group is involved in community safety and crime related issues.	Ongoing - September	Manager Ranger Services attending School Principal meetings.
C	Continue the liaison between the Youth Development staff, Police YLO and North Sydney PCYC Police officers to develop relationships, confidence and trust with young people.	Ongoing - September	Achieved and ongoing.
C	Continue Rangers' visits to schools to speak on their roles and on civic responsibilities.	Ongoing - September	Principles advised during Liaison Group meetings of Ranger availability however no recent visits
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 - September	Continued to work closely with Police YLO including visiting high schools to present information forums on a range of crime prevention and safety issues.

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.02: COMMUNITY INVOLVEMENT IN CRIME PREVENTION STRATEGIES</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY & BUSINESS RELATIONS</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
C	Continue the youth peer program to encourage young people to keep safe and to report crime.	Ongoing - September	Regular police visits to the Youth Centre to meet informally with young people. This has resulted in young people feeling more confident in reporting crime to the police.
C	Continue to address particular needs of older residents and ensure that Police are invited to seniors' functions as guest speakers.	Ongoing - September	Police attendance at Seniors' functions including luncheon.

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.03: COMBATING OFFENCES AND CRIME</u>		<u>CO-ORDINATOR: MANAGER RANGER SERVICES</u>	
	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.	Ongoing - February	Ongoing informal meetings through event management and at Local Area Command.
A	Analyse crime trends in Mosman, and where appropriate, support 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 - September	Ongoing through Ranger reports of suspicious activity and proactive patrols.
B	Provide advice to the general community about assault and domestic violence issues in consultation with Harbourside Local Area Command.	Ongoing - September	Rangers provide Harbourside contact details to residents where appropriate.
B	Disseminate information to doctors and other health and community service professionals to assist in helping victims of these crimes.	Ongoing - September	Ongoing interaction with community professionals.

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.03: COMBATING OFFENCES AND CRIME</u>		<u>CO-ORDINATOR: MANAGER RANGER SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
B	Implement the 13 prong approach to graffiti and vandalism, viz: <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/Business Watch • Urban Planning • Public Art • Publicity • Monitor success of strategies in other LGAs • Lobbying 	Ongoing - September	Graffiti reported to Police as detected and support given to Police investigations by providing access to CCTV cameras. Three arrests this year resulting from cooperative approaches and information sharing.
B	Continue education in appropriate artistic expressions for young people.	Ongoing - September	Interaction with young people during routine patrols.
B	Promote the SHOROC Safe Parties Kit and the Party Register at Harbourside Police.	Ongoing - September	Provide Council Party Packs to residents and provide contact details for Harbourside Police.

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.03: COMBATING OFFENCES AND CRIME</u>		<u>CO-ORDINATOR: MANAGER RANGER SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
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 - September	Ongoing through regular high profile patrols in marked Ranger vehicles.
B	Have Council Rangers regularly patrol car parks with a view to increasing a sense of safety.	Ongoing - September	Daily routine regular patrols of carparks conducted as part of parking regulation.
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 - September	Ongoing.
B	Continue development and implementation of relevant and appropriate presentations of Drug and Alcohol information for young people.	Ongoing - September	Provide information during patrols and interaction with young people.

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.04: CUSTOMER SERVICE AND SUPPORT</u>		<u>CO-ORDINATOR: MANAGER RANGER SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Monitor complaints in relation to community safety customer service issues.	Ongoing - September	Ongoing.
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 - September	'Helping each other reduce break & enters' and NSW Police Residential Security Assessment' distributed through Community Visitor Information Centre.
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 - September	Local GPs provided with Domestic Violence contact kit.
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 - September	Ongoing.
A,B,C,D	Provide any appropriate assistance to Harbourside Local Area Command in following-up customers to ensure that they had their needs met and provide further assistance/advice if required.	Ongoing - September	Ongoing 4 orientation days held.
A,B,C,D	Provide any appropriate assistance to Harbourside Local Area Command in following up, and allowing the customer the opportunity to rate the opinion of the service that they have experienced in order to evaluate effective customer relations.	Ongoing - September	Not appropriate (delete from MOSPLAN).

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.04: CUSTOMER SERVICE AND SUPPORT</u>		<u>CO-ORDINATOR: MANAGER RANGER SERVICES</u>	
	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 - September	Ongoing.
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 - September	Ongoing through accurate feedback to customers from Rangers when dealing with request that relate to Police response times.
E	Provide regular orientation tours by Council Rangers of the Mosman Local Government Area for personnel at Harbourside Local Area Command.	Ongoing - September	Ongoing and 4 orientation tours held.

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.05: EVENT MANAGEMENT - SAFETY AND TRAFFIC ASPECTS</u>		<u>CO-ORDINATOR: COMMUNITY & BUS REL MGR & MGR RANGER SERVICES</u>	
	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 - September	Achieved and ongoing. All event organisers are required to attend post event de-briefings.
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 - September	Regular special event working group meetings coordinated involving all relevant stakeholders.
A	Ensure event organisers are aware of their responsibilities for community safety, traffic management and statutory regulations.	Ongoing - September	Achieved and ongoing. Event organisers directed to Council's Special Event Management Policy and advised in any special conditions in their letter of approval as well as being required to attend both a pre event meeting and a post event debriefing.
A	Promote and disseminate guidelines for the information of residents considering holding events or street parties.	Ongoing - September	Achieved and ongoing. Information available through Council and also on Council website.

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.06: EMERGENCY MANAGEMENT</u>		<u>CO-ORDINATOR: MANAGER PROPERTY AND ASSETS</u>	
	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 - September	Meetings held quarterly. Chairmanship split between Mosman and North Sydney on 2 yearly cycle.
A	Conduct desktop exercises in disaster management utilising the Emergency Control Centre as determined by the Local Emergency Management Committee.	Ongoing - September	Emergency control centre facilities and viability under consideration following review of operational ability in 2005.
A	Inform Police and Council staff of structure and activities of Local Emergency Management Committee.	Ongoing - September	Minutes of quarterly minutes circulated to all external parties and posted on Dataworks.
A	Maintain close relationships and continue to support the Mosman State Emergency Service and local fire and ambulance services.	Ongoing - September	SES liaison, communication and reporting system in place. Fire Brigade and Ambulance Representation attends LEMC meetings.
A	Incorporate bushfire hazard reduction strategies into Bushland Rehabilitation Contracts.	Ongoing - October	Achieved and ongoing.
A	Implement the recommendations of the Manly-Mosman District Bushfire Management Plan.	Ongoing - July	Achieved and ongoing.

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.07: PLANNING AND DESIGNING FOR SAFE COMMUNITIES</u>		<u>CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	As part of the assessment of Development Applications for buildings ensure the design discourages crime.	Ongoing - September	Ongoing – part of standard development application assessment.
B	Ensure section staff are familiar with the “Safer by Design” principles, in partnership with the NSW Police to help planners use the guidelines titled: Crime Prevention and the Assessment of Development Applications.	Ongoing - September	Crime prevention measures are included in Residential Development Control Plan. With which development assessment staff are familiar.
C	In any review of the Residential and Business Centres DCPs formalise the crime risk assessment process.	Ongoing - September	Ongoing.
C	Investigate options for police involvement with major DAs and policy preparation.	Ongoing - September	Ongoing – Police involved in major Das as and when required.

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.08: SAFE COMMUNITIES</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY DEVELOPMENT</u>	
	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 - June	Achieved and ongoing. Close liaison was also maintained with emergency services, particularly regarding event management.
A	Work with Project Groups to develop and implement local action plans that address safety issues and objectives aimed at increasing safety and preventing injury in the long term.	Ongoing - June	A range of safety activities were undertaken. These included regular articles in the Over 55s Newsletter covering security advice, pedestrian safety and personal safety; strengthening exercise programs that included tai chi, gentle exercise, leisure walking group and yoga.
A	To provide regular advice to SHOROC on the development and achievement of safe community objectives and strategies. Work with the SHOROC Safe Communities Steering Committee.	Ongoing - June	Achieved through the SHOROC Safe Communities Steering Committee.
A	Support and work with the SHOROC Safe Communities Steering Committee to maintain and develop local Project Groups that address locally identified safety issues consistent with regional safety priorities.	Ongoing - June	Achieved and ongoing including regional projects relating to safe parties for young people and safe late night transport.
A	Work with the SHOROC Safe Communities Steering Committee to review and evaluate the Safe Communities Program and its action plan implementations and their outcomes.	Ongoing - June	Under continual review.

PROGRAM 7 COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 7.08: SAFE COMMUNITIES</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Develop and implement integrated community risk management strategies that address safety issues in the Mosman community and also single purpose safety projects that address the needs of the Mosman community, particularly the needs of children, young people, women and older people.	Ongoing - November	Safety issues were addressed in the development of the 2005-2009 Social/Community Plan with strategies identified for the range of target groups.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,C	In consultation with the community, Council staff and service providers, develop an updated Social/Community Plan for 2004-2009.	Ongoing - November	2005-2009 Social/Community Plan completed and submitted to the NSW Department of Local Government.
A,B,C,D, E,F,G,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.	Quarterly Review - July	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 - September	Graffiti addressed in collaboration with Harbourside Police including the identification of offenders.
B	To convene and service Advisory Groups.	Ongoing - June	Achieved and ongoing.
B,C	Conduct regular community consultations to ensure a broader community involvement in social planning processes through such means as the "community conversations".	Ongoing - November	Community Conversations were held to consult on the final draft of the 2005-2009 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 Liaison Committee • facilitating local responses to the NSW Government's Statewide strategy to reduce violence against women. 	Ongoing - April	Continued involvement with the Lower North Shore Domestic Violence Liaison Committee including with events associated with the International Day to Eliminate Violence Against Women and Stop Domestic Violence Day.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
B,H	Facilitate community education initiatives that address issues surrounding mental illness.	Ongoing - November	Worked with the Action Committee on the continuing campaign to prevent the closure of the Cremorne Community Mental Health Centre.
B	Investigate the possibility of making available a small residential property for the short term use of residents in a housing crisis, particularly in relation to domestic violence, carer's time-out and youth at risk, including also investigating recurrent funding opportunities to ensure the long term management and staffing of the facility.	To be Completed by - June 2005	Matter investigated and was determined not to proceed with the acquisition of a residential property, existing emergency accommodation being available and accessible in the region.
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 - 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 LGA and apply the user pays principle where appropriate.	Ongoing - June	Funding achieved for Youth Week and Vacation Care program for older children.
D	Ensure that Community Services are considered in any review of the Section 94 Contributions Plan.	Ongoing - 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 - February	Under continuing review.
E	Monitor the need for and be aware of, opportunities to increase Council's stock of community facilities.	Ongoing - January	Under continuing review.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
E	Promote the existence of public and community halls and other facilities available for community use.	Ongoing - March	Promotion achieved through a brochure detailing halls and facilities available and online through Council's website.
F	Effectively market recreational and cultural services and facilities.	Quarterly Review - July	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 - 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 - April	Achieved and ongoing.
F	Recommend appropriate use of the Mayor's Emergency Fund, and in consultation with the community, consider other ways that Mosman can help, not only those in need locally, but also some of those in difficulties in other places through poverty, drought or other troubles.	Ongoing - April	Recommendations are made in accordance with the Mayor's Emergency Fund policy. Ongoing support provided to an Aboriginal mothers group in the Glen Innes area to assist with an arts program and the provision of PCs made available as a result of PC replacement programs.
G	Hold regular functions for new residents.	Ongoing - April	Achieved and ongoing. New residents were also consulted on the final draft of the 2005-2009 Social/Community Plan.
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 - April	Up to date information made available through Council's website, publications and through the New Residents Kit.
G	Keep the New Residents Information package up to date and disseminate appropriately.	Ongoing - April	Achieved and ongoing.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
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 - November	CALD residents were consulted on the final draft of the 2005-2009 Social/Community Plan. English conversation classes continued to be provided and posters promoting it were translated into the main languages of Cantonese and Japanese.
H	Consider the needs of gay/lesbian and transgender people and facilitate appropriate services and information as identified in the Social/Community Plan.	Ongoing - November	Support was provided to PFLAG (Parents and Friends of Lesbians and Gays).

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.02: COMMUNITY INVOLVEMENT/VOLUNTEERS</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY DEVELOPMENT</u>	
	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 - April	Community Conversations were conducted with residents on the final draft of the 2005-2009 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 - January	Consultations continued with organisations and with members of the Community Development Advisory Group on access issues.
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 - February	Service specific training/orientation programs were provided for all Council volunteer programs.
B	Ensure for volunteers a safe, accessible working environment and an awareness of safe work practices.	Ongoing - July	Ensured all council volunteers were aware of safe work practices, as stated in service specific Memorandums of Understanding and have safe working environment.
B	Establish and maintain a program that provides recognition through both formal and informal means of the work and contribution of volunteers.	Ongoing - July	Two Mayoral receptions were held during the year, one for National Volunteers Week and one for International Day of Volunteers. Certificates were presented to volunteers involved with programs for 10 years or more. Letter of thanks from individual services and from Mayor were provided for each volunteer when leaving.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.02: COMMUNITY INVOLVEMENT/VOLUNTEERS</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
C	Regularly review recruitment and placement procedures.	Ongoing - February	Recruitment and placement procedures were regularly reviewed through regular meetings between Volunteer Coordinator and Volunteer Support Office and through monthly meetings between VC and VSO and coordinators of councils volunteer programs.
C	Ensure mechanisms are in place for ongoing individual and group support in accordance with need.	Ongoing - October	Regular training and support groups were held. VC and VSO were also available for support of volunteers if needed.
D	Ensure ongoing training and relevant information for all volunteers involved in Council's volunteer programs.	Ongoing - September	Ongoing training with guest speakers was provided on a regular basis. Volunteers were also informed of any external training sessions that may be of interest and were offered by relevant groups
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 - January	Council volunteers were able to access and join in any or all of Councils volunteer programs.
E	Promote and advertise to increase awareness of volunteering opportunities in Mosman.	Ongoing - January	Volunteer opportunities were advertised in local papers, in Council's library, on Council website, flyers were distributed, articles placed in the "Over 55'sNewsletter". Promotion was also conducted at the local shopping centre.
E	Provide opportunities for school students to undertake voluntary work towards completion of their school obligations for community involvement.	Ongoing - February	Strong community involvement program in place.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.02: COMMUNITY INVOLVEMENT/VOLUNTEERS</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
D,E	Establish and maintain program for volunteers to provide friendship and social support for carers in Mosman.	Ongoing - July	New volunteer program "Friends for Carers" was established successfully.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.03: CHILDREN/FAMILY</u>		<u>CO-ORDINATOR: CHILDREN'S SERVICES DEVELOPMENT OFFICER</u>	
	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 - September	Successfully applied for a grants of \$10, 000 from RS Mosman for Kidzone Vacation Care; Active After-school Community Program, \$2,000 for Term 2 2005; \$2,000 for OSHC Accreditation (FaCS); \$66,000 for Family Day Care operations (DFaCS).
A	Provide advice to Council on effective allocation of funds and priority need areas.	Ongoing - June	Reports presented systematically.
A	Advise and support Council employees in identifying the best childcare options and access to appropriate childcare especially those who need affordable childcare.	Ongoing - June	Responses to staff requests and distribution of information. Council staff given priority of access at Council funded and Council leased childcare services.
A,G	Finalise playground seating and shade at Mosman Art Gallery & Community Centre.	To be Completed by - June 2005	Works not achieved in this period. Funding allocated elsewhere.
A,G	Seek funding to provide adequate sun protection for children and staff at Mosman Occasional Childcare Centre and finalise installation.	To be Completed by - June 2005	Funding allocated. Plans submitted for DoCS approval in August 2005 and to Council for DA approval September 2005.
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.	Annual Review - July	SHOROC Child Care Project to increase number of child care places in the area. FAMILIES FIRST PROJECT identifying gaps in service for children aged 0-8 in Mosman & LNS PoM for Mosman Oval conducted. Community consulted on use of part of pavilion for childcare.
A,G	Seek funding to redesign the outdoor area to enhance children's play experiences.	To be Completed by - June 2005	Funding sought and yet to be achieved.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.03: CHILDREN/FAMILY</u>		<u>CO-ORDINATOR: CHILDREN'S SERVICES DEVELOPMENT OFFICER</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
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	Full utilisation of places achieved by attracting more carers. Successfully applied for 15 extra Family Day Care places.
A,C	Maintain appropriate oversight of service specifications in the Lease especially the provision of affordable long day care and 0 – 2 places at the site south of Balmoral Oval.	Ongoing - March	Compliance reporting oversighted. 0 to 2 places at Balmoral Oval delayed due to impacts of Rural Fire Service requirements on necessary changes subject to DA approval.
A,C	Maintain appropriate oversight of requirements of Deed of Agreement to Lease, especially the provision of affordable places and long day care for children under 5 years at the Alexander Avenue site.	Ongoing - February	Works commenced on the upgrade of the site for the purposes of a childcare centre. Criteria for affordable places provided to Lessee.
A	Continue to apply for funding for KIDZONE Vacation Care.	Ongoing - July	\$10,000 grant achieved from RS Mosman. 30 Child Care Benefit places approved from Department of Family and Community Services.
A,B	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 - October	Achieved and ongoing
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 - January	Parent surveys conducted to receive feedback from parents as part of the QA process.
B,E	Monitor, review and improve quality of Council managed services in accordance with established quality assurance systems.	Ongoing - September	Registered Mosman Before, After and Vacation Care and Kidzone Vacation Care to participate in the OSHCQA process. Process of reviewing practice is ongoing.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.03: CHILDREN/FAMILY</u>		<u>CO-ORDINATOR: CHILDREN'S SERVICES DEVELOPMENT OFFICER</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
E	Liaise with Community Information Librarians and Internet Coordinator to facilitate the production, distribution and promotion of community information, including directories, and provide advice and referral services.	Ongoing - January	Information on Council's website; the design and distribution of a directory of services, events; pamphlets, flyers, and newsletters; articles in the local press; advertisements in Sydney's Child, local newspapers and poster displays.
E	Develop and implement marketing strategies for the promotion and development of children's services.	Ongoing - July	Ongoing and achieved.
A	Support and evaluate children, and family services in receipt of Council funding.	Ongoing - August	Support and advice provided as required.
F	Ensure the continuing development and resourcing of the Good Beginnings program for vulnerable families with children aged under 5.	Ongoing - March	Council contributed to the cost of providing this service. Staff time allocated to support of this service. Council updated on progress and benefits to the community.
F	Continue to develop strategies to enable respite for single parents.	Ongoing - March	Mosman Occasional Childcare centre gave priority access to parents isolated from support of family or friends consistent with DoCS funding agreement.
G	Ensure new Child Protection Legislation continues to be reflected in staff selection practices, staff training and program policies and procedures.	Ongoing - March	Employment to children's services positions conditional upon a clear Working with Children Check. All service coordinators attended Child Protection training. Policy revised against new legislation and circulated to staff.
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 - November	All Children's Services staff have attended training. Vacation Care Training Days focussed on Inclusion; Behaviour Management challenges and strategies; Safety. Family Day Carers attended training in Child Protection, Safe Food Handling, First Aid, QA, Emergent Curriculum.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.03: CHILDREN/FAMILY</u>		<u>CO-ORDINATOR: CHILDREN'S SERVICES DEVELOPMENT OFFICER</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,D	Participate in the SHOROC Community Profile Child Care Project Group to ensure sufficient, high quality childcare centres are available in Mosman and the SHOROC area.	Ongoing - December	Liaison with Sydney Harbour Federation Trust achieved the allocation of a site and funding for a long day care centre for children aged 0 to 5. More places achieved across the area.
A	Auspice the Families First Project for the Lower North Shore under the NSW Government's Families First Program, including support and supervision of the Families First Project Officer.	To be Completed by - April 2005	Project identified gaps and barriers to early intervention for children aged 0 to 8. Recommendations made to improve networks, support vulnerable families, build capacity and for funding provision.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.04: YOUTH</u>		<u>CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Seek funding from and negotiate with other levels of government and other relevant funding bodies for the support of the existing and the establishment of services for young people.	Ongoing - July	Funding was received for the Shoreshocked Youth Festival and for the Artstart program.
A	Provide advice to Council on effective allocation of funds and priority need areas.	Ongoing - April	Provided as part of the Budget Estimates process and quarterly review process.
A,B,C,D	Assist in the development and implementation of programs and activities such as camps and the Duke of Edinburgh Award Scheme.	Ongoing - June	A number of activities and programs were held including sporting competitions, education and arts programs and a summer camp.
A,I	Work with Harbourside Police and North Sydney PCYC to develop and implement educational and safety training for police and young people.	Ongoing - July	The Harbourside Police Youth Liaison Officer worked closely with Youth Services Staff, regularly visiting the Youth Development Centre to interact with the young people. He also assisted Youth Services Staff in providing workshops for young people on their legal rights and responsibilities.
A,B,C,D, F,K	Assist in the planning for the provision of recreational facilities for young people.	Ongoing - July	The skate facility at Balmoral oval was completed.
A,B,D,F, J,K	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 - July	Planning processes involved young people. Continual consultation was maintained with young people through the Mosman Youth Forum and through surveys of users at the Youth development Centre.
A,B,F,K	Encourage and provide support to the youth consultative process.	Ongoing - July	The consultative process was maintained particularly through the Mosman Youth Forum.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.04: YOUTH</u>		<u>CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,J	Assist in the promotion of the positive aspects of young people through community activities, media coverage, Internet and other activities.	Ongoing - July	Positive aspects of young people and their activities were regularly promoted through the local media.
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,E, F,G,H,I, K,L	Develop and maintain a network with local and regional youth organisations and youth service providers to ensure the timely and relevant provision of services, programs and an ability for referral that can respond to the needs of the young people of Mosman.	Ongoing - July	Regular contact and networking were maintained with local organisations such as Holyoake and regional organisations such as the Lower North Shore Interagency as well as with both local regional youth workers.
A,B,C,F, I,J,K	Plan and provide a dynamic range of activities in the Mosman area that cater to the needs of different age groups and which are developed in consultation with young people.	Ongoing - July	Young people were regularly consulted both through the Mosman Youth Forum, surveys and also informally to ensure the provision of activities that were relevant.
A,B,C,D, E	Maintain breakfast services at the Mosman Youth Development Centre on regular school days.	Ongoing - July	The Breakfast Club continued to be run on each school day from 8am to 9am.
A,B,C,K, L	Actively work against ageism by creating positive perceptions of young people in the Mosman area.	Ongoing - July	Networks were maintained with services in the Mosman area to maintain positive perceptions of young people and links were maintained with the Mosman Daily which enabled a range of items published giving positive images of young people.
A,B,C,D, F,G,J	Regularly organise vacation and after school hours leisure, cultural and recreational activities.	Ongoing - July	Regular activities and programs were provided at the Youth Development Centre and in conjunction with other agencies.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.04: YOUTH</u>		<u>CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,C,D, E,F,I,J,L	Liaise with other youth organisations, such as the North Sydney Police Citizens Youth Club and North Sydney's Planet X Youth Centre, to develop a greater range of programs.	Ongoing - July	Ongoing regular contact was maintained with North Sydney PCYC, North Sydney Council's Planet X Youth Centre, and regional Youth Centres which enabled the sharing of resources that ensured a diverse range of programs.
A,B,C,D, F,I,J,L	Develop methods, such as programs, activities and camps, for the establishment and maintaining positive peer mentoring relationships between older responsible members of the Youth Development Centre and younger impressionable members	Ongoing - July	Council's youth programs provided peer mentoring opportunities between the young people attending the Youth development Centre.
A,B,C,D, E,K,L	Provide and promote relevant and accurate information and advice on employment, unemployment, educational services and promote their availability.	Ongoing - July	Relevant and accurate information for young people that was maintained and updated was provided at the Youth Development Centre, the Community Information and Advice Centre and through the LINCS database on Council's website.
A,B,E,F, H	Conduct annual Youth Centre user surveys for the evaluation and planning processes.	Annual Review - June	Achieved and ongoing.
B,F	Maintain an evaluation process for new and existing activities, services and programs.	Ongoing - February	Opinions are regularly sought from the young people on the services and programs with the results 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 - July	The state of cleanliness and appearance is regularly monitored and inspected by youth staff.
A,C,D,E	Maintain and update modern information technology facilities at the Youth Development Centre	Ongoing - July	The information technology facilities were maintained and updated as required and in accordance with resources in collaboration with Council's IT area.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.04: YOUTH</u>		<u>CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
B,C,D,E	Liaise with Community Information Librarians and Internet Coordinator to facilitate the maintenance of the Mosman Youth Webpace and to up-date the community information including community information directories for the 'LINCS' Community information data base, and provide advice and referral services.	Ongoing - July	The Mosman Youth Webpace and community information were kept up to date in liaison with the Community Information Librarians and relevant advice and referrals were provided to young people.
D,E	Encourage relevant health services to provide relevant services in the Mosman area.	Ongoing - July	Through the Lower North Shore Youth Interagency and also directly, liaison was maintained with regional youth health services to ensure services were accessible and relevant.
A,B,D,E, G,H,I,J, K	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.	Annual Review - April	Youth staff and local young people were involved in the development and staging of the 2005 Shoreshocked Youth Week Festival.
G,H	Involve young people in the cultural life of our community and in particular activities in the Art Gallery.	Ongoing - July	Arts related programs were provided at the Youth Development Centre and in collaboration with the Art Gallery.
H,I,L	Work towards alcohol and other drugs supply reduction strategies: <ul style="list-style-type: none"> • Continue to network closely with Northern Sydney Area Health Service and through education campaigns to reduce tobacco smoking by young people and ensure that the Youth Development Centre is a no smoking area • Support any Police initiatives to reduce illicit drug trade. 	Ongoing - July	Alcohol and other drugs supply reduction strategies were maintained including working with Northern Sydney Health on promotions to reduce tobacco use; enforcing the banning of smoking inside and outside the Youth Development Centre; fully supporting Harbourside Police initiatives to reduce illicit drug trading.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.04: YOUTH</u>		<u>CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
H,I	<p>Work towards alcohol and other drugs demand reduction strategies:</p> <ul style="list-style-type: none">• Provide drug and alcohol free alternatives for young people.• Work to develop alternative activities for young people.• Work with local relevant youth and health organisations to provide knowledge/skills based education and support for young people and community members.• Develop positive peer programs targeting alcohol and other drugs issues faced by young people.	Ongoing - July	Alcohol and other drugs demand reduction strategies were maintained including providing drug and alcohol free activities; participation in education forums at Mosman High School in partnership with Holyoake and also with Holyoake in providing peer education programs to young people.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.04: YOUTH</u>		<u>CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
H,I,J,K,L	<p>Work towards drug and alcohol harm reduction strategies:</p> <ul style="list-style-type: none"> • Ensure that the drug and alcohol information accessed through the Youth Development Centre is up to date and relevant. • Work with local relevant youth and health organisation to develop and implement relevant and appropriate presentations of alcohol and other drugs information for young people and the community. • Provide relevant and up-to-date advice and referral for young people and parents through the Youth Development Centre. • Support local 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 - July	Drug and alcohol strategies were maintained including the provision of relevant and up to date information; working with local and regional organisations to present information forums to local schools; providing information and advice to parents and young people at the Youth Development Centre; maintaining awareness of Federal and State Government initiatives and ensuring Youth Services Staff kept up to date on drug and alcohol issues.
I	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.	Ongoing - July	Worked with Harbourside Police Youth Liaison Officer and North Sydney PCYC to enhance relationships with young people including through youth services programs and activities.
D,I	Work with key stakeholders to develop and create awareness of joint approaches to the Policing of relevant youth issues.	Ongoing - July	Worked with Harbourside Police Youth Liaison Officer and North Sydney PCYC to raise awareness among young people, parents and teachers of Policing initiatives relevant to youth issues.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.04: YOUTH</u>		<u>CO-ORDINATOR: YOUTH DEVELOPMENT OFFICER</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
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 - July	Worked with Harbourside Police Youth Liaison Officer and North Sydney PCYC on programs relevant to young people.
G,I	Ongoing education in appropriate and relevant areas of artistic expressions for young people.	Ongoing - July	Achieved and ongoing. Aerosol art workshops were held during the year.
J,L	Respond to the recommendations developed out of the Community Conversations including: <ul style="list-style-type: none"> • Involving young people in key community consultations. • Endorse and support appropriate parental support and training programs on adolescent issues 	Ongoing - July	Community Conversations were held to consult with young people on the final draft of strategies relevant to the needs of young people for the 2005-2009 Social/Community Plan. A Parents Support Group continued to meet at the Youth Development Centre and to be supported and serviced by Youth Services staff. The Group address issues relating parenting and adolescence.
A,D,L	Disseminate appropriate information for parents and other relevant community members managing young people and/or youth issues.	Ongoing - July	Information was provided to parents and other relevant community members regarding parenting and youth issues.
D,L	Work in with other family oriented organisations, such as Holyoake, for the provision of parenting information and courses	Ongoing - July	A close working relationship was maintained with Holyoake for the provision of information, courses and support groups.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.05: OLDER PEOPLE</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Seek funding from and negotiate with other levels of government, the local Home and Community Care (HACC) forum and other sources for the support of existing services and the establishment of new programs based on assessment of need.	Ongoing - August	Recurrent Funding for support of existing services received from Department of Ageing Disability & Home Care; Funding received from the Department of Veterans Affairs for the Carers' Group; Non-recurrent funding grant for Food Services awarded from the Department of Ageing disability & Home Care. Funding from Accessible Bridge Services Inc. received for provision of Friday Bus Service taking people to medical appointments in Mosman.
A,B	Ensure the ongoing development, implementation and promotion of outings and social, recreational, leisure and educational based programs, activities, and events at the Seniors' Centre.	Ongoing - February	A wide range of activities and events continued to be offered to the more active over 55 age group and the frail age client group. Promotion achieved thorough Over 55's newsletter, posters and leaflets as well as an Information Day at Bridgepoint to coincide with Seniors' Week 2005. 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 - February	Achieved through regular attendance at HACC Forum meetings and other network meetings as well as conferences, seminars and working parties at regional and state level. Under continual review.
A	Provide advice to Council on community service needs of aged persons' housing developments.	Ongoing - December	Advice was provided on support services and access for people with disabilities in relation to housing developments.
A	Consider particularly the needs and likes of older men in the development of a range of services and programs.	Ongoing - May	Services and programs developed with consideration to the needs and likes of older men such as Cooking Classes, U3A, Old Time Dance, Walking Groups, Computer Pals and Bridge.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.05: OLDER PEOPLE</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,E	Establish and maintain planning processes that involve both Council, the community and volunteers in the development of aged services.	Ongoing - October	Achieved and ongoing. Regular meetings and consultations with the Mosman Network Group for Seniors as well as regular verbal and written interaction with seniors.
A,C,D,G,H	Provide in a timely and responsive manner services, information and support for frail older people, their families and carers that aim to prevent premature or inappropriate institutionalisation.	Ongoing - February	Achieved through provision of services that support people in their homes and counselling/referral and support through the services of Council's Community Caseworker.
C	Promote awareness of the range of services, programs and events in the community.	Ongoing - May	Achieved through regular promotion, publicity and information days.
C	Provide information and other resources on issues associated with retirement and life planning for older people.	Ongoing - May	Information and support given as needed.
C,D	Liaise with Community Information Librarians and Internet Coordinator to facilitate the production, distribution and promotion of community information, including community information directories.	Ongoing - May	Regular updates given to Community Information Librarians and Internet Coordinator including Directory of Services for Older Residents.
D	Provide information on service options and also appropriate referrals and promote information availability.	Ongoing - June	Information provided at Council's Community Information outlets and as well as information/referral and support provided by Council's Community Caseworker.
F	Conduct annual user surveys and include results in planning processes.	Ongoing - October	Surveys conducted annually in Meals on Wheels and the Seniors' Centre.
F	Maintain an evaluation process for new and existing activities and programs.	Ongoing - February	Ongoing evaluation and monitoring of services and programs obtained through surveys and evaluation sheets.
F	Ensure appropriate facets of all food services continue to be exposed to a competitive environment.	Ongoing - September	Food Services tender revised and new contract awarded in November 2005.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 8.05: OLDER PEOPLE		CO-ORDINATOR: MANAGER COMMUNITY DEVELOPMENT	
	STATEMENT OF MEANS	DATE	PROGRESS
G	In liaison with relevant organisations and service providers investigate needs for specific services, eg. Respite care and affordable housing.	Ongoing - July	Needs addressed in consultation with the HACC Forum and other regional agencies.
H	Research possible strategies that enable older people to remain in the Mosman community.	Ongoing - November	Issues were addressed as needed in consultation with local and regional services including inn consultations for the development of the 2005-2009 Social/Community Plan.
A,F,G	Plan timely replacement of community buses in accordance with replacement program and ensure they meet the needs of the client group.	Ongoing - February	Replacement program in place; no replacement required in 2004/2005.
A,F,G,H	Investigate strategies to expand community transport services including shopping and individual transport and seek additional funding.	Ongoing - November	Regular meetings with Lower North Shore Community Transport, Accessible Bridge Services Inc., and Metropolitan Community Transport as well as regional planning meetings.
A,F,G,H	Ensure the ongoing development of the Neighbour Aid Service including seeking additional funding.	Ongoing - November	Funding investigated through HACC Forum and other agencies and government departments.
A,G	Collaborate with regional organisations and agencies for the provision of needs based services and programs for older people.	Ongoing - July	Achieved through ongoing consultation with HACC Forum, Northern Region Food Services Network, Lower North Shore Community Transport and other relevant agencies.
I	Maintain local support groups for carers in the Mosman community that address their needs and provide a mutually supportive network.	Ongoing - May	Achieved through weekly meetings of the Carers' Support Group.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.06: PEOPLE WITH DISABILITIES</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Seek funding from and negotiate with other levels of government, the local Home and Community Care (HACC) forum and other sources for the support of existing services and the establishment of new programs based on assessed need.	Ongoing - September	Funding opportunities monitored through the HACC Forum and with relevant government departments and agencies.
A	Provide in a timely and responsive manner services for people with disabilities, their families and carers that aim to prevent premature or inappropriate institutionalisation.	Ongoing - 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 - February	Activities and programs include a monthly Saturday Youth Group with activities and excursions as well as a Drama Group for young people with a disability.
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 Community Development Advisory Group.	Ongoing - November	Community Conversations with residents and consultations with service providers were conducted to review final draft of planning strategies for the 2005-2009 Social/Community Plan. The Community Development Advisory Group was also supported and serviced.
C,D	Liaise with Community Information Librarians and Internet Coordinator to facilitate the production, distribution and promotion of community information, including community information directories.	Ongoing - July	Regular updates of information given to Community Information Librarian and Internet Coordinator.
D	In consultation with the Community Development 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.	Ongoing - December	Information on access to Council's facilities, parks and reserves was reviewed and maintained on Council's website.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.06: PEOPLE WITH DISABILITIES</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY DEVELOPMENT</u>	
	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 - February	Information provided at Council's community Information outlets and by the Community Caseworker as part of individual support service.
E	Maintain an evaluation process for new and existing activities and programs.	Ongoing - February	Ongoing evaluation of services through annual surveys as well as verbal and written feedback.
F	In liaison with other service providers assess and respond to the specific needs of people with disabilities, their families and carers.	Ongoing - November	Achieved through information/referral and support provided by the Community Caseworker and the Carers' Support Group.
G	Facilitate and promote Council actions that are in accordance with the Commonwealth Disability Discrimination Act (1993).	Ongoing - November	Under continual review.
H	In consultation with the Community Development 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.	Annual Review - July	Advice was provided on access issues to the Community Development Advisory Group and to community members, and to Council staff regarding accessibility within developments. Staff also participated in activities for the 2004 International Day for People with Disabilities.
H	In consultation with the Community Development 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 - September	A lightweight lifter was provided for the Mosman Swim Centre, access to Mosman Junction Post Office was improved following representations to Australia Post and the policy on keeping accessible toilets locked was altered to provide for all toilets to be unlocked during the day thus improving access for people with disabilities not in possession of a MLAK key.
H	Ensure that development applications for alterations and additions to shop fronts incorporate access.	Ongoing - November	Alterations and additions to shopfronts continued to be monitored for accessibility.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.06: PEOPLE WITH DISABILITIES</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
H	Strive for improved numbers of accessible public toilets, more sensitive seating, signage, door weight and the like in public areas including shopping areas.	Quarterly Review - January	Under continual review.
H	Maintain a focus on access in relation to DCPs and its provision in and to recreation areas such as Balmoral and Chinamans Beaches.	Ongoing - September	Under continual review.
I	Maintain and enhance the Saturday Youth Group for younger people with disabilities.	Ongoing - November	Maintained and ongoing with regular Saturday Youth Group excursions and activities as well as Drama classes for younger people with a disability.
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 Volunteer Office.	Ongoing - November	Parents of children and younger people with a disability have accessed camps through Riverlink.
J	Research strategies for adaptable and purpose built housing for people with disabilities.	Ongoing - November	Adaptable housing continued to be part of Council's requirements for medium density housing.
K	Ensure relevant information that facilitates the employment of people with disabilities, including information on Commonwealth and State programs, is maintained and made available to the business community.	Ongoing - September	Access to relevant information on employment opportunities for people with disabilities was maintained and available to business and community members.
A,E,F	Investigate strategies to expand community transport services including shopping and individual transport and seek additional funding.	Ongoing - November	Regular attendance at meetings of Lower North Shore Community Transport, Accessible Bridge Services Inc., Metropolitan Community Transport and regional planning days.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.06: PEOPLE WITH DISABILITIES</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,F	Collaborate with regional organisations and agencies for the provision of needs based services and programs for people with disabilities, their families and carers.	Ongoing - July	Ongoing in consultation with the HACC Forum and relevant agencies as well as through the Carers' Support Group.
A	Facilitate social and recreational opportunities for young adults 18 – 35 years.	Ongoing - February	Young people with a disability over 18 have participated in outings on Friday night such as the theatre and bowling.
C,H	Promote and encourage Internet access as a means of involving people with disabilities further in the life of the community.	Ongoing - February	Council's website is accessible to people with disabilities and includes access information and access maps of the local area.
H	Promote the use of signage that is accessible to people with a range of disabilities.	Ongoing - August	Under review and addressed in Council's 2005-2009 Social/Community Plan.
H	Ensure high levels of staff awareness of the range of needs of people with a range of disabilities.	Ongoing - September	Information on access was provided to Council staff maintaining awareness of the access needs of people with disabilities. This included staff participation in the 2004 International day for People with Disabilities.
A	Investigate opportunities for the establishment of sensory gardens in the Mosman area.	Ongoing - October	Under review.
H	Encourage older shops and facilities to consider the needs of people with disabilities and facilitate the use of temporary ramps.	Ongoing - September	The availability of Council's temporary ramps was promoted within the community including retailers.
H	Liaise with public transport services for the increased availability of accessible transport in the Mosman area.	Ongoing - May	Matter was kept under review with Sydney Buses.
H	Maintain clear access on footpaths through removal of overhanging branches and other vegetation that obstruct pedestrians.	Ongoing - May	Under continual review by relevant Council staff with timely responses to reported obstructions.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.06: PEOPLE WITH DISABILITIES</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
C	Promote availability of access equipment including portable ramps and beach wheelchair.	Ongoing - November	Regular promotions were conducted through local media and Council's community information outlets.
L	Maintain local support groups for carers in the Mosman community that address their needs and provide a mutually supportive network.	Ongoing - May	Mosman Carers' Support Group meets weekly. Guest speakers often attend providing information about the availability of services/support in the wider community.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.07: EARLY CHILDHOOD HEALTH</u>		<u>CO-ORDINATOR: CHILDREN'S SERVICES DEVELOPMENT OFFICER</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Provide to the Cremorne Early Childhood Health Centre relevant community information on Mosman clients.	Ongoing - December	Directory for Children and Families and immunisation clinic dates provided to the centre.
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 - December	Staff Manager a member of the Executive Group for the Families First Project.
A	Keep the agreement with the Northern Sydney Area Health Service for the Cremorne Early Childhood Health Centre under review, in liaison with North Sydney Council.	Annual Review - October	Current agreement retained and building maintenance costs and property expenditure monitored.
B	Undertake an immunisation promotion campaign when appropriate.	Ongoing - September	Clinic systematically promoted
B	Carry out daily temperature checks of vaccine storage.	Ongoing - September	Achieved and ongoing
B	Facilitate immunisation clinics for Mosman clients and administer immunisation records.	Ongoing - September	Achieved and ongoing
B	Undertake ordering, acquisition and storage of vaccines.	Ongoing - September	Achieved and ongoing
B	Monitor changes to legislation, regulations and procedures that impact on the immunisation program with a view to providing accurate and timely advice to all program stakeholders.	Ongoing - September	Staff attended Immunisation Coordinator meetings conducted by the Public Health Unit to stay abreast of changes. Information to clients and service updated accordingly.
B	Investigate alternative methods of enabling rather than providing this service.	Ongoing - September	North Sydney Council contributed to the cost of the service in acknowledgement of the level of service provided to North Sydney residents. . Liaised with North Sydney Council to re-establish an immunisation clinic for their residents.

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.08: THIS SUB PROGRAM HAS BEEN MOVED TO PROGRAM 7: COMMUNITY SAFETY</u>			
	STATEMENT OF MEANS	DATE	PROGRESS

PROGRAM 8 COMMUNITY DEVELOPMENT AND SERVICES

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 8.09: ABORIGINAL CULTURE, HERITAGE AND RECONCILIATION</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Implement relevant recommendations arising from the 2003 Aboriginal Heritage Study of Mosman in liaison with NSW National Parks and Wildlife Service, the Sydney Harbour Federation Trust and the Metropolitan Local Aboriginal Land Council.	Ongoing - October	The Aboriginal Heritage Study of the Mosman LGA was completed in November 2004. The launch of the Study and implementation of its recommendations await final approval of the Study document by the NSW Department of Environment and Conservation.
A,B	Support and service the Community Development Advisory Group so that it may: 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 - October	Servicing and support of the Mosman Reconciliation Group continued through the year.
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 - February	A confidential database was developed by the Aboriginal Heritage Study of the Mosman LGA and further actions will follow the launch of the Study.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Participate in State and National planning for Library services.	Ongoing - September	Manager Library Services attended meetings of the Metropolitan Public Libraries Association throughout the year.
A,B,C,D, E	Be aware of and take advantage of all sources of funding including grants and continue to lobby State and Federal Governments to increase public library funding.	Ongoing - March	Library was successful in obtaining a Library Development Grant from the Library Council of New South Wales for the Mosman Library "Wired for Youth Project" in November 2004.
A,B,C,D, 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.	Quarterly Review - July	All Library events and activities are publicised on the website and updated regularly.
B	Continue to research new methods and equipment in order to provide a smarter more efficient service.	Ongoing - June	Ongoing
B,D	To convene and service Advisory Groups.	Ongoing - June	Manager Library Resources convenes the Art, Library and Culture Advisory Group
D	Market the Library and its range of resources and services to the community.	Ongoing - September	This is ongoing. Mosman Library was advertised via a cinema advertising campaign at the local Greater Union cinema for six months.
A,B	Conduct focus groups of Library Stakeholders in order to develop a ten year plan for Library services and the Library building.	To be Completed by - June 2005	Two focus groups were conducted. One for teenagers in November 2004 and one for adults in May 2005. The <i>Future Mosman</i> initiative identified the need to plan for the Library to be developed as a Lifelong Learning and Information Technology Centre.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.02: LIBRARY RESOURCES</u>		<u>CO-ORDINATOR: MANAGER LIBRARY RESOURCES</u>	
	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 - August	Library Survey June 2005: 95% of respondents indicated that the collection meets their needs. Users are encouraged to suggest items for purchase & they can now do this from the Library's online catalogue. Purchase of relevant Australian & Pacific history resources is ongoing.
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.	Half Year Review - January, July	Ongoing. 8997 items withdrawn in 2004-2005 FY. 45% of collection has been acquired in last 5 years (NSW average is 46%)
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 - July	4 Book sales were held at Mosman Village Market in 2004-2005 FY & income exceeded target by 5%
A,B	Regular review and updating of the Resources Selection Policy and review of the collection using guidelines contained therein.	Ongoing - March	Policy revised 2005. Includes section on demographic trends in line with planning for the Future Mosman initiative
A,B	Review the collection through analysis of stock usage and coverage and comparative statistical information available through Shorelink.	Half Year Review - January, July	Ongoing - collection is reviewed using data from Sirsi system & this information is used to inform purchasing decisions. 3% increase in loans in review period.
A,B	Regular surveys of library users to gauge the level of satisfaction with the collection.	Annual Review - June	Survey June 2005: 95% of users satisfied with collection

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.02: LIBRARY RESOURCES</u>		<u>CO-ORDINATOR: MANAGER LIBRARY RESOURCES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,E	Resource development 2004-2005 focus: electronic resources, resources for teenagers & talking books in compact disc format.	Annual Review - February	Electronic resources improved – 12 databases now available - Science Resource Centre & Building Code of Australia added. Additional licenses purchased to enable remote access to 'Electric Library' database. Resources for teenagers improved through 'Wired for Youth' project – graphic novels, DVDs and CDs. 50 new CD talking book titles added.
B	Improve resources for those with special needs including access to electronic resources.	Ongoing - July	Talking book collection improved.
B	Continue to develop the HSC collection to reflect the current curriculum and the needs of students.	Ongoing - August	HSC lending collection well used - turnover of 1.8 per item p.a. Resources marketed to local schools & via HSC email list
B	Implement Stage 2 of the e-book project (Netlibrary) in conjunction with other Shorelink libraries.	Annual Review - June	Stage 2 launched May 2005.
C	Promote resources through media releases, library and council newsletters, school visits, lists of new acquisitions, reading lists, Library Home Page.	Ongoing - July	Resources are promoted in all these media. Monthly list of new acquisitions is published on Library webpage. Multimedia resources promoted in cinema advertisement January – June 2005
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 - July	Ongoing. New resources are catalogued promptly. 600 images added to Local Studies image bank accessed via Library webpage.
D	Ongoing training of staff to ensure cataloguing standards are maintained and applied consistently.	Ongoing - July	Key staff throughout Shorelink meet regularly to update training. In-house training is ongoing.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.02: LIBRARY RESOURCES</u>		<u>CO-ORDINATOR: MANAGER LIBRARY RESOURCES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
E	Keep abreast of and incorporate developments in information technology including electronic publishing and document delivery to ensure that clients have access to all the material they require.	Ongoing - February	Ongoing. Staff attend relevant workshops & seminars. Access to full-text online databases has improved document delivery turnaround times.
E	Implement intra-Shorelink courier service.	Half Year Review - January, July	Permanent Courier Service implemented July 2004. 50,000 items delivered between the Shorelink libraries July 2004 – June 2005

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.03: LIBRARY SERVICES</u>		<u>CO-ORDINATOR: MANAGER LIBRARY SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,C,D, E,F,G,H	Train staff on a regular basis to ensure quality customer service is maintained.	Ongoing - June	All staff took part in an "in house" training program set up by the Information Services Librarian. Staff attended industry conferences and workshops where appropriate throughout the year.
A,B,C,D, E,F,G,H, I,J,K	Regularly survey library users to gauge the level of satisfaction with the library's services and to identify user requirements.	Annual Review - June	Annual User Survey was held in June 2005. 98% of respondents were satisfied with the Library Service.
A,B,C,D, E,F,G,H, I,J,K	Co-operate with other library services and information agencies to extend the services available to the Mosman community.	Annual Review - June	Staff attended meetings with other members of Shorelink Network on a regular basis throughout the year. Represented on MPLA and MPLA North Zone by Manager Library Services.
C,D,I	Arrange visits to the library by school classes.	Annual Review - June	96 school class and pre- school groups visited the Children's Library. The Local Studies Librarian conducted 17 sessions on Local Studies topics for class groups.
C,D,I	Arrange regular visits to schools to promote library services.	Annual Review - June	Children's Librarian, Children's Library Assistant and Customer Services Librarian visited schools to promote school holiday activities including the Summer Reading Programs.
C,D,E,I	Arrange regular author visits, outreach promotions and children's activities.	Half Year Review - June, December	75 special programs including Author visits, school holiday activities, Children's Week, Library and Information Week and Children's Book Week activities were organised. 12 % increase in attendance numbers at regular and special programs for children over the attendance rate for 2003/04.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.03: LIBRARY SERVICES</u>		<u>CO-ORDINATOR: MANAGER LIBRARY SERVICES</u>	
	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 - June	The Information Services Librarian liaised with local High Schools in order to develop services and collections for HSC students. 6 free HSC lectures were held with a total of 369 students attending. Library services for HSC students were promoted via the HSC email list.
E	Promote the home library service, attract more volunteers and provide access for all members of the community who are eligible.	Annual Review - June	Promotion is ongoing through the Library and Council's Aged and Disabilities Services Section.
G	Continue to develop and promote the popular "Author at the Library" series, Mosman Library Reading Group and other literary activities.	Annual Review - June	Mosman Library Reading Group met ten times during the year. The Library held 14 Author Evenings.
H	Promote library services to the business community through close liaison with the Business Forum, BEC and the Mosman Chamber of Commerce.	Annual Review - June	Ongoing. Mosman BEC uses the Library meeting room on a regular basis to meet with clients.
I	Promote library services through media releases, Council's web site, use of Council publications, distribution of promotional literature and networking within the community.	Annual Review - December	Ongoing. The Library was advertised for six months January 2005-June 2005 through screen advertisements placed at the Mosman Greater Union Cinema.
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 - December	Recommended reading lists were produced on a regular basis in the Library's Quarterly Newsletter. The Library's Teen Page on Council's website publishes book reviews by staff on a regular basis. In February 2005 a new web log-Wired 4 Teens was launched and this blog includes book reviews submitted by local teens. New Book and Recommended Reading Displays are featured throughout the year in the Library.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.03: LIBRARY SERVICES</u>		<u>CO-ORDINATOR: MANAGER LIBRARY SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
I,J	Develop electronic bulletin board to display on public access computer catalogue to disseminate information on library resources and services.	Annual Review - December	Achieved with the SIRSI iBistro online catalogue.
J	Ensure an ongoing series of Library tours for new members of staff, residents, and other interested clients.	Ongoing - July	Ongoing. Library tours for new members and other interested members of the public are offered each month. All Council Staff are given a tour of the Library as part of Council's Staff Orientation Program.
K	Promote the Literacy Collection and Services for those with special needs.	Annual Review - December	Ongoing. A display to promote the Literacy Collection was held in National Literacy and Numeracy Week in September 2004.
D	Work closely with the Mosman Library Youth Consultants Group to improve services, collections, programs and facilities for young adults.	Half Year Review - June, December	Mosman Library Youth Consultants met on a monthly basis throughout the year. Youth Consultants attended a special Focus Group for Teens on Planning for Future Library Services in November 2004.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.04: LIBRARY INFORMATION TECHNOLOGY</u>		<u>CO-ORDINATOR: MANAGER LIBRARY RESOURCES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Obtain best value from the SIRSI Shorelink computer system.	Ongoing - July	System is delivering good response times. High level of staff & customer satisfaction. Library borrowers make good use of features such as online renewals & online holds. Disaster Recovery Service is tested annually. Thin Client netstations were replaced with PCs to enable upgrade to iBistro online webcat in May 2005.
A	Implement new user services eg user profile/advanced notification service.	Annual Review - July	No further progress
A	Provide extensive training to staff and our community in use of the Shorelink system.	Ongoing - July	Training sessions held during Adult Learners Week, Seniors Week, Australian Library Week, also sessions for students. Informal training & assistance with use of iBistro online catalogue occurs on a daily basis.
A	Regularly survey library users to gauge level of satisfaction with the on-line public access catalogue.	Annual Review - July	Library Survey June 2005 - 97% satisfaction with the iBistro online catalogue.
A,D	Ensure whenever possible that any information technology incorporated in the Shorelink system is compatible with Council's system.	Ongoing - July	Ongoing. Internet IT Librarian works closely with Council's IT section. IT Manager consulted on development of Shorelink IT Project Plan 2004-2006 & participated in planning for implementation of upgrade to Shorelink Wide Area Network.
B	Provide Internet training sessions for our community (fee-based) and Council staff.	Half Year Review - January, July	Reduced demand for Internet training from public. Training sessions for staff conducted throughout year – good feedback received.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.04: LIBRARY INFORMATION TECHNOLOGY</u>		<u>CO-ORDINATOR: MANAGER LIBRARY RESOURCES</u>	
	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 - July	Training is ongoing.
B,C	Increase number of public access Internet workstations.	Annual Review - February	No progress
B,C	Keep abreast of developments in Information Technology to ensure that resources are utilised to maximum advantage.	Ongoing - August	Ongoing - staff attend seminars, trade exhibitions & conferences & subscribe to weblogs & other online resources. Also liaise with Shorelink staff.
C	Acquire equipment to assist clients with special needs to access the Library's resources (possible sponsorship 2004/2005).	Ongoing - November	No progress
B,C	Investigate of provision of wireless Internet technology.	Annual Review - September	Investigated implementation of this service – did not proceed due to security concerns. To be reconsidered in conjunction with upgrade of Shorelink wide area network.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.05: LIBRARY BUILDING</u>		<u>CO-ORDINATOR: MANAGER LIBRARY SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,D	Undertake planning for future Library services and building requirements.	Annual Review - June	The Manager Library Services and Manager Library Resources attended 'Future Mosman' Planning Day in February 2005. Two focus groups were held to ascertain future needs for library services and the library building. Teens were consulted in a focus group held in November 2004 and a focus group for adults was held in May 2005 during Australian Library and Information Week.
B,D	Ensure that library services be considered in any review of the Section 94 contributions plan.	Ongoing - June	Ongoing.
B,D	Regularly monitor the layout and location of materials and service areas to improve operations.	Ongoing - June	A new layout of the fiction section was developed and new shelving ordered to improve display and accessibility to the collection. New shelving scheduled for installation in July 2005.
C,D	Regularly monitor cleaning contractors, and inspect public areas to ensure that the cleanliness and attractive appearance of the library is maintained.	Ongoing - June	Ongoing. Building inspected on a daily basis.
C,D	Monitor security in the building.	Ongoing - April	Manger Library Services met with Asset Management Coordinator to plan for Council's upgrade to its security system.
C,D	Prepare an asset replacement program for the Library in conjunction with Council's asset replacement program.	Ongoing - December	Ongoing with Council's Property and Assets Section.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.06: EDUCATION</u>		<u>CO-ORDINATOR: MANAGER LIBRARY SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Host and service the School Principals' Liaison Group.	Ongoing - December	The School Principals' Liaison Group met 4 times i.e. once per term.
A	Where appropriate play an advocacy role to other levels of government in support of local educational institutions.	Ongoing - December	Ongoing. Support is given when necessary.
A	Work with SHOROC and Shorelink in the provision of services for educational institutions.	Ongoing - December	Ongoing. Shorelink Children's and Reference Librarians met on a quarterly basis to discuss services.
A	Ensure educational issues are considered in the development of new planning instruments.	Ongoing - December	Ongoing where appropriate.
A	Co-ordinate and promote the range of services Council offers to the schools and their students.	Ongoing - June	Ongoing. Council staff meet with the School Principals at the School Principals' Liaison Group meetings each school term.
A,B,C	Arrange visits by school classes to various Council departments and facilities, eg. Local Government Education Program.	Ongoing - December	School classes visited Mosman Library and Mosman Art Gallery throughout the year.
A,B,C	Promote partnership with local high school librarians by holding regular information exchange meetings.	Ongoing - March	Ongoing.
B	Provide appropriate library resources to support curricula and informal study.	Ongoing - June	Ongoing. Library resources are purchased to support school curricula and lifelong learning. The Information Services Librarian consults with local high schools each year in order to ensure the Reference and HSC Collections are meeting the needs of local students.
B,C	Run information literacy program for Year 11 students to raise awareness of Library resources and services.	Ongoing - March	Ongoing. A special Information Literacy Program for Year 11 students was offered to local high schools.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.06: EDUCATION</u>		<u>CO-ORDINATOR: MANAGER LIBRARY SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
C	Arrange visits to the Library by school classes and provide in-house training for students.	Ongoing - June	Ongoing. School groups visited during the year. The Local Studies Librarian conducted special talks for class groups on Local Studies.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.07: LOCAL STUDIES</u>		<u>CO-ORDINATOR: LOCAL STUDIES LIBRARIAN</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Actively collect local studies materials, and seek community support through donation and copying of borrowed material.	Ongoing - June	Ongoing. Over 670 items were added to the vertical file collection. 42 separate donations were received which included either single or multiple items. Donations included photographs, ephemera, Mosman Cricket Club archives and Mosman Seniors Club archives.
A	Develop and maintain a photographic record of events and changes occurring in Mosman.	Ongoing - June	Ongoing. Activities and events are photographed during the year, indexed and filed in the Local Studies Collection. These include digital images and hard copy photographs. Recently received negatives for ADS activities.
A	Develop an oral record of the lives of persons associated with Mosman, using well-trained knowledgeable volunteers where possible and add oral histories to the Library webpage.	Annual Review - June	Ongoing. There have been six individual oral histories undertaken. Volunteers are offered training and information sessions throughout the year in order to improve their interviewing technique. The oral history on the web project is currently in its first stage. An initial selection of extracts that may be suitable has been made but these need to be assessed in relation to the sound quality.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.07: LOCAL STUDIES</u>		<u>CO-ORDINATOR: LOCAL STUDIES LIBRARIAN</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Ensure that conservation, indexing, cataloguing, and copying of fragile material in the collection is undertaken on a regular basis.	Annual Review - June	Ongoing. Materials are assessed and those which require substantial work are sent to professional conservators. All materials are kept in archival conditions. The current issues of the Mosman Daily continue to be indexed as well as the retrospective indexing of older local newspapers held in the collection. All items received are catalogued or indexed. Local Studies proposed that all council minutes from 1893 be placed on CD ROMs for preservation and ease of access.
A,B,C,D, E,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 - December	Ongoing. The volunteers in Local Studies continue to undertake oral history interviewing, sort archives, assist with exhibition preparations and provide assistance to individuals undertaking family history research. Appropriate training is provided and meetings held when required.
B	Maintain a Local Studies page on the Council's Website, which promotes the dynamic nature of the Local Studies Collection.	Half Year Review - June, December	Ongoing. The Local Studies Librarian and the Internet Co-ordinator maintain a current and relevant Local Studies page. All Local Studies self-help guides are available on the site and recently received donations are selected, researched and photographed for the site.
B	Continue to develop a pictorial management system whereby the historic photograph collection is stored on disk to facilitate greater access to the collection.	Annual Review - June	Ongoing. Over 600 photographs have been catalogued, digitized and are now available on the council's website.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.07: LOCAL STUDIES</u>		<u>CO-ORDINATOR: LOCAL STUDIES LIBRARIAN</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
C	Ensure that the Carroll Collection and other valuable Local Studies materials are safely housed and protected from moisture and other adverse conditions.	Ongoing - July	Ongoing. Fragile materials and other valuable resources are stored in appropriate conditions. Professional conservators are consulted when required.
A,B	Extend the oral history collection and make the existing collection more accessible by making excerpts available for listening on the Council's website	Annual Review - June	It has been decided to place extracts of a series of local school interviews onto the website. Currently this project is in its first stage. An initial selection of extracts that may be suitable has been made but these need to be assessed in relation to the sound quality.
D	Conduct workshops and training for individuals, groups and Council staff in the use of the Local Studies resources.	Ongoing - June	<p>Ongoing. Three workshops have been held – a Genealogy workshop on using the internet for family history research. What's yours is mine - a presentation on how local groups contribute to preserving their heritage. String and sealing wax and other fancy stuff – a conservation workshop which gave people the opportunity to bring in their valuable items and receive advice on how to preserve them.</p> <p>All new staff receives training in the use of Local Studies resources and there is an ongoing up-date program all library staff. The public receives training in the use of resources and equipment on request.</p> <p>17 talks to schools and other community groups have been presented.</p>

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.07: LOCAL STUDIES</u>		<u>CO-ORDINATOR: LOCAL STUDIES LIBRARIAN</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
D	Supply specialist information on Mosman to Council and the community.	Ongoing - July	Ongoing. Research has been undertaken on a wide range of topics for both Council staff and the public including general family and house histories, school assignments etc. Advice has been given to various community organisations on how to preserve their materials. Advice has also been given to staff from other libraries on various matters.
D	Develop self-help material as finding aids to the local studies collection.	Ongoing - July	Ongoing. All self-help guides have been updated. A booklet of the <i>Squire Morgan and Livingston Hopkins: etchers extraordinaire</i> exhibition was prepared and added to the collection. A list of all the Local Studies vertical files has been done and is now available for browsing. The archival material held is now listed on the library's catalogue.
E	Expand the range of genealogical resources available to reflect community demand.	Annual Review - June	Ongoing. New resources are regularly identified, purchased, and listed in the Library Newsletter. A number of cemetery records have been obtained.
F	Support and liaise with community organisations, Council departments and other sections of the community with regard to Mosman's history.	Ongoing - June	Ongoing. And includes the provisions of advice to Mosman Public School in regard to an oral history program and celebratory exhibition as well as advice to the author of the history of the Mosman War Widows Guild.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.07: LOCAL STUDIES</u>		<u>CO-ORDINATOR: LOCAL STUDIES LIBRARIAN</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
F	Organise displays, exhibitions and activities to promote the Local Studies Collection and Mosman's History, eg. Heritage Week, special projects.	Ongoing - June	Ongoing. There have been a number of significant exhibitions either in association with state-wide events or just for local interest. Exhibitions include <i>Gardens in Mosman</i> ; <i>Olympians Memorabilia</i> ; <i>Squire Morgan and Livingston Hopkins: etchers extraordinaire</i> ; <i>Lost Mosman</i> ; <i>Mosman: this is your heritage</i> . Workshops and talks also promote the collection and the services offered. The Local Studies photographs which appear in <i>Mosman 2088</i> generate a number of inquiries and photograph orders.
F	Contribute to the maintenance of Archibald Mosman's grave.	Ongoing - March	Ongoing
F	Act as a base for the Mosman Historical Society and support and sustain the Society in a coordinated and integrated manner.	Ongoing - December	Ongoing. The Local Studies Librarian provides administrative support and assistance at both committee meetings and presentations.
A,E,F,G	Develop and undertake the Mosman Memory Project which aims to encourage residents to share memories of their street	To be Completed by - July 2005	This project is in it final stage and is expected to be launched in November 2005.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.08: COMMUNITY INFORMATION</u>		<u>CO-ORDINATOR: COMMUNITY INFORMATION LIBRARIAN</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Revitalise the community noticeboards in Mosman Square.	Ongoing - December	No progress
A	Obtain maximum value from the LINCS Community Information Database.	Ongoing - July	Ongoing. 11,461 online searches on the Lincs database during review period (41% increase over previous year)
A	Ensure that the mailing-list database of local organisations is updated annually and accessible on Council's network.	Ongoing - May	Ongoing
A	Ensure that each organisation entry contributed by Mosman to the LINCS Community Information Database is updated annually.	Ongoing - September	Each organisation is updated annually
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 - June	Ongoing - member Councils meet regularly for training, enhancements & information exchange
A,D,E	Produce printed directories, lists of services and facilities and brochures as required.	Annual 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 - September	Training is ongoing
B	Raise awareness of the community information service through press releases, leaflets, Website, etc.	Ongoing - September	Ongoing. The service is promoted through all these media. Customers requesting community information by telephone are also directed to the Lincs online database. The database now has a link from the front page of the website, which has raised awareness of this facility.
C	Produce a bi-monthly calendar of events in Mosman to be distributed throughout the community.	Ongoing - May	Ongoing - Calendar is also accessible on Council's website

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.08: COMMUNITY INFORMATION</u>		<u>CO-ORDINATOR: COMMUNITY INFORMATION LIBRARIAN</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
C	Regularly update Website, community noticeboards and pamphlet display areas to promote community events.	Ongoing - May	Ongoing
D	Regularly update the New Residents' Kit.	Ongoing - June	Ongoing
A	Develop and maintain an integrated community events calendar on the website which links to the Community Information Database.	Ongoing - August	This Project was delayed by the software supplier & is scheduled for 2006

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.09: MOSMAN WEBSITE</u>		<u>CO-ORDINATOR: INTERNET COORDINATOR</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Provide opportunities for the community to receive and respond to relevant information via E-mail.	Ongoing - July	5 email lists maintained: mosCOM, mosART, mosGREEN, mosLIB, moshSC. Online forms: new Council contact form developed. Continue to offer <i>website feedback</i> form, <i>Ask A Librarian</i> form, surveys & community consultation forms as needed (eg mosPLAN)
A	Raise profile and ownership of Website with staff and community and promote it as a means of communication.	Ongoing - October	Orientation talks with staff & training sessions conducted to further understanding of online resources. Website URL on all Council printed materials & signage. Continue to ensure website URL available on affiliated & appropriate sites (eg SHOROC, LINCS) and easily found via search engines e.g. Google. 25% increase in website visitors.
A	Ensure that the Website is up-to-date.	Ongoing - December	Information current and updated in timely fashion.
A	Provide professional development for Council staff and training opportunities for the community to enhance the website and its use.	Ongoing - September	Continue to offer training seminars for staff as well as informal advice regarding online promotion, marketing and communication. Training for public available through Library for a fee. Currently developing community-driven website for Local Studies.
A,B	Develop an integrated Council and community events calendar, with web interface and syndication opportunities, that links to the Community Information Database.	Ongoing - August	LINCS community information database now integrated with Council website, with reciprocal links to websites of organisations listed. Monitoring LINCS development of calendar of events; inhouse calendar of events project rolled into website redesign.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.09: MOSMAN WEBSITE</u>		<u>CO-ORDINATOR: INTERNET COORDINATOR</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
B	Ensure that Council's print published materials are reflected on Website.	Ongoing - December	Management plans, policies, forms, Meeting agendas & minutes, Advisory Group agendas & minutes, Council Notices, Mosman Daily ads, etc, online as PDF.
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 - July	Web Content Group brings together key personnel from all areas of Council & liaises with Manager IT Services.

PROGRAM 9 LIBRARY AND INFORMATION

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 9.09: MOSMAN WEBSITE</u>		<u>CO-ORDINATOR: INTERNET COORDINATOR</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
B	Improve functionality of website with interactivity and multimedia and investigate application of new technologies eg content syndication, weblogs and discussion boards.	Ongoing - February	<ul style="list-style-type: none"> • Home page redesign <ul style="list-style-type: none"> ○ Feature current news, events & info ○ Direct links to most requested pages ○ Pull-down menu - access to every page on the site ○ Maps updated • Council Agendas & Minutes redesign <ul style="list-style-type: none"> ○ Current & archived documents available from one page ○ Links to supporting information ○ Pecuniary Interest Register, Code of Meeting Practice, Code of Conduct ○ Updated by Corporate Support officer direct from their PC • New websites <ul style="list-style-type: none"> ○ Mosman Women in Business - mosmanis.biz/women ○ Wired 4 Teens @ Mosman Library - teens.mosmanlibraryblogs.com • Ongoing: <ul style="list-style-type: none"> ○ webcasts of author evenings ○ Library Virtual Tour development ○ community-based site for Local Studies ○ Council website redevelopment

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Gather and promote information on parks, community events and recreational and cultural services and facilities.	Ongoing - November	Achieved and ongoing. Inventory taken of all brochures in the Community Information & Advice Centre. All brochures catalogued and suppliers referenced for reordering.
A	Effectively market recreational and cultural services and facilities.	Quarterly Review - July	Achieved and ongoing. Publicity and marketing continues through Mosman 2088 magazine and fortnightly 'What's On'. New brochure created for playgrounds in the area. A to Z Directory of Sporting Clubs created. Mail out's and flyers created for events and services and are distributed and displayed in Council noticeboards, as well as public access points throughout Council.
A	Ensure volunteers who support recreational services and activities are acknowledged and their work celebrated.	Quarterly Review - July	Volunteers invited to complete survey evaluating the strengths and weaknesses of the volunteer programs. Volunteers provided with feedback on survey. Afternoon tea held and presentation by Mayor of certificates of recognition to volunteers who have provided 10 years of service. All volunteers continue to be invited to 2 receptions per year in celebration and appreciation of their volunteering efforts.
A,B,C,D, E,F,G,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.	Quarterly Review - July	Council's website utilised well in order to promote events and activities. Mosman Festival promoted highly through the website.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,C,D, E,F,G,H, I	Convene and service Advisory Groups.	Ongoing - June	Achieved and ongoing. Administration of four of the six advisory groups managed through the Community Development administration team, and two through the Environment and Planning administration team. Checklist created to ensure efficiency of process.
B	Maintain a program of inspections of parks, reserves and recreation areas and facilities to ensure their safety and condition.	Quarterly Review - July	Managed and maintained through Council's Parks and Gardens Management Contract. Weekly inspections by field staff and formal quarterly inspections and safety reports from industry professionals.
B	Maintain close liaison between all relevant staff/contractors and users of parks, recreational and cultural areas and facilities.	Ongoing - March	Achieved and ongoing. Liaison conducted by means of Sport Field User Groups.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	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 Facilities User Group); • 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 - March	Achieved and ongoing. Advisory group informed about and discussed a variety of topics throughout the year including progress on the BMX track, the Bike Plan, Zoo to Balmoral cycle route, regular updates on Mosman Swim Centre, Cross Street, Skate Facility, Playgrounds Upgrade Project, Sporting Wall of Fame as well as Future Mosman, Community Conversations and upcoming events.
B,C	Convene and support the Sporting Facilities User Group to facilitate discussion between local sporting groups regarding issues of the seasonal use of sporting fields and maintenance of those facilities.	Ongoing - March	Achieved.
B,C	Carry out user satisfaction surveys of all sporting groups using Council sporting fields on a seasonal basis.	Ongoing - July	Achieved.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
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.	To be Completed by - March 2005	Sporting Clubs offered Council's assistance and support with management of volunteers.
B	Promote a list of local sporting clubs and organisations eg: flyer, brochure, Internet.	Ongoing - March	A-Z Directory of Sporting Club produced and distributed through Council's Community Information & Advice Centre and website.
B	Help build closer links between local schools and local sporting groups.	Ongoing - March	Local schools and/or sporting groups involved in events such as the Civic Service, Mosman Festival, School Principal's Liaison Group, Combined Schools Art Exhibition and activities at the Library, the Art Gallery and the Youth Development Centre.
B	Promote opportunities for recreation and in particular promote services for younger residents including pre-schoolers, primary aged children and teenagers.	Quarterly Review - July	A-Z Sporting Directory and Playgrounds brochure created and distributed. Skate facility opened. Official opening during Mosman Festival. Promoted on Council's website. Work commenced on BMX bike track.
D	Review existing information held within Council relevant to the management of parks, recreation and cultural areas.	Quarterly Review - July	On-going. Park Policy in course of preparation.
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 - March	Demographic software obtained and in course of commissioning. Playground projects proceeding on basis of available data and specific user surveys.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
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 - March	Deferred for consideration as part of Future Mosman and to be integrated with works on LEP/DCP Review process.
	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.	To be Completed by - March 2005	Delayed due to work loads. In work programs to be completed in March 2006
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.	Quarterly Review - July	Theme manual devised as part of Public Domain Improvement Policy implemented in public spaces having regard to regulatory requirements which may change relating to items such as traffic devices and regulatory signs.
E	Ensure that all consultants use the Theme Reference Manual to inform their considerations and advice to Council.	Ongoing - July	Ongoing.
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 - March	All opportunities are taken to liaise with open space managers in other areas to share information.
G	Identify contract management staff skills and training programs to develop those skills.	Ongoing - March	Ongoing as part of performance and development review processes for relevant staff.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
H	Continue to liaise and negotiate with the Sydney Harbour Federation Trust on the former Department of Defence and Defence Housing Authority sites at Middle Head, Georges Heights and Cross Street on plans of management including those involving active recreation proposals; 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.	Quarterly Review - July	Most recent submissions made in response to Draft Plan of Management for Cross Street site. No response yet available from Trust.
H	Participate actively in the processes of the Trust in preparing management plans to achieve a Mosman friendly outcomes and which meet Council's objectives for the area.	Quarterly Review - August	As above.
H	Co-ordinate community sporting groups and school stakeholders in formal dialogue with the Sydney Harbour Federation Trust in support of the community's position adopted by Council.	Quarterly Review - July	As above.
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.	Quarterly Review - July	Continuing as required.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
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.	Quarterly Review - July	Ongoing. Option for bicycle transport and walking also encouraged through newly formed Bicycle Advisory Group.
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.	Quarterly Review - July	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.	Quarterly Review - July	Ongoing. Council support for revision to Schedule 2 to enhance curtilage to Georges Heights Oval.
H	For Schedule 2 land in Markham Close, Council support application of appropriate planning measures in accordance with the adopted plan of management to ensure future development is complementary to the surrounding Headland Park and residential environment.	Quarterly Review - July	Action by Minister for Planning and sale of residential sites now has Council reinstated as consent authority. Representations made to Minister on content of statutory changes due to possible ambiguity.
H	Continue to lobby for the former Army Maritime School not to be used for commercial purposes and any non-heritage buildings at that site are removed.	Quarterly Review - July	Site to be uses for university purposes - maritime studies is consistent with Council's approach.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
H	Lobby to ensure that any lease or licence is in accordance with the adopted management plans and the negotiation with prospective occupiers of the land is transparent and involves public tender processes which meet community expectations of probity.	Quarterly Review - July	Ongoing and achieved.
I	Ensure that any further Management Plans for Middle Head/Georges Heights that are 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 - July	Ongoing.
I	Negotiate for Council to continue existing arrangements for use of Middle Head Oval – i.e. Council maintains and allocates uses in return for free rent.	Ongoing - July	Council continues as manager under present arrangements.
I	Negotiate for adoption of the Georges Heights Oval improvements, i.e. reconfiguration of existing site to achieve two full sized playing fields.	Ongoing - July	Awaiting details of final designs for this area under as yet unprepared plan(s) of management by Trust.
I	Strive to provide multi-purpose courts including an indoor facility at Cross Street subject to management planning process, or any other suitable site.	Ongoing - July	Draft Plan of Management supports this option - awaiting Trust decision.
I	Continue to advocate staged removal of housing stock from Middle Head Road east of Cobbittee Street and residential properties adjoining 1 Commando Company and near the disused oil tanks.	Ongoing - July	On-going - several houses removed and others identified for future removal.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
1	Monitor outcomes of proposed listing of heritage items on the National Estate and their ongoing conservation.	Ongoing - July	Ongoing.
1	Encourage the Mosman community to participate in the preparation and review of draft management plans to achieve a Mosman friendly outcome.	Ongoing - July	Ongoing and achieved.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.02: PARKS, GARDENS, PLAYGROUNDS AND CIVIC SPACES</u>		<u>CO-ORDINATOR: MANAGER ASSETS AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Review the maintenance program for irrigation systems through parks, gardens and civic spaces.	Ongoing - November	Ongoing – Council complying with Water restrictions.
A	Ensure public art is considered in all planning for parks, gardens, playgrounds and civic spaces.	Ongoing - November	Achieved and ongoing.
A	Implement where appropriate public domain improvements for Mosman's civic spaces in accordance with the Public Domain Improvement Program.	Ongoing - November	Open Space Capital Improvement program adopted by Council on 11 October 2004. Works completed – Rawson Oval Paving, Civic Centre garden Upgrade, Drip Irrigation Civic Centre, Synthetic wicket upgrades Georges Heights.
A,B,C	Ensure that funding needs for maintenance and improvement of parks and gardens are considered in any forward financial plan.	Ongoing - March	Contract & Specification review completed. New contract implemented August 2004.
B	Prepare Plans of Management and Landscape Master Plans for Mosman Park.	To be Completed by - January 2005	Achieved
B	Implement current Plans of Management for: <ul style="list-style-type: none"> • Clifton Gardens • Balmoral Reserves Mosman Park <ul style="list-style-type: none"> • Rawson Park 	To be Completed by - January 2005	Achieved and ongoing. Successful Grant applications for Capital projects at Clifton gardens (Playground upgrade, Foreshore walking track)
B	Incorporate public art and heritage features in key informal open spaces, as part of Plans of Management and playground planning.	Ongoing - July	Considered as part of Parks Policy.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.02: PARKS, GARDENS, PLAYGROUNDS AND CIVIC SPACES</u>		<u>CO-ORDINATOR: MANAGER ASSETS AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
D	Implement the adopted 5 year Playground Improvement Program undertaking works for one larger and one smaller playground each year as a minimum	Ongoing - September	Achieved and ongoing. Reid park & Bay Street Park playgrounds complete. Consultation underway for Clifton Gardens and Reginald Street.
D	Consult with children, parents and Ward Councillors in preparing concept/detailed designs for each playground prior to upgrade.	Ongoing - September	Achieved and ongoing. Consultation underway for Clifton Gardens and Reginald Street.
D	Investigate, identify and seek grant opportunities to support the implementation of open space embellishments including the Playground Improvement Program.	Ongoing - February	Achieved and ongoing. Successful Grant application (Metro Greenspace Program) for Clifton Gardens Playground Improvement project.
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.	To be Completed by - January 2006	On-going.
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 • Mosman Park 	To be Completed by - January 2005	Achieved and ongoing. Mosman Park POM complete. Clifton gardens Playground consultation underway.
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.	To be Completed by - June 2004	Achieved. Walking and cycling routes identified, Cycling Advisory Group formed to oversee construction of items identified in Mosman Bicycle Strategy.
E	In any re-zoning proposals evaluate opportunities to increase open space.	Quarterly Review - July	Ongoing.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.02: PARKS, GARDENS, PLAYGROUNDS AND CIVIC SPACES</u>		<u>CO-ORDINATOR: MANAGER ASSETS AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,C,D, E	Develop a Parks Policy to describe Mosman Council's vision for its parks and gardens and establish guidelines to improve their effective management.	To be Completed by - March 2005	Ongoing. Draft Parks Policy reported to Council 1 August 2005.
A,C	Review Council's approach to contract management of parks and reserves with a view to preparing contracts based on total asset management of a particular park or reserve.	To be Completed by - July 2004	Achieved. Parks and Gardens management Contract implemented August 2004
A,B,C,D	In conjunction with the review of capital funding allocations prepare a 5 year forward plan of capital improvements for open space.	Ongoing - February	Achieved. Open Space Capital improvement program adopted by Council 11 Oct 2004.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.03: RECREATIONAL FACILITIES</u>		<u>CO-ORDINATOR: MANAGER ASSETS AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Provide opportunities for community involvement in sports planning through such means as the Recreation Advisory Group and Sporting Facilities User Group.	Half Year Review - February, August	Achieved and ongoing. Meetings held and minutes distributed.
A,B,C,D, E	Ensure the needs of sporting field user groups are understood and supported through meetings of the Sporting Facilities User Group and Recreation Advisory Group.	Bi-Annual Review - August	Achieved and ongoing. Meeting held and minutes distributed.
A,B,C,D, E	Review the Policy for Use and Maintenance of Sporting Fields.	Ongoing - August	Ongoing. Review to be reported to Council November 2005
B	Implement a 5 year maintenance plan for structures and furniture in sporting fields and facilities.	Ongoing - December	Ongoing. Council is preparing the implementation of an Asset Management Plan which will be used for identifying and managing all assets and will include a module for the preparation of forward plans
B	Review the maintenance program for irrigation systems within sporting fields.	Ongoing - June	Ongoing – Council complying with water restrictions
C	Subject to outcome of SHFT Management Plan 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).	Ongoing - December	Achieved and ongoing. Consultation and submissions for SHFT Cross Street project completed.
C	Implement and review annually the five-year Sporting Fields Improvement Program.	Ongoing - March	Achieved. Grant application submitted to Dept sport & recreation for drainage upgrade Allan Border Oval.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.03: RECREATIONAL FACILITIES</u>		<u>CO-ORDINATOR: MANAGER ASSETS AND SERVICES</u>	
	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 - 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 - March	Ongoing. Council participating in a regional review of sporting fields user charges by SHOROC.
D	Ensure that users of sporting fields and facilities meet their financial obligations to the Council promptly.	Quarterly Review - July	Normal debt recovery procedure in place.
E	Co-operate as appropriate with the Sydney Harbour Federation Trust in the planning for recreational facilities at the Cross Street site or any other suitable site.	To be Completed by - March 2006	Achieved and ongoing. Consultation and submissions for SHFT Cross Street project completed.
C	Construct the skate facility at the rear of Balmoral Oval.	To be Completed by - October 2004	Completed March 2005
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 - June	Following financial review as part of Future Mosman process funding of such a facility it not likely in the short or medium term.
C	Investigate options for indoor and outdoor hockey through liaising with SHOROC and potential user groups.	To be Completed by - June 2004	Site identified at Cross Street as part of the Draft Plan of Management.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.04: BEACHES, SEA POOLS AND FORESHORES</u>		<u>CO-ORDINATOR: MANAGER PROPERTY AND ASSETS</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
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 - September	
A	Councillors and staff to attend coastal conferences and seminars and be encouraged to prepare papers on Mosman's experiences.	Ongoing - November	
A	Implement works identified in condition audits of marine structures.	Ongoing - July	Shark nets replaced at Balmoral and Clifton Gardens in time for Summer season 2005/06. Further condition audits to be completed for Balmoral. Contract awarded Sept 2005 for improvements to Inkerman St Wharf.
A	Always consider opportunities for the provision of public art around beaches, sea pools and foreshores.	Ongoing - July	
B	Subject to environmental considerations 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 - September	Achieved.
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 under the State Government's Integrated Land and Water Access Plan.	Ongoing - September	Plans prepared and to be published in cooperation with adjoining councils.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.04: BEACHES, SEA POOLS AND FORESHORES</u>		<u>CO-ORDINATOR: MANAGER PROPERTY AND ASSETS</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
B	Review Council's provision of boat/dinghy racks and the location of boat racks.	Ongoing - August	Additional racks constructed at Pearl Bay in September 2005.
A	Call Tenders for inspection and routine maintenance of marine structures	Ongoing - April	Tender in preparation for Balmoral Baths Condition audit. Routine inspection and maintenance work ongoing.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.05: CULTURAL DEVELOPMENT</u>		<u>CO-ORDINATOR: MANAGER CULTURAL SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Increase audiences by expanding the 'variety' of cultural events presented in the MAG&CC (subject to building and equipment limitations and competing demands: eg children's services).	Ongoing - September	Achieved and ongoing. Presented first concert series in Sept, 2004, as part of the Spring Festival, organised by MAG&CC. Series comprised 3 performances; classical, modern and jazz.
A	Explore the potential for small-scale theatre productions and performances and relate to Gallery Exhibition programs where possible.	Ongoing - September	No progress to date due to focus on music concert series.
A,B	Liaise with and assist community organisations in the planning and provision of cultural activities for education and enjoyment.	Ongoing - September	Achieved and ongoing. Assistance and support provided to a variety of local community groups and schools.
A,B	Seek sponsorship and community support to offset the costs associated with cultural events.	Ongoing - July	Achieved and ongoing. Grant received from the Australia China Council and the Mosman Public Art Trust for Australia China Cultural Exchange Project.
A,B	Provide advice to Council on funding sources available for cultural programs.	Ongoing - March	Achieved and ongoing.
A,B	Promote a network of information about cultural opportunities for Mosman residents and ensure that all cultural events are included in the bi-monthly calendar of community events.	Ongoing - March	Achieved and ongoing.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.05: CULTURAL DEVELOPMENT</u>		<u>CO-ORDINATOR: MANAGER CULTURAL SERVICES</u>	
	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 - September	Achieved and ongoing. Friends of the Gallery 'Book Fair' (Oct, 2004) and 'Art Market' (Aug, 2004) attract approximately 2,500 visitors in total. Excursion and tours organised for the Friends of the Gallery and Mosman Residents: Sculpture by the Sea, Sydney, National Gallery of Australia, Canberra, and Art Bank, Sydney.
C	Contribute to the production of the Mosman Sport and Leisure Directory and ensure that cultural facilities and services are listed on our Website.	Ongoing - September	Achieved and ongoing.
D	Support and develop the Mosman Public Art Trust.	Ongoing - September	Ongoing. Trust supports the Australia China Cultural Exchange Project, Aug 2004 (Mudanjiang, China) and March 2005 (Mosman).
D	Organise and present the 7th Annual Mosman Address featuring Serge Dansereau and Sue Jenkins.	Ongoing - September	Achieved, July 2004. 8 th Annual Mosman Address presented June 30, 2005, by Moffatt Oxenbould AM.
D	Continue the incorporation of public art both permanent and ephemeral into our parks, gardens, foreshores and civic spaces.	Ongoing - September	Ongoing. Planning for projects at Mosman Square and Centenary Circle remain active.
D	Reconsider the possible 'Centenary Circle' Public Art Commission.	Ongoing - March	Grant application for project development funds submitted to NSW Ministry for the Arts. (Decision due Dec, 2005).

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.05: CULTURAL DEVELOPMENT</u>		<u>CO-ORDINATOR: MANAGER CULTURAL SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
D	Commission and ensure the production and installation of the 'Horse Trough' public artwork.	To be Completed by - November 2004	'Historic Horse Trough' memorial project postponed due to lack of funds. Planning remains active.
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 - September	Achieved and ongoing. Gallery programs promoted through half yearly exhibition flyers, regular paid advertising, and notices in the Mosman Daily. Venue Hire promoted through MAG&CC brochure, yellow pages listings and relevant industry magazines.
F	Develop mechanisms to celebrate local achievers and report on any funding implications in consultation with the community.	Ongoing - September	Through Gallery exhibitions and related programs, a number of local achievers were celebrated throughout the year, including: Reg & Sally Richardson, Nancy Borlase, Ken Done, Kerrie Lester, Jo Bertini, Ann Cape, and Graham Monro.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.06: GALLERY EXHIBITIONS AND ACTIVITIES</u>		<u>CO-ORDINATOR: MANAGER CULTURAL SERVICES</u>	
	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 - November	Achieved and ongoing. A high standard of presentation is achieved at all times, which regularly invites praise from Gallery visitors. This is achieved within the limits of the relevant budgets.
A	Ensure that ongoing gallery processes and procedures which impact on other activities in the Mosman Art Gallery & Community Centre are communicated, planned and implemented across all activities carried out in the building.	Ongoing - November	Achieved and ongoing. Continuous interaction and effective communication between all Cultural Services staff ensures efficient operations within the complex.
A	Maintain contributory involvement in, and memberships of, professional associations and industry forums.	Ongoing - 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, Kerrie Lester, Theosophical Society Artists, Julian Ashton Art School History (subject to funding and limitations of Gallery). Continue to organise the Guy Warren Retrospective 'touring exhibition' to selected regional art galleries in NSW.	Ongoing - July	Achieved. <i>Guy Warren</i> touring exhibition completed July 2004. <i>Australian Visions</i> exhibition presented in Mudanjiang, China, August 2004 and Mosman Art Gallery, March 2005. Exhibition included Ken Done, Nancy Borlase, John Caldwell, Guy Warren, Kerrie Lester, Jo Bertini and Ann Cape. Exhibition supported by catalogue and public program <i>Diana Davidson, 'Whaling Road Print Studio'</i> , retrospective exhibition presented July / August 2005. Exhibition supported by catalogue and extensive education program.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.06: GALLERY EXHIBITIONS AND ACTIVITIES</u>		<u>CO-ORDINATOR: MANAGER CULTURAL SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
B	Actively promote the Art Gallery's location and services to pedestrian traffic in the Spit Junction, Mosman Square Area.	Ongoing - April	Achieved and ongoing. New, 'large' Gallery street signage installed at the corners of Vista and Military Rds, and Myahgah and Belmont Rds.
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 - 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.
B	Organise the Australia China Cultural Exchange project to Mudanjiang, 2004.	Ongoing - August	Achieved and completed in August 2004. Exhibitions also presented at Mosman Art Gallery in March 2005.
B	Organise the annual Allan Gamble Memorial Art Prize in conjunction with the Mosman Art Prize.	Ongoing - September	Achieved. Prize awarded to Colin Pennock for his painting titled, <i>Ware House</i> .
B,C	Seek sponsorship, patronage and grants to offset costs associated with gallery activities.	Ongoing - July	Grant of \$5,000 received from the Australia China Council and \$14,000 from the Mosman Public Art Trust for the Australia China Cultural Exchange Project in Mudanjiang.
	Continue ongoing policy and development review.	Ongoing - July	Cultural Plan 2005 – 2009 completed November 2004.
C,D	Ensure that volunteers are continually recruited, supported and trained to assist gallery services and that their efforts are acknowledged.	Ongoing - April	Achieved and ongoing as new volunteer guides join the Gallery.
C,D,E	Actively promote the inclusion of artist workshops in the gallery programs.	Ongoing - April	Achieved. Artist workshops presented with the following exhibitions: <i>Colour Fusions, Australian Watercolour Institute and Post Cards from Mosman</i> .
D	Expand the activities program for Friends of the Gallery and Volunteers, and link with other Galleries and Art Centres.	Ongoing - December	Achieved and ongoing.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.06: GALLERY EXHIBITIONS AND ACTIVITIES</u>		<u>CO-ORDINATOR: MANAGER CULTURAL SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
D	Continue to develop and support the Art, Library & Culture Advisory Group, The Friends of the Gallery, Young Friends, and Volunteers and draw on the expertise of the wider visual arts/craft profession.	Ongoing - November	Achieved and ongoing.
D	Work with relevant professional bodies, community and government organisations in the planning and promotion and delivery of services.	Ongoing - February	Achieved and ongoing. Cultural Services staff worked with a variety of community groups and organisations during the past year, including the Art Gallery of NSW, National Gallery of Australia, Australian Galleries, Australian Watercolour Institute, Mosman Art Society, Museums & Galleries Foundation of NSW, and the Regional Galleries Association of NSW.
D	Assess and compile survey information to monitor visitor satisfaction and suggestions.	Ongoing - February	Achieved and ongoing. Gallery 'Visitors' Book' records comments by visitors about exhibitions and programs. Gallery 'Visitor Survey' conducted March to May, 2005
D	Plan and implement programs for young people in consultation with young people, for example the NEO Artists and Northside eXposure.	Ongoing - February	Achieved and ongoing. 'Mosman Youth Art Prize' presented in May 2005. Wearable Art workshop presented with 'Shoreshocked Youth Arts Festival' in March 2005. Also, a variety of art classes for primary school students are conducted on a regular basis.
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 - February	Achieved and ongoing with the assistance of dedicated Gallery Volunteers.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.06: GALLERY EXHIBITIONS AND ACTIVITIES</u>		<u>CO-ORDINATOR: MANAGER CULTURAL SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
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 - September	Achieved and ongoing with the assistance of dedicated Gallery Volunteers.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.07: COMMUNITY ARTS, CRAFTS AND ACTIVITIES</u>		<u>CO-ORDINATOR: MANAGER CULTURAL SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B	Further develop the quality arts and crafts theme of the Mosman Village Market.	Ongoing - September	Achieved and ongoing. Continuous efforts are made to locate and ensure only quality arts and crafts 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 - September	Achieved and ongoing. Cultural Services staff are always available to provide advice and assistance to community organisations and groups in relation to planning arts and crafts activities and events. For example: Mosman Symphony Orchestra, Nutcote Cottage, Rotary Club of Mosman, Balmoral Ladies Probus Club, University of the 3 rd Age, and Queenwood School.
A,B,C	Link market activities to the Mosman Art Gallery & Community Centre precinct/activities.	Ongoing - September	Achieved through cross promotion of gallery exhibitions and events at the Markets and vice versa.
B	Hold an annual evening Christmas Village Market.	Ongoing - September	Achieved. December 2004.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.08: CIVIC/COMMUNITY EVENTS ORGANISED BY COUNCIL</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY & BUSINESS RELATIONS</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Seek grants, sponsorship and other funding for community events organised by Council.	Ongoing - June	Achieved and ongoing. Sponsorship achieved from the NSW Government Office for Women for International Women's Day event. Sponsorships achieved from the business community for events throughout the Mosman Festival.
A	Plan local activities to involve the community in the spirit of the 2004 Athens Olympics and Paralympics.	Annual Review - October	Achieved. Organised a Paralympic Fundraising Dinner and raised over \$15,000.
A,B	Ensure the success of community events including the Civic Church Service, Mosman Day (9 June) the Mosman Spring Festival and the Mosman Garden Competition.	Ongoing - November	Achieved and ongoing. Community events well attended, with positive feedback from community.
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 - July	Achieved and ongoing.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.09: COMMUNITY/COMMERCIAL EVENTS APPROVED/FACILITATED BY COUNCIL</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY & BUSINESS RELATIONS</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Assist in the promotion of local community events through stocking brochures, through ensuring all events are included in bi-monthly calendar of community events, and through advising the media of forthcoming activities.	Ongoing - November	Achieved and ongoing. Brochures of community events stocked. Events listed on Library's events calendar, in Mosman Daily's 'What's On' and on the Council website. Media releases about community events sent to Mosman Daily and SWC. Some events announced on selected radio stations. Posters placed in Council notice boards.
A	Liaise with and assist local organisations in planning for and organising community events in accordance with Council's Special Event Management Policy.	Ongoing - November	Achieved and ongoing. Regular SEM meetings and contact with event organisers and stakeholders.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.10: FRIENDSHIP AGREEMENTS</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY & BUSINESS RELATIONS</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Provide information and assistance to our Friendship communities.	Ongoing - March	Achieved and ongoing. 'Scholarship Fund' established by Mosman Rotary, Mosman Lions, and local resident, Joan O'Brien, with the support and assistance of Mosman Council. In addition, used computers supplied to Glen Innes Council for distribution to Aboriginal families.
A,B,C	Promote and encourage the community to take advantage of the Friendship Agreements.	Ongoing - March	Achieved and ongoing.
A,B,C	Keep the web site current on this subject and provide links to relevant web sites.	Ongoing - March	Achieved and ongoing.
B	Gain media coverage of Friendship Community initiatives.	To be Completed by - August 2004	Achieved and ongoing. Coverage in local paper about Postcards from Mosman created for the Australia China Cultural Exchange.
A,B,C	Continue to support the Glen Innes Aboriginal Art Education Project.	Ongoing - September	Achieved and ongoing. In addition, 'Scholarship Fund' established by Mosman Rotary, Mosman Lions, and local resident, Joan O'Brien, with the support and assistance of Mosman Council.
A,B,C,D	Work to send an exhibition of Mosman art to Mudanjiang and Beijing and have a Mosman artist in residence in Mudanjiang along with a delegation of Mosman representatives.	To be Completed by - August 2004	Achieved.
A,B,C,D	Encourage Mayoral/Councillor representation at the annual Glenn Innes Celtic Festival held on the first weekend in May each year.	Ongoing - March	Achieved.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.11: MOSMAN SWIM CENTRE</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY & BUSINESS RELATIONS</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Ensure that the Mosman Swim Centre strives to meet the needs of residents of all ages and fitness levels through continuing consultation.	Quarterly Review - July	Achieved and ongoing.
A	Ensure that opening hours, programming and lane allocations reflect the needs and expectations of the community.	Quarterly Review - July	Achieved and ongoing. Opening hours adjusted due to feedback from users and Swim Centre operators.
A	Ensure friendly, professional customer service that underpins a safe swim centre providing equitable access to all persons regardless of age, race, religion, gender, physical disposition or level of skill.	Quarterly Review - July	Achieved and ongoing.
A	Position the Mosman Swim Centre as a Council provided, quality managed and safe facility and ensure existing and potential customers are informed of the services and benefits offered by the Centre.	Quarterly Review - July	Achieved and ongoing.
B	Ensure the provision of high quality services through qualified, experienced and empowered staff.	Quarterly Review - July	Achieved and ongoing.
B	Ensure the health and safety of the Swim Centre users, the Operator's staff, its contractors and suppliers.	Quarterly Review - July	Achieved and ongoing.
B	Ensure that the Centre and its assets are managed in accordance with the Facilities Management Plan and in an environmentally responsible manner to optimise long-term sustainability, and ensure they are presented to a standard that will encourage patronage.	Quarterly Review - July	Achieved and ongoing.

PROGRAM 10 PARKS, RECREATION AND CULTURE

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 10.11: MOSMAN SWIM CENTRE</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY & BUSINESS RELATIONS</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
B	Ensure the Swim Centre Operator practices effective environmental management consistent with the principles of Ecologically Sustainable Development.	Quarterly Review - July	Achieved and ongoing.
C	Ensure prudent financial management and effective business systems and monitor monthly and quarterly reports and the Swim Centre's Annual Management Plan.	Quarterly Review - July	Achieved and ongoing.
D	Monitor overall performance of the Swim Centre through formal and informal processes including reports and meetings to ensure the smooth running of the Centre.	Quarterly Review - July	Achieved and ongoing.

PROGRAM 11 TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 11.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR ENVIRONMENT & PLANNING</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Monitor and review policies on Public Transport and lobby for additional bus services, particularly at night. Await Better Buses proposal	Ongoing - December	Ongoing. Better Buses North proposals have been postponed due to Parry and Unsworth Reports.
A,B,C	Reinforce regional approach to transport. 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 - December	Achieved. Actively involved in all of the consultative groups listed in particular SHOROC.
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 - January	Achieved. Federal and State Governments have been lobbied to provide transport solution for Warringah Peninsula. Contacts have been established with North Sydney Council regarding traffic and transport projects.
A,B,C	Review methods of public consultation. Prepare procedural manual for traffic/transport matters	Ongoing - December	Ongoing. Initial draft for manual prepared and to be reviewed.
B	Review the effectiveness and efficiency of the Spit/Military Road transport corridor subject to funding.	Ongoing - January	Ongoing. RTA TMC unit has been contacted in regards to all signal intersections.
B	Liaise with SHOROC for development of a Regional Transport Model.	To be Completed by - July 2006	Achieved. NETANEL model purchased by Warringah Council and SHOROC Councils to adopt.

PROGRAM 11 TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 11.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR ENVIRONMENT & PLANNING</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
C	Through SHOROC seek funds from State and Federal Governments for development of an improved transport system and a Regional Transport Model and Regional Transport Strategy.	To be Completed by - July 2006	Achieved and ongoing. SHOROC transport policy / strategy adopted in 2002.
B	Investigate ways to ensure Council maintains a strong voice in opposition to any increase in clearway hours and dedicated bus only lanes along main road corridors.	Ongoing - December	Achieved. State member consulted and informed of Council's opposition, and will present concerns to State Government.
B	Negotiations be conducted with the RTA on a traffic management plan with a view to closing the am peak hour Pearl Bay Avenue, such plans to include improvements in efficiency of the intersection at Spit Road and Ourimbah Road.	Ongoing - December	Ongoing – requested as part of conditions for Spit Bridge consent.
D	Erect pedestrian signage in Council precincts in accordance with the Public Domain Improvement Program and review outcomes to identify further need.	Ongoing - July	Ongoing – liaising with RTA to introduce pedestrian signage. Attendance at North Shore regional pedestrian / bicycle committee
C	Convene and service Advisory Groups.	Ongoing - June	Ongoing – Mosman Bicycle Working Group established
E	Continue to lobby STA for changes to the Better Buses proposal to maintain the existing level and frequency of services.	Ongoing - July	Better Buses proposal has been postponed following the review of public transport in NSW.

PROGRAM 11 TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 11.02: ROADS</u>		<u>CO-ORDINATOR: MANAGER ASSETS AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Prepare annual maintenance and improvement program for regional roads.	Annual Review - July	Ongoing. Council successful in obtaining 50:50 funding from RTA under REPAIR Program for resurfacing entire length of Ourimbah Road in 2005/2006.
B,C	in conjunction with other SHOROC Councils negotiate an agreement with Telstra for procedures regarding restorations to road openings	To be Completed by - June 2005	Ongoing. Difficulties encountered with internet based software Telstra wishes to utilise in advising of restorations.
A,B,C	Review and co-ordinate works with public utilities.	Annual Review - July	Ongoing.
A	Undertake a road condition survey and review funding levels for road rehabilitation.	To be Completed by - March 2005	Survey completed June 2005. Funding review to be conducted September 2005.
A	Following completion of the condition survey prepare a 5 year forward works program for road rehabilitation.	To be Completed by - June 2005	In progress. To be finalised September 2005.
A,D	Review the latest rehabilitation methods for road assets as and when appropriate.	Annual Review - June	Ongoing. Being reviewed as part of funding review and preparation of forward works program.
A	Prepare cost effective designs for road rehabilitation in a timely manner to ensure forward works programs can be implemented.	Annual Review - June	Ongoing.
A	Implement an inspection and monitoring program for retaining structures.	To be Completed by - December 2004	In progress. Data collected and reviewed. All locations of retaining structures identified on Council GIS. Inspection program to be implemented in early 2006 following installation and implementation of Asset Management Software.
C	Review Council's Road Opening Code.	Annual Review - December	Achieved and ongoing.

PROGRAM 11 TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 11.02: ROADS</u>		<u>CO-ORDINATOR: MANAGER ASSETS AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Assess the requirements of Council's insurers in relation to best practice management manuals for roads including resource implications of their recommended approach and determine whether Council should proceed to implement their requirements.	To be Completed by - November 2004	In progress. Review to be completed following installation and implementation of Asset Management Software in early 2006.
B	Review Council's restoration rates in light of the contract for road rehabilitation services awarded in March 2004.	To be Completed by - August 2004	Achieved.
A	Compile Council's hard copy retaining wall inventory and survey into electronic format	To be Completed by - September 2004	Achieved.

PROGRAM 11 TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 11.03: FACILITIES</u>		<u>CO-ORDINATOR: MANAGER ASSETS AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B	Review condition survey and prepare annual maintenance program of works for crash barriers and signs.	Annual Review - December	Ongoing – database to be developed.
A,B	Develop and implement a maintenance program for traffic signs and line marking on local roads.	Annual Review - December	Ongoing – database being developed.
B	Provide directional signage indicating accessible facilities and promote better signage with local businesses.	Ongoing - June	Ongoing – existing signs being maintained, New ones processed as identified
B	Assess requests for street lighting improvements as required and implement where appropriate.	Annual Review - March	Achieved and ongoing.
B	Negotiate with the RTA for an increase in the Block Grant to maintain traffic facilities on local roads.	Annual Review - December	Ongoing – further negotiation required to increase Grant. Small increase 2005/06 from \$42,000 to \$43,000.
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.	Annual Review - March	Achieved and ongoing.
C	In conjunction with other SHOROC Councils lobby Energy Australia to introduce improved maintenance techniques and technology for street lighting and improve business practices to realise savings or provide increased levels of service for residents	Annual Review - September	Ongoing. Council is a member of the Street Lighting Improvement Program (SLIP) which is pursuing Energy Australia on these issues.

PROGRAM 11 TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 11.03: FACILITIES</u>		<u>CO-ORDINATOR: MANAGER ASSETS AND SERVICES</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
C	Pursue Energy Australia regarding refund of tariffs for extended periods of street light failure throughout Mosman.	Annual Review - August	Ongoing. Council is a member of the Street Lighting Improvement Program (SLIP) which is pursuing Energy Australia on this issue. Would also be addressed as part of the introduction of proposed Public Lighting Code which is currently under consideration by the state government.

PROGRAM 11 TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 11.04: TRAFFIC MANAGEMENT</u>		<u>CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Determine a priority list of problem areas requiring traffic management schemes and improvement strategies.	Annual Review - December	Achieved. Priority list prepared.
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).	Annual Review - December	Ongoing
A	Prepare annually a Traffic Report on the accident history for all roads.	Annual Review - June	Achieved.
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. 	To be Completed by - December 2004	Ongoing – Regional Traffic Model being progressed through SHOROC. O&D reviewed by Consultants
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. (partially achieved with John Barnes study)	Annual Review - December	Ongoing – Spit Road Performance Study requested as part of conditions of consent for Spit Bridge widening.
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 - June	Achieved. Road Safety Officer conducts regular VMS surveys in conjunction with other road safety campaigns.
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 - December	Survey of use of Vista Street carpark completed. Monitoring by Rangers ongoing.

PROGRAM 11 TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 11.04: TRAFFIC MANAGEMENT</u>		<u>CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
B	Consider the provision of bicycle and motor scooter parking at Balmoral.	To be Completed by - December 2004	Ongoing – motorcycle parking on 6 month trial basis, bicycle parking to be completed 05/06.
C	Develop and maintain a traffic facilities and devices database.	Ongoing - December	Achieved
D,E	Monitor effectiveness of traffic regulation and enforcement.	Ongoing - June	Ongoing – regular monitoring and evaluation
A,B	Review Resident Parking Schemes as required, in particular impacts on neighbouring streets.	Annual Review - December	Ongoing – reports to Traffic Committee on reviews on regular basis
A,B	Introduce planned Resident Parking Schemes and review feasibility of other areas according to Mosman's policy governing such schemes.	Annual Review - December	Ongoing
D,E	Continue to administer the Local Traffic Committee and report on various traffic related matters with priority given to safety matters.	Ongoing - June	Achieved
D,E	Review Traffic Management Plan process for street parties, special events and DAs and ensure Traffic Management Plan process is undertaken for the Sydney Harbour Federation Trust land.	To be Completed by - June 2005	Achieved – Traffic Management Plan process established and reviewed by Traffic Engineer
E	Monitor with the RTA the progress of the plan to relocate the Spit West Car Park entrance to the Parriwi North intersection traffic lights.	Quarterly Review - September	Ongoing – requested as part of conditions for Spit Bridge consent.

PROGRAM 11 TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 11.05: ROAD AND PEDESTRIAN SAFETY</u>		<u>CO-ORDINATOR: MGR ASSETS & SERVICES AND MGR PLANNING & TRANSPORT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B	Document and implement a footpath management manual including best practice procedures for Council's footpaths in accordance with the recommendations of Statewide Insurance.	To be Completed by - August 2004	Achieved. However, service levels are currently under review as a result of resourcing issues in implementing its recommendations.
D	Attend the Community Development Advisory Group meetings and ensure consultation for Council proposed works involving access where appropriate.	Annual Review - November	Achieved and ongoing.
D	Review all parking restrictions in vicinity of pedestrian crossing facilities in Mosman through a pedestrian crossing audit (subject to funding).	Annual Review - December	Achieved. Outcomes to be progressively implemented through Traffic Committee.
D	Improve pedestrian and cyclist safety to schools and in the vicinity of public facilities.	Annual Review - June	Ongoing – safer routes to school audits to continue.
E	Review 40km/h speed areas to possibly include child care facilities (partially achieved in Gouldsbury Street, The Crescent and Myahgah Road)	Annual Review - June	Ongoing – RTA has established new guidelines for 40km/h zones.
E	Investigate provision of standard approach to barriers and school crossings in conjunction with local schools.	Ongoing - June	Ongoing – will be considered as part of safer routes to school audit
E	Prepare a brief to undertake a pedestrian access and mobility plan.	Annual Review - December	Ongoing
B	Undertake a footpath condition survey and review funding levels for footpath rehabilitation.	Annual Review - March	Ongoing. Being considered as part of the review of the footpath management manual as outlined above.

PROGRAM 11 TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 11.05: ROAD AND PEDESTRIAN SAFETY</u>		<u>CO-ORDINATOR: MGR ASSETS & SERVICES AND MGR PLANNING & TRANSPORT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
D	Construct additional kerb ramps as funded in the annual budget following consultation with the community and Community Development Advisory Group.	Annual Review - September	Achieved and ongoing.
B	Investigate and report on feasibility and effectiveness of alternative methods of treating footpath trips.	Ongoing - August	Achieved and ongoing.
B	Following completion of the condition survey prepare a 5 year forward works program for footpath rehabilitation works.	To be Completed by - June 2005	To be prepared following completion of the review of the footpath management manual.
D	Control footpath occupations in accordance with Council's policy.	Ongoing - July	Achieved and ongoing.
E	Seek funding for road safety campaigns included in the Road Safety Action Plan.	Ongoing - December	Achieved
E	Investigate further improvements to pedestrian safety at Spit Junction	Annual Review - December	RTA funding applied for as part of Black Spot Programme
E	Undertake Green Travel Plan for Mosman Council to identify ways to change travel behaviour	Annual Review - December	Ongoing – Travel Demand Management Report produced. Bicycle Improvements as per Bike Plan
E,F	Implement recommendations of Council's Road Safety Strategic Plan and Action Plan.	To be Completed by - June 2005	Ongoing and subject to RTA funding.

PROGRAM 11 TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 11.06: BICYCLES</u>		<u>CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B	Seek funding from RTA for a Bike Plan and investigate the suitability of the Mosman area for the use of bicycles as an alternative transport mode by work with the community, Recreation Advisory Group and SHOROC.	Ongoing - December	Achieved – Mosman Bicycle Strategy 2005 – 2010 produced.
A	Replace existing and introduce new bicycle signage and facilities, as required.	Ongoing - December	Ongoing
A,C	Investigate the incorporation of guidelines for bicycle parking facilities in any future Development Control Plans.	Ongoing - June	Achieved
A,C	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.	To be Completed by - December 2004	Ongoing
A	Ensure that bicycle signage is adequate, particularly for those bicycle routes within the municipality currently contained in RTA bicycle maps.	To be Completed by - December 2004	Ongoing
A	Consider improved signage at the through bicycle route between top of Parriwi Road and the pedestrian light at Stanton Road.	To be Completed by - December 2004	Ongoing
A,B	Investigate the possibility of initiating a program for the promotion of cycling for transport and recreation.	To be Completed by - December 2004	Ongoing – Bike Week funday and production of cycling map.

PROGRAM 11 TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 11.07: PUBLIC TRANSPORT</u>		<u>CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Implement public transport asset improvements in conjunction with Public Domain Improvements.	Ongoing - June	Ongoing
A,B,C	Continue to lobby STA (and Better Buses proposal) to: <ul style="list-style-type: none"> • Maintain local bus and ferry services • Provide more frequent and reliable services • Link bus and ferry connections 	Ongoing - June	Achieved. STA consulted on and working on various bust stop improvements.
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 - June	Ongoing – through SHOROC
B,D	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.	Ongoing - December	Achieved - Mosman Summer Bus introduce and to continue subject to funding
B,C	Investigate options for the expansion of the Balmoral weekend ferry service and use of ferries to other suitable locations in Mosman.	Ongoing - June	Ongoing
B,D	Continue to seek sponsorship to undertake a two-month shuttle bus service on weekends during the summer months servicing Balmoral, and possibly the ferry wharves.	To be Completed by - November 2004	Achieved
C	To have water access available and integrated with efficient transport from wharves within the municipality.	Ongoing - June	Achieved

PROGRAM 11 TRANSPORT AND TRAFFIC

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM 11.07: PUBLIC TRANSPORT</u>		<u>CO-ORDINATOR: MANAGER PLANNING AND TRANSPORT</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
E	To investigate the implementation of Travel Demand Management Strategies.	Ongoing - December	Ongoing

PROGRAM 12 ECONOMIC AND REGIONAL DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 12.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS</u>		<u>CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT</u>	
	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.	Annual Review - July	Achieved and ongoing. A Community Conversation was held with residents to address a range of issues including economic issues in the development of Future Mosman.
A	Regularly convene the Business Forum.	Annual Review - December	Not achieved during this period as Mosman Is and Women in Business have taken precedence.
A,B,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.	Quarterly Review - July	Achieved and ongoing.
B	Promote the Town Centres DCP to the business community.	Annual Review - July	Town Centres DCP to be reviewed as part of LEP review.
A,B,C	Convene and service Advisory Groups.	Ongoing - June	Achieved and ongoing. Four Business and Marketing Advisory Group meetings held.
C	Effectively market business and visitor services and activities.	Quarterly Review - July	Achieved and ongoing. Services and activities for local businesses included Mosman BEC, Mosman Women in Business Network, Mosman Rewards Program (a loyalty shopping program), Mosman Is Shopping Week promoted through local newspaper, mail outs and flyers around Council. 'Mosman Is Shopping' brochure doubled in size due to increased number of businesses interested in participating. 6 'Mosman Is' groups.
A,B,C	Prepare a Business Kit for new businesses in the area.	To be Completed by - July 2004	Not achieved in this period.

PROGRAM 12 ECONOMIC AND REGIONAL DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 12.02: BUSINESS DEVELOPMENT</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY & BUSINESS RELATIONS</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Maintain the momentum of the Business Forum as a means of: 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. Driving the promotional theme for the Mosman business community.	Ongoing - March	Meetings of the 'Mosman Is' groups i.e: Mosman Is Shopping, formed through the Business Forum, have taken precedence over the actual Business Forum meetings. There has been much activity involving the Mosman Is groups.
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.	Quarterly Review - July	Ongoing. Continued liaison with Chamber of Commerce continued. Trialling of Council maintenance of planter pots also undertaken.

PROGRAM 12 ECONOMIC AND REGIONAL DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 12.02: BUSINESS DEVELOPMENT</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY & BUSINESS RELATIONS</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Maintain a Mosman Marketing Plan and develop further strategies to emphasise and market existing strengths of the area, including food, café, fashion, etc.	Annual Review - July	Achieved and ongoing. Emphasis on strengths achieved through Mosman Is Fashion & Beauty. Fashion parades held as part of Mosman Is Shopping Week. Four page feature in The Mosman Daily and 10 page feature in the Sydney Weekly Courier. Mosman Is Home workshops held.
A	Maintain an up to date map showing parking in the commercial areas, and distribute via local shop-keepers.	Annual Review - May	Achieved. Car parking in Mosman DL updated and distributed.
A	Ensure the marketing efforts of Council, Taronga Zoo, the National Parks & Wildlife Service, and local business are more closely co-ordinated.	Half Year Review - January, July	Ongoing liaison was maintained.
A	Support the business community and police in the Mosman Business Watch.	Ongoing - October	Workshop held for local businesses on burglary and shoplifting prevention under the Business Watch program.
A	Support the Mosman Chamber of Commerce in establishing a self funding maintenance program for the Planter Pots.	Ongoing - October	Achieved and ongoing. Trialling of Council maintenance of Planter Pots.
B	Provide free practical advice, counselling and assistance to businesses and individuals seeking to establish businesses through the Mosman Business Enterprise Centre.	Quarterly Review - July	Achieved and ongoing.
A	Facilitate and support the Mosman Women in Business Program under the umbrella of the Mosman Business Enterprise Centre.	Half Year Review - June, December	Women in Business Network established and proving extremely successful. Regular meetings, guest speakers. International Women's Day guest speaker Geraldine Doogue very successful, with attendees drawn from the Women in Business Network as well as local community.

PROGRAM 12 ECONOMIC AND REGIONAL DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 12.02: BUSINESS DEVELOPMENT</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY & BUSINESS RELATIONS</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
B	Encourage and support business development programs, eg Mosman Daily Community Business Awards and ensure continuation of the environmental, access and community categories instigated by Mosman Council.	Quarterly Review - July	Achieved and ongoing. 76 Mosman finalists out of 153 finalists in the Mosman Daily Community Business Awards.
B	Upgrade signage in the Business Centres in accordance with the provisions of the Business Centres DCP.	Ongoing - November	Achieved. New signage installed at Balmoral and entries to other reserves in the area bringing signage up to Australian Standards. Signage rationalised to enable less signs overall. Installation of Civic Place signage.
B	Work with the business community to fulfil the provisions of the Business Centres DCP where appropriate.	Annual Review - July	Addressed in any review of the Business Centres DCP.
B	Cooperate with the Mosman Chamber of Commerce in providing Christmas lighting and atmosphere in shopping areas commencing 1 December each year.	Ongoing - July	To be reviewed. Business community have indicated preference for more festival focussed activities.
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 - March	Successful sponsorship achieved for International Women's Day event. Gained sponsorship from the private sector for various Mosman Festival events.
C	Maintain strong relationships with the Chambers of Commerce and similar groups.	Ongoing - November	Chamber of Commerce meetings attended by the Marketing and Events Coordinator and the Community Relations Coordinator. Regular contact and strong relationships were maintained between key Chamber of Commerce members and Council.

PROGRAM 12 ECONOMIC AND REGIONAL DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 12.02: BUSINESS DEVELOPMENT</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY & BUSINESS RELATIONS</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
D	Ensure that all relevant information is kept up to date and is readily available to those interested in business and employment opportunities; including BEC services, Mosman Youth Development services, charitable and government services.	Ongoing - July	Achieved and ongoing. Up to date information available through Community Information and Advice Centre. BEC services promoted on Council's website and in local newspaper.
D	Ensure relevant information that facilitates the employment of people with disabilities and Aboriginal and Torres Strait Islander people, including information on Commonwealth and State programs, is maintained and made available to the business community.	Ongoing - July	Access to relevant information on employment opportunities for people with disabilities and Aboriginal and Torres Strait Islander people was maintained and available to business and community members.
D	Increase the profile of the Library's services to assist business and the role of the BEC.	Ongoing - July	Achieved and ongoing. Library acquires appropriate resources & services are promoted to business community.

PROGRAM 12 ECONOMIC AND REGIONAL DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 12.03: MARKETING MOSMAN</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY & BUSINESS RELATIONS</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,C,D, E	Ensure the Marketing Plan for Mosman 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 - November	Informal review of Marketing Plan for Mosman achieved.
A,B,C,D, E	Take an active management role in the staging of special events that bring appropriate visitation to Mosman, through close co-ordination with relevant agencies, liaison with event organisers, provision of information to the Mosman community and visitors, and through the ongoing implementation and review of Council's Special Event Management Policy.	Half Year Review - June, December	Achieved and ongoing.
B	Generate and maintain information concerning visitor 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 - March	Achieved and ongoing. Shopping map updated, doubled in size. Mosman Daily fortnightly half page advert of information about what's on in Mosman and four page spread in each Mosman 2088 magazine. A brochure of playgrounds in Mosman developed and produced. Available at Community Information & Advice Centre, as well as other counters throughout Council.
B	Keep the Map of Mosman up to date and ensure it shows sites of interest for visitors.	Ongoing - June	Achieved and ongoing.
B	Maintain an indexed collection of high quality colour images of Mosman for promotional purposes	Ongoing - September	Achieved and ongoing. Community Development Administration staff work together with CD and other Council staff to develop and store electronic images.
B,D	Where appropriate ensure that information provided to the public includes details of regulations.	Ongoing - September	Achieved and ongoing.

PROGRAM 12 ECONOMIC AND REGIONAL DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 12.03: MARKETING MOSMAN</u>		<u>CO-ORDINATOR: MANAGER COMMUNITY & BUSINESS RELATIONS</u>	
	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 - March	Achieved and ongoing.
C	Maintain close relationships with the Chambers of Commerce, Service Clubs and other organisations with an interest in marketing of the area with a view to seeking their ideas concerning new initiatives and keeping them informed of relevant Council decisions or actions.	Ongoing - September	Achieved and ongoing. Planter Pot Scheme, Rewards Scheme, Shopping Week, support of 'The Mosman Guide'.
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 MOSMARK.	Ongoing - September	Meeting held with Mosman service providers such as Taronga Zoo and National Parks and Wildlife, to review 'Mosmark'.
D	Liaise with the SHFT regarding publicity for the Mosman sites and encourage the promotion of low impact visitation and the use of public transport.	Ongoing - March	Ongoing. Summer Bus service to continue.
E	Seek grants and funding for selective initiatives and maintain and strengthen links with SHOROC, Tourism NSW and other relevant agencies.	Ongoing - March	Ongoing.
E	Liaise with National Parks and Wildlife Service, the Waterways Authority, Sydney Harbour Federation Trust 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 - March	Ongoing.
F	Continue to facilitate cohesive marketing and promotion of the retail area based around 'Mosman Is' theme groups eg: 'Mosman is Kids', 'Mosman is Home'.	Ongoing - March	Achieved and ongoing. Mosman Is theme groups active and successful.

PROGRAM 12 ECONOMIC AND REGIONAL DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 12.04: REGIONAL DEVELOPMENT</u>		<u>CO-ORDINATOR: GENERAL MANAGER</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Actively support SHOROC politically, strategically and professionally and follow up on outcomes of the SHOROC Intergovernmental Forum.	Quarterly Review - September	Strong support of SHOROC was maintained through regular meetings of the Executive, Portfolio Groups and GMs
A,B,C	Monitor the Kimbriki Environmental Partnership Ltd company to ensure that the waste management needs of the Mosman community and the region are met economically and effectively.	Ongoing - July	Ongoing.
A,B,C	<p>Work closely with other SHOROC Councils, especially in the implementation of the SHOROC Strategic Plan and its four Portfolios:</p> <p>1) Planning Portfolio - Our Place, Our Future (convened by Pittwater Council)</p> <ul style="list-style-type: none"> • Transport ;including monitoring Spit Bridge/alternate Middle Harbour crossing, progressing NSROC/SHOROC Regional Planning initiatives, working closely with DIPNR in implementing elements of the SHOROC Sustainable Regional Transport Solutions Document, and investigating funding under the Roads to Recovery program. • Infrastructure and asset management • Strategic planning including State of the Economy Report • Section 94 contributions (coordinated by Mosman) 	Ongoing - July	Continued to work closely and positively with the other SHOROC Councils ensuring that the Portfolio systems functioned well. Reports generated by the planning portfolios and the SHOROC Annual Reports can be found at www.shoroc.nsw.gov.au

PROGRAM 12 ECONOMIC AND REGIONAL DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 12.04: REGIONAL DEVELOPMENT</u>		<u>CO-ORDINATOR: GENERAL MANAGER</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,C	<p>2) Community Portfolio - Our People, Our Community (convened by Warringah Council)</p> <ul style="list-style-type: none"> • Health and Safety including work of the SHOROC Health Services Liaison Committee • Recreation • Child Care Project (coordinated by Mosman) • Visitors 	Ongoing - July	Child Care project completed. ID demographic software joint purchase achieved.
A,B,C	<p>3) Environment Portfolio - Beach, Bush and Water (convened by Manly Council)</p> <ul style="list-style-type: none"> • Waste including Cities for Climate Protection and be actively involved in the considerations of the ongoing disposal of putrescible and hazardous waste • Water Quality • Flora and fauna (coordinated by Mosman) • Foreshores 	Ongoing - July	Initial focus of the Portfolio has been on the feasibility of introducing the concept of TBL into individual Council business systems. SHOROC Executive Officer reports on the need to revise, identify and implement priority regional projects.

PROGRAM 12 ECONOMIC AND REGIONAL DEVELOPMENT

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

<u>SUB-PROGRAM 12.04: REGIONAL DEVELOPMENT</u>		<u>CO-ORDINATOR: GENERAL MANAGER</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B,C	<p>4) Corporate Portfolio - Dollars and Sense (convened by Mosman)</p> <ul style="list-style-type: none"> • Government Assistance (coordinated by Mosman) • Asset Management and Services • Research and development • Human resources including combined training opportunities 	Ongoing - July	Ongoing.
A,B,C	Continue striving for traffic solutions for the Warringah transport corridors and especially Spit and Military Roads.	Ongoing - July	Ongoing.
C	Maintain the SHOROC website, evaluate content management system and options to improve interactivity.	Annual Review - September	Ongoing – SHOROC website is updated as required. Specific projects included SHOROC Childcare Project & working with the SHOROC Executive Officer to develop new logo and style guide.
C	Support initiatives for marketing of SHOROC and its regional projects and achievements.	Annual Review - March	In progress through Executive Officer.

PROGRAM CEC COMMUNITY ENVIRONMENTAL CONTRACT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM CEC.01: MANAGEMENT AND ADMINISTRATION</u>		<u>CO-ORDINATOR: DIRECTOR ENVIRONMENT & PLANNING</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	Establish and manage project team over the life of the CEC, including office and IT requirements (\$986,900)	Ongoing - July	Ongoing.
A,B	Direct savings (if any) from infrastructure works to bushland rehabilitation where possible.	Ongoing - July	Ongoing.
A	Conduct an independent financial audit. (\$5,000)	Annual Review - July	Achieved. Audit reports all satisfactory.
A	Develop and update as required a comprehensive interactive environmental web page as part of Council's web site. (\$55,000)	Ongoing - July	Achieved and ongoing.
B	Continue to investigate and pursue external funding for CEC projects.	Ongoing - July	Ongoing. Current grant applications lodged with DIPNR for 8 sea wall sites and Mosman Bay Creek rehabilitation.
C	Report to Council on the progress of the CEC.	Quarterly Review - January	Achieved and ongoing.
C	Report directly to the community on the progress of the CEC.	Annual Review - July	Achieved and ongoing. CEC annual report produced. Bus tour and site visits conducted for interested residents.
B,C,D	Investigate opportunities for, and develop CEC projects that combine elements from the different CEC programs and include a comprehensive education component.	Annual Review - July	Ongoing.
C,D	Pursue opportunities to work with local community groups on CEC projects.	Annual Review - July	Ongoing.

PROGRAM CEC COMMUNITY ENVIRONMENTAL CONTRACT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM CEC.02: STORMWATER MANAGEMENT</u>		<u>CO-ORDINATOR: DIRECTOR ENVIRONMENT & PLANNING</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
B	Undertake a monitoring program to evaluate the efficiency and effectiveness of SQIDs in the capture and removal of pollutants. (\$220,000)	To be Completed by - June 2006	In progress and ongoing. Completed wet weather monitoring at 2 of 3 sites. Completed dry weather monitoring at 6 sites Pre-SQID installation. Completed trend analysis of 1 year of data for reference site.
A,B	HB8. Install a SQID to filter Plunkett Road sub catchment. (\$7,500)	To be Completed by - June 2004	Deferred for completion 2006.
A,B	Quakers Hat Bay Stormwater QH1, QH2. Install 3 SQIDs in the Quakers Hat Bay Sub-Catchment. Carry out a comprehensive education and monitoring program. (\$653,806)	To be Completed by - August 2005	Killarney Street SQID completed. Julian Street SQID installation yet to proceed pending resolution with Sydney Water of purchase of land where device is to be installed.
A,B	CB2. Install a SQID in Rosherville Reserve to filter Chinamans Beach sub catchment. (\$157,000)	To be Completed by - October 2004	Achieved.
A,B	TS2. Install a SQID in Pearl Bay Avenue to filter Pearl Bay sub catchment. (\$45,000)	To be Completed by - December 2004	In progress. Design Still to be completed.
A,B	HB2. Install a SQID in Botanic Road to filter Balmoral Beach South sub catchment. (\$350,000)	To be Completed by - June 2005	Deferred. Suitable sites still under investigation. Due to large size of the catchment and culvert in Botanic Road, several smaller devices may need to be installed.

PROGRAM CEC COMMUNITY ENVIRONMENTAL CONTRACT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM CEC.02: STORMWATER MANAGEMENT</u>		<u>CO-ORDINATOR: DIRECTOR ENVIRONMENT & PLANNING</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B	HB6. Install a SQID in Stanton Road to filter Wyargine Point South sub catchment. (\$50,000)	To be Completed by - June 2005	Achieved.
A,B	MB5. Install a SQID in Brierley Street to filter part of Mosman Bay West sub catchment. (\$51,250)	To be Completed by - June 2005	Deferred. Re-scheduled for completion in 2006.
A,B	MB3. Install a SQID in Reginald Street to filter part of Mosman Bay West sub catchment. (\$45,500)	To be Completed by - June 2005	Deferred. Re-scheduled for completion in 2006.
A,B	CB3. Install a SQID in Cyprian Street to filter Shell Cove sub catchment. (\$74,000)	To be Completed by - August 2004	Achieved.
A,B	CG4. Install 2 SQIDs in Morella Road to filter Chowder Bay sub catchment. (\$54,000)	To be Completed by - August 2004	In progress. Scheduled for completion January 2006.
A,B	CG5. Install 5 SQIDs on pipes draining to National Park Chowder Bay sub catchment. (\$31,250)	To be Completed by - August 2004	In progress. Three (3) devices complete. Remainder scheduled for completion January 2006.
A,B	HB5. Install a SQID in Hunter Park to filter Edwards Beach sub catchment. (\$50,000)	To be Completed by - June 2005	Deferred. Re-scheduled for completion in 2006.

PROGRAM CEC COMMUNITY ENVIRONMENTAL CONTRACT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM CEC.02: STORMWATER MANAGEMENT</u>		<u>CO-ORDINATOR: DIRECTOR ENVIRONMENT & PLANNING</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B	QH3. Install 2 SQIDs to filter Quakers Hat Bay North sub catchment. (\$50,000)	To be Completed by - December 2004	Deferred. Re-scheduled for completion in 2007.

PROGRAM CEC COMMUNITY ENVIRONMENTAL CONTRACT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM CEC.03: CREEK REHABILITATION</u>		<u>CO-ORDINATOR: DIRECTOR ENVIRONMENT & PLANNING</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B	MB7. Mosman Bay Creek. Erosion control and armouring. (\$110,000)	To be Completed by - October 2004	Design in progress. Difficult site requiring substantial investigation and analysis.
A,B	HB8. Balmoral Park. Stormwater diversion works and erosion control and armouring. (\$100,000)	To be Completed by - September 2004	Deferred. To be constructed in conjunction with BMX track and this project has been delayed due to site contamination issues.
A,B	LS4. Below Rickard Avenue. Remove existing pipe and construct creek. (\$110,000)	To be Completed by - June 2005	Deferred. Grant application unsuccessful and project scope being re-examined.
A,B	QH4. Matthew's Folly Creek (Quakers Hat Bay). Erosion control and armouring. (\$22,000)	To be Completed by - June 2005	Deferred for completion 2006.
A,B	WB8. Below Wyong Road. Erosion control and armouring. (\$16,500)	To be Completed by - June 2005	Deferred for completion 2007.

PROGRAM CEC COMMUNITY ENVIRONMENTAL CONTRACT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM CEC.04: SEAWALLS</u>		<u>CO-ORDINATOR: DIRECTOR ENVIRONMENT & PLANNING</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B	SW9. Musgrave Street . Face or replace eroded stones. (\$198,000)	To be Completed by - June 2007	Ongoing.
A,B	SW16. The Spit, adjacent to Coastal Patrol. Repair unstable areas. (\$71,500)	To be Completed by - June 2005	Deferred for completion 2007.
A,B	SW1. Balmoral Beach, various between Awaba Street and Wyargine Point. Repair eroded and collapsed areas. (\$66,000)	To be Completed by - June 2006	Deferred for completion 2007.
A,B	SW7. Quakers Hat Bay, below Carrington Avenue. Replace damaged stones. (\$49,500)	To be Completed by - June 2007	Ongoing.
A,B	SW5. Clifton Gardens. Replace damaged stones. (\$16,500)	To be Completed by - August 2004	Deferred for completion with project to provide pedestrian walkway along foreshore at Clifton Gardens in accordance with plan of management. Work scheduled for completion in 2006.
A,B	SW11. Pearl Bay. Stabilise and reset stones. (\$27,500)	To be Completed by - August 2005	Deferred for completion 2006.
A,B	SW10. The Spit, south of Middle Harbour Yacht Club. Reconstruct collapsed areas. (\$165,000)	To be Completed by - June 2005	Deferred pending proposals by Middle Harbour Yacht Club to develop the adjacent area. Awaiting formal proposal before re-assessing project.

PROGRAM CEC COMMUNITY ENVIRONMENTAL CONTRACT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM CEC.04: SEAWALLS</u>		<u>CO-ORDINATOR: DIRECTOR ENVIRONMENT & PLANNING</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A,B	SW13. The Spit, western side. Rehabilitate seawall and re-build sections to enhance inter-tidal ecology. (\$200,000)	To be Completed by - June 2007	Ongoing. Application lodged for grant towards cost of project.

PROGRAM CEC COMMUNITY ENVIRONMENTAL CONTRACT

CONVENOR: DIRECTOR ENVIRONMENT & PLANNING

<u>SUB-PROGRAM CEC.05: BUSHLAND</u>		<u>CO-ORDINATOR: DIRECTOR ENVIRONMENT & PLANNING</u>	
	STATEMENT OF MEANS	DATE	PROGRESS
A	<p>Implement an expanded sustainable bushland management program which systematically addresses priority areas and threatening processes based on:</p> <ul style="list-style-type: none"> • Community type • Rare or threatened species • Critical Habitat • Location <p>2000/2001 \$30,000 2001/2002 \$70,000 2002/2003 \$100,000 2003/2004 \$100,000 2004/2005 \$100,000 2005/2006 \$145,000</p>	Ongoing - July	<p>Ongoing. Bushland Contracts will reach year four of possible 10 year timeframe in September 2005. Detailed review of progress and contractor performance to be undertaken prior to determining whether to extend the contracts for a further 3 years. Results of work to date are considered very positive and in line with contractual obligations. Flora and Fauna Survey to be undertaken in 2006 as external independent assessment of progress as it can be compared to similar survey undertaken in 2000/2001.</p>

PROGRAM 1: COUNCIL, COMMUNITY & COMMUNICATION DEVELOPMENT **CONVENOR: EXECUTIVE OFFICER – CORPORATE & HUMAN**

SUB-PROGRAM 1.01: COUNCIL SECRETARIAT & CIVIC INVOLVEMENT **CO-ORDINATOR: MANAGER GOVERNANCE**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Percentage of items called	40%	53%	60%	56%
Percentage of decisions deferred	5%	6%	4%	5%
Decisions contrary to Officer's Recommendation	20%	32%	38%	35%

**PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATIONCONVENOR: EXECUTIVE OFFICER – CORPORATE & HUMAN DEVELOPMENT
SUB-PROGRAM 1.02: PUBLIC ACCOUNTABILITY CO-ORDINATOR: MANAGER GOVERNANCE**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Percentage of residents satisfied with overall service provided by Council (to be collected at a minimum every three years)	N/A	N/A	N/A	N/A
Number of proven complaints that are classified as maladministration	0	0	0	0

**PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATIONCONVENOR: EXECUTIVE OFFICER – CORPORATE & HUMAN DEVELOPMENT
SUB-PROGRAM 1.03: GOVERNANCE CO-ORDINATOR: MANAGER GOVERNANCE**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Audit program % completed (Program not finalised, but one audit conducted)	100%	100%	100%	100%

PROGRAM 1: COUNCIL, COMMUNITY AND COMMUNICATION**CONVENOR: EXECUTIVE OFFICER – CORPORATE & HUMAN DEVELOPMENT**
SUB-PROGRAM 1.04: COMMUNICATION **CO-ORDINATOR: MANAGER GOVERNANCE**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Cost per hit/user of web page	.27c	.26c	.26c	.26c
% of applications/requests transacted online (eg. DAs, Certificates, jobs, property information etc)	1%	Not available	Not available	Not available

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
CURRENT RATIO Factors <u>Current Assets</u> Current Liabilities	1.91	Only annual figures	Only annual figures	1.78:1
UNRESTRICTED CURRENT RATIO Factors <u>Current Assets less All External Restrictions</u> Current Liabilities less Specific Purpose Liabilities	1.71	Only annual figures	Only annual figures	1.61:1
DEBT SERVICE RATIO Factors <u>Net Debt Service Cost</u> Operating Revenue less Special Purpose Grants less Operating Contributions & donations	5.25	Only annual figures	Only annual figures	5.33%
RATE COVERAGE RATIO Factors <u>Rate & Annual Charges</u> Total Revenues	58.5	Only annual figures	Only annual figures	59.74%
RATES & ANNUAL CHARGES OUTSTANDING PERCENTAGE Factors <u>Rates & Annual Charges Outstanding</u> Rates & Annual Charges Collectible	1.30	Only annual figures	Only annual figures	2.18%
Percentage of Budget excluding statutory contributions exposed to competition	60%	Only annual figures	Only annual figures	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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Unscheduled absence rate (no. days absent/available workdays)	3.0%	3.5%	3.1%	3.3%
OH&S Cost Factor (Total OH&S Costs/FTE)*	\$105	N/A	N/A	\$326.33

* Annual figure

Note: There were fewer accidents resulting in workers compensation claims this year (77% of the previous year), but there were two very costly claims, with three still on the books at year end. One of these claims has been declined and if the estimate for this is taken out, the result is reduced to \$279.81.

PROGRAM 3: STRATEGIC TOWN PLANNING

CONVENOR: DIRECTOR ENVIRONMENT AND PLANNING

SUB-PROGRAM 3.01: POLICY AND ADMINISTRATION AND CUSTOMER FOCUS CO-ORDINATOR: DIRECTOR ENVIRONMENT AND PLANNING

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
% of 149 certificates issued within 3 days working days	90%			94%

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Number of amendments to Mosman LEP 1998 initiated by Council	3	1	0	1
Cost recovery for preparing minor LEP vs application fee (\$8,500) (fee increase)	85%	n/a	n/a	n/a*

* No applications received

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Planning Work Program Schedule met (as per MOSPLAN)	85%			89%

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
% of Plans completed within specified timeframe (as per MOSPLAN)	80%			54%*

NOTE*

Due to limited resources this year (high staff turnover and long periods without replacement staff) a number of projects were not completed. These have been included in MOSPLAN 2005-2008 with revised completion dates.

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Meeting Metropolitan Urban Development estimate of new dwellings per year	40	N/A	N/A	It is anticipated that this result was met, however, MDP figures are no longer being made publicly available.

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
No. of Development Applications received	500	274	231	505
No. of Construction Certificates received	250	79	75	154
Median Development Application processing time	60 days	96	90	93
Median Construction Certificate processing time	22 days	11	11	11
% Development Applications to appeal	3.5%	N/A	N/A	2
% Appeals with a positive result/consistent with recommendation	75%	N/A	N/A	88

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Reduce corporate greenhouse gas emissions by 20% by the year 2010 based on 1995 levels 4894 CO ₂ -e	TBA	The anticipated result was estimated as 3100 CO ₂ -e as part of the MOSPLAN 2005/08 review. The calculation of the actual amount requires analysis of data on Council's energy consumption in its facilities, use of fuel by its fleet, use of fuel by its waste contractors, and waste and recycling. Some data is still to be received and it is anticipated that the calculation will be completed by the end of August 2005.		

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Reduction in Council's annual water consumption	84,600	The 2004/05 council consumption data will not be available from Sydney Water until the second week of October 2005.		
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	Nil	Nil

* 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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Hectares of bushland area under contract which is greater than 90% weed free	40%	40%	40%	40% Mapping provided as per bushland management contacts plus Bradley Bushland reserve.
Number of active Bushcare volunteers	170			163 As per Bushcare volunteer database

PROGRAM 5: NATURAL ENVIRONMENT
SUB-PROGRAM 5.05: TREES

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Net change in tree stock on Council controlled land	+ 1200			+3000 (500 - Streets & Parks, 2475 Bushland & Bushcare - 15% total planting, 180 NTD & T4Mum – 15% total planting. 150 removals)

PROGRAM 6: PUBLIC HEALTH
SUB-PROGRAM 6.02: WASTE MANAGEMENT

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Quantity of recyclable material diverted from the domestic waste stream as a percentage of the total.	45%	47%	45%	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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Average cost to clean beaches and reserves per hectare per annum	\$15,987			\$18,192
Average cost per clean of public amenity blocks per day	\$14.95			\$16.70
Cost per tonne to remove rubbish material from streets, footpaths and pits	\$1435			\$16.22
Quantity of rubbish removed by street and footpath sweeping and pit cleaning per annum	500 tonnes			476.10 tonnes

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
To be revised in conjunction with new partnership arrangements arising out of the NSW Food Act 2003	The NSW Food Authority has received submissions on its draft partnership model and is in the process of finalising the final model. Following this a report will be submitted to Council advising of the outcomes and recommending amendments, if any, to the way Council regulates food businesses. This will include identification of appropriate KPIs. It should be noted that Council officers inspected all food businesses twice in the reporting period with a number of follow up inspections (i.e. a total of 356 inspections with 42 follow ups). Additionally, 5 Notices of Intention to issue an Order under the Local Government Act were issued, with all matters resolved without needing to serve an order.			

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
% of impounded animals that are unregistered	13%	3%	5%	5%
% of repeat barking dog complaints	9%	4%	4%	4%

PROGRAM 7: COMMUNITY SAFETY

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT

SUB-PROGRAM 7.01: COLLABORATION, COMMUNICATION & ACCOUNTABILITY**CO-ORDINATOR: DIRECTOR COMMUNITY DEVELOPMENT**

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Trends in community satisfaction gauged through surveys conducted say every three years.	7.7			No survey undertaken during the period

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Numbers of active participants in Safety House.	12			12
Numbers of active participants in Volunteering in Policing (VIP).	6			5
Numbers of active participants in Business Watch.	60			58

PROGRAM 7: COMMUNITY SAFETY
SUB-PROGRAM 7.04: CUSTOMER SERVICE AND SUPPORT

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Number of training and orientation days held for Police and Rangers and associated feedback from attendees.	3	2	0	2

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Number of Local Emergency Management Committee meetings attended.	3	2	2	4

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Total number of volunteers	565	600	700	700

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Cost coverage of operational budget (staffing and program costs): % Fees and Charges	65%	N/A	N/A	67%
Cost coverage of operational budget (staffing and program costs): % Grants and Subsidies	25%	N/A	N/A	23.8%
Cost coverage of operational budget (staffing and program costs): % Council	10%	N/A	N/A	9.2%

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Number of users of Youth Development Centre per \$100 of operational budget (annual attendances/staffing and program costs adjusted for CPI)	19	19	17	18

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Number of users of Mosman Square Seniors' Centre per \$100 of operational budget (annual attendances/staffing and program costs adjusted for CPI)	39	39	39	39

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Acquisitions per capita	0.3	0.19	0.2	0.39
Loans per capita	13.2	6.8	7.18	13.98

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
No of active borrowers as a percentage of population	60%	N/A	N/A	64.8%
Percentage of enquiries completed successfully:				
Reference (9.03)	85%	85.5%	87%	86.25%
Local Studies (9.07)	95%	98%	98%	98%
Community info (9.08)	95%	98%	99%	98.5%

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Percentage of Inter-Library Loan requests satisfied within Shorelink	80%	82.2%	85.6%	83.9%

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Successful requests for Website pages per month (average).	30,000	35,584	38,910	37,747

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Level of satisfaction of users of parks and open space (data to be collected at least every three years).	70%	70%	70%	70%
Average annual cost per capita for parks maintenance	\$25.00	Annual result	Annual result	Determined from Mosman community survey 2003 \$13.15 Determined from Parks Management Contract & Turf Management Contracts.

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Percentage of playing field and cricket pitch maintenance costs recouped through user charges	28%	30%	28%	29%

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Level of satisfaction of users with the condition of foreshores and facilities.	70%	N/A	N/A	70% Determined from Mosman community survey 2003

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Occupancy rates of the Mosman Art Gallery & Community Centre (expressed as a % of available rental hours)	65%	84%	76%	80%

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Number of visitors to Art Gallery per \$100 of operational budget (annual attendances/ staffing and program costs adjusted for CPI)	13	13.9	11.7	12.7

PROGRAM 10: PARKS, RECREATION AND CULTURE
SUB-PROGRAM 10.11: MOSMAN SWIM CENTRE

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Number of visitors to the Mosman Swim Centre by type and usage	TBA	51,273	60,072	111,795
Level of visitor satisfaction with various aspects of the Centre as detailed in the Services Specification	TBA	2 customer surveys completed – high level of satisfaction	2 customer surveys completed – very high level of satisfaction	N/A

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Dollar value of road asset compared to previous financial year (AAS27) as a percent	100	99.5	99.5	99.5
No. of road condition related public liability claims per year	<3	4	3	7

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
% funding obtained from RTA for traffic maintenance related to actual costs	80%			86%

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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Reduction in number of accidents on Local Roads per year	<75	8	Unknown – accident data has not been compiled for this period	8* (accident data has yet to be obtained for the period 2005)
% of public satisfaction with The Esplanade road improvements - survey	75%			Survey to be undertaken 2005/06

PROGRAM 11: TRANSPORT AND TRAFFIC
SUB-PROGRAM 11.05: ROAD AND PEDESTRIAN SAFETY

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Dollar value of footpath asset compared to previous financial year (AAS27)	100%	101	101	101
Percentage of footpath occupation permits to construction certificates issued	65%	12%	12%	25%
Percentage of Building sites to related infringements	200%	8%	6%	15%
No. footpath condition related public liability claims per year	<10	6	11	17

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

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
% increase in the number of people that use public transport to and from work	3			STA annual report indicates Warringah region (including routes through Mosman) bus patronage has remained static up to June 2004. Most recent advice from STA is that patronage for 2005 is down 1%. Ferry users have increased by 1% Sydney wide (source SMH)

PROGRAM 12: ECONOMIC AND REGIONAL DEVELOPMENT
SUB-PROGRAM 12.02: BUSINESS DEVELOPMENT

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
No of enquiries at the Mosman BEC Office	360	203	169	372

PROGRAM 12: ECONOMIC AND REGIONAL 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 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Percentage of local businesses using the 'Mosman Is' logo (Based on 2000/2001 White Pages on CD figure of 559 local businesses)	25%	18%	20%	20%

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

CONVENOR: DIRECTOR COMMUNITY DEVELOPMENT
CO-ORDINATOR: GENERAL MANAGER

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Per annum increase of value of major contracts initiated through SHOROC	TBA		Tendered and contracted for Road Materials and Construction Services - a schedule of rates contract ,annual value varies depending on the amount of work done.	\$550K expended in 2004/05

**COMMUNITY ENVIRONMENTAL CONTRACT
MANAGEMENT AND ADMINISTRATION**

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Percentage of CEC expenditure externally funded.	28%	Annual Result	Annual Result	28%
Conclusion of financial audits to be that CEC funding is being expended as per this contract.	100%	100%	100%	100%

COMMUNITY ENVIRONMENTAL CONTRACT
STORMWATER MANAGEMENT

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Tonnes/year of pollutants removed.	160	115	104	219
Percentage of Mosman Council Local Government Area draining through SQIDs	75%	66	70	70

COMMUNITY ENVIRONMENTAL CONTRACT
CREEK REHABILITATION

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

KEY PERFORMANCE INDICATOR	ANTICIPATED RESULT	ACTUAL RESULT 1 JUL 2004 – 31 DEC 2004	ACTUAL RESULT 1 JAN 2005 – 30 JUN 2005	TOTAL 1 JUL 2004 – 30 JUN 2005
Percent of bushland affected by uncontrolled stormwater run off - Base Year figure = 24 ha.*	5% less than base year	9%	9%	9%

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

ACTIVITY INFORMATION

SUB-PROGRAM 08.02: COMMUNITY INVOLVEMENT/VOLUNTEERS

Coordinator: Community Development Manager

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2004/05
WORKLOAD		
Number of volunteers for each Council service supported by volunteers :		
• Local Studies	11	10
• Community Visitors Scheme	77	70
• Home Library Service	42	41
• Saturday Youth Group	2	0
• Computer Pals	6	12
• Community Restaurant	15	18
• Community Transport	20	40
• Youth Services	20	30
• Art Gallery	63	89
• Meals on Wheels	138	140
• Neighbour Aid	30	40
• Children's Services	4	4
• Bushcare	113	152
• Friends for Carers		2
• General Volunteers		13
• Library Youth Consultants Group		5
Total Number of Volunteers	541	665
Number of new volunteers:	70	113
EFFICIENCY		
Number of volunteers leaving with reason for leaving		
• moving away	20	25
• work commitments	10	13
• not fit enough to continue	2	3
• other	1	2
EFFECTIVENESS		
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

Coordinator: Children's Services Development Officer

INDICATOR	ESTIMATED RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
WORKLOAD			
Range of services for children operated by Council	7	7	7
No of places in after school care per day	50	50	50
No of places in before school care per day	30	30	30
No of places in vacation care per day	80	80	85
No of children attending immunisation clinic per month	40	40	45
Family Day Care EFTs	65	70	66
No of leisure and learning courses	10	10	6
Average no of children attending each course	10	10	14
EFFICIENCY			
Average cost per child per day to provide After School Care	\$12.50	\$13.50	\$13.50
Average cost per child per day to provide Before School Care	\$7.00	\$7.00	\$7.00
Average cost per child per day to provide Vacation Care	\$33.50	\$33.50	\$33.50
Average cost per child per leisure and learning course	\$75	\$75	\$70.00
Average cost to recipient: After School Care per day	\$12	\$12	\$13.50
Average cost to recipient: Before School Care per day	\$7.00	\$7.00	\$7.00
Average cost to recipient: Vacation Care per day	\$31.00	\$31.00	\$33.50
Average cost to recipient: Leisure and learning per course	\$75.00	\$75.00	\$78.00
EFFECTIVENESS			
% available Child Care places filled : Before School Care	87%	87%	90%
% available Child Care places filled : After School Care	90%	90%	90%
% available Child Care places filled : Vacation Care	90%	90%	89%
% available Child Care places filled : Mosman Occasional Childcare	80%	80%	70%
% available Child Care places filled : Family Day Care	99%	99%	99%
% available Child Care places filled : Leisure and Learning	90%	90%	90%

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

ACTIVITY INFORMATION

SUB-PROGRAM 08.04: YOUTH

Co-ordinator: Youth Development Officer

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
WORKLOAD				
Youth Services				
Number of services and activities resulting from consultations with young people and service providers	10	10	11	13
Percentage of spaces filled by young people accessing available services/programs	75%	75%	75%	75%
Youth Development Centre				
Number of school holiday programs per year	4	4	4	4
Number of services and activities resulting from consultations with young people and service providers	12	12	12	12
No. attending Youth Development Centre (average per week)	420	420	440	410
EFFICIENCY				
External funding as a percentage of youth programming costs (Annual Mosman Council Youth Services budget/Amount of successful grants x 100)	9%	9%	9%	15%
Percentage of placements filled in service/programs/total number of possible places available	95%	95%	95%	95%
Percentage of total potential target group (12-18 years) using the Youth Development Centre	10%	10%	11%	10%
EFFECTIVENESS				
Youth Services				
Percentage of young people who rate quality of services/programs as satisfactory or better	100%	100%	100%	100%
EFFECTIVENESS				
Mosman Youth Development Centre				
Percentage of young people using the Youth Development Centre that live in or attend school in Mosman	95%	96%	95%	95%
Percentage of young people that, at least weekly, regularly attend the Youth Development Centre (number of regular attendees/total attendance figures)	85%	85%	85%	85%
Percentage of new attendees regularly using the Youth Development Centre	25%	31%	15%	25%

PROGRAM 8: COMMUNITY DEVELOPMENT AND SERVICES

ACTIVITY INFORMATION

SUB-PROGRAM 08.05: OLDER PEOPLE

Co-ordinator: Community Development Manager

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
WORKLOAD				
No. of Centre-users per week	485	494	494	500
No. of meals per day delivered	85	74	75	71
No. of Centre-based lunches per session	42	37	40	40
No. of theme lunches per session	60	60	60	60
Reassessments of Meals on Wheels recipients at 12-month intervals	80%	80%	80%	90%
No. of community transport journeys per day	26	26	30	32
No. of active casework clients per month	50	62	60	70
No. of Community Visitors Scheme clients matched per month	50	47	72	72
No. of Neighbour Aid volunteer/client matches per month (average monthly)	30	29	30	30
No. of Community Visitors Scheme volunteers	77	75	75	70
No. of Community Visitors Scheme funded volunteer places	56	61	61	61
EFFICIENCY				
Cost per meal to produce				
• Meals on Wheels	\$5.16	\$5.16	\$5.16	\$4.97
• Centre-based lunches	\$6.06	\$6.70	\$6.70	\$5.75
Charge per meal for				
• Meals on Wheels	\$5.50	\$5.50	\$5.50	\$5.50
• Centre-based lunches	\$7.00	\$7.00	\$7.00	\$7.00
% of time community buses are utilised				
• Toyota Coaster	81%	85%	85%	83%
• Toyota Commuter/Mercedes Sprinter	70%		N/A	N/A
• Mercedes Sprinter			70%	70%
EFFECTIVENESS				
% of recipients who rate quality of services/programs as satisfactory or better	100%	100%	100%	100%
% of new referrals commencing Meals on Wheels services as requested	100%	100%	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 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
WORKLOAD				
Number of services/programs for people with disabilities				
• Community Transport	15	15	15	17
• Saturday Youth Group	8	8	8	11
Number of kerb ramps constructed per annum	20			
EFFECTIVENESS				
Percentage of recipients who rate services as satisfactory	100%	100%	100%	100%

PROGRAM 9: LIBRARY AND INFORMATION ACTIVITY INFORMATION

SUB-PROGRAM 09.02: LIBRARY RESOURCES Co-ordinator: Library Resources Manager

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
ACTIVITY 09.02.01: COLLECTION DEVELOPMENT				
Responsible Officer: Library Resources Manager				
WORKLOAD				
No of items in collection.	96,000	96,920	96,000	97,486
No of items added per annum.	8,500	10,441	8,500	9,979
No of items withdrawn per annum.	8,500	7,402	8,500	8,997
EFFICIENCY				
Average cost per item.	AF \$30, ANF \$30, J \$22, LP \$41	AF \$27, ANF \$27, APB \$14, JF \$18, JNF \$17, LP \$42	AF \$30, ANF \$30, J \$22, LP \$43	AF \$27, ANF \$27.50, APB \$14, JF \$16, JNF \$20, LP \$44.50
EFFECTIVENESS				
Percentage of stock less than 5 years old.	55%	45%	55%	47%
Stock usage/turnover by section areas.	Varies: AF 6; ANF 3; J 4; LP 5	AF 6.4, ANF 2.7, JF 3.9, JNF 2.2, LP 4.1, YA 2.8 Videos 8.9, DVDs 20.9, CD (music) 6.9	Varies: AF 6; ANF 3; J 4; LP 5	AF 6.1, ANF 2.7, JF 4.5, JNF 2.2, LP 4.1, YA 3.3 Videos 7.3, DVDs 19.5, CD (music) 7.8
Percentage of requests satisfied from existing stock.	75%	81%	75%	78%
Percentage of users who rate the relevance, quality and adequacy of stock as satisfactory.	85%	94%(25% very satisfied, 69% satisfied) Survey results June 2004	85%	95%
Library resources per head of population.	3.5	3.7	3.5	3.7

PROGRAM 9: LIBRARY AND INFORMATION ACTIVITY INFORMATION

SUB-PROGRAM 09.03: LIBRARY SERVICES

Co-ordinator: Library Services Manager

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
ACTIVITY 09.03.01: LENDING SERVICES				
Responsible Officer: Manager Library Services				
WORKLOAD				
No. of items issued per annum	340,000		352,000	362,030
Library visits per week	4,800	4,600	4,700	4,556
EFFICIENCY				
Ratio of staff to circulation	1: 18,000	1:18,000	1: 18,000	1:19,114
EFFECTIVENESS				
Average No. of issues per volume	4.0	4.1	4.2	4.3
Percentage of users who rate services provided and staff attitude as satisfactory	95%	98.5 (66.5% very satisfied, 32% satisfied) Survey results June 2004	95%	98% Survey Results June 2005
Library visits per capita per annum	10	9.2	9	9.15
ACTIVITY 09.03.02: INFORMATION SERVICES				
Responsible Officer: Library Services Manager				
WORKLOAD				
No. of enquiries per annum:				
* reference	25,000	29,263	27,000	27,694
* other	45,000	44,042	44,000	41,000
No. of people using the reference/study areas on a weekly basis	1,500	1,548	1,500	1,142
ACTIVITY 09.03.03: HOME LIBRARY SERVICE				
Responsible Officer: Home Library Services Librarian				
WORKLOAD				
No. of people presently using Home Library Service	110	118 individuals Bulk loans to 4 nursing homes	115	117 individuals Bulk loans to 4 nursing homes
No. of volunteers	50	59	60	55
EFFECTIVENESS				
Percentage of recipients who rate Home Library Service as satisfactory	95%	96% Survey conducted July 2003	95%	95.5% Survey conducted September 2004

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
ACTIVITY 09.03.07: OUTREACH PROGRAMS				
Responsible Officer: Manager Library Services				
WORKLOAD				
No of adult activities/outreach programs held per annum	20	20	20	25
EFFICIENCY				
Hours spent on adult programs per month	15	15	15	20
EFFECTIVENESS				
No of people attending adult programs per annum	1,400	1,716	1,700	1,950
ACTIVITY 09.03.09: CHILDREN'S/YOUTH SERVICES				
Responsible Officer: Manager Library Services				
WORKLOAD				
No. of weekly programs children's programs per week	4	3 weekly programs 2 monthly programs	4	3 weekly programs 2 monthly programs
No. of special day/week children's programs conducted per annum	40	71	70	75
No. of special young adult programs conducted per annum	8	20 Plus Regular Meetings: 12 Meetings of Mosman Library Stompers Club 7 Meetings of Mosman Library Youth Consultants 6 meetings of Unreal-Fantasy Reading Group	20	19 Plus regular meetings: 8 meetings of Mosman Library Stompers Group 8 Meetings of Mosman Library Youth Consultants Group 12 meetings of Unreal-SciFi/Fantasy Reading Group
No. of class and group visits per annum	100	98	100	96 Children's Library 17 Local Studies
EFFICIENCY				
Hours spent on children's programs per week	20	20	20	25
Hours spent on young adult programs per month	15	20	20	20

EFFECTIVENESS				
No. of children/parents attending weekly programs	150	160	160	180
No. of children/parents attending special programs per annum	2,000	3,440	3,400	3,900
No. of people attending young adult programs per annum	600	622 (includes Teenage Activities and HSC Seminars) 236 attended meetings of Library Teen Groups	600	759 (includes Teen Holiday Activities, HSC Seminars, Youth Awards in Literature) 215 attended meetings of Stompers, MLYCG and Unreal

PROGRAM 9: LIBRARY AND INFORMATION ACTIVITY INFORMATION

SUB-PROGRAM 09.04: LIBRARY INFORMATION TECHNOLOGY

Co-ordinator: Library Resources Manager

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
ACTIVITY 09.04.01: SHORELINK				
Responsible Officer: Library Resources Manager				
EFFICIENCY				
On-line renewals (self-renewals) as percentage of total renewals	18%	22%	30%	34%
EFFECTIVENESS				
Percentage of users satisfied with Webcat (on-line catalogue)	90%	96% (26% very satisfied, 70% satisfied) Survey results June 2004	90%	97%
ACTIVITY 09.04.02: INTERNET/INFORMATION TECHNOLOGY				
WORKLOAD				
No. of Internet training sessions per annum	40	10	40	6
No. of Internet bookings per annum	5500	6698	6000	7448
No. of Word processing bookings per annum	1000	885	950	587
EFFECTIVENESS				
Percentage of users satisfied with public access Internet service	90%	91% (39% very satisfied, 52% satisfied) Survey results June 2004	90%	91%
Percentage of users satisfied with public access Word processing service	90%	92% (32% very satisfied, 60% satisfied) Survey results June 2004	90%	91%

PROGRAM 9: LIBRARY AND INFORMATION ACTIVITY INFORMATION

SUB-PROGRAM 09.05: LIBRARY BUILDING Co-ordinator: Library Services Manager

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
EFFECTIVENESS				
Percentage of users satisfied with the layout, cleanliness, comfort and space provision	90%	97% (27% very satisfied, 70 % satisfied) Survey results June 2004	90%	98% Survey Results June 2005
No. of staff/user complaints regarding cleanliness of building	Nil	Average of one staff/user complaint every two months.	Nil	Average of one staff/user complaint every two months

SUB-PROGRAM 09.07: LOCAL STUDIES Co-ordinator: Library Services Manager

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
WORKLOAD				
No. of Local Studies enquiries per annum:				
• Research (minimum 1/2 hour)	200	165	200	410
• Ready reference	1,800	1040	1,800	1,007
EFFECTIVENESS				
Percentage of Local Studies collection indexed and catalogued and therefore accessible	75%	80%	75%	75%
Percentage of users who rate the Local Studies Service as satisfactory	90%	98% (42% of users were very satisfied, 56% were satisfied) Survey results June 2004	90%	96% Survey results June 2005

PROGRAM 9: LIBRARY AND INFORMATION ACTIVITY INFORMATION

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

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
WORKLOAD				
No. of organisations in database contributed by Mosman and updated annually	400	327	400	316
No. of Community Information enquiries	3,500	3,046	3,500	3,039
EFFECTIVENESS				
Percentage of users satisfied with the Community Information service	90%	98% 48% very satisfied, 50% satisfied Survey results June 2004	90%	99%
Number of on-line LINCS database searches per annum	6,000	8133	8,000	11,461

SUB-PROGRAM 09.09: MOSMAN WEBSITE Co-ordinator: Internet Co-ordinator

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
WORKLOAD				
Households with Internet access	45%	60% (est.)	60%	60% (est.)
EFFECTIVENESS				
Percentage of residents satisfied with content and interactivity of Website (on-line survey/telephone survey)	70%	Survey not undertaken	75%	External Survey not undertaken. 98% satisfied with Library webpage Library Survey June 2005

PROGRAM 10: PARKS, RECREATION & CULTURE

ACTIVITY INFORMATION

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

Co-ordinator: Manager Assets & Services

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
WORKLOAD				
Hectares of parkland maintained	27 ha	27ha	27ha	27ha
The number of parks	23	23	23	23
EFFICIENCY				
Average annual cost per hectare for parks maintenance (grass cutting and garden maintenance)	\$15,700/ha	13,000/ha	\$13,000/ha	\$12,200/ha
Average annual cost for irrigation maintenance in parks and gardens	\$19,500	\$13,300	\$16,000	\$14,900

SUB-PROGRAM 10.03: RECREATIONAL FACILITIES

Co-ordinator: Manager Assets & Services

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
WORKLOAD				
Hectares of playing fields maintained	8ha	8ha	8ha	8ha
Number of irrigation systems breakdowns	60	60	60	20
EFFICIENCY				
Average cost per hectare for sports field maintenance	\$28,750	\$29,000	\$29,000	\$30,800
Annual cost per hectare for irrigation maintenance in sporting fields	\$1,000	\$1,000	\$1,000	\$1,000
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: 7.5 Rawson Oval: 7.0	Allan Border Oval: 7.5 Rawson Oval: 7.0	Allan Border Oval: 8.2 Rawson Oval: 8.2

PROGRAM 10: PARKS, RECREATION & CULTURE

ACTIVITY INFORMATION

SUB-PROGRAM 10.05: CULTURAL DEVELOPMENT

Co-ordinator: Cultural Services Manager

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
WORKLOAD				
No. of cultural events and performing arts activities per annum	20	49	20	68
No. of public art projects per annum	2	2	1	0
No. of venue hire bookings per annum	500	715	500	1,163
Venue hire occupancy rate	80%	90%	80%	80%
EFFECTIVENESS				
Clients satisfaction surveys	90%	95%	90%	95%

SUB-PROGRAM 10.06: GALLERY EXHIBITIONS AND ACTIVITIES

Co-ordinator: Cultural Services Manager

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
WORKLOAD				
No. of exhibitions per annum	12 pa	12	12	13
No. of public programs per annum (eg. Lectures, seminars, workshops, etc.)	20	38	20	34
No. of special events per annum (eg. Exhibition openings, fundraising events, gallery visits, etc.)	15	15	15	16
% of the collection exhibited	10-20%	10%	10-20%	15%
EFFICIENCY				
Sources of exhibitions (optimum)				
• Local	5	5	6	8
• Regional	2	5	4	4
• National	2	2	2	1
• International	1	0	0	0
No. of visitors per annum	16,000	32,137	25,000	37,760
No. of student visitors per annum	1000	1,355	1,000	850
No. of volunteers	25	87	75	85
No. of Friends Memberships per annum	100	265	200	259
\$ Value of sponsorships and grants secured per year	\$15,000	\$29,165	\$15,000	\$25,228
EFFECTIVENESS				
% of Mosman residents visiting the Gallery per annum	30%	32%	30%	28%
No. of visitors per exhibition (average)	1,200	2,678	2,000	2,904
Visitor response to Gallery	90%	90%	90%	96%
Visitor response to each exhibition (average)	80%	90%	80%	96%

PROGRAM 10: PARKS, RECREATION & CULTURE ACTIVITY INFORMATION

SUB-PROGRAM 10.07: COMMUNITY ARTS, CRAFTS AND ACTIVITIES

Co-ordinator: Programs Co-ordinator

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
WORKLOAD				
No. of arts and crafts activities per annum	12	13	12	14
EFFECTIVENESS				
% of Mosman residents attending arts and crafts activities	25%	42%	40%	42%
Level of community satisfaction with cultural activities	90%	100%	90%	100%

SUB-PROGRAM 10.08: CIVIC AND COMMUNITY EVENTS

Co-ordinator: Community and Business Relations Manager

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
WORKLOAD				
No. of events per annum	6	7	7	7
EFFICIENCY				
EFFECTIVENESS				
Level of community satisfaction via survey sampling	95%	95%	95%	95%
Level of community satisfaction by survey sample	95%	95%	95%	95%

SUB-PROGRAM 10.09: COMMERCIAL/COMMUNITY EVENTS

Co-ordinator: Community and Business Relations Manager

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
WORKLOAD				
No. of events per annum	7	8	8	9
EFFICIENCY				
Ration of complaints to attendances at events	2%	1%	1%	1%
EFFECTIVENESS				
Level of community satisfaction via survey sampling	95%	95%	95%	95%

**PROGRAM 12: ECONOMIC DEVELOPMENT
ACTIVITY INFORMATION**

SUB-PROGRAM 12.02: BUSINESS AND EMPLOYMENT

Co-ordinator: Community and Business Relations Manager

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
EFFICIENCY				
Financial support and indirect support received from the community for the BEC	120 support hours	80 support hours (less, due to disbanding of BEC Advisory Group)	50 support hours	40 support hours
EFFECTIVENESS				
Vacancy rate for commercial/properties	Maximum 3%	0%	Maximum 3%	0%
Percentage of users who rate the services of Mosman BEC as helpful	95%	90%	90%	90%
Attendance at Business Forums	20 per meeting	15 per meeting	20 per meeting	15 per meeting

SUB-PROGRAM 12.03: MARKETING MOSMAN

Co-ordinator: Community and Business Relations Manager

INDICATOR	ESTIMATED RESULT 2003/04	ACTUAL RESULT 2003/04	ESTIMATED RESULT 2004/05	ACTUAL RESULT 2004/05
WORKLOAD				
No of tourism/visitor enquiries per annum	2,000	2086	2000	2817
No of related Internet pages created per annum	15	14	15	15
No of publications developed, updated or facilitated per annum	4	4	4	4
EFFECTIVENESS				
Percentage of tourism/visitor information enquiries satisfied	90%	90%	90%	90%
No. of hits on relevant pages of Council's Website per annum	2,000	Approx 144836 page views	2,000	Approx 177 945 page views

REPORT ON THE CONDITION OF PUBLIC WORKS s428(2)(d)

Stormwater Drainage

Council's management of stormwater drainage assets continues to be somewhat reactive. Since the 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. In the period from 1994 – 2001 the high priority works were undertaken. Since 2001, the focus of Council's expenditure on stormwater drainage assets has been:

- 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.

The intention was to re-focus efforts on conducting a full condition survey of stormwater drainage assets. The survey has not yet been undertaken, although Council has allocated some funding for this purpose. The condition survey has been delayed while Council has considered the purchase of asset management software to manage all assets in Mosman. Significant progress was made on this during 2004/05 and Council has decided to purchase the AIM system from Civica. The system will be progressively implemented during the 2005/06 financial year. Whilst stormwater drainage will be one of the last assets integrated into the AIM system, work will be able to commence on the condition survey in preparation for this.

Stormwater Pollution Control

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 2005 there were 30 SQIDS installed including some constructed prior to the adoption of the CEC. These SQIDS filter stormwater from 70% of Mosman preventing over 266 tonnes of gross pollutants from entering the waters of Sydney and Middle Harbour in the 2004/2005 financial year and 922 tonnes since the first SQID was installed. Council had initially anticipated to have all SQIDS installed by June 2005, however, there have been delays with a number of projects. Resources have also been diverted to sea wall projects to take advantage of grant funding that Council received. It is now anticipated that all SQID's will be installed by December 2006. Council is continuing to increase its funding allocation from the recurrent budget for maintenance of SQIDS as they come into operation.

Creek Rehabilitation

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. Progress with creek rehabilitation works has slowed in the 2004/05 financial year. Some minor works were completed on ground but the major focus has been in preparation of designs and documentation for major projects at Mosman Bay and Balmoral to be coinducted in 2005/06.

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.

Stormwater Re-use

Council has also made significant progress in 2004/05 on a major goal to investigate the possibilities for stormwater re-use to irrigate sporting fields and ovals and potentially contribute to water use (toilet flushing) in some amenities buildings on Council reserves. Feasibility studies were completed and a decision has been taken to proceed with a project to re-use stormwater for the irrigation of Balmoral Oval. Detailed design will be undertaken in 2005/06 with the possibility of construction in 2006/07. Council is also seeking grant funding to contribute to the cost of the project.

DESCRIPTION	ESTIMATE OF FUNDS REQ'D TO BRING WORKS TO SATISFACTORY STANDARD	ESTIMATE OF ANNUAL EXPENSES OF MAINTAINING THE WORKS TO SATISFACTORY STANDARD	MAINTENANCE & CAPITAL WORKS PROGRAM FOR 2004/2005
Drainage Assets	\$11,500,000	\$1,300,000	\$184,000
Stormwater Pollution Control	\$964,000*	Data Gap **	\$434,750
Creek Rehabilitation	\$358,500****	Data Gap **	\$15,000

Notes on table above:

- * 2004/05 Estimated total capital sum to complete SQID installation program
- ** Actual estimates of annual cost to maintain to be developed once all works complete. All works devices effectively as new at present time. Allocation for clean out of SQIDs is being provided.
- *** Includes cost of new SQID installations and annual clean out costs for all SQIDs.
- ****2004/05 estimated total capital cost to complete creek rehabilitation program

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 all of these works have now been completed. A review of the program and previous survey information was completed in 2005 and a revision of priorities in the forward works program has been undertaken. A monitoring program has been established for some higher risk retaining structures. The previously hard copy data has been transferred into an electronic format in preparation for input to the AIM asset management system which Council will purchase. All retaining structures have been located as a layer on Council's GIS system.

Whilst it is difficult to place a value on the cost of replacing all of these structures and/or maintaining them at an appropriate standard, Council has in place a proactive program to manage risks and is allocating funding to maintain repair walls as required. The implementation of the AIM asset management system should allow the data gaps to be remedied for next year.

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 STANDARD	ESTIMATE OF ANNUAL EXPENSES OF MAINTAINING THE WORKS AT THAT STANDARD	MAINTENANCE & CAPITAL WORKS PROGRAM FOR 2003/2004
Retaining Walls and Embankments	Data Gap	Data Gap	\$114,800

Road Assets

Council completed a condition survey of all road assets in the 2004/2005 financial year. This information will be used to review funding allocations for the next 5 years and the effectiveness of Council's rehabilitation strategies for the last five years.

Asphalt and Concrete Road Pavements

Following completion of the condition survey in 1999/2000, 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 committed to increased expenditure on concrete road rehabilitation. In the 2004/2005 financial year Council continued its program of works for concrete roads using cost effective techniques.

Footpaths

A footpath management manual which will help guide staff in the management of footpaths was finalised and adopted by Council in 2004. The manual sets out an inspection regime for all of Council's footpaths as well as standards of performance for response to complaints, establishes priorities in regard to repairs and assists in reducing Council's exposure to claims where members of the public are injured as a result of trips and falls on footpaths.

Implementation of these strategies commenced in 2004/2005 financial year. It was discovered that Council has been overly optimistic in some of the inspection schedules outlined in that document. Despite the provision of additional resources to conduct the inspections, the frequency of these inspections is now under review.

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 Council's 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.

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 2003/2004
Road Pavement	\$5,000,000	\$500,000	\$804,000*
Kerb and Gutter	\$950,000	\$90,000	\$41,000
Footpaths	\$3,000,000	\$300,000	\$367,000**

*Includes concrete and asphalt road maintenance and capital construction and restorations expenditure.

**Includes footpath maintenance and capital costs, kerb ramp construction and steps and stairs maintenance program.

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

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

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

1. LAND AND ENVIRONMENT MATTERS

Property/Applicant/ Council Officer	File No	Status	Consistency with staff recommendation	Cost
1 Medusa Street	8.2004.183.1	Approved with amendments	Expert agreed, later changes to Court satisfaction	\$24,056.85
10 Parriwi Road	8.2003.22.1	Consent orders	Yes	\$23,404.95
11 Upper Avenue	8.2003.369.1	Consent orders	Yes	\$17,958.03
11A Little Street	8.2004.374.1	Discontinued	Yes	\$7,082.16
16 Illawarra Street	8.2003.75.2	Approved	Yes	\$13,926.33
16 Illawarra Street	8.2003.75.3	Consent orders	Yes	\$12,584.17
16 Somerset Street	4.2005.49.1	Discontinued	Yes	\$11,166.60
18-20 Parriwi Road	8.2001.375.2	Discontinued	Yes	\$1,160.06
2 Milner Street	8.2003.106.1	Approved	Yes	\$2,186.67
2A Cyprian Avenue	8.2003.258.2	Consent orders	Yes	\$13,525.62
20 Burran Avenue	8.2003.302.1	Approved with changes	Mostly	\$21,245.48
200 Spit Road	8.2003.195.2	Approved with conditions sought	Yes	\$7,600.04
200 Spit Road	8.2003.195.1	Approved with conditions sought	Yes	\$13,696.10
21 Boyle Street	8.2003.100.1	Approved	Yes	\$15,648.52

Property/Applicant/ Council Officer	File No	Status	Consistency with staff recommendation	Cost
26 Iluka Road	8.2004.374.1	Approved with height reduction sought	Mostly	\$9,449.46
27 Almora Street	8.2004.53.1	Discontinued	Yes	\$6,449.16
27 Redan Street	8.2001.408.3	Consent orders	Yes	\$8,094.22
28 Shadforth Street	8.2003.326.1	Refused	Yes	\$6,000.00
29 Avenue Road	8.2004.153.1	Discontinued	Yes	\$550.00
3 Hopetoun Avenue	8.2000.174.1	Remitted to LEC. Settlement proposal	Yes	(\$14,338.03)
3 Middle Head Road	8.2004.44.1	Discontinued	Yes	\$4,798.89
30A Queen Street	8.2003.433.1	Discontinued	Yes	\$4,219.56
30 Sirius Cove Road	8.2002.313.1	Discontinued	Yes	\$4,479.63
30B Stanton Road	8.2004.396.1	Approved in part	Mostly	\$17,889.26
33 Stanley Avenue	8.2003.459.1	Approved	No	\$37,517.19
39 Central Avenue	8.2003.423.1	Approved with changes	Mostly	\$22,408.52
507 Military Road	8.2004.239.1	Discontinued	Yes	\$3,736.21
53 Wyong Road	8.2000.195.2	Discontinued	Yes	\$6,195.01
63-65 Parriwi Road	8.2003.167.1	Discontinued	Yes	\$6,207.21
67-69 Mandolong Road	8.2004.360.1	Discontinued	Yes	\$2,818.45
66 Bradley's Head Road	8.2000.437.1	Prosecution matter	N/A	(\$3,156.33)
7 Mistral Avenue	8.2003.236.1	Discontinued	Yes	\$2,366.58
8 Prince Albert Street	8.2004.480.1	Discontinued	Yes	\$1,112.91
80 Holt Avenue	8.2003.312.1	Approved	No	\$6,166.08

Property/Applicant/ Council Officer	File No	Status	Consistency with staff recommendation	Cost
87-89 Shadforth Street	8.2003.151.1	Approved	Yes	\$29,398.48
88 Belmont Road	8.2003.118.2	Approved	Yes	\$16,169.94
22 Cobbittee Street	8.2003.395.2	Discontinued	Yes	\$1,410.00
Total				\$365,183.98

2. LOCAL COURT MATTERS

115 matters were referred to the Local Court for mention. They related to the following offences:-

- Illegal Parking (102)
- Breach the weight limit on road (7)
- Pollution (2)
- Dogs (4)

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

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

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

	\$
Mayoral Allowance	28,215.00
Members' Fees (12 Councillors x \$12,925)	155,100.00
Catering/Receptions	24,226.11
Delegates Expenses	22,039.13
Travelling	4,716.20
TOTAL	234,296.44

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.

Note:

The Mayor travelled to Council's friendship community in Mudanjiang, China in August 2004 which coincided with the opening of the Australia China Cultural Exchange Project, 2004. The Mayor met her own expenses.

The Mayor attended the Lake Toba Summit in Medan, Sumatera in March 2005. The conference was held under the auspices of the Department of Foreign Affairs of the Republic of Indonesia, Ministry of Environment, Republic of Indonesia, and the United Nations Institute for Training and Research. The Conference was organised by NRG4SD (Network of Regional Governments for Sustainable Development). The Mayor met the costs of her airfares and Council contributed \$3,000 towards accommodation and other expenses. This contribution is included in the delegates expenses amount above.

MOSMAN MUNICIPAL COUNCIL



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

UPDATED 4 April 2005

(For details of Amendments refer Table of Contents)

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AMENDMENTS

08/02/94	Adopted	PR2
12/07/94	Changes to Clauses 4 & 5	F/123
20/10/94	Use of PC, printer and photocopier	F/224
06/12/94	Resolved the above items to be included	PF/267
08/08/95	Review of Policies	PF/241
14/11/95	Adopted changes due to review of Policies	PF/338
24/09/96	Change to Clause 1.2(d)	PF/282
03/02/98	Expenses associated with travel	PF/8
02/06/98	Provision of PC, facsimile and printer	PF/140
02/05/00	Provision of a facsimile machine or facsimile machine/answer phone	PF/93
02/05/00	Payment of a one-off phone connection fee	PF/93
13/05/03	Legal assistance for Councillors	PF/84
07/02/05	Clarify use of bar facilities	
04/04/05	Changes due to advice in DLG Circular 05/08	CS/30

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 and 05/08 dated 9 March 2005. The Act requires that the Council must adopt a policy concerning the payment of expenses and the provision of facilities to the Mayor and other Councillors *and such facilities and disbursements must be authorised under the Act either expressly or because it is supplemental or incidental to or consequential upon the exercise of its functions.*

Section 428 (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.

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

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.

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

(iv) Spouse/Partner

No objection is raised to attendees being accompanied by their spouse/partner 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 *authorised under the Act, was carried out in good faith and is* in the opinion of Council bona fide and/or proper. BUT subject to any limitations or conditions set out in the policy of insurance which is, at the direction of Council, taken out *and conforms with Council's further policy No 5 Legal Assistance For Councillors*.

(c) Public Liability.

For matters arising our of Councillors' performance of civic duties or exercise of their functions as councillors provided the performance or exercise of the relevant civic duty or function is *authorised under the Act and was carried out in good faith and* in the opinion of Council bona fide and/or proper. BUT subject to any limitations or conditions set out in the policy of insurance which is, at the direction of Council, taken out *and conforms with Council's further policy No 5 Legal Assistance For Councillors*

(d) Councillors' and Officers' Liability.

For matters arising out of Councillors' performance of civic duties or exercise of their functions as councillors provided the performance or exercise of the relevant civic duty or function is *authorised under the Act and was carried out in good faith and* in the opinion of Council bona fide and/or proper. BUT subject to any limitations or conditions set out in the policy of insurance which is, at the direction of Council, taken out *and conforms with Council's further policy No 5 Legal Assistance For Councillors*.

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;
 - The Police;
 - The Director of Public Prosecutions; or
 - the Local Government Pecuniary Interest *and Disciplinary* Tribunal,

into the conduct of a Councillor *provided the subject of the proceedings arises from the performance in good faith of a function under the Act and the body makes a finding substantially favourable to the Councillor, or*

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 *or*.
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 Manger in consultation with Council's solicitor will nominate a legal practitioner that they consider should represent the Councillor. If the Councillor considers that such representation is appropriate then the procedures in clause 7 must be followed. If Council's solicitors are not of the same opinion as the Insurers the General Manager in consultation with Council's solicitors will take what ever action is necessary (without unduly holding up the defamation proceedings) to have the question determined.
 - If the Councillor considers that the legal practitioner nominated is not appropriate then the Councillor concerned and the General Manager must attempt to reach agreement on an alternative legal practitioner, and failing agreement the legal practitioner must be as nominated by the President for the time being of the Law Society of NSW or the President of the NSW Bar Association.
7. If Council's insurers have not accepted the claim the General Manager must contact the proposed legal practitioner and must require that an agreement be entered into between the legal practitioner and the Council which will include such terms and conditions as the General Manager sees fit including:
 - (a) terms and conditions as to costs and disbursements including procedures for costs estimates to be given at appropriate times; and

- (b) accounts being considered and approved by the General Manager prior to payment; and
 - (c) all instructions provided to the legal representatives by the Councillor concerned to be subject to the concurrence of the General Manager.
8. Notwithstanding the provisions of paragraphs 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:

1. *any action in defamation taken by a Councillor or Council staff member as plaintiff in any circumstances as Council will not meet these costs.*
2. *costs incurred by a Councillor or Council employee seeking advice in respect of possible defamation, or in seeking a non-litigious remedy for possible defamation as Council will not meet these costs.*
3. any defamation or other action brought by any Councillor or Council employee against any Councillor, arising from the making of a statement by any of the latter of and concerning any of the former, unless in addition to the Three Criteria set out above:
 - (a) the statement complained of is made to a person or body in circumstances where it is likely to be subject to qualified privilege or absolute privilege (including without limitation statements made in good faith to the Police or Director of Public Prosecutions, the Department of Local Government, statements made ancillary to, and in giving evidence to, a Court or Tribunal or other body conducting any inquiry, investigation or hearing, statements made to the Office of the Ombudsman and statements made to any Parliamentary Committee) (but in such circumstances the policy will only apply to the extent of the publication of the statement in these circumstances, and not to any other publication of the statement); or
 - (b) the statement:
 - (i) is made at a meeting of Council, a briefing of Councillors or a meeting of a Committee of Council in respect of an item on the agenda for that meeting or 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 s428(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 2004/2005 amounted to **\$622,579**.

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	\$192,229
• Director Corporate Services	\$142,036
• Director Environment and Planning	\$146,278
• Director Community Development	\$142,036

**REPORT ON CONTRACTS AWARDED DURING THE PERIOD
s428(2)(h)**

Activity	Contractor	Date Awarded	Term of Contract	Tender Price
Beach and Reserve Cleaning 2004-2011	TJ and WL Wescon	05/07/2005	7 years	\$449,400 per annum
Street and Gutter Cleaning 2004-2011	Economy Sweepers Pty Limited	05/07/2004	7 years	\$773,079 per annum
Parks and Garden Management and Associated Works	Marsupial Landscape Management Pty Limited	02/082004	1 year commencing 18/08/2004	\$282,608 per annum
Food Services/meals on Wheels	Master Catering Services Pty Limited	01/10/2004	2 + 1 years	\$102,429 per annum
Playground Upgrades: Landscape Works Reid Park and Bay Street Park	Furnass Landscapes Pty Limited	22/03/2005	N/A	\$150,000

A number of smaller contracts were awarded at a tender price of less than \$100,000 per annum together with contracts awarded at no fixed value with work awarded to contractors on the basis of a schedule of rates. In addition some contracts were extended or renewed. These activities were generally related to infrastructure and assets works and services and included:-

- Cleaning of Gross Pollutant Traps – Envirocivil NSW
- Bank & Services Collection Tender – Commonwealth Bank & others
- Traffic Linemarking & Associated Works – Complete Linemarking Services
- Weed Control of Hard Surfaces & Reserves Extension 2004-2006 – Envirolands
- Periodic Supply & Delivery of Mobile Garbage Bins – United Resources Management Group
- Tree Management & Associated Works 2004-2006
- Turf Management Contract 2004 review

In addition, the Waste and Recycling Services Contract 2002-2010 was varied having regard to the delays to the introduction of Stage 2 of the domestic waste services term of the Contract - United Resources Management Group

STATEMENT OF BUSHFIRE HAZARD REDUCTION ACTIVITIES s428(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 early 1999 the Manly-Mosman Bush Fire Management Committee was formed under the Rural Fires Act 1997. Membership of the committee consists of representatives from Manly Council, Mosman Council, National Parks and Wildlife Service and the NSW Fire Brigade.

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

Bushland within Mosman is largely made up of Sydney Sandstone Gully Forest (SSGF). This vegetation generally requires a burn every 10-12 years to maintain a high level of biodiversity. Conversely, burning more frequently than this could seriously and irreversibly cause a decline in biodiversity.

Council has statutory responsibilities in relation to fire hazard reduction in bushland areas under its control. A program of hazard reduction burns are annually prepared and submitted to the Manly Mosman District Bushfire Management Committee (MMDBMC) of which Councillor Reid and Council's Bushland Officer are members. Once the Committee is satisfied with each Land Manager's proposed burns for the year the list is then sent to the Department of Environment and Conservation (former EPA) and if approved, all burns are then completed throughout the year when weather conditions are suitable.

The 2004/2005 year has also seen the introduction of BRIMS (Bush fire Risk Information Management System) a Rural Fire Service database that is to be used by all land managers. Land managers are now required to enter proposed burns and to record the methods employed and the history of each listed burn. BRIMS can also be utilized to issues burn permits on private land.

Although each burn is now placed into BRIMS it is still required in the first instance to be assessed by the MMDBMC. To date the only problem with BRIMS appears to be related to spatial capture with the location of the burns placed into BRIMS unable to be shown on a map. Council therefore keeps an accurate record and maps of burn history and location and provides this information to the Committee.

Mosman Council's program is assembled on the basis of inspections undertaken with the NSW Fire Brigade and on weed removal locations where weed debris is piled for bush regeneration purposes and to reduce the fire hazard in those areas. This program has been extremely effective in the last couple of years with fire hazard reduction and ecological burns regularly and successfully carried out in bushland areas. Results have not only reduced the fire hazard in selected areas but fire has increased native plant species numbers in all bushland areas exposed to fire and in some cases has increased the actual biodiversity of plants in the bushland.

In regard to specific work undertaken in Mosman 2004/2005 to reduce the risk of bush fire, Council has continued with its Bushland Regeneration Program and has had numerous burns throughout its bushland areas. Bushland areas that have had pile burns in 2004/2005 include Unmade Morella Road, Morella Road Bushland Reserve, Sirius Park East, Fairfax Rosherville, Bullecourt,

Balmoral, Quakers Hat North, Lawry Plunkett Reserve, Unmade Grecia Lane, Unmade Mosman Lane and Parriwi Lighthouse.

One broad acre burn has occurred in 2004/2005 in Mosman and this was a small section of bushland in Bradley's Bushland Reserve directly adjacent to properties at Markham Close.

When a burn is to be carried out in a reserve the NSW Fire Brigade and Council inform residents by letter and by door knocking on the day of the fire. This has resulted in no formal complaints being received from residents regarding fire usage in Mosman.

DETAILS OF PROGRAMS UNDERTAKEN BY THE COUNCIL TO PROMOTE SERVICES AND ACCESS TO SERVICES FOR PEOPLE WITH DIVERSE CULTURAL AND LINGUISTIC BACKGROUND s428 (2) (j)

There was a low percentage of the population born overseas in this area in 2001 compared to other areas in the Sydney Statistical Division and a less diverse range of countries. Mosman Council area featured a notably lower percentage of the population born in non-English speaking countries compared to those born in mainly English speaking countries in 2001.

The combination of nationalities in the overseas born population is indicative of a more established and settled group of people, with the largest groups including those born in the United Kingdom, the United States of America and Germany, many of whom would have migrated to Australia several decades before.

The total number of persons born overseas grew by 450 between 1996 and 2001. There was an increase in persons from both mainly-English and non-English speaking countries, although the majority of the increase was due to people from mainly English speaking countries.

Unusually, Mosman Council area featured a higher percentage of the population born in countries from non-English speaking backgrounds than the percentage of the population that spoke a language other than English in 2001. This suggests that some of the population may no longer speak the language of their country of birth. Alternatively, some of the overseas born population may come from English-speaking backgrounds from countries whose population generally speaks other languages, such as India, Malaysia, Singapore and Fiji.

The population speaking a language other than English in Mosman combines persons speaking more traditional migrant languages (such as from Europe), with languages more indicative of recent source countries, such as Asian languages. The top three languages other than English spoken at home are, in order, Chinese languages, Japanese and Italian. Between 1996 and 2001, the share of population speaking a language other than English at home remained relatively stable.

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 continuing 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. Posters and flyers advertising the Group were translated into Cantonese and Japanese.

Council conducted consultations with residents to review the final draft of planning strategies for 2005-2009 Social/Community Plan. This included consultations with local residents from culturally and linguistically diverse backgrounds. 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
s428(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 2004/2005 financial year.

**AMOUNTS GRANTED UNDER SECTION 356 OF THE LOCAL
GOVERNMENT ACT, 1993 (DONATIONS AND SUBSIDIES)
s428(2)(l)**

The following amounts were paid during 2004/2005 in respect of donations and subsidies under Section 356 of the Local Government Act, 1993:

Name of Organisation	Amount (\$)
Breast Cancer Institute (NSW), Westmead Hospital	\$250
Lady Martin Appeal for the Homeless	\$125
Life Education Centre	\$125
Northside Enterprises	\$250
Odyssey House	\$250
Royal Far West Children's Health Scheme	\$150
Royal North Shore Hospital – Children's Section	\$625
Sisters of Charity - Sr Leonie Martin (for homeless people)	\$250
Sydney Children's Hospital Foundation	\$100
Sydney Metropolitan Wildlife Service	\$125
Taldumande Youth Services	\$500
W.I.R.E.S.	\$125
Youth Off The Streets	\$125
TOTAL	\$3,000

STATEMENT OF HUMAN RESOURCE ACTIVITY s428(2)(m) and General Regulation CI 7A (1)(a)

STAFF LEARNING AND DEVELOPMENT

During 2004/2005 staff attended a total of 97.2 weeks of training, with men receiving 46% and women 54% of the training. In addition, 7 staff were supported through our Tertiary Study Assistance Policy to undertake tertiary studies. 52 people attended conferences during the year.

An innovation this year was the introduction of monthly IT training sessions conducted in-house by our IT Services staff in various software packages. Other in-house training involved Engineering staff leading peer group seminars on relevant topics for other staff, An in-house orientation and training programme was conducted for all Customer Support staff.

As in previous years, all staff were required to attend Code of Conduct sessions, in addition Grievance Handling Officers were provided with formal training to help them better undertake their role.

In conjunction with the three other member Councils of SHOROC, a team was entered in the LGMA Management Challenge. A team was selected from the four Councils and competed against other Councils in NSW.

OVERSEAS TRAVEL

During the year the General Manager travelled to New Zealand to attend a Chief Officers group meeting and to view alternate waste technologies for the Warringah, Pittwater, Manly and Mosman Councils Joint Services Committee. The costs of his trip were borne by Mosman Council (\$332), Warringah Council and the General Manager personally.

The General Manager travelled to Council's friendship community in Mudanjiang, China in August 2004 which coincided with the opening of the Australia China Cultural Exchange Project, 2004. The General Manager met his own expenses.

**STATEMENT OF THE ACTIVITIES UNDERTAKEN BY COUNCIL TO
IMPLEMENT ITS EQUAL EMPLOYMENT OPPORTUNITY
MANAGEMENT PLAN
s428(2)(N)**

In the period under review two major activities relating to EEO were carried out at Mosman Council. First, all Grievance officers were trained in their responsibilities and roles in relation to handling grievances. Second, a major staff survey was conducted to identify any issues relating to EEO.

The survey has now been conducted four times, over a period of 10 years. The purpose of the survey is to ensure that our employment practices reflect EEO principles, and that we recruit, promote and train staff without regard to age, sex, language and disability. As this survey is the fourth that has been conducted, we now have the ability to begin to develop trend information. This survey was the first to be conducted on-line, with all staff being given the option of completing it in hard copy or electronically.

The survey results for the 2002-2004 period were considered satisfactory, with the exception that although progress has been made with increasing the relative status of women and NESB staff, their salaries do not appear to be keeping pace. The General Manager has directed that more investigation be undertaken to better understand the salary structure, and to identify any shortcomings. This investigation will be conducted during the 2005-2006 year.

As a result of the survey, the EEO Management Plan was revised and was adopted after a period of public exhibition, in conjunction with the Management Plan, MOSPLAN 2005-2008.

**STATEMENT OF EXTERNAL BODIES EXERCISING FUNCTIONS
DELEGATED BY COUNCIL
s428(2)(o)**

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

**STATEMENT OF COMPANIES IN WHICH COUNCIL HELD A
CONTROLLING INTEREST
s428(2)(p)**

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
s428(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	Police and Justice
Joint tenders and resource sharing	Waste Management
Graffiti	Health Services
Safe Communities	Finance and Competition Policy

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

2004/2005	RATES \$	CHARGES \$
Pensioners	132,294.22	40,969.65
Rates	NIL	NIL
Interest	NIL	NIL
Postponed W/O	643.83	312.25
TOTAL	132,938.05	41,281.90

FREEDOM OF INFORMATION STATISTICS
NSW Freedom of Information Act 1989
s428(2)(r)

GENERAL DETAILS

Name of Agency: Mosman Municipal Council

Twelve monthly period that this statistical return covers: Year ended 30 June 2005

Agency Reference Number	2176
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NIL RETURNS	
Are all figures in SECTION A "nil"?	No
Is the figure for SECTION C "nil"?	Yes
Are all figures in SECTION E "nil"?	Yes
Is the figure for SECTION F "nil"?	Yes
Are all figures in SECTION L "nil"?	Yes
If you answered "Yes" for these five questions this is a nil return.	
Is this a "Nil" return?	Yes/No
	No
Contact details for queries relating to this return:	
Name:	M.N. GLYDE
Telephone:	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	Nil	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	3
B2	Granted in part	Nil	1
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	15
G5	Section 25 (1) (b), (c), (d) (otherwise available)	Nil	3
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	18

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	\$3,627	\$600

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	1
I2	Financial hardship – Pensioner/Child	Nil	Nil
I3	Financial hardship - Non profit organisation	Nil	Nil
I4	Totals	Nil	1
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	2
J2	22 - 35 days	Nil	Nil
J3	Over 35 days	Nil	2
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	3
K2	11 - 20 hrs	Nil	Nil
K3	21 - 40 hrs	Nil	1
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		Upheld *	Varied *	Upheld *	Varied *
L4	Access Refused	Nil	Nil	Nil	Nil
L5	Deferred	Nil	Nil	Nil	Nil
L6	Exempt matter	Nil	Nil	Nil	Nil
L7	Unreasonable charges	Nil	Nil	Nil	Nil
L8	Charge unreasonably incurred	Nil	Nil	Nil	Nil
L9	Amendment refused	Nil	Nil	Nil	Nil
L10	Totals	Nil	Nil	Nil	Nil

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

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

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

FREEDOM OF INFORMATION APPLICATIONS SUMMARY – 2002/2003, 2003/2004 and 2004/2005

	2002/03	2003/04	2004/05		2002/03	2003/04	2004/05
FOI Applications received				Costs and fees (requests processed)			
Personal	0	1	0	Assessed costs	\$450	\$576	\$3,627
Other	4	2	4	FOI fees received	\$300	\$231	\$600
Total	4	3	4				
				Discounts allowed	0	1	1
What happens to requests?							
Granted in full	2	2	3	Elapsed days in process			
Granted in part	2	0	1	0-21 days	3	1	2
Refused	0	1	0	22-35 days	0	1	0
Withdrawn	0	0	0	35 days	1	1	2
Unfinished	0	0	0				
				Hours to process			
Formal consultations				0-10 hours	4	3	3
Number of requests requiring formal consultations	1	2	1	11-20 hours	0	0	0
				21-40 hours	0	0	1
				Over 40 hours	0	0	0
Amendment of personal records	0	0	0				
				Reviews and Appeals			
Notation of personal records FOI	0	0	0	Internal Reviews	0	0	0
				Ombudsman	0	0	0
Requests granted in part or Refused				District Court	0	0	0
Exempt	2	1	15				
Otherwise available	0	0	3	Basis of Appeal	0	0	0

**COMPETITIVE NEUTRALITY
(NATIONAL COMPETITION POLICY -
COUNCIL'S BUSINESS ACTIVITIES)
s428(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

- Commercial Property Management - (Property rental portfolio)

CATEGORY 2

- Development Approvals - (Local Development Management)
- Core Group (Private Works) - (Private Works)

Council has reported on its business activities for the year ended 30 June 2005. The Council's audited special purpose financial reports for the year ended 30 June 2005 comprising the Statement by Councillors and Management, Statement of Financial Performance 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 2005* 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 COUNCIL TO
DEVELOP AND PROMOTE SERVICES AND PROGRAMS THAT
PROVIDE FOR THE NEEDS OF CHILDREN -
[Section 428 (2) (r) of LGA and Part 5, Division 1 Local Government
(General) Regulations 1993]**

Council continues to directly manage several children's services for the community including Occasional Childcare, Family Day Care, Vacation Care, Before and After School Care, Leisure and Learning Courses.

Council's free Immunisation Clinic administered approximately 1,590 vaccines to 570 children.

As the result of a Council tender a new 40 place long day care for children aged 2 to 6 years will open in early 2006. Council has facilitated 10 affordable places to be available to families on low to moderate income at the new centre.

An outcome of the SHOROC group of Council's Child Care Project was the allocation of a site and capital for upgrade by the Sydney Harbour Federation Trust to provide a 48 place long day care for children aged 0 to 6. Council continues to collaborate on this project.

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

Council was the auspice for Lower North Shore Families First Project to investigate gaps and barriers in early intervention services and strategies for children aged 0 to 8 years.

A grant of \$10,000 from RS Mosman allowed Council to offer separate programs for children in lower and upper primary that appealed to both groups and improved retention rates. 30 Child Care Benefit places were approved by Federal Government reducing the cost of care for families using the Kidzone Vacation Care program.

Council is active in promoting children's services and advising the community of the range of services available. Initiatives include updated information on Council's website and in the Directory of Children's Services, events, poster displays and articles in the local press.

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.

Council invited families to attend the Mosman Children's Fair as part of the Mosman Festival - over 400 children and families attended and the event is planned to occur annually.

**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

- Council holds a number of Information Evenings, Community Conversations and Public Meetings for residents to allow them to have input into matters such as:
 - Advisory Groups
 - Mosman Business Forums
 - Management Plans
 - Development Control Plans
 - Local Environment Plan
 - Council's Management Plan (MOSPLAN)
 - Council's Social/Community Plan
 - Community Environmental Contract
 - Environmental issues
 - Local Government Week

- From August 2004 a new communication strategy was implemented which involves fortnightly promotions in the Mosman Daily and bi-monthly promotions in Mosman 2088 magazine.

- 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 2005-2009 Social/Community and submitted it the NSW Department of Local Government in November 2004. The Plan examined the needs of the following target groups:

- Children aged 0-11 years and families
- Young people aged 12-24 years
- Older people 55 years and over
- Women
- People from culturally and linguistically diverse backgrounds
- People with disabilities
- Aboriginal and Torres Strait Islander people
- Gay and lesbian people
- New and temporary residents

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 2004/2005 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 is provided below:

TARGET GROUP: GENERAL COMMUNITY

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
In consultation with the community, Council staff and service providers, develop an updated Social/Community Plan for 2004-2009.	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
To convene and service Advisory Groups.	08.01	Yes	Achieved and ongoing
Conduct regular community consultations to ensure a broader community involvement in social planning processes through such means as the "community conversations".	08.01	Yes	Achieved and ongoing
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. 	08.01	Yes	Achieved and ongoing
Facilitate community education initiatives that address issues surrounding mental illness.	08.01	Yes	Achieved and ongoing

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
Investigate the possibility of making available a small residential property for the short term use of residents in a housing crisis, particularly in relation to domestic violence, carer's time-out and youth at risk, including investigating recurrent funding opportunities to ensure the long term management and staffing of the facility.	08.01	Yes	Achieved
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
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

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
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, and in consultation with the community, consider other ways that Mosman can help, not only those in need locally, but also some of those in difficulties in other places through poverty, drought or other troubles.	08.01	Yes	Achieved and ongoing
Facilitate "Community Conversations" as a means of understanding issues and needs to assist in planning, provision and review of services and facilities.	08.02	Yes	Achieved in full
Consult with community groups with a view to enabling their access to community facilities, particularly so that such access benefits residents.	08.02	Yes	Achieved in full
Ensure the provision of orientation and training programs across Council that will motivate volunteers, make optimum use of their abilities and provide opportunities to acquire new skills.	08.02	Yes	Achieved in full
Ensure for volunteers a safe, accessible working environment and an awareness of safe work practices.	08.02	Yes	Achieved in full
Establish and maintain a program that provides recognition through both formal and informal means of the work and contribution of volunteers.	08.02	Yes	Achieved in full
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

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
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
Establish and maintain program for volunteers to provide friendship and social support for carers in Mosman.	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 and ongoing
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
To provide regular advice to SHOROC on the development and achievement of safe community objectives and strategies. Work with the SHOROC Safe Communities Steering Committee.	07.08	Yes	Achieved in full
Support and work with the SHOROC Safe Communities Steering Committee to maintain and develop local Project Groups that address locally identified safety issues consistent with regional safety priorities.	07.08	Yes	Achieved and ongoing
Work with the SHOROC Safe Communities Steering Committee to review and evaluate the Safe Communities Program and its action plan implementations and their outcomes.	07.08	Yes	Under continual review

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
Develop and implement integrated community risk management strategies that address safety issues in the Mosman community and also single purpose safety projects that address the needs of the Mosman community, particularly the needs of children, young people, women and older people.	07.08	Yes	Achieved and ongoing

TARGET GROUP: CHILDREN (i.e. those aged 0-12 years)/FAMILY

Planned Activity at 1 July 2004	MOSPLAN Number	Activity included in Strategic Management Plan MOSPLAN	Status as of 30 June 2005
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
Finalise playground seating and shade at Mosman Art Gallery & Community Centre.	08.03	Yes	To be achieved
Seek funding to provide adequate sun protection for children and staff at Mosman Occasional Childcare Centre and finalise installation.	08.03	Yes	Achieved
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
Seek funding to redesign the outdoor area to enhance children's play experiences.	08.03	Yes	To be achieved
Increase the availability of affordable childcare, in particular for children aged 0-2years by applying for more family day care places and through proactive and frequent carer recruitment drives.	08.03	Yes	Achieved in full
Maintain appropriate oversight of service specifications in the Lease especially the provision of affordable long day care and 0 – 2 places at the site south of Balmoral Oval.	08.03	Yes	Achieved and ongoing

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
Maintain appropriate oversight of requirements of Deed of Agreement to Lease, especially the provision of affordable places and long day care for children under 5 years at the Alexander Avenue site.	08.03	Yes	Achieved and ongoing
Continue to apply for funding for KIDZONE Vacation Care.	08.03	Yes	Achieved and ongoing
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 and ongoing
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 quality of Council managed services in accordance with established quality assurance systems.	08.03	Yes	Achieved and ongoing
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 and resourcing of the Good Beginnings program for vulnerable 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 and ongoing

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
Ensure new Child Protection Legislation continues to be reflected in staff selection practices, staff training and program policies and procedures.	08.03	Yes	Achieved and ongoing
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 and ongoing
Participate in the SHOROC Community Profile Child Care Project Group to ensure sufficient, high quality childcare centres are available in Mosman and the SHOROC area.	08.03	Yes	Achieved in full
Auspice the Families First Project for the Lower North Shore under the NSW Government's Families First Program, including support and supervision of the Families First Project Officer.	08.03	Yes	Achieved in full
Provide to the Cremorne Early Childhood Health Centre relevant community information on Mosman clients.	08.07	Yes	Achieved in full
Consult with Cremorne Early Childhood Centre staff with a view to ensuring provision of services and programs that address the needs of Mosman families.	08.07	Yes	Achieved and ongoing
Keep the agreement with the Northern Sydney Area Health Service for the Cremorne Early Childhood Health Centre under review, in liaison with North Sydney Council.	08.07	Yes	Achieved and ongoing
Undertake an immunisation promotion campaign when appropriate.	08.07	Yes	Achieved and ongoing
Carry out daily temperature checks of vaccine storage.	08.07	Yes	Achieved and ongoing
Facilitate immunisation clinics for Mosman clients and administer immunisation records.	08.07	Yes	Achieved and ongoing
Undertake ordering, acquisition and storage of vaccines.	08.07	Yes	Achieved and ongoing

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
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 and ongoing
Investigate alternative methods of enabling rather than providing this service.	08.07	Yes	Achieved and ongoing

TARGET GROUP: YOUNG PEOPLE aged 12-24 years

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
Seek funding from and negotiate with other levels of government and other relevant funding bodies for the support of the existing and the establishment of services for young people.	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 such as camps and the Duke of Edinburgh Award Scheme.	08.04	Yes	Achieved and ongoing
Work with Harbourside Police and North Sydney PCYC to develop and implement educational 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.	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
Encourage and provide support to the youth consultative process.	08.04	Yes	Achieved in full
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 organisations and youth service providers to ensure the timely and relevant provision of services, programs and an ability for referral that can respond to the needs of the young people of Mosman.	08.04	Yes	Achieved and ongoing
Plan and provide a dynamic range of activities in the Mosman area that cater to the needs of different age groups and which are developed in consultation	08.04	Yes	Achieved in full

Planned Activity at 1 July 2004	MOSPLAN Number	Activity included in Strategic Management Plan MOSPLAN	Status as of 30 June 2005
with young people.			
Maintain Breakfast Club services at the Mosman Youth Development Centre on regular school days.	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 other youth organisations, such as the North Sydney Police Citizens Youth Club and North Sydney's Planet X Youth Centre, to develop a greater range of programs.	08.04	Yes	Achieved in full
Develop methods, such as programs, activities, and camps, for establishing and maintaining positive peer mentoring relationships between older responsible members of the Youth Development Centre and younger impressionable members.	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 and ongoing
Maintain an evaluation process for new and existing activities, services 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	08.04	Yes	Achieved in full

Planned Activity at 1 July 2004	MOSPLAN Number	Activity included in Strategic Management Plan MOSPLAN	Status as of 30 June 2005
Centre.			
Liaise with Community Information Librarians and Internet Coordinator to facilitate the maintenance of the Mosman Youth Webspace and to up-date the community information including community information directories for the 'LINCS' Community information data base, 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
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.	08.04	Yes	Achieved in full
<p>Work towards alcohol and other drugs supply reduction strategies:</p> <ul style="list-style-type: none"> • Continue to network closely with Northern Sydney Area Health Service and through education campaigns to reduce tobacco smoking by young people and ensure that the Youth Development Centre is a no smoking area • Support any Police initiatives to reduce illicit drug trade.. 	08.04	Yes	Achieved in full
<p>Work towards alcohol and other drugs demand reduction strategies:</p> <ul style="list-style-type: none"> • Provide drug and alcohol free alternatives for young people. • Work to develop alternative activities for young people. • Work with local relevant youth and health organisations to provide knowledge/skills based education and support for young people and community members. • Develop positive peer programs targeting alcohol and other drugs 	08.04	Yes	Achieved in full

Planned Activity at 1 July 2004	MOSPLAN Number	Activity included in Strategic Management Plan MOSPLAN	Status as of 30 June 2005
issues faced by young people.			
<p>Work towards drug and alcohol harm reduction strategies:</p> <ul style="list-style-type: none"> • Ensure that the drug and alcohol information accessed through the Youth Development Centre is up to date and relevant. • Work with local relevant youth and health organisation to develop and implement relevant and appropriate presentations of alcohol and other drugs information for young people and the community. • Provide relevant and up-to-date advice and referral for young people and parents through the Youth Development Centre. • Support local 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. 	08.04	Yes	Achieved in full
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.	08.04	Yes	Achieved in full
Work with key stakeholders to develop and create awareness of joint approaches to the Policing of relevant youth issues.	08.04	Yes	Achieved in full
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.	08.04	Yes	Achieved in full
Develop and implement a youth peer program to encourage young people to keep safe and to report crime.	08.04	Yes	Achieved in full
Ongoing education in appropriate and relevant areas of artistic expressions for	08.04	Yes	Achieved in full

Planned Activity at 1 July 2004	MOSPLAN Number	Activity included in Strategic Management Plan MOSPLAN	Status as of 30 June 2005
young people.			
Respond to the recommendations developed out of the Community Conversations including: <ul style="list-style-type: none"> • Involving young people in key community consultations. • Endorse and support appropriate parental support and training programs on adolescent issues 	08.04	Yes	Achieved in full
Disseminate appropriate information for parents and other relevant community members managing young people and/or youth issues.	08.04	Yes	Achieved and ongoing
Work in with other family oriented organisations, such as Holyoake, for the provision of parenting information and courses	08.04	Yes	Achieved and ongoing

TARGET GROUP: WOMEN

During 2004/2005 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 and domestic violence. These were in conjunction with the State Government's state wide strategy to reduce violence against women.

TARGET GROUP: OLDER PEOPLE 55 Years and over

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
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, implementation and promotion of outings and social, recreational, leisure and educational based programs, activities, and events at the Seniors' Centre.	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 and ongoing
Provide advice to Council on community service needs of aged persons' housing developments.	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, the community and volunteers in the development of aged services.	08.05	Yes	Achieved and ongoing
Provide in a timely and responsive manner services, information and support for frail older people, their families and 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 in the community.	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 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
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 and ensure they meet the needs of the client group.	08.05	Yes	Achieved in full
Investigate strategies to expand community transport services including shopping and individual transport and seek additional funding.	08.05	Yes	Achieved in full
Ensure the ongoing development of the Neighbour Aid Service including seeking additional funding.	08.05	Yes	Achieved in full
Collaborate with regional organisations and agencies for the provision of needs based services and programs for older people.	08.05	Yes	Achieved in full
Maintain local support groups for carers in the Mosman community that address their needs and provide a mutually supportive network.	08.05	Yes	Achieved in full

TARGET GROUP: PEOPLE WITH DISABILITIES

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
Seek funding from and negotiate with other levels of government, the local Home and Community Care (HACC) forum and other sources for the support of existing services and the establishment of new programs based on assessed need.	08.06	Yes	Achieved and ongoing
Provide in a timely and responsive manner services for people with disabilities, their families and carers that aim to prevent premature or inappropriate institutionalisation.	08.06	Yes	Achieved and ongoing
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 Community Development Advisory Group.	08.06	Yes	Achieved in full
Liaise with Community Information Librarians and Internet Coordinator 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 including to those with shorter term disabilities.	08.06	Yes	Achieved in full
Maintain an evaluation process for new and existing activities and programs.	08.06	Yes	Achieved in full

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
In liaison with other service providers assess and respond to the specific needs of people with disabilities, their families and 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
In consultation with the Community Development 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 Community Development 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 that development applications for alterations and additions to shop fronts incorporate access.	08.06	Yes	Achieved and ongoing
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

Planned Activity at 1 July 2004	MOSPLAN Number	Activity included in Strategic Management Plan MOSPLAN	Status as of 30 June 2005
Research strategies for adaptable and purpose built housing for people with disabilities.	08.06	Yes	Achieved and ongoing
Ensure relevant information that facilitates the employment of people with disabilities, including information on Commonwealth and State programs, is maintained and made available to the business community.	08.06	Yes	Achieved and ongoing
Investigate strategies to expand community transport services including shopping and individual transport and seek additional funding.	08.06	Yes	Achieved and ongoing
Collaborate with regional organisations and agencies for the provision of needs based services and programs for people with disabilities, their families and 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
Promote and encourage Internet access as a means of involving people with disabilities further in the life of the community.	08.06	Yes	Achieved in full
Promote the use of signage that is accessible to people with a range of disabilities.	08.06	Yes	Under review
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 review
Encourage older shops and facilities to consider the needs of people with disabilities and facilitate the use of temporary ramps.	08.06	Yes	Achieved and ongoing
Liaise with public transport services for the increased availability of accessible transport in the Mosman area.	08.06	Yes	Achieved and ongoing

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
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
Maintain local support groups for carers in the Mosman community that address their needs and provide a mutually supportive network.	08.06	Yes	Achieved in full

TARGET GROUP: ABORIGINAL PEOPLE

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
Implement relevant recommendations arising from the 2003 Aboriginal Heritage Study of Mosman in liaison with NSW National Parks and Wildlife Service, the Sydney Harbour Federation Trust and the Metropolitan Local Aboriginal Land Council.	08.09	Yes	To be achieved.
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
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	Achieved and ongoing

TARGET GROUP: PEOPLE FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
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	Achieved and ongoing

TARGET GROUP: NEW RESIDENTS

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
Keep New Residents Information Package up to date and disseminate appropriately.	08.01	Yes	Achieved and ongoing
Hold regular functions for new residents.	08.01	Yes	Achieved and ongoing
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 and ongoing

TARGET GROUP: GAY/LESBIAN AND TRANSGENDER PEOPLE

Planned Activity at 1 July 2004	<u>MOSPLAN</u> Number	Activity included in Strategic Management Plan MOSPLAN	<u>Status as of</u> 30 June 2005
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 and ongoing

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 2005
A,B,C	In consultation with the community, Council staff and service providers, develop an updated Social/Community Plan for 2004-2009.	Ongoing - November	2005-2009 Social/Community Plan completed and submitted to the NSW Department of Local Government.
A-H	Ensure all relevant matters pertaining to this Program are posted on the Council's Website in a timely manner, are kept up to date and linked appropriately.	Ongoing – Review quarterly	Achieved and ongoing.
B	Ensure community education initiatives that are designed to minimise graffiti incidents and also encourage the immediate removal of graffiti as a mark of civic pride and responsibility.	Ongoing – Review September	Graffiti addressed in collaboration with Harbourside Police including the identification of offenders.
B	To convene and service Advisory Groups.	Ongoing - June	Achieved and ongoing.
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 were held to consult on the final draft of the 2005-2009 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	Continued involvement with the Lower North Shore Domestic Violence Liaison Committee including with events associated with the International Day to Eliminate Violence Against Women and Stop Domestic Violence Day.
B,H	Facilitate community education initiatives that address issues surrounding mental illness.	Ongoing- Review November	Worked with the Action Committee on the continuing campaign to prevent the closure of the Cremorne Community Mental Health Centre.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
B	Investigate the possibility of making available a small residential property for the short term use of residents in a housing crisis, particularly in relation to domestic violence, carer's time-out and youth at risk, including also investigating recurrent funding opportunities to ensure the long term management and staffing of the facility.	To be Completed by - June 2005	Matter investigate and was determined not to proceed with the acquisition of a residential property, existing emergency accommodation being available and accessible in the region.
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 LGA and apply the user pays principle where appropriate.	Ongoing – Review June	Funding achieved for Youth Week and Vacation Care program for older children.
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 achieved through a brochure detailing halls and facilities available and online through Council's Website.
	Effectively market recreational and cultural services and facilities.	Ongoing - Review quarterly	Achieved and ongoing.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
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	Achieved and ongoing.
F	Recommend appropriate use of the Mayor's Emergency Fund, and in consultation with the community, consider other ways that Mosman can help, not only those in need locally, but also some of those in difficulties in other places through poverty, drought or other troubles.	Ongoing - April	Recommendations are made in accordance with the Mayor's Emergency Fund policy. Ongoing support provided to an Aboriginal mothers group in the Glen Innes area to assist with an arts program and the provision of PCs made available as a result of PC replacement programs.
G	Hold regular functions for new residents.	Ongoing – Review April	Achieved and ongoing. New residents were also consulted on the final draft of the 2005-2009 Social/Community Plan.
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, website and through the New Residents Kit.
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	CALD residents were consulted on the final draft of the 2005-2009 Social/Community Plan. English conversation classes continued to be provided and posters promoting it were translated into the main languages of Cantonese and Japanese.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
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 PFLAG (Parents and Friends of Lesbians and Gays).
I	Facilitate “Community Conversations” as a means of understanding issues and needs to assist in planning, provision and review of services and facilities.	Ongoing – Review April	Community Conversations were conducted with residents on the final draft of the 2005-2009 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	Consultations continued with organisations and with members of the Community Development Advisory Group on access issues.
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	Service specific training/orientation programs were provided for all Council volunteer programs.
J	Ensure for volunteers a safe, accessible working environment and an awareness of safe work practices.	Ongoing – Review July	Ensured all council volunteers were aware of safe work practices, as stated in service specific Memorandums of Understanding and have safe working environment.
J	Establish and maintain a program that provides recognition through both formal and informal means of the work and contribution of volunteers.	Ongoing	<p>Two Mayoral receptions were held during the year, one for National Volunteers Week and one for International Day of Volunteers.</p> <p>Certificates were presented to volunteers involved with programs for 10 years or more.</p> <p>Letter of thanks from individual services and from Mayor were provided for each volunteer when leaving.</p>

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
K	Regularly review recruitment and placement procedures.	Ongoing – Review February	Recruitment and placement procedures were regularly reviewed through regular meetings between Volunteer Coordinator and Volunteer Support Office and through monthly meetings between VC and VSO and coordinators of council's volunteer programs.
K	Ensure mechanisms are in place for ongoing individual and group support in accordance with need.	Ongoing - Review October	Regular training and support groups held. VC and VSO available for support of volunteers if needed.
L	Ensure ongoing training and relevant information for all volunteers involved in Council's volunteer programs.	Ongoing - Review September	Ongoing training with guest speakers was provided on a regular basis. Volunteers were also informed of any external training sessions that may be of interest and were offered by relevant groups
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	Council volunteers were able to access and join in any or all of Councils volunteer programs.
M	Promote and advertise to increase awareness of volunteering opportunities in Mosman.	Ongoing – Review January	Volunteer opportunities were advertised in local papers, in Council's library, on Council website, flyers were distributed, articles placed in the "Over 55'sNewsletter". Promotion was also conducted at the local shopping centre.
M	Provide opportunities for school students to undertake voluntary work towards completion of their school obligations for community involvement.	Ongoing – Review February	Strong community involvement program in place
D,E	Establish and maintain program for volunteers to provide friendship and social support for carers in Mosman.	Ongoing - July	New volunteer program "Friends for Carers" was established successfully.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
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 – Fraud Prevention workshop held for local retailers. Close liaison with other emergency services, particularly in relation to event management. Neighbourhood Watch no longer operational.
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	A range of safety activities were undertaken. These included regular articles in the Over 55s Newsletter covering security advice, pedestrian safety and personal safety; strengthening exercise programs that included tai chi, gentle exercise, leisure walking group and yoga.
N	Provide regular advice to SHOROC on the development and achievement of safe community objectives and strategies. Work with the SHOROC Safe Communities Steering Group.	Ongoing – Review June	Achieved through the SHOROC Safe Communities Steering Committee.
N	Support and work with the SHOROC Safe Communities Steering Committee to maintain and develop local Project Groups that address locally identified safety issues consistent with regional safety priorities.	Ongoing – review June	Achieved and ongoing. Priorities being reviewed in the overall Safe Communities Program review.
N	Work with the SHOROC Safe Communities Steering Committee to review and evaluate the Safe Communities Program and its action plan implementations and their outcomes.	Ongoing – review June	A strategic planning workshop was held as the first step in the process of reviewing the Safe Communities Program in the SHOROC Region.
N	Develop and implement safety promotion strategies that address safety issues in the Mosman community including working with the Seniors' Safety Project Group on projects to improve safety and reduce injury among older people.	Ongoing – Review November	Road Safety Action Plan includes campaign for older pedestrians.

TARGET GROUP: CHILDREN aged 0-11 years and FAMILIES

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 to ensure quality, relevance and consumer satisfaction.
- 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 mothers of young 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 2005
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 grants of \$10, 000 from RS Mosman for Kidzone Vacation Care; Active After-school Community Program, \$2,000 for Term 2 2005; \$2,000 for OSHC Accreditation (FaCS); \$66,000 for Family Day Care operations (DFaCS).
A	Provide advice to Council on effective allocation of funds and priority need areas.	Ongoing – Review June	Reports presented systematically.
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	Ongoing. Lease requirement for lessee to give Council staff priority of access to places at the new long day care centre for children aged 0-2 in Alexander Avenue Mosman.
A,G	Finalise playground seating and shade at Mosman Art Gallery & Community Centre.	To be Completed by - June 2005	Works not achieved in this period. Funding allocated elsewhere.
A,G	Seek funding to provide adequate sun protection for children and staff at Mosman Occasional Childcare Centre and finalise installation.	To be Completed by - June 2005	Funding allocated. Plans submitted for DoCS approval in August 2005 and to Council for DA approval September 2005.
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	SHOROC Child Care Project to increase number of child care places in the area. FAMILIES FIRST PROJECT identifying gaps in service for children aged 0-8 in Mosman & LNS PoM for Mosman Oval conducted. Community consulted on use of part of pavilion for childcare
A,G	Seek funding to redesign the outdoor area to enhance children's play experiences.	To be Completed by - June 2005	Funding sought and yet to be achieved.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance target	Status as of June 2005
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	Full utilisation of places achieved by attracting more carers. Successfully applied for 15 extra Family Day Care places.
A,C	Maintain appropriate oversight of service specifications in the Lease especially the provision of affordable long day care and 0-2 places at the site south of Balmoral Oval.	Ongoing – Review March	Compliance reporting oversighted. 0 to 2 places at Balmoral Oval delayed due to impacts of Rural Fire Service requirements on necessary changes subject to DA approval.
A, C	Maintain appropriate oversight of requirements of Deed of Agreement to Lease, especially the provision of affordable places and long day care for children under 5 years at the Alexander Avenue site.	Ongoing – review February 2004	Works commenced on the upgrade of the site for the purposes of a childcare centre. Criteria for affordable places provided to Lessee.
A	Continue to apply for funding for KIDZONE Vacation Care.	Ongoing	\$10,000 grant achieved from RS Mosman. 30 Child Care Benefit places approved from Department of Family and Community Services.
A,B	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.
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	Parent surveys conducted to receive feedback from parents as part of the QA process.
B,E	Monitor, review and improve quality of Council managed services in accordance with established quality assurance systems.	Ongoing - September	Registered Mosman Before, After and Vacation Care and Kidzone Vacation Care to participate in the OSHCQA process. Process of reviewing practice is ongoing.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance target	Status as of June 2005
E	Liaise with Community Information Librarians and Internet Coordinator 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	Information on Council's website; the design and distribution of a directory of services, events; pamphlets, flyers, and newsletters; articles in the local press; advertisements in Sydney's Child, local newspapers and poster displays.
E	Develop and implement marketing strategies for the promotion and development of children's services.	Ongoing - Review July	Achieved and ongoing.
A	Support and evaluate children, and family services in receipt of Council funding.	Ongoing - August	Support and advice provided as required.
F	Ensure the continuing development and resourcing of the Good Beginnings program for vulnerable families with children aged under 5.	Ongoing – March	Council contributed to the cost of providing this service. Staff time allocated to support of this service. Council updated on progress and benefits to the community.
F	Continue to develop strategies to enable respite for single parents.	Ongoing - March	Mosman Occasional Childcare centre gave priority access to parents isolated from support of family or friends consistent with DoCS funding agreement.
G	Ensure new Child Protection Legislation continues to be reflected in staff selection practices, staff training and program policies and procedures.	Review - March	Employment to children's services positions conditional upon a clear Working with Children Check. All service coordinators attended Child Protection training. Policy revised against new legislation and circulated to staff.
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	All Children's Services staff have attended training. Vacation Care Training Days focussed on Inclusion; Behaviour Management challenges and strategies; Safety. Family Day Carers attended training in Child Protection, Safe Food Handling, First Aid, QA, and Emergent Curriculum.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance target	Status as of June 2005
A,D	Participate in the SHOROC Community Profile Child Care Project Group to ensure sufficient, high quality childcare centres are available in Mosman and the SHOROC area.	Ongoing - December	Liaison with Sydney Harbour Federation Trust achieved the allocation of a site and funding for a long day care centre for children aged 0 to 5. More places achieved across the area.
A	Auspice the Families First Project for the Lower North Shore under the NSW Government's Families First Program, including support and supervision of the Families First Project Officer.	To be Completed by - April 2005	Project identified gaps and barriers to early intervention for children aged 0 to 8. Recommendations made to improve networks, support vulnerable families, build capacity and for funding provision.
I	Provide to the Cremorne Early Childhood Health Centre relevant community information on Mosman clients.	Ongoing – Review December	Directory for Children and Families and immunisation clinic dates provided to the centre.
I	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	Staff Manager a member of the Executive Group for the Families First Project.
A	Keep the agreement with the Northern Sydney Area Health Service for the Cremorne Early Childhood Health Centre under review, in liaison with North Sydney Council.	Annual Review - October	Current agreement retained and building maintenance costs and property expenditure monitored.
J	Undertake an immunisation promotion campaign when appropriate.	Ongoing – Review September	Clinic systematically promoted
J	Carry out daily temperature checks of vaccine storage.	Ongoing – Review September	Achieved and ongoing.
J	Facilitate immunisation clinics for Mosman clients and administer immunisation records.	Ongoing – Review September	Achieved and ongoing.
J	Undertake ordering, acquisition and storage of vaccines.	Ongoing – Review September	Achieved and ongoing.
J	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 Immunisation Coordinator meetings conducted by the Public Health Unit to stay abreast of changes. Information to clients and service updated accordingly.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance target	Status as of June 2005
J	Investigate alternative methods of enabling rather than providing this service.	Ongoing – Review September	North Sydney Council contributed to the cost of the service in acknowledgement of the level of service provided to North Sydney residents. . Liaised with North Sydney Council to re-establish an immunisation clinic for their residents.

TARGET GROUP: YOUNG PEOPLE aged 12-24 years

Objectives

- A To plan, develop and implement the equitable provision of support, leisure and educational programs for young people, and the agencies that support them, in a manner that both promotes and safeguards non-prejudicial attitudes and ease of access.
- B To involve young people, through the various consultative processes, 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 supportive, well maintained, clean, functional, relevant, up-to-date and responsive to their needs and culture.
- D To promote awareness of and support for the range of services available to youth in and about the Mosman area.
- E To provide readily accessible, accurate, up-to-date and relevant 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 relevant and up-to-date youth tobacco, alcohol and other drugs strategies appropriate to the needs of the community.
- I In consultation with young people and the Harbourside Area Command, develop, implement and maintain relevant up-to-date police youth strategies.
- J To effectively and appropriately respond to the needs and concerns of the Mosman Community on youth issues.
- K To work with other areas and departments of Council to develop, implement and evaluate youth strategies relevant to the Mosman area.
- L To support young people by supporting their family systems and or relevant locus parentis arrangements.

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
A	Seek funding from and negotiate with other levels of government and other relevant funding bodies for the support of the existing and the establishment of services for young people.	Ongoing	Funding was received for the Shoreshocked Youth Festival and for the Artstart program.
A	Provide advice to Council on effective allocation of funds and priority need areas.	Ongoing – Review April	Provided as part of the Budget Estimates process and quarterly review process.
A,B,C,D	Assist in the development and implementation of programs and activities such as camps and the Duke of Edinburgh Award Scheme.	Ongoing - June	A number of activities and programs were held including sporting competitions, education and arts programs and a summer camp.
A,I	Work with Harbourside Police and North Sydney PCYC to develop and implement educational and safety training for police and young people.	Ongoing - July	The Harbourside Police Youth Liaison Officer worked closely with Youth Services Staff, regularly visiting the Youth Development Centre to interact with the young people. He also assisted Youth Services Staff in providing workshops for young people on their legal rights and responsibilities.
A,B,C,D,F,K	Assist in the planning for the provision of recreational facilities for young people.	Ongoing - July	The skate facility at Balmoral oval was completed.
A,B,D,F,J,K	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 - July	Planning processes involved young people. Continual consultation was maintained with young people through the Mosman Youth Forum and through surveys of users at the Youth development Centre.
A,B,F,K	Encourage and provide support to the youth consultative process.	Ongoing - July	The consultative process was maintained particularly through the Mosman Youth Forum.
A,B	Assist in the promotion of the positive aspects of young people through media coverage and Internet and other activities.	Ongoing	Positive aspects of young people and their activities were regularly promoted through the local media.

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
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,E,FG,H,I,K,L	Develop and maintain a network with local and regional youth organisations and youth service providers to ensure the timely and relevant provision of services, programs and an ability for referral that can respond to the needs of the young people of Mosman.	Ongoing - July	Regular contact and networking were maintained with local organisations such as Holyoake and regional organisations such as the Lower North Shore Interagency as well as with both local regional youth workers.
A,B,C,F,I,J,K	Plan and provide a dynamic range of activities in the Mosman area that cater to the needs of different age groups and which are developed in consultation with young people.	Ongoing - July	Young people were regularly consulted both through the Mosman Youth Forum, surveys and also informally to ensure the provision of activities that were relevant.
A-C	Maintain Breakfast Club services at the Mosman Youth Development Centre on regular school days.	Ongoing	The Breakfast Club continued to be run on each school day from 8am to 9am.
A-C	Actively work against ageism by creating positive perceptions of young people in the Mosman area.	Ongoing	Networks were maintained with services in the Mosman area to maintain positive perceptions of young people and links were maintained with the Mosman Daily which enabled a range of items published giving positive images of young people.
A-D	Regularly organise vacation and after school hours leisure, cultural and recreational activities.	Ongoing	Regular activities and programs were provided at the Youth Development Centre and in conjunction with other agencies.
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 was maintained with North Sydney PCYC, North Sydney Council's Planet X Youth Centre, and regional Youth Centres which enabled the sharing of resources that ensured a diverse range of programs.

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
A-D, H, I	Develop methods, such as programs, activities, and camps, for establishing and maintaining positive peer mentoring relationships between older responsible members of the Youth Development Centre and younger impressionable members.	Ongoing	Council's youth programs provided peer mentoring opportunities between the young people attending the Youth development Centre.
A-E	Provide and promote relevant and accurate information and advice on employment, unemployment and educational services and promote its availability.	Ongoing	Relevant and accurate information for young people that was maintained and updated was provided at the Youth Development Centre, the Community Information and Advice Centre and through the LINCS database on Council's website.
B,F	Conduct annual Youth Centre user surveys for the evaluation and planning processes.	Ongoing	Achieved and ongoing.
B,F	Maintain an evaluation process for new and existing activities, services and programs.	Ongoing – Review February	Opinions are regularly sought from the young people on the services and programs with the results 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 and appearance is regularly monitored and inspected by youth staff.
C,E	Maintain and update modern information technology facilities at the Youth Centre.	Ongoing	The information technology facilities were maintained and updated as required and in accordance with resources in collaboration with Council's IT area.
B,C,D,E	Liaise with Community Information Librarians and Internet Coordinator to facilitate the maintenance of the Mosman Youth Webpace and to up-date the community information including community information directories for the 'LINCS' Community information data base, and provide advice and referral services.	Ongoing - July	The Mosman Youth Webpace and community information were kept up to date in liaison with the Community Information Librarians and relevant advice and referrals were provided to young people.

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
E	Encourage relevant health services to provide outreach services in the Mosman area.	Ongoing	Through the Lower North Shore Youth Interagency and also directly, liaison was maintained with regional youth health services to ensure services were accessible and relevant.
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.	Ongoing	Youth staff and local young people were involved in the development and staging of the 2005 Shoreshocked Youth Week Festival.
F,G	Involve young people in the cultural life of our community and in particular activities in the Art Gallery including NEO-Artists.	Ongoing	Arts related programs were provided at the Youth Development Centre and in collaboration with the Art Gallery.
I	<p>Work towards alcohol and other drugs supply reduction strategies:</p> <ul style="list-style-type: none"> • Continue to network closely with Northern Sydney Area Health Service and through education campaigns to reduce tobacco smoking by young people and ensure that the Youth Development Centre is a no smoking area • Support any Police initiatives to reduce illicit drug trade. • Police in education campaigns for local tobacco and alcohol retailers 	Ongoing	Alcohol and other drugs supply reduction strategies were maintained including working with Northern Sydney Health on promotions to reduce tobacco use; enforcing the banning of smoking inside and outside the Youth Development Centre; fully supporting Harbourside Police initiatives to reduce illicit drug trading.

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
I, H	<p>Work towards alcohol and other drugs demand reduction strategies:</p> <ul style="list-style-type: none"> • Provide drug and alcohol free alternatives for young people especially at night time • Work to develop alternative activities for young people • Work with local relevant youth and health organisations to provide knowledge/skills based education and support for young people and community members • Develop positive peer programs targeting alcohol and other drugs issues faced by young people 	Ongoing	Alcohol and other drugs demand reduction strategies were maintained including providing drug and alcohol free activities; participation in education forums at Mosman High School in partnership with Holyoake and also with Holyoake in providing peer education programs to young people.
I, H	<p>Work towards drug and alcohol harm reduction strategies:</p> <ul style="list-style-type: none"> • Ensure that the drug and alcohol information accessed through the Youth Development Centre is up to date and relevant • Work with local relevant youth and health organisation to develop and implement relevant and appropriate presentations of alcohol and other drugs information for young people and the community • Provide relevant and up-to-date advice and referral for young people and parents through the Youth Development Centre • 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	Drug and alcohol strategies were maintained including the provision of relevant and up to date information; working with local and regional organisations to present information forums to local schools; providing information and advice to parents and young people at the Youth Development Centre; maintaining awareness of Federal and State Government initiatives and ensuring Youth Services Staff kept up to date on drug and alcohol issues

Objective	Planned Access & Activity /Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
I	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.	Ongoing	Worked with Harbourside Police Youth Liaison Officer and North Sydney PCYC to enhance relationships with young people including through youth services programs and activities.
D, I	Work with key stakeholders to develop and create awareness of joint approaches to the Policing of relevant youth issues.	Ongoing	Worked with Harbourside Police Youth Liaison Officer and North Sydney PCYC to raise awareness among young people, parents and teachers of Policing initiatives relevant to youth issues.
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	Worked with Harbourside Police Youth Liaison Officer and North Sydney PCYC on programs relevant to young people.
G, I	Ongoing education in appropriate areas of artistic expressions for young people.	Ongoing	Achieved and ongoing. Aerosol art workshops were held during the year.
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 Mosman Youth Citizen of the year in time for Australia Day • Endorse and support appropriate parental support and training programs on adolescent issues 	Ongoing	Community Conversations were held to consult with young people on the final draft of strategies relevant to the needs of young people for the 2005-2009 Social/Community Plan. A Parents Support Group continued to meet at the Youth Development Centre and to be supported and serviced by Youth Services staff. The Group address issues relating parenting and adolescence.
A,D,L	Disseminate appropriate information for parents and other relevant community members managing young people and/or youth issues.	Ongoing - July	Information was provided to parents and other relevant community members regarding parenting and youth issues.
D,L	Work in with other family oriented organisations, such as Holyoake, for the provision of parenting information and courses	Ongoing - July	A close working relationship was maintained with Holyoake for the provision of information, courses and support groups.

TARGET GROUP: OLDER PEOPLE 55 YEARS AND OVER

Objectives

- A To plan, develop and implement support, leisure and educational 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, their families and carers.
- D To provide readily accessible, up-to-date information, service options, advice and referral to meet the needs of older people. their families and carers.
- 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.
- I To provide for carers a range of emotional, intellectual and practical supports to assist them in their caring role and to enhance and maintain wellbeing.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
A	Seek funding from and negotiate with other levels of government, the local Home and Community Care (HACC) forum and other sources for the support of existing services and the establishment of new programs based on assessment of need.	Ongoing - August	Recurrent Funding for support of existing services received from Department of Ageing Disability & Home Care; Funding received from the Department of Veterans Affairs for the Carers' Group; Non-recurrent funding grant for Food Services awarded from the Department of Ageing disability & Home Care. Funding from Accessible Bridge Services Inc. received for provision of Friday Bus Service taking people to medical appointments in Mosman.
A, B	Ensure the ongoing development, implementation and promotion of outings and social, recreational, leisure and educational based programs, activities, and events at the Seniors' Centre.	Ongoing – Review February	A wide range of activities and events continued to be offered to the more active over 55 age group and the frail age client group. Promotion achieved through Over 55's newsletter, posters and leaflets as well as an Information Day at Bridgepoint to coincide with Seniors' Week 2005
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	Achieved through regular attendance at HACC Forum meetings and other network meetings as well as conferences, seminars and working parties at regional and state level. Under continual review..
A	Provide advice to Council on community service needs of aged persons' housing developments.	Ongoing – Review December	Advice was provided on support services and access for people with disabilities in relation to housing developments.
A	Consider particularly the needs and likes of older men in the development of a range of services and programs.	Ongoing – Review May	Services and programs developed with consideration to the needs and likes of older men such as Cooking Classes, U3A, Old Time Dance, Walking Groups, Computer Pals and Bridge.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
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 as well as regular verbal and written interaction with seniors.
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 through regular promotion, publicity and information days.
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 and Internet Coordinator to facilitate the production, distribution and promotion of community information, including community information directories.	Ongoing - May	Regular updates given to Community Information Librarians and Internet Coordinator including 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 as well as information/referral and support provided by Council's Community Caseworker.
F	Conduct annual user surveys and include results in planning processes.	Ongoing – Review October	Surveys conducted annually in Meals on Wheels and the Seniors' Centre.
F	Maintain an evaluation process for new and existing activities and programs.	Ongoing – Review February	Ongoing evaluation and monitoring of services and programs obtained through surveys and evaluation sheets.
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 2005
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 other regional agencies.
H	Research possible strategies that enable older people to remain in the Mosman community.	Ongoing – Review November	Issues were addressed as needed in consultation with local and regional services including inn consultations for the development of the 2005-2009 Social/Community Plan.
A F G	Plan timely replacement of community buses in accordance with replacement program	Ongoing – review February	Replacement program in place; no replacement required in 2004/2005.
A,F,G,H	Investigate strategies to expand community transport services including shopping and individual transport and seek additional funding.	Ongoing Review November	Regular meetings with Lower North Shore Community Transport, Accessible Bridge Services Inc., and Metropolitan Community Transport as well as regional planning meetings.
A,F,G,H	Ensure the ongoing development of the Neighbour Aid Service including seeking additional funding.	Ongoing Review November	Funding investigated through HACC Forum and other agencies and government departments.
A G	Collaborate with regional organisations and agencies for the provision of needs based services and programs for older people	Ongoing – review July	Achieved through ongoing consultation with HACC Forum, Northern Region Food Services Network, Lower North Shore Community Transport and other relevant agencies..
I	Maintain local support groups for carers in the Mosman community that address their needs and provide a mutually supportive network.	Ongoing - May	Achieved through weekly meetings of the Carers' Support Group.

TARGET GROUP: PEOPLE WITH DISABILITIES

Objectives

- A To plan, develop and facilitate support and leisure activities for people with disabilities.
- B To involve consumers, their families 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, their families and carers.
- 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 families and 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 families and 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.
- L. To provide for carers a range of emotional, intellectual and practical supports to assist them in their caring role and to enhance and maintain their wellbeing.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
A	Seek funding from and negotiate with other levels of government and the local Home and Community Care (HACC) forum for the support of existing services and the establishment of new programs based on assessed need.	Ongoing – Review September	Funding opportunities monitored through the HACC Forum and with relevant government departments and agencies.
A	Provide a timely and responsive manner services for younger people with disabilities 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 include a monthly Saturday Youth Group with activities and excursions as well as a Drama Group for young people with a disability.
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 Community Development Advisory Group.	Ongoing – Review November	Community Conversations with residents and consultations with service providers were conducted to review final draft of planning strategies for the 2005-2009 Social/Community Plan. The Community Development Advisory Group was also supported and serviced.
C,D	Liaise with Community Information Librarians and Internet Coordinator to facilitate the production, distribution and promotion of community information, including community information directories.	Ongoing – Review July	Regular updates of community information given to Community Information Librarians and Internet Coordinator.
D	In consultation with the Community Development 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 on access to Council's facilities, parks and reserves was reviewed and maintained on Council's website.
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.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
E	Maintain an evaluation process for new and existing activities and programs.	Ongoing – Review February	Ongoing evaluation of services through annual surveys as well as verbal and written feedback.
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 Caseworker and the Carers' Support Group.
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 Community Development 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 was provided on access issues to the Community Development Advisory Group and to community members, and to Council staff regarding accessibility within developments. Staff also participated in activities for the 2004 International Day for People with Disabilities.
H	In consultation with Community Development 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	A lightweight lifter was provided for the Mosman Swim Centre, access to Mosman Junction Post Office was improved following representations to Australia Post and the policy on keeping accessible toilets locked was altered to provide for all toilets to be unlocked during the day thus improving access for people with disabilities not in possession of a MLAK key.
H	Ensure local shops are aware of mobility issues and facilitate use of temporary ramps.	Ongoing – Review November	Availability of Council's portable ramps was promoted through advertising in the local media.
H	Ensure that development applications for alterations and additions to shop fronts incorporate access.	Ongoing - Review November	Alterations and additions to shopfronts continued to be monitored for accessibility.
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.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
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	Maintained and ongoing with regular Saturday Youth Group excursions and activities as well as Drama classes for younger people with a disability.
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	Parents of children and younger people with a disability have accessed camps through Riverlink.
J	Research strategies for adaptable and purpose built housing for people with disabilities.	Ongoing – review November	Adaptable housing continued to be part of Council's requirements for medium density housing.
K	Ensure relevant information that facilitates the employment of people with disabilities, including information on Commonwealth and State programs, is maintained and made available to the business community.	Ongoing - September	Access to relevant information on employment opportunities for people with disabilities was maintained and available to business and community members.
A,E,F	Investigate strategies to expand community transport services including shopping and individual transport and seek additional funding.	Ongoing – review November	Regular attendance at meetings of the Lower North Shore Community Transport Committee, Accessible Bridge Services, Metropolitan Community Transport and regional planning days.
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 and relevant agencies as well as through the Carer's Support Group.
A	Facilitate social and recreational opportunities for young adults 18 – 35 years.	Ongoing – review February	Young people with a disability over 18 have participated in activities on a Friday night such as the theatre and bowling.

Objective	Planned Access & Equity Activity/ Strategy (i.e. Statement of Means)	Performance Target	Status as of June 2005
C,H	Promote and encourage Internet access as a means of involving people with disabilities further in the life of the community.	Ongoing - February	Council's website is accessible to people with disabilities and includes access information and access maps of the local area.
H	Promote the use of signage that is accessible to people with a range of disabilities.	Ongoing – review August	Under review and addressed in Council's 2005-2009 Social/Community Plan.
H	Ensure high levels of staff awareness of the range of needs of people with a range of disabilities.	Ongoing – review September	Information on access was provided to Council staff maintaining awareness of the access needs of people with disabilities. This included staff participation in the 2004 International day for People with Disabilities.
A	Investigate opportunities for the establishment of sensory gardens in the Mosman area.	Ongoing – review October	Under review.
H	Encourage older shops and facilities to consider the needs of people with disabilities and facilitate the use of temporary ramps.	Ongoing - September	The availability of Council's temporary ramps was promoted within the community including retailers.
H	Liaise with public transport services for the increased availability of accessible transport in the Mosman area.	Ongoing – review May	Matter was kept under review with Sydney Buses.
H	Maintain clear access on footpaths through removal of overhanging branches and other vegetation that obstruct pedestrians.	Ongoing – review May	Under continual review by relevant Council staff with timely responses to reported obstructions.
C	Promote availability of access equipment including portable ramps and beach wheelchair.	Ongoing – review November	Regular promotions were conducted through local media and Council's community information outlets.
L	Maintain local support groups for carers in the Mosman community that address their needs and provide a mutually supportive network.	Ongoing - May	Mosman Carers' Support Group meets weekly. Guest speakers often attend providing information about the availability of services/support in the wider community.

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 2005
A	Implement relevant recommendations arising from the 2003 Aboriginal Heritage Study of Mosman in liaison with NSW National Parks and Wildlife Service, the Sydney Harbour Federation Trust and the Metropolitan Local Aboriginal Land Council.	Ongoing – review October	The Aboriginal Heritage Study of the Mosman LGA was completed in November 2004. The launch of the Study and implementation of its recommendations await final approval of the Study document by the NSW Department of Environment and Conservation.
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 Reconciliation • develop projects and activities that address historical, social, cultural and educational aspects of Reconciliation. 	Ongoing – Review October	Servicing and support of the Mosman Reconciliation Group continued through the year.
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	A confidential database was developed by the Aboriginal Heritage Study of the Mosman LGA and further actions will follow the launch of the Study.

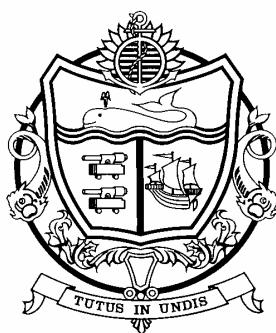
PRIVACY MANAGEMENT PLAN
Section 33(3) Privacy and Personal Information Protection Act
1998

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

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

Council received no complaints or requests for a review of a decision in 2004/2005.

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