



CANTERBURY CITY COUNCIL

City of Cultural Diversity

www.canterbury.nsw.gov.au

ANNUAL REPORT



2001 - 2002

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TABLE OF CONTENTS

INTRODUCTION	1
FINANCIAL AND AUDITOR'S REPORTS	2
OUR PRINCIPAL ACTIVITIES:	2
<u>CITY WORKS</u>	2
• Assets, Forward Planning & Investigations	2
• Design & Traffic	4
• Operations	4
<u>CORPORATE & COMMUNITY SERVICES</u>	6
• Community Relations	6
• Community Services	6
• Corporate Development	10
• Corporate Support	10
• Customer Services	11
• Employee Services	12
• Financial Services	13
• Information Services	14
<u>ENVIRONMENTAL SERVICES</u>	15
• Development Assessment	15
• Environmental Compliance & Waste	16
• Environmental Policy	17
• Waste Services	18



STATE OF THE ENVIRONMENT REPORT	20
REPORT ON THE CONDITION OF PUBLIC WORKS	35
LEGAL PROCEEDINGS	38
COUNCILLORS' FEES, EXPENSES & FACILITIES	40
SENIOR STAFF	46
CONTRACTS AWARDED	46
BUSHFIRE HAZARD REDUCTION ACTIVITIES	47
MULTICULTURAL SERVICES	47
WORK CARRIED OUT ON PRIVATE LAND	51
CONTRIBUTIONS AND DONATIONS	51
HUMAN RESOURCE MANAGEMENT	53
EQUAL EMPLOYMENT OPPORTUNITY	55
EXTERNAL BODIES EXERCISING OUR FUNCTIONS	55
COMPANIES IN WHICH WE HELD A CONTROLLING INTEREST	55
PARTNERSHIPS, CO-OPERATIVES & JOINT VENTURES	55
OTHER INFORMATION:	56
• Rates And Charges Written Off	56
• Overseas Visits	57
• Children's Needs	57
• Access and Equity Activities	58
• National Competition Policy	62
• Freedom of Information (FOI) Statistical Report	63
• Privacy and Personal Information Protection Act	64



INTRODUCTION

The past year has been one of considerable achievement and progress.

Only a matter of weeks before this report was released, our new waste management service was rolled out. After many months of meticulous planning, residents across the City received their new household garbage and recyclables bins. The deployment of the bins was a massive task involving the distribution of in excess of 81,000 bins to more than 50,000 properties. The new system was designed to reduce the amount of waste being dumped in landfill sites, with a resultant reduction in the cost to collect and dispose of waste. While the existing kerbside monthly bulk greenwaste collection service will continue for now, the suitability of the current arrangements will be reviewed in the light of changing circumstances.

The past year also saw the successful completion of the first round of works funded from our roads and footpaths levy. The levy, which has a life of 3 years, will raise \$4.8 m over 3 years to be spent on repairing and upgrading roads and footpaths. In the first year, some 104 individual jobs were completed on time and within budget. When the levy ends in June 2004, its beneficial effect on the condition of roads and footpaths across the City will be clear.

We also witnessed another strong financial performance with the balance of cash reserves improving and debt being maintained at a very low level. This was achieved without any cut in the range or standard of services provided to our community.

The year also saw the finalisation of a deal with Aldi Stores to construct a supermarket on Council land in Jeffrey Street, Canterbury. The supermarket will offer local residents a new shopping choice and hopefully will assist the long-term viability of the existing businesses along Canterbury Road.

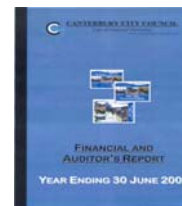
The year was studded with highly successful community events, including the Haldon Street Festival and Earlwood Festival. Carols in Wiley Park was also very well attended and our annual Australia Day celebration at Peace Park in Ashbury was very popular with residents. The highlight of the year, however, was the Korean Food and Cultural Festival in Campsie. The event was made even more special by the World Cup Soccer Final between South Korea and Germany telecast live on huge screens in Anzac Mall.

Our Community Safety Committee continued its excellent record of achievement. Working with local Police, the Committee has been successful in conducting a number of initiatives aimed at reducing crime and the fear of crime in local communities.

2001/02 was a year of achievement and success on many fronts. Notwithstanding the financial constraints that confront your council and local government in general, residents can be assured council will strive to provide the same high level of services and facilities that has been possible in the past.

FINANCIAL AND AUDITOR'S REPORTS

Our full Financial and Auditor's Report for 2001-2002 can be found in a separate document that accompanies hard copies of this annual report. If you are accessing this document from our web site, details of our Financial and Auditor's Reports are available by contacting our Financial Services staff on 9789 9479.



OUR PRINCIPAL ACTIVITIES

The following information describes our principal activities for each of the program areas from our 2001-2004 Management Plan. Highlights and emerging issues for these programs are also shown. The information under the heading "management plan performance review" provides details of intended activities that were not completed. The programs are listed under the various divisions within our organisation.



CITY WORKS DIVISION

ASSETS, FORWARD PLANNING & INVESTIGATIONS

Program Objective

To provide management planning information and investigate issues to enable major works priorities to be determined on a needs basis.

Program Description

The work that is to be undertaken on our infrastructure each year is determined according to condition. This program collects and prepares the information on which the Capital Works Programs are based.

Highlights

- The Draft Capital Works Program and Rolling Works Programs were completed meeting the revised corporate deadline date of 21 December 2001. For the first time the Works Program was produced directly from the Asset Management System in an electronic format that could be sent directly to our Finance section. Draft programs for the next three years have also been prepared.
- Concept design briefs were also completed for all projects included in the Draft 2002/03 Capital Works Program and these were also produced directly from the Asset Management System.
- Preliminary consultation with major stakeholders was undertaken and a computerised system for prioritising projects has been developed and incorporated into the Asset Management System. The Asset Management System holds the majority of data relating to Canterbury City's infrastructure assets. This inventory is used for reporting purposes and for the planning of maintenance programs. Additionally this system is used to list future infrastructure projects.
- To assist in ranking future projects, a simple system of prioritisation was required.

Various stakeholders were consulted to determine the key factors for assessing the priority of proposed projects. Through this consultation the following areas were identified:

- Risk (Consequence of failure)
- Technical
- Social (Access and Equity)
- Environmental
- Corporate

Each project is assessed against these factors and a weighted priority rating is determined. This simple method has provided an effective method as a “First Sort” of projects being considered for future works programs. Refinement of this system may be required following broader consultation.

Emerging Issues

- Street lighting continues to be a significant issue. Community expectations, particularly concerning security, are leading to many requests for the upgrade of lighting. Additionally, the level of service provided by the power supply authority has reduced and a recent audit of the system had to be undertaken by our staff. EnergyAustralia no longer audits its own assets, relying on others to report failed lights and their lack of response to reported light failures is of concern.

Management Plan Performance Review

- We have reviewed the road pavement data, treatment costs, intervention levels and the decision-making matrix of the Pavement Management System to ensure that the optimisation process produces acceptable programs. Pavement testing has been completed and data uploaded into our Pavement Management System.
- The updating of the Asset Inventory is ongoing. The resurvey of our footpaths is undertaken to comply with the requirements of our "Policy for Footpath Maintenance and Inspection" Manual developed in 2001.



- Our Asset Management System holds the majority of data relating to Canterbury City’s footpath network. This not only includes information on length, width, value and condition but also the inspection history for each section of footpath. Linking the inspection history relevant to each asset item using the Asset Management System is important to assist in providing a defence against public liability claims. A strong defence also requires that a specified inspection frequency be adopted by the

organisation. In public liability claims, the Asset Management System can now be utilised to show that the inspection frequency criteria in the policy has been met.

- To assist in raising the awareness of the Asset Management System by the Works staff, two of our nursery apprentices have spent time working in the Assets Group throughout the winter months. They have updated and expanded the information relating to the parks that is held in the Asset Management System. This has proved to be very successful as the information has been improved significantly, and they take back to the depot a much greater understanding of our systems. This should be beneficial when the depot is fully “on line”.

DESIGN & TRAFFIC

Program Objective

To prepare suitable designs and specifications that enable the Capital Works Program to be completed on time; to investigate and design traffic management schemes that will enable our roads to carry traffic safely; to improve road user behaviour and create a safer road environment and to provide the Division's administrative functions.

Program Description

This program area provides the designs to implement the Capital Works Program, co-ordinates strategies to promote the safe and effective use of our roads, provides administrative support for the Division, and support for the local State Emergency Services operation.

Highlights

- Wardell Road Bridge rehabilitation completed.
- Earlwood Library refurbishment completed.
- Community Services office relocation to 139 Beamish Street.
- Upgrade of HR and Pay Office areas.
- Additional designs were required for the Roads to Recovery Program as a late addition to our approved Works Program.
- Review of Prepaids duties carried out resulting in inspection role being transferred from Contract Works Supervisor to Prepaid Coordinator.
- Engineering concept and detail plans prepared for Salt Pan Creek Reserve wetland project.

Emerging Issues

- Development Consent for Salt Pan Creek Reserve wetland project will be delayed due to extensive consultation required.
- Road Safety Strategic Plan for period July 2004-June 2009 to be prepared.
- Specification for upgrade of Salt Pan Creek leachate plant prepared. Tenders to be called in 2002/2003 following consideration of flow rates in consultation with Sydney Water.

Management Plan Performance Review

- 84% of designs were completed within ACEA charge-out rates.
- Blackspot grants totalling \$1.2M were obtained.

OPERATIONS

Program Objective

To complete approved activities in a cost effective and efficient manner.

Program Description

This program is responsible for the implementation of the Capital Works Construction and Maintenance programs, the maintenance of recreational areas and the management of the Aquatic Centres and the Organisation's fleet.

Highlights

- All the works included in the Footpath Rehabilitation Programme, Asphalt Footpath Programme and the Road Resealing Programme, which were funded from the Roads and Footpath levy, were completed by mid June.

- All projects included in the Roads to Recovery Programme, a fully funded programme additional to our normal Works Programme, with the exception of kerb and gutter reconstruction in Bardwell Crescent (85% complete), were completed.
- Clarke Street, Earlwood – Town Centre redevelopment Stage 2.
- The sourcing of a \$1.2 m fully funded Blackspot Programme.
- The completion of 20 additional “Non Management Plan” projects.
- Golf Course safety fence – the installation of a safety fence along the boundary of the third fairway and M5.

Emerging Issues

- Infrastructure Maintenance - Staff reduction by natural attrition during the term of the 2001-04 Management Plan will result in day labour staff concentrating on maintenance works and city appearance projects with contractors being utilised for construction work.
- Salt Pan Creek Reserve – Leachate Treatment Plant – Sydney Water requires the upgrading of the leachate plant and to this end funds were allocated in the 2001/02 Budget for this purpose. There has been some difficulty in identifying the leachate flow rates that the system will be required to treat, and to resolve the problem it has been decided to incorporate a storage tank into the facility. The specification and contract documents are being modified to include a storage tank and our funding allocation has been carried forward into 2002/03.

Management Plan Performance Review

There were 16 strategies in the management plan; fifteen were completed. A number of the projects included in the works program were in progress at 30 June while the following works had not been commenced.

- Salt Pan Creek Reserve – construction of an ornamental pond at the rear of the Riverwood Community Centre. Council considered this matter at the meeting held on 7 March 2002.
- Salt Pan Creek Reserve – Treatment Plant. See comments under Emerging Issues
- William St/Homer St – Traffic Calming. Traffic figures from the RTA, identifying volume increases/decreases on local roads following the opening of the M5 are still not available despite them being promised in February 2002. Project has been carried forwarded into 2002/03.
- Gladstone St – construction of kerb and gutter and road shoulder.
- Canterbury Rd – Campaspe Ave to Renown Ave; construction of footpath.

CORPORATE & COMMUNITY SERVICES DIVISION

COMMUNITY RELATIONS

Program Objective

To provide a positive image of Council to the Community through the media.

Program Description

This program is responsible for media and community relations.

Highlights

- Continuation of corporate brochures as part of our ongoing Residents' Kit project, including the additional Outside School Hours Care brochure and Carrington Occasional Care brochure.
- Consistently generating a high volume of media releases to local and community media to ensure greater exposure of our services and projects within the community.
- Introduction of a Residents' Welcome Kit. The kit, which is mailed automatically to new residents, comprises information and contact details regarding our services as well as a Mayoral message and Councillor details. A greenwaste calendar and latest community report are also issued with the kit.
- Introduction of a Map of Canterbury City. The map depicts council facilities including recreational and sports facilities, parklands and community services.
- Involvement in the multi-lingual publicity and advertising campaigns for the new Waste Service.
- Involvement in the production of a Youth Support Worker brochure and Campsie Mobility Map.

Emerging Issues

Continuation of the corporate brochure policy into 2003. Expand schools information kits (primary and high school formats) to complement school tours of Council Chambers.

Management Plan Performance Review

There were two performance strategies set for this program concerning media services and community relations and both were achieved.

COMMUNITY SERVICES

Program Objective

To plan, develop and deliver quality library, children's and community services relevant to local needs.

Program Description

This program is responsible for the delivery of quality library, children's and community services. It also co-ordinates community consultation on social programs and supports the implementation of our social policy and access and equity objectives.

Highlights

Community Development & Social Planning

- Relocated Community Services administration staff to 139 Beamish St Campsie.
- Launched the 2001 Social Profile.
- Revised and implemented social policy action plans for nine target groups as adopted in the social plan, through consultations with advisory committees and senior staff.



- Community Development Support Expenditure committee program assisted licensed clubs to allocate significant community funding for local projects.
- Successful Seniors Recreation Program and Seniors Week Projects. Produced Information booklet on outings for seniors. Established Seniors Computer Club in Canterbury
- Supported highly successful community events including Seniors' Week, Haldon Street Festival, Spring Garden Competition, Carols by Candlelight, NAIDOC Week, Employment Expo, Youth Week and Korean Food Festival.
- Regular displays/community information stalls conducted each quarter.
- Civics education program conducted for newly-arrived migrants at Australian Centre for Languages and English conversation classes.
- First ever Multicultural Oral History project initiated in Canterbury with funding from Council and the Migration Heritage Centre.
- Launch of the Multicultural Mosaic in Clarke Street, Earlwood, promoting the theme "Respect. Unity. Peace." (See front cover).
- Domestic Violence Services Directory collated and launched in conjunction with Canterbury Domestic Violence Liaison Committee.
- Comprehensive community safety program implemented. Three community safety audits completed and community-policing initiatives supported.
- Local drug action team supported with initiatives in information and parent education.
- Belmore Youth Resource Centre holiday and after school programs a success with an average of 218 participants per month in after school and a total of 991 participants in the holiday program.
- Successful application and implementation of a Living in Harmony Project promoting cross-cultural awareness amongst youth in the Canterbury City area.
- Success with obtaining funding for youth crime prevention initiatives including youth mentoring and youth crime prevention programs.
- An average of 119 children in Vacation Care and 68 places in Before and After School Care each day.
- Effective Young Citizen and Senior Citizen of the Year programs.
- Co-ordinated response to Department of Community Services funding programs with funding secured for Families First Social Capital Program, an Interagency for Lakemba/Punchbowl and Youth Support/Counselling services.
- Financial Assistance Program effectively implemented.
- Conducted a comprehensive review of on and off-street parking spaces, including signage and ground marking, and reviewing the need for additional disability parking spaces.
- Updated Council's Disability Access Checklist providing advice on requirements for disability access to persons lodging development applications with Council.

Children's Services

- Our children's services provide 410 full-time child care places with up to 530 children attending each week.
- Our children's services continue to receive recognition for quality and innovative practice, through delivery of workshops and conference presentations. Long Day Care staff have delivered workshops to a range of other services, and presented at the Country Children's Conference. The Support & Resource Centre has also delivered a range of training to other services, and will be presenting at the National Early Childhood Intervention Australia Biennial Conference.

- Additional funding received from Department of Ageing, Disability and Home Care, for the Support & Resource Centre to employ second Speech Pathologist full time and new Administration Assistant part time.
- With increased staffing, the Support & Resource Centre has been able to reduce the waiting list from 58 to 43 children, while increasing the actual caseload to 124.
- Families First funding secured and Inter-agency Facilitator employed to support goals of Families First Project in Canterbury City.
- Families First funding secured to manage Building Social Capital Project in Inner West.
- Long Day Care Centres have been re-licensed with the Department of Community Services.
- Canterbury Family Day Care has further grown and is fully utilising the available 247 places for home based care with 54 carers.
- Family Day Care has prepared their submission for the National Accreditation Council and will be one of the first of such schemes to undergo Accreditation.
- Carrington Occasional Child Care has increased numbers of children utilising care, with 28 children at any one time during each day, and up to 190 children across a week.

Library Services

- 653,053 loans and 724,301 visits to our libraries throughout the year.
- Library Review 2001 conducted by Lunn Consulting.
- The refurbishment of Earlwood Library has resulted in a very favourable response from the public and a significant increase in visitors over the same period last year.
- Successful migration from VTLS to AMLIB Library Management System. Amlib has been designed to meet the requirements of libraries of the future and offers improved services to customers.
- Amlib NetOpacs provide 24-hour access to library catalogue and the ability to access patron details and reserve items.
- The installation of 11 nsw.net computers in May 2002 provided by the State Government funding. Benefit of free and discounted access to commercial information sources.
- Our Homepage provides an outstanding range of up to date information. Library area on website has been overhauled and 'new look' developed.
- The Learning English collection was extended and improved with funding received from a grant provided by the Library Council of New South Wales.
- User Satisfaction Survey conducted in June 2002. Analysis to be provided in July - September quarterly report. Approximately 350 completed useable surveys.
- The creation of Council's intranet and its continual improvement has substantially increased workplace efficiencies.
- Homework Assistance program achieved record numbers of attendance with 2098 participants during 2001-2002.
- All library branches have broadband (ADSL) connections. Total Public Internet access PCs across entire Library Service is 22, all using very fast ADSL Internet service. Dramatically increased public Internet access.

Emerging Issues

- Changes to Social Planning and Cultural planning requirements of the Department of Local Government will require review and implementation.
- Need to generate partnerships to support funding to develop community facilities in several locations including Campsie/Canterbury, Punchbowl and Earlwood.

- Childcare centres have been hosting visits from numerous other early childhood service providers and training institutions. With the raised profile of our services and the growing interest in the Building Social Capital Project, these visits are expected to increase, and assist further professional development of our staff.
- Need to review operation of Outside School Hours Care centres, with some variation in utilisation across centres.
- Ongoing need to secure stable funding for the Belmore Youth Centre after-school programs to match Council's contribution.
- Need for a policy on adaptable housing for people with disabilities that will address the need for more accessible living space for people with mobility problems.
- Need for more co-ordinated community transport services.
- Need to review disability access requirements in individual Development Control Plans.
- Need to address a lack of resources in the provision of recreational programs and short-term respite care for people with developmental disabilities.
- Need to further review our policy and involvement in festivals and local events.
- Need to raise community profile of excellent results in our Community Safety Program. Need for revision of the program and plan in line with funding body requirements.
- Commitment to CDSE Program administration funding from clubs needs to be resolved through Clubs NSW and the Minister.
- Need to implement service improvements recommended by our 2001 Library Review.
- The need to promote opportunities for partnerships with other libraries and organisations is pending on Council's decision on the Library Review.
- The opportunity to embrace new technologies to increase the availability of library services available over the Internet and improve collections and services to members of our community from non-English speaking backgrounds is pending the receipt of a library grant for the Development of Multicultural Services.
- Virtual Reference Desk (equest), in development and on the verge of release pending Council's approval. This will enable the public to ask reference questions on-line.

Management Plan Performance Review

- There were 48 performance strategies set for this program. All were achieved on time and within budget.

CORPORATE DEVELOPMENT

Responsibilities for the functions under this program were redistributed to other programs within the division during the reporting period. Details of performance are to be found under the Financial Services and Employee Services programs.

CORPORATE SUPPORT

Program Objective

- To manage administrative support to meet the needs and satisfy the standards of the Community and the Council.
- To manage Council's public land arrangements and transactions to optimise community and corporate outcomes.

Program Description

Responsible for supporting Council and Committee meetings operations, various administrative functions (actioning resolutions, public access to documents, tender opening, survey plan certification, governance policy development (implementation and review), property portfolio strategy, property transaction management and facilities bookings.

Highlights

- During the year, 72 separate meetings of Council or standing/advisory committees were serviced with business paper production; agenda and notice distribution; attendance and minuting; and initiation of follow-up action arising.
- Staff from the section participated extensively in the activities of internal working parties looking into issues such as a new waste management contract; recreational planning consultancy project; facilitating the provision of corporate administrative/legal training; Wolli Creek Regional Park proposal; Lakemba Primary School walkway; Jeffrey Street property redevelopment project co-ordination; investigations into property re-development and/or sale proposals; proposed Punchbowl multi-purpose community facility project; development assessment panel representation; Marrickville Golf Course property boundary adjustments; Transgrid project; M5 East property issues.
- Seventeen Freedom of Information applications were processed and determined within statutory requirements.
- Declarations of interest returns for Councillors and designated staff distributed, returned and registered in accordance with statutory requirements.
- Implementation of corporate compliance system related to our obligations in terms of the Privacy and Personal Information Protection Act.
- Eighty-eight survey plans were processed to certification.
- Finalisation of the sale of the land in the former Jeffrey Street carpark (to Aldi Foods Pty Ltd) following a public competitive bidding process and on the basis of legal relations guaranteeing the delivery of a supermarket facility on the site, to satisfy Council's objective to underpin economic activity in the Canterbury commercial centre.
- Development and execution of a tender process finalised relative to the contract of appointment of Council's auditors.
- Development and execution of a tender process finalised relative to the establishment of Council's legal services providers panel.
- Development and execution of a tender process relative to the contract for the appointment of Council's Golf Course Manager.
- "Case development" of Council's legal position relative to the Land and Environment Court proceedings regarding disputed compensation entitlement arising from the RTA's compulsory acquisition of Council land for the M5 East Expressway.
- Carried out a detailed review of existing delegations of authority to staff below manager level, and developed a new pattern of delegations for all delegates of the General Manager, including the integration of particular elements (recommended by ICAC, in the context of its publication "Taking the Devil Out of Development) relative to the development assessment process.
- Co-ordination of the hosting by Council of two professional "special-interest" group meetings (Governance professionals and Property Managers' Group)
- Negotiated and obtained authority for the acquisition of a property at Belmore to complete a neighbourhood park plan, at a price significantly below the vendor's registered-valuer assessment.
- Planned and coordinated arrangements for a successful community celebration of Australia Day.

Emerging Issues

- The increasing complexity of the interrelationship between the various regulatory mechanisms with which we must comply, coupled with the tendency for legislation to be introduced with minimal regard for its impact on local government and local communities.
- The growing list of legislation impacting on local government which contain provisions that require compliance but which appear to achieve little in the form of tangible public benefit, or where the public benefit may be heavily diminished (or, in some cases, outweighed) by the public resource utilisation necessary to meet compliance requirements.
- The increasing complexity and number of Freedom of Information/Section 12 of the Local Government Act/Privacy matters required to be dealt with and the subsequent demand on resources.
- Election 2003 administration.

Management Plan Performance Review

Most of the actions identified for attention in the management plan were completed. Some specific property transaction projects either deferred or abandoned due to changed circumstances.

CUSTOMER SERVICES

Program Objective

To provide an excellent standard of service delivery to both external and internal customers of Council.

Program Description

This program manages Council's Customer Services and Records Management.

Highlights

- 145,462 telephone calls received with 80% logged or finalised in the call centre.
- 45,324 general enquiries received at Customer Service counter, 1,464 Development Applications processed, 45,000 rate payments and 15,636 requests logged in Dataworks.
- External review of Dataworks Customer Request Management System to monitor performance.
- Local Government Customer Service Network Meeting held 13/9/01. The seminar addressed Managing Change in the Workplace with 40 participants from Metropolitan and Country Councils.
- Decreased hours for Duty Planner and Surveyor has led to increased planning and building expertise for Customer Service Officers.
- Development of Telecommunications Policy
- 52,814 mail in, 119,226 mail out, 82,346 file movements and 15,305 registrations in Dataworks
- Increased security for mail opening procedures after 11/9/01
- External Records Review provided guidance on strategies to achieve 100% compliance with State Records Act by 2006.
- Development of Records Policy, Strategic Plan and Operating procedures.

Emerging Issues

- Implementation of Dataworks Customer Request Management System throughout the organisation.
- Development of formal evaluation process to monitor customer satisfaction with our services.
- Commence disposal and archiving project in Records.
- Follow through on Records management aspects of Disaster Recovery Plan.

Management Plan Performance Review

- There were five performance strategies listed for this program. One was completed, two are continuing and two were deferred until 2002/3 financial year.
- Lack of funds precluded us from commencing the disposal and archiving project in this financial year, but this has been addressed in the budget for 2002/3.
- Resident satisfaction surveys were deferred until 2002/3. A system of formal and informal feedback through surveys, letters and telephone calls is being developed.

EMPLOYEE SERVICES

Program Objective

To develop and maintain appropriate and effective employee resources to assist the Organisation in achieving its objectives.

Program Description

This program is responsible for developing, implementing and maintaining effective employee management practices, personnel management policies and procedures, identifying and providing appropriate training for staff, monitoring EEO and OHS policies and procedures and payroll administration.

Highlights

- Revision/implementation of policies for Paid Maternity Leave, Return to Work, Occupational Health & Safety and Child Protection.
- Review/implementation of procedures for Workers Compensation claims, Return to Work program, injury reporting, Depot emergency evacuation, fire extinguisher requirements and recruitment.
- Development and implementation of a Human Resources strategic plan.
- Restructure of Human Resources section to support strategic plan. Recruitment of Human Resources and Occupational Health & Safety specialists.
- Review of salary system has commenced. This involves a review of pay rates, job evaluation, job descriptions and the performance enhancement program.
- Strategy developed to foster a productive relationship with all unions. Consultative Committee established; meets every 8 weeks to discuss issues of organisational significance.
- Partnership with other councils in “Local Government Graduate Recruitment” program.
- Drug and Alcohol training conducted.
- Training audit conducted.
- Salary sacrifice on additional superannuation, leaseback vehicles and child care fees implemented.
- OH&S audit of the workplace commenced to ensure compliance with OH&S regulations and CouncilSafe commitments.

- New doctor appointed to conduct pre-employment medicals, testing, and evaluations. The doctor is off-site.
- EEO biannual survey completed.

Emerging Issues

- Commencement of discussions regarding new Enterprise Agreement.
- Need for further training in OH&S matters – commenced with Manual Handling training for outdoor staff.
- HR management system urgently required to facilitate/monitor all aspects of staff development

Management Plan Performance Review

Most strategies and actions contained in the management plan were met. Succession planning strategy was not undertaken, as software required has not yet been fully explored.

FINANCIAL SERVICES

Program Objective

To provide accurate, complete, timely and relevant financial information as a basis for making informed financial decisions.

Program Description

Provision of financial, statutory reporting, management accounting and supply services.

Highlights

- Development of medium to long-term strategic financial goals.
- Completion of all statutory reports within agreed timetable.
- Development of a simplified reporting system.

Emerging Issues

- Provision of adequate funds for future capital and major maintenance projects.
- Replacement of rates, receipting, property information and payroll systems.
- Meeting the challenge of becoming an E-business council.

Management Plan Performance Review

There were ten performance strategies set for this program. Nine were completed and the tenth is continuing. A number of factors impacted achievement of our strategy to “review purchasing and stores functions” including:

- The prolonged absence due to illness of a key staff member.
- The need to upgrade computer systems and utilise more of the electronic on-line features available.

INFORMATION SERVICES

Program Objective

To provide an excellent standard of service delivery to internal customers of Council.

Program Description

This program manages Council's Information Technology Services.

Highlights

- Strategic Information Technology Group met monthly and policy development commenced in the areas of telecommunications, Internet and email, electronic storage, and remote access.
- Upgrade of data services between Administration Building and Leslie Street Depot.
- Replacement of 40 desktop computers
- Replacement of VTLS library System with AMLIB, including 2 servers.
- Installation of SuperScout email and risk filter software.
- Completion of category 5e network cabling for Human Resources refurbishment (not included in management plan).
- Completion of category 5e network cabling for Waste Services refurbishment (not included in management plan).
- Completion of category 5e network cabling for Earlwood Library.
- Implementation of broadband Internet access for public access computers at Council libraries.

Emerging Issues

- Development of Information Services Delivery Model enabling performance measurement and enhancement.
- Server and desktop computer hardware upgrades at Administration Centre and remote sites.
- Improved data and voice communications to Council facilities, including PABX replacement.
- Replacement of GenACIS core systems, property, rating, payroll, human resources and applications.

Management Plan Performance Review

There were five performance strategies with 5 key actions set for the program.

All key actions were completed within designated times with the exception of the replacement of Councils telephone system.

ENVIRONMENTAL SERVICES DIVISION

DEVELOPMENT ASSESSMENT

Program Objective

To ensure development contributes towards the enhancement of the amenity of the city.

Program Description

This program assesses and reports on development applications and issues building related certificates. The regulation of building standards, including fire safety and unauthorised building work is also managed in this program.

Highlights

- Overall commitment displayed by development assessment staff towards their work in providing the best possible level of service.
- Continued to provide a reasonable level of service in light of resource deficiencies and increasing development demands.
- Training provided to development assessment staff to better equip them to respond to the increasing development assessment criteria. This training included soil and water management control on building sites, safer by design – community crime prevention, solar access and overshadowing assessment and conflict resolution.

Emerging Issues

- Planning NSW's Design Quality Program which includes the new State Environmental Planning Policy No. 65 (Design quality of residential flat development in NSW) and Residential Flat Design Code will impact on the design and processing of these types of development applications.
- The implementation of new Single Family House Development Control Plan.
- Planning NSW's proposed State Environmental Planning Policy on Affordable Housing.
- Difficulties in securing suitable development assessment staff.
- Need to undertake a process review of our development assessment system aimed at improving our level of service.

Management Plan Performance Review

There were five management plan strategies set for this program. The completion of two of these strategies was delayed due to the following reasons:

- High staff turnover has led to disruptions that affected the performance of the whole team.
- Difficulties in securing suitable replacement development assessment staff.
- Delays in the implementation of the development assessment management computer system.
- Sustained buoyant development market resulting in a continued increase in workload.
- Need to respond to the continued increase in development assessment criteria being imposed by the State Government
- Deficiencies in resources have impacted on our ability to investigate and implement system improvements.

ENVIRONMENTAL COMPLIANCE & WASTE

Program Objective

To maintain a clean, safe and healthy environment.

Program Description

This program undertakes inspections to ensure compliance with development requirements, environmental health and food regulations. It also is involved in regulatory control by the Ranger Unit and Administrative Support to the Division.

Highlights

- We have developed a systematic program and database to ensure that all regulated premises are inspected at least once per year.
- Developed a training program for the proper and safe processing of food and delivered one seminar with outstanding success and feedback.

- Commenced a systematic program for environmental auditing of commercial/residential premises within Town Centres.
- Set up a new Enforcement Team that encompasses our existing Ranger Unit and our new Community Patrol Officers who will undertake On Street Parking Enforcement when the powers are handed across to Local Government as from 22 July 2002.
- We commenced a program of animal microchipping at a reduced cost to endeavour to have all animals within the City microchipped and lifetime registered, as required by new legislation, by 1 October 2002.

Emerging Issues

- We are currently undertaking a review of our Off-Leash Dog areas to ascertain whether they are still appropriate and to endeavour to provide options that are more appropriate.
- We are undertaking animal microchipping days to endeavour to have owners have their pets microchipped and lifetime registered to comply with the changes to the Companion Animals Act that come into force as from 1 October 2002. Following the educative stage, we will undertake pro-active notification procedures for a period before undertaking enforcement action.
- We will be undertaking pro-active inspections of all declared dangerous and restricted dogs to ensure compliance with the Companion Animals Act.

Management Plan Performance Review

The performance strategies for this program were achieved with the following exceptions:

- The provision of office accommodation for the Enforcement Team and Waste Services Overseers has been reviewed and a preferred option is being costed and determined.
- The assessment of the suitability and cost effectiveness of the current pound facilities compared with external service providers is still being evaluated.

ENVIRONMENTAL POLICY

Program Objective

To produce best practice policy for environmental management/education and urban planning that promotes the principles of ecological sustainable development; to produce town centre policy that promotes sustainable economic development and to accurately maintain Council's corporate geographical mapping system.

Program Description

Formulation of environmental management, environmental education, urban planning and town centre policies and the maintenance of the corporate geographical mapping system.

Highlights

- Successful completion of the inaugural citywide Design Awards for high quality residential and commercial development.
- Completion of the Canterbury Open Space and Recreation Strategy.
- Achievement of Milestone 3 of the international greenhouse gas reduction program; Cities for Climate Protection.
- Adoption of the first Canterbury City Council Environmental Management Plan.
- Very successful celebration of Youth Environmental Day with local high school students.

- Preparation of Town Centre Guide for Lakemba Town Centre
- Participation by local businesses in Town Centre Festivals at Campsie, Lakemba and Earlwood.
- Preparation of Campsie Town Centre Development Control Plan and citywide Development Control Plan for Outdoor Dining.
- Customisation and further development of new Corporate mapping system

Emerging Issues

- Release of SEPP 65 will necessitate a review of Council's Residential Flat development control plans.
- Public exhibition of Council's draft Consolidating LEP for the City.
- Following Ministerial approval of the draft Southern Sydney Catchment Blueprint there will be an expectation on Council to consider Blueprint management Actions in future City Plans and budget planning processes.
- A Lead Safety Tool Kit for Councils was released and will require actions from a range of Council management areas on lead issues.
- Policy needed to guide activities in public places including markets, festivals and outdoor displays.
- Programs to support local retail/commercial property owners to enhance/revitalise facades in town centres.
- Policy needed for city markets/festivals to assist local businesses enhances their businesses.

Management Plan Performance Review

The environmental policy program contains thirty-nine actions, which are contained in the Operational Plan. Thirty-one actions were achieved during the reporting period. The actions that were not achieved were:

- A report on the implications of Planning NSW's Affordable Housing State Environmental Planning Policy (SEPP) as Planning NSW has not produced the SEPP.
- Report on a strategy for residential development along Canterbury Road due to staffing shortages within the Urban Planning Section.
- Report on a review of the existing Development Control Plan for Specialised Business (DCP No.26) due to staff shortages within the Urban Planning Section.
- The development of Urban Design Guidelines for 3 town centres, as this project was expanded to include all town centres within the City and actions were adopted by Council for the inclusion of the new project within the 2002-2003 Operational Plan.
- The proposed Functionality Study. This project has been delayed while the 2001 Census data was produced. The project has since been completed.
- Data collection on three identified parameters for each town centre. This project is linked to the Functionality Study and has since been completed.
- The second of the proposed two local food tourism maps. This map covers the Earlwood Town Centre and has since been completed.
- Two of the proposed four Business Newsletters (part of the Town Centres Program). This was due to other competing projects with higher priority.

WASTE SERVICES

Program Objective

- To provide appropriate effective and efficient street cleaning and building cleaning services.
- To provide comprehensive, appropriate waste management services that maximise the capture of resources from the waste stream.
- To formulate and implement waste management policy.
- To provide comprehensive community waste education programs for the new domestic waste service.

Program Description

This program is responsible for street cleaning, building cleaning, waste collection services management and waste management policy.

Highlights

- Council called tenders for the acceptance and processing of the commingled recyclable materials to be collected in the new waste collection services and let a contract with Waste Services N.S.W. for a seven-year period.
- Council called tenders for the provision of domestic rubbish and recyclable materials collection services and entered a seven-year contract with J.J.Richards and Son Pty Ltd.
- The education program to support the new collection services was designed, developed and implementation commenced.
- Council acquired a new compact street sweeping vehicle that gave better cleaning and environmental outcomes than the previously used technology.

Emerging Issues

- The new OH&S Act has highlighted the manual handling demands of certain waste collection services resulting in extensive OH&S and manual handling training as well as program redesign being undertaken to facilitate safe work practices and procedures.
- An audit of the composition of the contents of rubbish bins and recycling crates was undertaken. This revealed a significant drop in the quantity of garden plant waste in the domestic rubbish bins. The season, the drought and the success of Council's garden waste collection services may have influenced this.

Management Plan Performance Review

- There were nineteen Operational Plan program actions. Sixteen were satisfactorily achieved. The three program actions that were not achieved were because of the resignation of two supervisors during the period and staff shortages. They involved the review of the use of KPIs in the management of the Street Cleaning and Building Cleaning programs as well as the development of an action plan to review the street cleaning program over the next two years.



STATE OF THE ENVIRONMENT REPORT

INTRODUCTION



Council produces an annual State of the Environment Report (SoER) to meet Local Government Act S428 (2c) requirements. The SoER also informs the community about:

- the human impacts on the local environment,
- activities conducted to protect and restore the local environment, and
- our progress towards implementing ecologically sustainable development principles.

At the end of relevant chapters, a table outlines projects to be undertaken during the next reporting period which are consistent with ecological sustainable development principles. These projects are drawn from our Environmental Management Plan and demonstrate our progress towards implementing these development principles. Where appropriate these projects also appear in our City Plan, which outlines projects and budgets for the financial year.

LAND

What are the issues?

Canterbury City is located within the metropolitan area's middle ring of suburbs, between 10 and 20 kilometres south west of Sydney's CBD. Over the last few years, State Government policy has encouraged multi-unit residential development in the inner and middle ring of Sydney suburbs. One of Canterbury's major land use issues is multi-dwelling unit development, which includes dual occupancies, townhouses and villa homes and flats.

Council is placing an emphasis on improving the physical appearance of the City through implementation of the Draft Single Dwelling Code and the State Government's State Environmental Planning Policy (SEPP) 65. The Draft Single Dwelling Code will improve design outcomes by providing detailed planning controls and guidelines for the development of new single-family houses and alterations and additions to existing single-family houses that will:

1. Maintain and enhance quality streetscapes
2. Protect and ensure good residential amenity
3. Preserve areas of special character
4. Contribute towards a more sustainable urban environment.

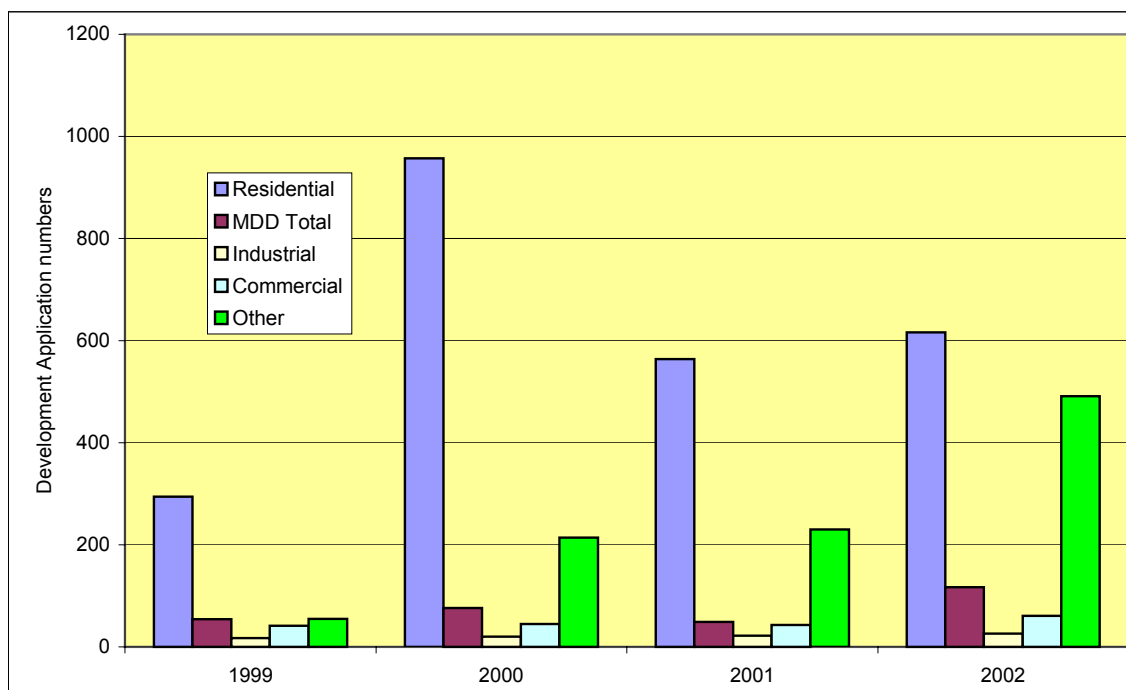
SEPP 65 raises the design quality of residential flat development across the State through the application of a series of design principles.

How are they changing?

The number and type of development applications we receive is an indicator of the pressure development places on the City's land resources. The graph in Figure 1 compares the number of development applications received by Council during SoE reporting periods.

It also shows that residential development continues to account for the majority of development in Canterbury City.

FIGURE 1: NUMBER OF DEVELOPMENT APPLICATIONS RECEIVED



The highest development pressure continues to be for residential development. For example, during the reporting period, we approved the rezoning of some industrial sites for additional medium density housing and anticipate further similar applications.

What's being done?

We use a number of planning instruments and policies to facilitate land-use management decisions. During the reporting period, the following planning instruments and policies were developed and/or reviewed:

- S94 Contribution Plan - Annual review to update contribution figures.
- Review of Development Control Plan for dual occupancy development.
- Review of Development Control Plan for business development.
- Urban Design based Development Control Plan to guide development in the Campsie Town Centre

The following is a summary of our landuse planning projects that impact on the environment:

- Canterbury Local Environmental Plan 2001.
- Cooks River County Road Reservation Rezoning Project.
- Canterbury Open Space and Recreation Strategy.

The following table outlines our actions for the next reporting period that will improve local land use issues and demonstrate progress towards implementing ecologically sustainable development (ESD) principles.

Action	Outcome/Benefits	Priority	Responsibility
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Action	Outcome/Benefits	Priority	Responsibility
Initiate an urban design based vision for Canterbury Road	Current analysis of land use issues affecting Canterbury Road and a planning strategy for future land use development	2002-03	Urban Planning – Environmental Services
Engage a recreation planner	The implementation of actions identified in the Canterbury Open Space and recreation strategy	2002-03	Urban Planning – Environmental Services
Conduct an affordable housing study	Analysis of issues affecting housing affordability in Canterbury and recommended strategies to improve housing access	2002-03	Urban Planning – Environmental Services
Urban design guidelines developed for remaining town centres	Development control plans in place which improve Town Centre urban design	2002-03	Town Centres Development – Environmental Services

AIR

What are the issues?

According to the Australian Bureau of Statistics (March 1999), air quality continues to be the highest environmental priority for NSW residents. Although current indications are that air quality in the greater metropolitan region is generally good, the two main problems are photochemical smog and particle pollution (brown haze).

Canterbury City is located within an air shed that extends over the greater metropolitan region. Air issues are influenced by activities and weather patterns across the region and in some cases the World, such as the enhanced greenhouse effect. The major air pollution sources within the Canterbury City area are motor vehicles, wood fire heaters, and industrial and commercial activities. These pollutant sources are also indicative of the greater metropolitan region.

How are they changing?

Even though Sydney air quality is generally good, ozone and fine particles (PM₁₀) levels continue to rise. Tighter motor vehicle emission standards have led to a sustained reduction in lead and carbon monoxide levels in metropolitan air levels.

Local air quality issues

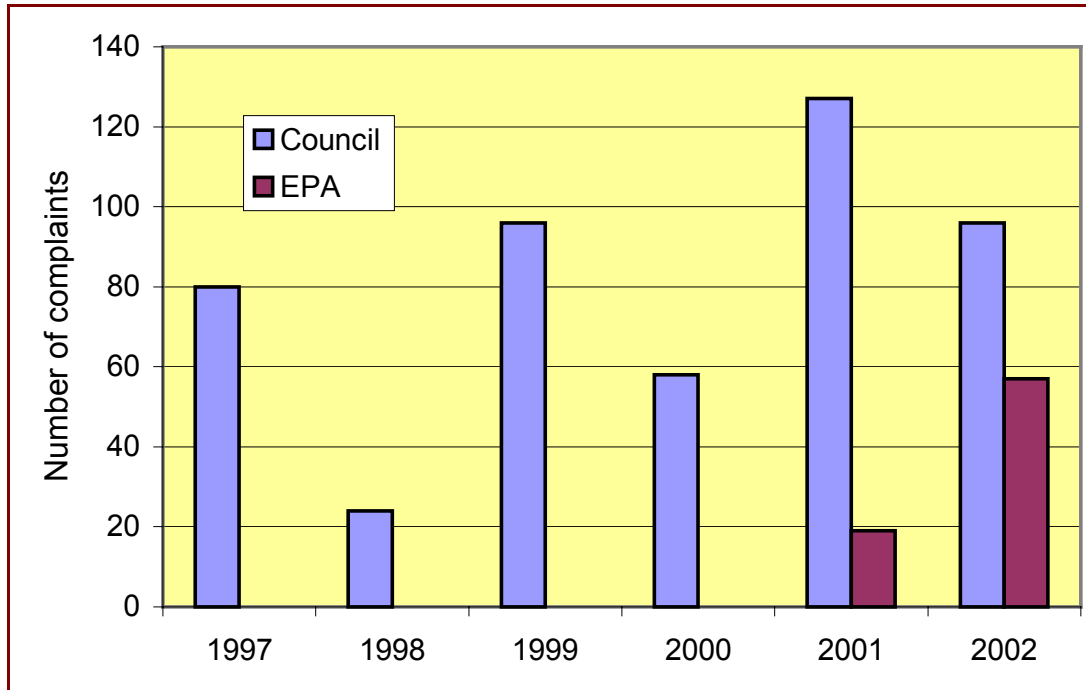
The Regional Pollution Index (RPI) provides the public with a simplified, but still rigorous, representation of daily air quality. It is based on measured concentrations of ozone, and nitrogen dioxide and a measure of visibility, used to indicate the presence of particular matter in the air. The RPI is produced twice daily. The morning index reports air pollution levels from the period 3pm (the previous day) to 6am, and the afternoon index reports for the period 6am to 3pm. Indices are produced for three regions in Sydney (Eastern Sydney, South-western Sydney and North-western Sydney). Canterbury City is located within the Eastern Sydney region.

For the most up to date information about Sydney's air quality, visit the NSW EPA's web site (www.epa.nsw.gov.au/air/aqupd.htm).

During the reporting period, we received 96 air pollution complaints, which is down slightly from the previous period.

These complaints are graphed in Figure 2.

FIGURE 2: AIR POLLUTION COMPLAINTS RECEIVED BY COUNCIL AND THE NSW EPA.



Greenhouse Issues

Australia's estimated net greenhouse gas emissions in 2000 totalled 353.3 million tonnes of carbon dioxide equivalent. This represents an increase of 2.1% from the 1999 national greenhouse gas emissions and a 6.3% increase from 503.3 m. tonnes in 1990. Energy industries, mostly electricity generation, account for the greatest proportion of national greenhouse emissions and the largest increase in emissions.

More information on greenhouse gas issues can be found at the Australian Greenhouse Office web site <http://www.greenhouse.gov.au>.

What is being done?

Our primary role in reducing the local air pollution is administered and enforced through the *Protection of the Environment Operations Act* and *Environmental Planning Assessment Act*.

We have achieved Milestone 3 of the Cities for Climate Protection (CCP) Program. This program aims to reduce the greenhouse gas emissions from Council's and community activities. The program is based around the completion of five milestones. During the next reporting period, we will be tackling Milestone 4, which is the implementation of programs to reduce greenhouse gas emissions.

The following table outlines our actions for the next reporting period that will improve local and regional air quality and demonstrates progress towards implementing ecologically sustainable development (ESD) principles.

Action	Outcome/Benefits	Priority	Responsibility
Review Council's codes, environmental assessment program and complaint procedures and standard development assessment conditions to reflect current legislation and air quality management practice	Environmental planning instruments and codes which are consistent with best practice air quality management with the benefit of reducing the impact of development on local air quality	Annual	Environmental Policy – Environmental Services
Review and recommend cost effective measures that minimise emissions from Council's vehicle fleet	The suitability of alternative fuels for fleet will be investigated and recommendations made with the benefit of savings on fuel bills and decreasing greenhouse gas emissions	2002-03	Environmental Policy – Environmental Services
Vehicles and plant serviced in accordance with service specifications	Cost effective and efficient use of vehicles and plant that will minimise impact on local air quality and water ways.	Annual	Works – City Works
Implement and report on Greenhouse Gas Reduction program (Cities for Climate Protection Local Action Plan Milestone 4)	Implementation of a number of programs that will reduce greenhouse gas emissions.	2002-03	Environmental Policy – Environmental Services
Establish a system to record dollar savings from greenhouse gas reduction programs and invest these in further programs (Revolving Energy Fund and Financial Loss Control software)	Money saved from energy efficiency actions to fund further energy efficiency projects. A valuable tool to help measure what we manage	2002-03	Environmental Policy Financial Services – Environmental Services & Corporate & Community Services
Complete an emission inventory using the CCP software	An emission inventory is a valuable tool to enable us to measure our greenhouse gas emissions and our progress towards the emission goals	2002-03	Environmental Policy – Environmental Services

WATER

What are the issues?

The Cooks River and Salt Pan Creek Catchment contain extensive urban and industrial development and water quality throughout each waterway tends to be poor. Water quality testing is conducted by the Sydney Water Corporation and shows that for most indicators, pollution levels were generally higher in wet weather than in dry. This indicates that stormwater run-off and discharges from the sewer system are major contributors to poor water quality in both waterways.

How are they changing?

The *Sydney Water Annual Environment and Health Report 1999-2000* states that the main changes to each of Canterbury's catchments water quality were:

Cooks River

- Wolli Creek - Improved from poor to good compliance for boating activities (secondary - contact recreation)
- Muddy Creek at the mouth of the river - improved from very poor to fair for protection from algal blooms and from poor to good for swimming (primary contact)
- Alexandra Canal - improved from poor to fair for boating, and from very poor to poor for swimming
- Brighton Ave, as in previous years showed very poor compliance for all water quality objectives.
- The number of algal blooms was similar to 1998/99's result. Most blooms occurred at the Alexandra Canal and Brighton Avenue.

Georges River (Salt Pan Creek)

- In the upper estuarine section, in which Salt Pan Creek is located, water quality is poor due to limited tidal flushing and high levels of catchment development.
- Compared to 1998/99, water quality in the Georges River was better at all sites.
- Suitability for swimming and boating was recorded as good in Salt Pan Creek.
- The pattern of results has been generally similar for the last three years, with median concentrations of faecal coliforms (an indicator of sewage pollution) highest in wet weather at the Salt Pan Creek sites. A number of high-frequency sewer overflows discharge to this waterway, contributing to the high bacteria counts.

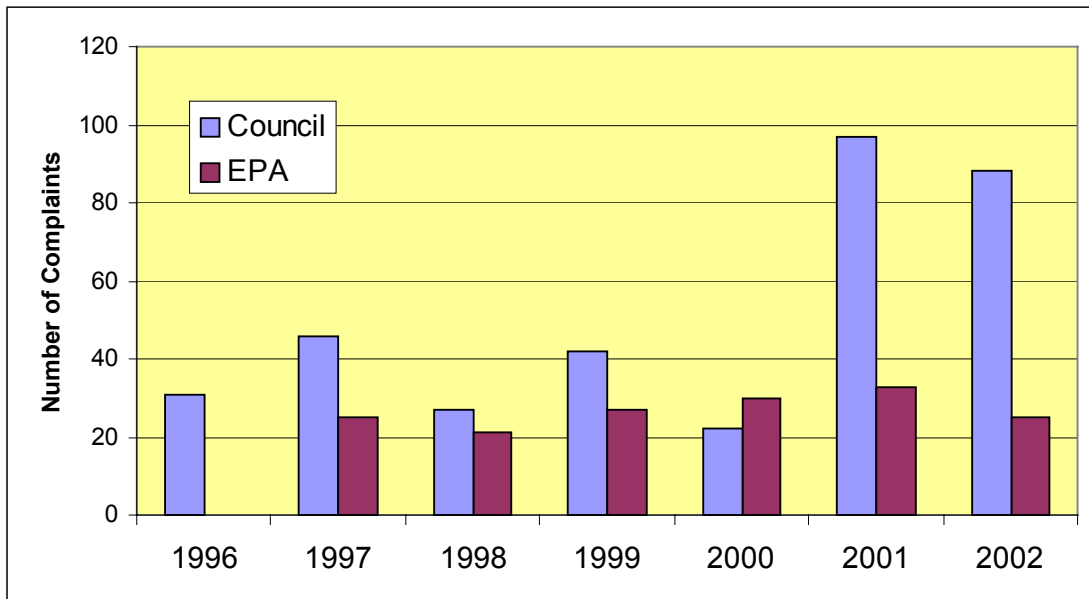
The Sydney Water Corporation is targeting both the Cooks River and Salt Pan Creek catchments for rehabilitation of sewer pipes as part of the Interim Infiltration/Exfiltration Program. This program will improve performance in both dry weather (reducing leakage or exfiltration from the sewer) and wet weather (reducing overflows).

Gross Pollutant Traps

The Sydney Water Corporation monitors the performance of Trash Racks and Gross Pollutant Screens in the Council area (located at Cup and Saucer Creek, Wolli Creek and Orissa Street). Detailed graphs showing the amount of material removed and trends are produced in each comprehensive SoE report. The data collected for this reporting period showed that most devices continued with trends set during previous years.

During the period we received 88 complaints about water pollution, this is slightly less than the previous period. These complaints are graphed in Figure 3.

FIGURE 3: WATER POLLUTION COMPLAINTS RECEIVED BY COUNCIL AND EPA.



What's being done?

We continue to work in partnership with government agencies, other councils and the community to improve local waterways and over the reporting period, we conducted the following activities:

- Implemented an education program for our Environmental Compliance Team. This program provides the team with resources required to inform local business of solutions to their potential water pollution problems.
- Developed and implemented the "Act Now For Tomorrow" stormwater education program for Salt Pan Creek in conjunction with Bankstown and Hurstville Councils, the NSW Roads and Traffic Authority, Sydney Water Corporation and the local community. The program has provided valuable community skills and networks that will improve sustainable practices and the local waterways draining to Salt Pan Creek.
- We conducted a review of our Stormwater Management Manual to bring it in line with current practices. The Manual helps developers adequately plan for and provide appropriate stormwater pollution control measures and helps compliance with development consent conditions.

The following table outlines our actions for the next reporting period that will improve local and regional water quality and demonstrates progress towards implementing ecologically sustainable development (ESD) principles.

Action	Outcome/Benefits	Priority	Responsibility
Review implementation of the Cooks River and Salt Pan Creek Stormwater Management Plans	Stormwater management plans outline actions for catchment stakeholders to improve local waterways and are reviewed to ensure actions considered in Council's City Plan and Budget process	Annual	Asset Planning Environmental Policy – City Works & Environmental Services

Action	Outcome/Benefits	Priority	Responsibility
Continue to provide support for catchment focussed committees, working groups and community environment groups	Council is represented on a number of groups whose activities improve catchment management (Cooks River Foreshores Working Group, Stormwater Management Plan steering committees)	Annual	Environmental Policy Asset Planning - City Works & Environmental Services
Review existing car wash bay development control requirements	This review will result in decreased fine sediments and nutrients entering local waterways	2002-03	Environmental Policy – Environmental Services
Ensure all Council's pollution control devices are well maintained	Council is responsible for cleaning 4 pollution control devices, which prevent litter and other large pollutants from entering local waterways. These devices decrease litter and large pollutants entering local waterways.	Review each quarter	Works – City Works
Review existing land use planning policy to incorporate water efficiency provisions	Include development control plan provisions that require new development to install water saving plumbing fittings that will result in reduced demand and improve water resource management.	2002-03	Environmental Policy – Environmental Services
Join the Sydney Water Corporation's "Every Drop Counts" business water conservation program, and conduct a diagnostic assessment and water conservation audit of Council's water management systems	This program will provide water conservation expertise for minimal cost and reduce water demand and improve water resource management	2002-03	Environmental Policy – Environmental Services

WASTE

What are the issues?

Australia has the second highest domestic waste production per capita among all of the Organisation for Economic Cooperation and Development (OECD) countries (NSW EPA, 2000).

The factors influencing waste management in Canterbury City are:

- The scarcity of suitable landfill sites close to the Sydney metropolitan area is contributing to the increasing cost of waste disposal.
- Increasing recognition of the environmental costs of past waste disposal practices, such as land contamination, water and air pollution.
- Increasing recognition that minimising waste is good for business in terms of reducing costs in addition to environmental benefits
- A shift in recognising waste as a resource potential

- Relatively low levels of recycling in the City – residents are currently recycling less than half of all recyclable materials being thrown out.

How are they changing?

The challenge is to decrease the amount of waste we send to landfill and increase the amount of waste we reuse, recycle or reprocess.



We monitor the progress in meeting this challenge by comparing the:

- Quantity of municipal waste disposed of at landfill tips; and
- Quantity of municipal waste diverted from landfill tips, i.e. reused or recycled.

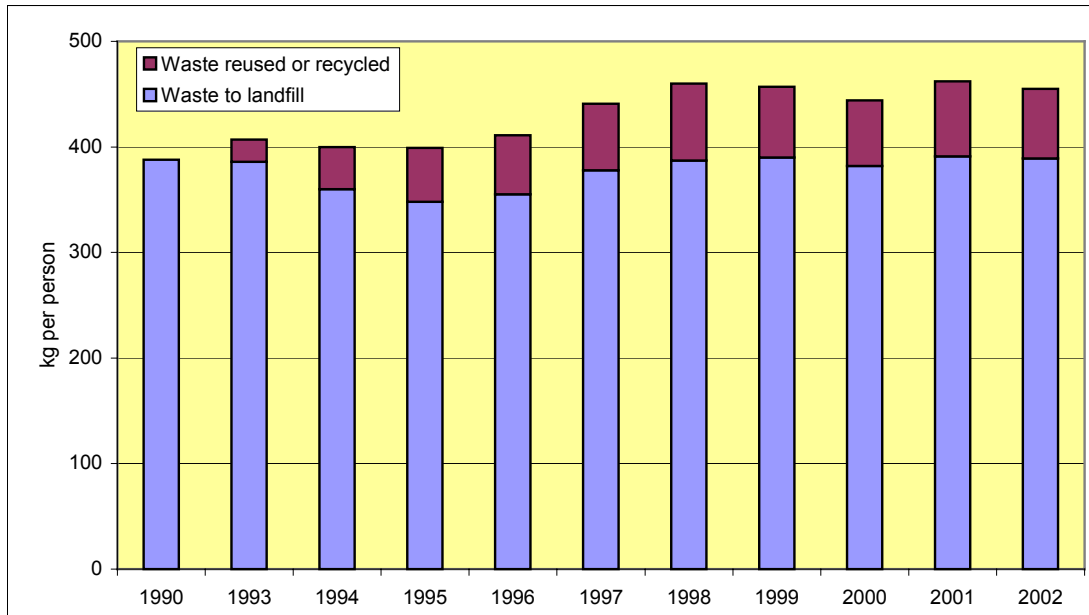
During the reporting year, each Canterbury resident produced 455 kg of municipal waste on average.

389 kg went into landfill and 66 kg was reused, recycled or reprocessed.

This is a slight decrease in both amounts compared to the previous reporting period when the amounts were 391 kg and 71 kg respectively.

The graph in Figure 4 presents the generation of waste from 1990 to the most recent reporting period and shows that while municipal waste generation has increased, the proportion of waste diverted remains steady.

FIGURE 4: WASTE TO LANDFILL COMPARED TO WASTE REUSED OR RECYCLED



What's being done?

In response to the City's low recycling level, we undertook steps to allow the introduction of a new two-bin waste collection service in late 2002. The existing rubbish bins will be replaced with smaller ones, and recycling crates replaced with large mobile recycling bins.

The new system will be simpler and easier for residents to use, and aims at reducing waste sent to landfill through increased recycling. Other benefits of the new service will be reduced litter and stormwater pollution as all recyclables will be placed in one bin, instead of the current system of bundling paper separately, resulting in loose paper and containers littering the streets. We are expecting a marked increase in recycling figures once the new service commences, as the range of recyclable plastics will be increased to include plastics numbered 3, 4 and 5, and it will be much more convenient to use than the current crate system.

Development of a comprehensive waste education program is also underway to support the implementation of the new waste collection service. The multilingual community education program will include the production of printed materials and a video in a number of community languages, as well as advertisements, information stalls, a schools education program and the employment of bilingual educators to target local ethnic communities.

In the past year, we have continued various waste education activities to reduce waste within our community including the following:

- Regular home composting and worm farming demonstrations for residents, in conjunction with the Waste Not Want Not Program, with giveaways and subsidies to residents for compost bins and worm farms.
- Information stalls, displays and giveaways at local community events such as Australia Day, Haldon Street Festival, the Youth Vibrations Festival and Active Seniors Week Fair.
- Waste information to residents via our news columns.
- Promotion and coordination of local groups for Clean Up Australia Day, and promotion of the Clean Up the World event.

- Holding a poster competition for local children with a waste reduction theme, and recycling competition for all residents to coincide with Recycling Week.

We are also addressing waste reduction within our own operations through the following programs:

- Garden and wood waste – approximately 4000m³ of garden and wood waste generated by our Parks operations was chipped on site and reused as mulch on the City's gardens.
- Concrete recycling – we recycled 303 tonnes of waste concrete generated from the Works program. The concrete is crushed and used as raw material in mixing new concrete.
- Asphalt – approximately 5000 tonnes of waste asphalt and bitumen were recycled from our Works Program.



The following table outlines our actions for the next reporting period that will reduce waste to landfill and demonstrate progress towards implementing ecologically sustainable development (ESD) principles.

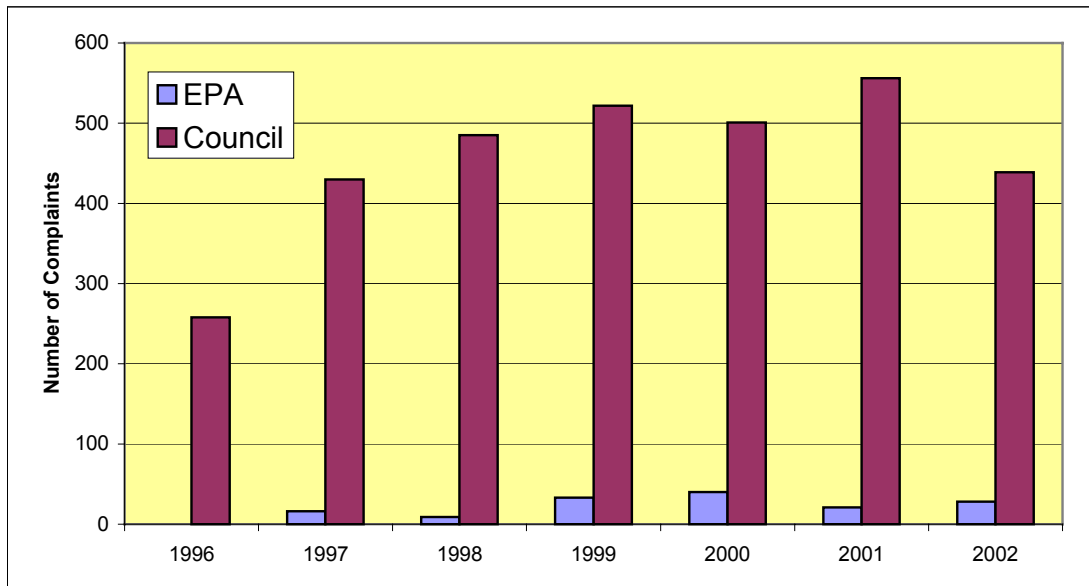
Action	Outcome/benefits	Priority	Responsibility
Implement the new bin waste management system	A simpler system for residents which provides increased capacity to recycle and will reduce waste sent to landfill	2002-03	Waste Services – Environmental Services
Deliver a multilingual community waste education program, including printed materials and video to all residents, advertising in local English language and ethnic papers, establishment of a Waste Hotline call centre, information stalls and employment of bilingual educators	All residents will be aware of the new waste collection service commencing in September 2002 and waste to landfill decreases, recycling rates increase	2002-3	Waste Services – Environmental Services
Review events and public place recycling policy with reference to current best practice	Council's Events Policy requires organisers to provide recycling facilities and a review would determine if the recycling requirements could be improved.	2002-03	Waste Services – Environmental Services
Develop new waste service requirements for incorporation into land use planning policies	Development control plans amended so that new development will accommodate new waste service bins	2002-03	Waste Services – Environmental Services

NOISE

Unwanted and offensive noise that interferes with our activities is noise pollution. We reduced the impact of noise on the quality of life of local residents through our regulatory responsibilities and functions.

During the reporting period, we received 439 noise pollution complaints, of these 187 related to barking dogs. This is less than the previous reporting period when the figures were 556 and 187 respectively.

FIGURE 5: NOISE COMPLAINTS RECEIVED BY COUNCIL AND EPA



The following table outlines our actions for the next reporting period that will reduce the impact of noise on our local environment and demonstrates progress towards implementing ecologically sustainable development (ESD) principles.

Action	Outcome/benefits	Priority	Responsibility
Review codes, environmental assessment program and complaint procedures, and standard development assessment conditions to reflect current legislation and	Environmental planning instruments and codes which are consistent with best practice noise mitigation management and decrease noise pollution from urban activities	Annual	Environmental Policy – Environmental Services

Action	Outcome/benefits	Priority	Responsibility
noise management practices			
Review information and education strategies for improving noise management through environmental compliance and development assessment programs	Where appropriate staff training needs assessed and training conducted to ensure Council programs are consistent with current noise management practice and decrease noise pollution from urban activities	Annual	Environmental Policy – Environmental Services

BIODIVERSITY

What are the issues and how are they changing?

Extensive urban development means there is little of the ecosystems left to support a rich biodiversity in Canterbury. However, undeveloped land, road reservations and railway corridors can provide areas for native plants and animals to survive. Parks, open space and your own backyard can be used to enhance biodiversity.

What's being done?

We conducted nine community tree planting days during which 205 residents participated. One thousand, eight hundred and ninety trees, shrubs and grasses were planted, each grown at our nursery from seed collected from remnant vegetation.

We were also involved in the following bushland regeneration activities:

- Cooks River Clay Brown Scrub Revegetation at the Third Avenue, Campsie site.
- Sydney Sandstone vegetation regeneration at Girrawheen Park and Nanny Goat Hill, Earlwood; and
- Cumberland Plain Woodland at Iris Avenue, Riverwood.

For further information about biodiversity issues, visit the web pages of the NSW State of the Environment Report 2000 (www.epa.nsw.gov.au) and Environment Australia (www.ea.gov.au/biodiversity/).

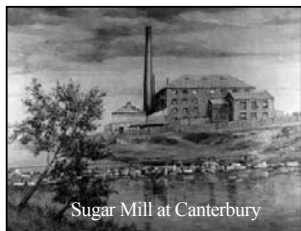
The following table outlines our actions for the next reporting period that will protect and enhance local biodiversity and demonstrates progress towards implementing ecologically sustainable development (ESD) principles.

Action	Outcome/benefits	Priority	Responsibility
Undertake 9 community tree planting events	Nine community tree planting events conducted, with trees, shrubs and grasses planted	2002-03	Parks and Property – City Works
Undertake a Volunteer Bushcare program at Peace Park Ashbury and	Community involvement in enhancing local biodiversity	2002-03	Parks and Property – City Works

Action	Outcome/benefits	Priority	Responsibility
Bell Street Riverwood			
Contract National Trust to undertake bush regeneration at Nanny Goat Hill Earlwood and Third Ave Campsie	Community involvement in enhancing local biodiversity	2002-03	Parks and Property – City Works
Prepare an implementation plan for the Greenweb Sydney Action Plan (priority Green web initiatives 3, 4 & 5)	Greenweb is a Sydney wide vegetation management strategy that aims to preserve and enhance native vegetation communities	2002-03	Assessments – Environmental Services
Review Council's local seed collection program	Council's nursery collects seeds from local remnant vegetation communities to develop and maintain local seedlings for planting to protect and enhance remnant vegetation communities.	Annual	Works – City Works
Continue to develop and promote guidelines for responsible pet ownership	Responsible pet ownership protects native plants and animals	Annual	Environmental Compliance – Environmental Services
Prepare a Landscape development control plan in accordance with Greenweb initiatives	Provide development requirement that protect and enhance local biodiversity. Protect and enhance remnant vegetation communities (Third Avenue remnant) Provide habitat for native plants and animals Establish and protect wildlife corridors	2002-03	Assessments – Environmental Services

HERITAGE

The major pressure on local heritage has been the land development process, particularly redevelopment for higher density housing. During the reporting period, we conducted the first part of a comprehensive review of local heritage within the City, which involved a review and assessment of non-residential buildings and places. The second will address residential buildings and places. Community input is being sought on items for nomination and indigenous issues will be incorporated as part of the heritage review.



Sugar Mill at Canterbury

All of Canterbury's major planning instruments contain provisions relating to heritage protection. Although there are not heritage conservation areas identified with the City, there are a total of 144 heritage items.

We are implementing two heritage programs to acknowledge historical sites and events to inform the public and raise awareness about significant historical events and sites in the early development of Canterbury. These are the Heritage Panel Program and the World War I Street Nameplates Program.

- **Heritage Panel Program**

This program involves erecting heritage panels (interpretive signs with text and graphics) at buildings and sites commemorating events and early life in Canterbury City. The listed events and life groups include Aboriginal communities, European settlement, land subdivisions, suburban development, major buildings and cemeteries.

The program began in 1993, and to date 28 panels have been erected. In 2002, panels were unveiled at Canterbury Hospital and Fern Hill (now Hurlstone Park) Railway Station, with two panels scheduled for erection in the next three years.

- **Nameplates to Commemorate World War 1 Street Names Program**

We have a 4-year program of erecting nameplates to acknowledge streets names after World War 1 battlefields and military personnel. Many of the names have local significance. Moreover, the purpose of the program is to explain the origins of the names. Research suggests that there are about 22 such street-names in Canterbury, most located near each other in four groups.



Nameplates are erected at relevant streets in one suburb each year on Remembrance Day, 11 November. Nameplates were unveiled for the first group of streets in Belmore/Kingsgrove in 2000, in Belfield in 2001, and the third group will be unveiled in Earlwood on 11 November 2002. Nameplates in Campsie/Canterbury will follow in 2003.

REPORT ON THE CONDITION OF PUBLIC WORKS

Period 1 July 2001 to 30 June 2002

1. Summary

We have continued to develop our Asset Management System (AMS) to assist in managing our public infrastructure. As stated in previous reports, when the Asset Management System has been completed, we will be able to carry out Strategic Asset Modelling of all asset categories to determine the asset renewal requirements and be able to model these for various levels of service. The quality of our Asset information is continuing to be improved and this Annual Report is an update on our position based on our current data.



Our reports in previous years have been focused on the process of asset capitalisation and statutory reporting. We have done this as our information on assets has not been detailed enough to allow forecasting by Asset Modelling. With the development of the Asset Management System, we will be able to undertake strategic asset management. The aim of the process is to begin to match the management plan objectives for service levels with the asset stock required to deliver those services, and from this, determine the required expenditure and revenue cash flows for the short, medium and long-term projections.

We are working towards being able to undertake a full strategic asset review, however this system will still take some years to fully develop. As a result, this year's annual report does not include the strategic asset modelling.

The expenditure related to the Asset Categories in this report reflects the information that we can obtain from our PeopleSoft financial system. This is a project, activity based financial system, and has enabled us to better determine the real costs of the maintenance of the asset stock.

As has been reported in previous Annual Reports, the City area was developed in boom development times, and a large majority of infrastructure assets are now reaching the end of their life.

The cost to replace all of our assets is beyond the financial capability of the organisation. Subsequently, we propose to use the AMS to determine the asset categories in most need of funding. The development of the model is critical, as it will allow informed decisions to be made on how we can best deliver the appropriate services in a cost effective and efficient manner.

2. **(i) Funding required to bring Council's Assets up to satisfactory standard**
- (ii) Funding required to maintain Council's Assets to a satisfactory standard.**

It has become evident with the development of the Asset Management System, that it is essential for the model to reflect our business principles as set out in the following documents:

- The Management Plan that sets out Council's management policies.
- The budget that dictates the amount of funds that Council has to spend on Infrastructure Assets.

- The Annual Report which reveals our performance.

As well as the indicators listed above, we also need to determine from our customers what service level is considered satisfactory for each asset category. We will then know the level we are aiming for and then balance community expectations with the funds available.

As the Financial Modelling Component of the Asset Management System is not completed, we have used the annual average renewal cost as an indication of the required ongoing maintenance expenditure. This has been calculated by dividing the total asset value by the design life of each asset. We believe, at this stage, that this calculation will provide us a realistic method of assessing the funding required to maintain each of the asset categories in a satisfactory condition.

This year we have revaluated our Road, Footpath and Kerb & Gutter categories. The value of the Road category has changed significantly due to increases in replacement costs, whereas the Footpath and Kerb & Gutter categories have changed only slightly. Additionally, this year we have used a road pavement life of 100 years. This, along with the revaluation, has changed the average annual renewal cost.

Roads and Footpaths

This financial year there has been a focus on improving Footpaths and Roads.

To achieve this, a Roads and Footpath Levy was introduced. The levy is based on a three-year period commencing in 2001-2002. This funding has been used in three areas:



- Resealing Program – resealing existing roads in the network.
- Footpath Reconstruction Program – replacement of the existing asphalt footpaths with concrete footpath paving.
- Footpath Rehabilitation Program – repair of existing concrete footpath paving.

In addition, the Footpath Maintenance Program has continued with funds in this program being used for the repair of more random footpath defects on footpaths that are not included in the main footpath programs.

COMMENT

We consider that if our infrastructure assets were in satisfactory condition, that the current level of funding would be sufficient to maintain them in their existing condition. Unfortunately, insufficient maintenance funding has been provided over many years resulting in the need for significant funds to bring these assets up to a satisfactory condition. We have revised the table this year to include the amount we consider is required to bring our assets up to this satisfactory condition. This process has also identified that the Drainage category is an area that must be addressed in future budgets.

The table below indicates the Current Replacement Cost for each Asset Category, the calculated funding required for maintenance of each asset category at a satisfactory level, and the estimated expenditure to bring all assets up to a satisfactory condition:

Asset Category	Current Replacement Cost (CRC)	Design Life (DL) yrs	Average Annual Renewal Cost (CRC/DL)	\$ Required to bring Asset up to Satisfactory
Bridges	\$3,117,018	80	\$38,963	\$0
Buildings	\$37,369,848	50	\$747,397	\$2,414,234
Drains	\$58,624,645	100	\$586,246	\$5,163,831
Driveways	\$23,648,500	40	\$591,213	\$95,594
Footpaths	\$40,623,341	40	\$1,015,584	\$5,102,790
Park (Land Improvements)	\$15,084,026	10	\$1,508,403	\$1,734,663
Neighbourhood Signage	\$5,908,870	10	\$590,887	\$10,177
Roads	\$207,179,035	100	\$2,071,790	\$17,163,098
Kerb & Gutter	\$67,230,075	40	\$1,680,752	\$2,409,865
Street Furniture	\$617,610	30	\$20,587	\$11,116
Traffic Devices & Signage	\$3,643,450	30	\$121,448	\$116,590
Trees	\$6,081,850			
TOTAL	\$469,128,268		\$8,973,270.00	\$34,221,958.00

3. Programmed Maintenance

The table below indicates the funding for programmed maintenance for each asset category in the 2001/2002 financial year:

Asset Category	Our Maintenance & Renewal Expenditure
Bridges	\$246,225
Buildings	\$1,401,327

Drains	\$281,646
Driveways	\$0
Footpaths	\$1,180,997
Park (Land Improvements)	\$2,119,315
Neighbourhood Signage	\$80,795
Roads	\$2,349,511
Kerb & Gutter	\$481,959
Street Furniture	\$72,651
Traffic Devices & Signage	\$528,215
Trees	\$419,682
TOTAL	\$9,162,323.00

LEGAL PROCEEDINGS

Court costs for recovery of late/back rates:

During the 2001/2002 financial year, we spent \$51,105 recovering unpaid rates. This resulted in the collection of \$231,573 relating to rates during 2001/2002. Funds were also collected for other financial years.



Legal Actions

Details of our legal proceedings during 2001/2002 appear below.

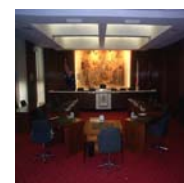
Address/Action	Total Costs	\$ Awarded	Status
Companion Animals Act Action 11 McCallum Street, Roselands	\$2,364.67	-	Animal Declared Dangerous
Companion Animals Act Action 175 Homer St, Earlwood	(\$110.45)	\$818.00	Won
Companion Animals Act Action 30 Jeffrey Street, Canterbury	\$588.50	809.00	Won
Companion Animals Act Action 53 Joyce Street, Punchbowl	\$639.36	-	Ongoing
Companion Animals Act Action 69 Martin Street, Roselands	\$1,185.00	\$510.00	Won
Companion Animals Act Action 8 Permanent Avenue, Earlwood	\$577.80	-	Withdrawn
Companion Animals Act Action 100 Ernest Street	\$94.36	-	Ongoing
Development Application Conditions 2-4 The Broadway, Punchbowl	(\$4,530.00)	\$17,000.00	Won
Development Application Conditions 34 Victoria Road, Punchbowl	\$2,314.30	3000.00	Won Appeal
Development Application Conditions 67 Renown Ave, Wiley Park	\$858.88	-	Withdrawn
Development Application Conditions 60 McCallum Street, Roselands	\$1,670.50	-	Ongoing

Address/Action	Total Costs	\$ Awarded	Status
90 Minnamorra Ave, Earlwood			
Environmental P&A Act Action 1558 Canterbury Rd	\$995.50	\$950.00	Won
Environmental P&A Act Action 303 Beamish St, Campsie	\$17,637.77	-	Lost
Environmental P&A Act Action 67 Duke St, Campsie	(\$336.10)	\$618.00	Won
Environmental P&A Act Action 72 Belmore Rd	\$2,186.01	-	Withdrawn
Environmental P&A Act Action 8 Wiggs Road, Riverwood	\$4,494.74	-	Ongoing
Environmental P&A Act Action 184 Haldon St, Lakemba	\$16,356.61		Won
Food Act 152 Beamish Street, Campsie	\$894.00	-	Withdrawn
Food Act 176 Beamish Street, Campsie	(\$1,595.40)	\$2616.00	Won
Food Act 184 Beamish St, Campsie	(\$2,077.50)	\$2750.00	Won
Food Act 192 Beamish Street, Campsie	Defendant paid	-	Withdrawn
Food Act 268 Beamish St, Campsie	(\$773)	\$1000.00	Won
Food Act 38B Haldon Street, Lakemba	\$375.87	-	Withdrawn
Food Act 38C Haldon Street, Lakemba	(\$1,859.70)	\$2796.00	Won
Food Act 64 Evaline Street, Campsie	(\$4,333.50)	\$5404.00	Won
Land & Environment Action 12 Shadforth Street, Wiley Park	\$3,476.85	-	Discontinued
Litter Offence	\$435.00	\$200.00	Dismissed
Optus and Telstra Facilities	\$1,767.00	-	Ongoing
RTA – M5 motorway	\$98,976.58	-	Awaiting Judgement
Waterworth Park – Dog Attack	\$2,260.00	\$308.00	Won

COUNCILLORS' FEES, EXPENSES & FACILITIES

The amounts expended for fees paid to Councillors in 2001/2002 were:

Payments to Mayor	\$ 24,860
Payments to Councillors	<u>\$ 117,700</u>



Total \$ 142,560

The amount expended for the provision of facilities and payment of expenses was \$141,234.

Our adopted policy for the payment of expenses and provision of facilities for use by Councillors is as follows:

POLICY OBJECTIVES

- To establish guidelines for the reimbursement and payment of expenses incurred by Councillors and staff in attending conferences, seminars and other events relevant to local government.
- To provide support and assistance to the Mayor and Councillors in performing their roles by the provision of equipment and facilities.
- Generally to improve the delivery of services to the residents of the City of Canterbury by ensuring Councillors are appropriately supported to enable them to effectively carry out their role.

PAYMENT OF EXPENSES

1. Conferences, Seminars and Other Events

Subject to annual budget provision attendance at the following events by Councillors and staff, with the approval of the General Manager, is authorised:

Approved Conferences (Within Australia)

- Annual Conference of the Local Government Association of NSW
- Annual Conference of the Australian Local Government Association
- National Assembly of Local Government
- Institute of Municipal Management State and National Conferences
- Australian Local Government Women's Association
- Meetings of the Australian Mayoral Aviation Council (AMAC)
- Meetings of the Australian Nuclear Free Zones Secretariat
- Others as approved.

Allowable Expenses

- Accommodation costs, based on charges for one room (either single, twin share or double) including bed and breakfast and incidental expenses in a venue of suitable standard for the Councillor and their partner for the duration of the conference.
- The cost of all meals and refreshments for the Councillor and their partner.
- Travelling – optional – private vehicle at the approved kilometre rate or business class airfare. (Journeys involving two hours or more of flying time – First Class at the discretion of the General Manager). Where there is no airline service, 1st Class rail fare. **Subject** to Council determining alternative means of transport in special circumstances.
- Where a Council vehicle is used, all fuel costs etc. will be reimbursed by Council, subject to a claim being made in the prescribed form.
- Registration fees – including cost of official dinners, partners' tours etc.
- Accommodation, meals and incidentals to and from the conference venue.

Interstate Travel

In most cases the need for interstate travel cannot be anticipated with as long a lead time as can reasonably be expected for overseas travel.

There are instances where councils are required to visit Canberra for official purposes such as meetings with federal parliamentarians and ministers.

For purposes of this policy, the ACT is regarded as being within NSW.

Where Councillors propose to travel interstate, the proposals shall be considered at an open Council meeting through a report from the Mayor or General Manager.

Where the cost of travel is expected to exceed \$2,000 for transport, accommodation, and out of pocket reimbursement of expenses per person, a detailed report should be provided outlining:

- Who is to take part in the travel
- The objectives to be achieved in undertaking it, including an explanation of what community benefits will accrue to undertaking the visit
- Details of costs, including any amount expected to be reimbursed by participants.

If the travel is to be sponsored by private enterprise, ICAC guidelines and reporting structures shall be followed.

Overseas Travel

Proposals for overseas travel by Councillors and staff on Council business will be documented in the annual management plan. The plan will widely circulated in the community. Community input about the proposed visit can therefore be considered as part of the management plan review and budget finalisation process.

Proposals should indicate:

- Who is to take part in the travel
- The objectives for undertaking it, including an explanation of what community benefits are expected to accrue from the visit with an approximate budget
- Detailed costs including any amounts expected to be reimbursed by the participants.

If the visit is to be sponsored by private enterprise, ICAC guidelines and reporting structures shall be followed and this should for part of the community reporting process.

Council should consider the above proposals in open meeting and resolve whether or not the travel is to take place.

A detailed report should be given in the Annual Report for the year in which the visit took place, outlining how the objectives were met and what quantifiable benefits will flow into the community.

Where exceptional cases arise and travel has to be undertaken at short notice, the above proposals should be put to Council for a decision. The outcomes, costs and attendances should be included in the first Annual Report issued subsequent to the travel taking place.

2. Legal Expenses

Council may, but subject to resolution on each and every occasion, indemnify or reimburse reasonable legal expenses of a Councillor in the following circumstances:

- Defending an action arising for the performance in good faith of a function under the Local Government Act (Section 731); or
- Defending an action in defamation provided the statements complained of are made in good faith in the course of exercising a function under the Act; or
- For proceedings before the Local Government Pecuniary Interest Tribunal or an investigative body provided the subject of the proceedings arises from the performance in good faith of a function under the Act and the Tribunal or investigative body makes a finding substantially favourable to the Councillor.

3. Councillors' Private Vehicles

Council shall reimburse Councillors who use their own vehicles and who claim reimbursement within one month of travelling:

1. To and from the Councillor's place of residence in order to attend meetings of Council or its Committees.
2. To and from inspections within the area provided such inspections are undertaken in compliance with resolutions of Council.
3. To and from seminars and conferences.
4. To and from Council's Administration Centre for purposes relating to the business of Council, to meet with officers etc.
5. To and from Council business outside of the area in compliance with a resolution of the Council. This would include attendance at SSROC meetings and the like.
6. To and from meetings of community groups, whose activities encompass all or part of the Council's area.
7. To and from social functions and gatherings representing the Mayor or Council at the Mayor's request.
8. To and from social functions and gatherings where the invitation stems from the Councillor's official position.
9. Lodgement of a claim for reimbursement is taken to be a certification by the Councillor that the journey for which reimbursement is being claimed falls within the categories of permissible journeys listed above.

4. Cabcharge Charge Card

Councillors are provided with a Cabcharge card to facilitate their travelling requirements for the following purposes:

1. To and from the Councillor's place of residence in order to attend meetings of Council or its Committees.
2. To and from inspections within the area provided such inspections are undertaken in compliance with resolutions of Council.
3. To and from seminars and conferences.
4. To and from the Council's Administration Centre for purposes relating to the business of the Council, to meet with officers.
5. To and from Council business outside the area in accordance with a resolution of Council. This would include attendance at SSROC meetings and the like.
6. To and from meetings of community groups, whose activities encompass all or part of the Council's area.
7. To and from social functions and gatherings representing the Mayor or Council at the Mayor's request.

8. To and from social functions and gatherings where the invitation stems from the Councillor's official position.
9. Use of a Cabcharge card by a Councillor is taken to be a certification by the Councillor concerned that the taxi journey being paid for is one which falls within the categories of permissible journeys listed above.
10. Full details of the journey are to be recorded by the cardholder on a docket presented by the driver at the completion of the journey. These details include a pick up point, destination and the value of the fare. The cardholder is required to complete the docket correctly every time the card is used. A failure to do so could result in overcharging by the taxi operator.
11. It is expected that in normal circumstances where a Councillor has the use of a Council vehicle, Cabcharge will not be used. This will not apply, however if in the opinion of the Councillor concerned, the completion of the business of Council in the most efficient manner warrants the use of Cabcharge in lieu of driving the Council vehicle.
12. All taxi journeys should follow the shortest practical route and be as expeditious as the circumstances allow.

PROVISION OF FACILITIES

1 Communications Equipment and Furniture

- Laptop computer or PC, printer and associated equipment, appropriate software and training.
- Mobile phone and accessories, facsimile machine, telephone answering machine and dedicated landline to Councillors' home, if required.
- Computer desk, chair and filing cabinet/s.

Note: Councillor to pay for private phone calls.

2 Postage

Postage of official Councillor correspondence, to be directed through the Council's own mail system subject to approval being obtained from the General Manager.

3 Secretarial Assistance

Typing of official Councillor correspondence subject to approval being obtained from the General Manager.

4 Stationery/Publications

Use of Councillor letterhead, legislative publications and other printed matter relevant to Local Government as requested. Standard issue business cards, brief case and other stationery and supplies.

5 Transportation

Provision of Council car (when available) for travel to conferences, seminars, meetings, etc. when on official Council business.

6 Refreshments

Provision of meals and refreshments at Council and committee meetings, workshops and information sessions.

7 Insurance

Against personal accident and public liability.

8 Councillors' Room

An office area for interview and Council work related purposes. The room to be provided with telephones, equipment, stationery, refreshments and an updated copy of the Local Government Act.

9 Meeting Rooms

Provision of meeting facilities in the Administration Centre for the purpose of Council, Committee and Task Group/Special committee meetings with constituents are subject to the following policy adopted by Council:

- 1 THAT the Function Room be made available to the Mayor, Councillors and staff of Council free of charge, provided the use is directly related to Council business/activities and involves the actual attendance of Councillors and/or Council staff.
- 2 THAT staff usage (referred to in Item 1 above) be approved by the General Manager.
- 3 THAT bookings be administered in the normal manner through Property Bookings staff.
- 4 THAT use of the bar area be only permitted in connection with functions and meetings held in accordance with Item 1 above.

10 Photocopying

Provision of photocopying facilities generally subject to approval being obtained from the General Manager.

11 Clothing

Provision of a jacket for use at meetings and official functions, ties and scarves.

12 Pool Vehicles

A Councillor may use one of two vehicles provided to facilitate Councillors' travelling requirements, (subject to availability) for the following purposes:

1. To and from the Councillor's place of residence in order to attend meetings of Council or its Committees.
2. To and from inspections within the area provided such inspections are undertaken in compliance with resolutions of Council.
3. To and from seminars and conferences.
4. To and from Council's Administration Centre for purposes relating to the business of the Council, to meet with officers.
5. To and from Council business outside the area in compliance with a resolution of the Council. This would include attendance at SSROC meetings and the like.
6. To and from meetings of community groups, whose activities encompass all or part of the Council's area.
7. To and from social functions and gatherings representing the Mayor or Council at the Mayor's request.
8. To and from social functions and gatherings where the invitation stems from the Councillors' official position.
9. Use of a Councillor vehicle is taken to be a certification by the Councillor concerned that the travel to be undertaken falls within the categories of permissible journeys listed above.
10. Details of journeys are to be recorded in the log book stored in the glove box of the vehicle.
11. Use of the vehicle for any official purpose other than those specified above requires the prior approval of the General Manager.
12. Councillors will pick up and return the vehicles to the Administration Centre.
13. Except in the case of an emergency, the vehicle is not to be driven by anyone other than the Councillor in whose name the vehicle is booked.
14. Councillors are requested to immediately report any mechanical defect or fault by notifying Executive Services.
15. Any accident involving damage to Council's vehicle or a third party is to be reported immediately to Executive Services.

16. The vehicles must not be used for private purposes. Any private use even incidental private use that gives rise to personal advantage or gain could lead to disqualification from civic office.

13 Preparation of Media Material

Professional advice and assistance from officers in preparing media material (other than election campaign material) relevant to the Councillor's role subject, in each case, to the approval of the General Manager.

MAYOR

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

- **Vehicle**

Up to the standard of a Holden Caprice or equivalent and a driver as required for official purposes. The vehicle to be used at the discretion of the Mayor.

- **Petrol Card**

For use in relation to the Mayoral vehicle.

- **Office**

Food, soft drinks and alcoholic refreshments for entertainment purposes. Administrative and clerical support, electronic equipment, stationery, furnishings and accessories.

- **Credit Card**

For the purpose of discharging the functions of the Mayoral Office.

DEPUTY MAYOR

The Deputy Mayor may exercise any function of the Mayor at the request of the Mayor or if the Mayor is prevented by illness, absence or otherwise from exercising the function or if there is a casual vacancy in the Office of Mayor.

Should this occur the Deputy Mayor will receive the facilities available to the Mayor set out in this policy statement.

General

The Council may from time to time amend the level of support, amount to be paid, and conditions applicable to the items under this policy or under subsequent policies adopted in accordance with Section 252 and 253 of the Local Government Act. Such amendments must occur by resolution of the Council.

Under Section 428 (2) (f) of the Local Government Act, the total amount expended on Mayoral and Councillors' fees and as a result of this policy must be included in Our Annual Report.

SENIOR STAFF

For the period, four contract employees were designated to be senior staff in terms of the Local Government Act 1993.

Under their contracts, senior staff are, among other things, expected to attend all Council meetings and be on call. Remuneration is in packaged form and comprises cash, car and superannuation.

Remuneration as at 30 June 2002:

General Manager	\$188,300
Director of Corporate and Community Services	\$130,000
Director of City Works	\$130,000
Director Environmental Services	<u>\$130,000</u>
Total	<u>\$578,300</u>

CONTRACTS AWARDED



The following contracts worth \$100,000 or more, were awarded during the 2001/2002 financial year:

Contract Work	Company	Amount
Construction of Traffic Calming Devices	CATO Asphalts Pty Ltd	\$156,008 in 2001-2002
External Audit Services	Spencer Steer	\$37,000 1 st year of a 6 year period
Footpath Works	Sydney Civil Pty Ltd	\$1,016,130
Hire of Plant & Equipment	Ken Coles Excavations Pty Ltd	\$151,318 in 2001-2002
Line Marking of Roads	Menai Line Marking Services Pty Ltd	\$202,089
Purchase of Backhoe	Gough & Gilmour Holdings Pty Ltd	\$133,237,60
Purchase of Gully Eductor Truck	MacDonald Johnston Engineering Company P/L	\$253,451
Purchase of Compact Suction Sweeper	NSW Sweepers and Scrubbers	\$175,737
Purchase of Garbage Compactor	Sydney Truck Sales Pty Ltd	\$248,912
Receival and processing of commingled dry recyclables	Waste Services of NSW	App. \$600,000/year for 7 years
Recycling and Garbage Collection Services	J J Richards and Sons Pty Ltd	\$3,891,179 7 year contract
Rehabilitation of part of the Ashbury Tonkin Pipeline System	Australian Pipe Relining Pty Ltd	\$169,918
Traffic Signals Beamish Street, Campsie	Icon Engineering Services	\$120,092

BUSHFIRE HAZARD REDUCTION ACTIVITIES



As Canterbury is a fully urbanised City with only very small pockets of remnant bushland, there are no activities specifically related to bush fire hazard reduction although all necessary precautions are taken. Grass cutting and cleaning of parks are carried out and this reduces the risk of fire hazard. However, these activities are not specifically part of any bush fire hazard reduction program.

MULTICULTURAL SERVICES



RESIDENTS OF NON-ENGLISH SPEAKING BACKGROUNDS (NESB)

1. Local Demographics











At the 1996 census, our area had a population of over 130,000 people. 45.2% of all residents were born in non-English speaking countries (NES), which represented an increase of 9.9% since the 1991 census.

Further, 57.2% of the general population spoke language other than English at home. The English proficiency of new settlers is much lower in Canterbury than in the Sydney statistical division on average and 111 language groups are present.

The face of Canterbury has changed significantly since the 1991 Census with more and more families from the Asia-Pacific region settling in the area. This has remained a general trend after the last census as well.

The Chinese community has outgrown the Greek community, which used to be the most predominant group in Canterbury after Lebanese. The Vietnamese community is now the fourth largest group followed by the Italians.

The following are the top ten countries of birth of NESB residents in our area:

Country		Percentage
Lebanon		13.9%
China		11.7%
Greece		10.8%
Vietnam		8.1%
Italy		5.1%
South Korea		4.3%
Philippines		3.6%
Fiji		3.2%
Egypt		2.1%
Portugal		1.9%

Chinese speaking migrants comprise the bulk of settler-arrivals in the area together with Vietnamese, Indian, Bangladeshi, Indonesian, Pakistani, Korean, Filipino and

smaller Pacific Islander groups. More recently, we have also welcomed refugees from Iraq and former Yugoslavia as well as small numbers from African nations such as Sudan, Ethiopia, Ghana and Eritrea.

According to the 1998 settlement data, most settlers to this area come sponsored under the Family Reunion Program, and a significant proportion do not possess good English skills.

This creates a challenge for Council in applying communication strategies to inform residents not just about our services but to consult with them in community languages and encourage greater participation in government.

2. Programs Undertaken

To ensure service delivery is accessible and linguistically and culturally relevant to all residents, the following new initiatives were undertaken:

- Our Multicultural Advisory Committee continued to meet throughout the year on a quarterly basis to monitor implementation of the multicultural action plan and initiate community relations projects. The Committee consists of 14 community representatives, 4 Councillors and senior Community Services staff. It provided further feedback on promotional strategies for our new waste services, Home Library Service and Affordable Housing Strategy.

An additional \$10,000 in the Committee's budget for the year 2001-2002 has been matched with funding from the Migration Heritage Centre of NSW towards a first ever Multicultural Oral History Project in the City of Canterbury. The Committee also produced a Multicultural Events Calendar for 2002.

Other strategies that continued to operate throughout the year include:

- 23 Language Aides speaking 9 community languages provided interpreting help to NESB customers on 55 occasions per week on average, and were present at citizenship ceremonies to assist with general enquiries and facilitated ethnic focus groups.
- A "pay your rates" brochure in 4 community languages (Arabic, Chinese, Korean and Vietnamese) was up-dated and distributed with rate notices.
- All customer service training courses included telephone interpreter training, and awareness of our access and equity strategies and composition of our community.
- Our immunisation clinic has been using registration and information forms translated into community languages and pre and post immunisation information has been provided in languages other than English. Other immunisation providers such as councils or GPs could adopt materials that are in use.
- Children's Services cross-cultural anti-bias policy is operating in all of our childcare centres ensuring maintenance of culture and home languages of children from NESB.
- Over 60% of children who received services from our support and resource team have been of NESB and are predominantly Lebanese and Chinese, with some Vietnamese, Korean and Pacific Islander.
- Multi-lingual messages and letterheads continued to be used in our correspondence.
- Our community information service participated in all local festivals distributing information in community languages. A civic education program for newly arrived

migrants is being offered to ACL students at Campsie. More sessions have been conducted for community based English classes.

- Our waste education for people of NESB has continued to focus on the delivery of workshops, provision of recycling facilities and signage for the Korean Food Festival, and waste reduction workshops with teachers of English. Multilingual pamphlets and a video in the Arabic, Chinese, Korean and Vietnamese languages were produced to promote the new waste service and will be distributed to every household in the area.
- Our Senior Citizens Centres continued to be used by NESB seniors. There were 27 groups out of the total 46.
- Guided tours for students from the local ACL classes were conducted at the library. Consequently, many new NESB patrons joined the library. Library talks were delivered to members of community groups and centres, which attracted new members. Several cultural displays were held and new books were added to the community language collections. Children's storytime in the Arabic, Korean and Chinese languages was conducted at the Campsie library and branches. The multicultural librarian visited the English classes at the local community centre on a monthly basis enrolling new students as library members.
- The following new translations were produced:
 - Social plan overview (Arabic, Chinese, Korean, Greek and Vietnamese).
 - Summary of management plan key points and public consultation brochure (Arabic, Chinese, Greek, Korean and Vietnamese).
 - The library brochure has been translated into the Arabic, Chinese, Greek, Korean and Vietnamese languages.

In addition, some community relations strategies were implemented with great success such as:

- We sponsored and organised the third Haldon Street Festival at Lakemba. The project received a \$10,000 grant from the Community Relations Commission and the local community and business sectors were extremely pleased with the result.
- Together with the Korean Chamber of Commerce and Korean community organisations, we sponsored and organised the fourth Korean Food Festival at Campsie in June 2002. The Festival was a great success and further enhanced positive Council-Korean community relations.
- We continued to install multicultural mosaics in the three wards of the City to promote cultural diversity and harmonious community relations. As part of this process, three of the multicultural mosaics were installed at Earlwood in December 2001. New mosaics at Riverwood and Campsie will be installed in the forthcoming financial year.
- A Living in Harmony project with the funding from DIMA raised cultural awareness, understanding, and harmony between the local youth.

3. Aboriginal/Torres Strait Islanders

There were 721 Aboriginal and Torres Strait Islanders (ATSI) in our area at the time of the 1996 Census. This represents 0.5% of the total population. 531 were Aborigines, 158 were Torres Strait Islanders, and 32 were of both Aboriginal and Torres Strait Islander origin. The number of ATSI people in the area has grown by 52.8 % since the 1991 Census.

We have 8.4% of all ATSI in the Southern Sydney region and this ranks sixth out of twelve local government areas in the region in terms of the total number of ATSI.

Previously we supported reconciliation via Sorry Day and developed a conservation and protection strategy for Aboriginal sites in our area.

In June 1999, we adopted an Aboriginal Social Plan as part of the overall Canterbury Social Plan. The following strategies were implemented in 2001-2002:

- Our library has targeted the Aboriginal reference resource collection with new materials being subsequently added to the collection.
- A current Aboriginal list of resources entitled “Australian Aborigines: A Guide to Finding Resources at Canterbury City Library” is well in use. This resource undergoes regular updating.

WORK CARRIED OUT ON PRIVATE LAND

We did not carry out any work on private land during 2001/2002.

CONTRIBUTIONS AND DONATIONS

Financial assistance provided under Section 356 of the Local Government Act 1993 during 2001/2002 is as follows:



Organisation	Amount
ALGA National Road Funding Campaign	2,597.00
APHEDA	2,000.00
Arabic Australian Child Care Centre	500.00
Arabic Society for Arts & Literature	750.00
Ashbury Italian Senior Social Group	350.00
Aunties & Uncles Co-operative Family Project	500.00
Australian Arabic Family Cohesiveness Association	1,000.00
Australian Islamic Sunni Assoc Inc	500.00
Australian Jieh Community Club Ltd	1,000.00
Australian Red Cross	2,000.00
Belfield Sub-Branch RSL Club	100.00
Belmore Senior Citizens Club	950.00
Benevolent Society	350.00
Bushfire Relief Appeal	1,000.00
Campsie Chinese Senior Citizens	350.00

Organisation	Amount
Campsie War Widows Guild	500.00
Canterbury & District Historical Society	172.72
Canterbury Bankstown Junior Baseball Club	500.00
Canterbury City Community Centre	700.00
Canterbury City Community Centre	1,300.00
Canterbury City Computer Club for Seniors	1,500.00
Canterbury Community Centre Inc - Volunteer Co-ordination	30,000.00
Canterbury Earlwood Caring Association Ltd	350.00
Canterbury Earlwood Caring Association Ltd	77.00
Canterbury Hospital	436.36
Canterbury Hurlstone Park Probus Club	300.00
Canterbury SES	1,500.00
Canterbury Theatre Guild	909.09
Chinese Elderly Welfare Association Inc	1,000.00
Combined Pensioners & Superannuates Assoc of NSW - Lakemba Branch	500.00
Congregational Christian in Samoa (CCS) Samoan Language & Cultural Foundation	1,000.00
Earlwood Aged Support & Care Group	1,485.00
Earlwood International Folk Dancing Group	1,000.00
Earlwood Senior Citizens Club	300.00
Earlwood Village Festival Incorporated	10,000.00
Fusion Australia Ltd	1,818.18
Greek Orthodox Community of NSW	2,000.00
Greek Welfare Centre	1,000.00
Gruppo Italiano Pensionati Di Earlwood	350.00
Horizon Theatre Co Ltd	536.36
Hungarian Senior Citizens Friendship Club	350.00
Indonesian Muslim Welfare Belmore (IQRO Foundation)	500.00
Italian Social Support Group	350.00
Italian Social Support Group (Seniors)	500.00
Korean United Senior Citizens Association	1,000.00
Lakemba Senior Citizens Club	750.00
Lakemba Star	850.00
LGMA Metropolitan Group	250.00
Local Government & Shires Association - Late Cr Pat Dixon	2,000.00
Local Government & Shires Association – Rate Pegging Task Force	829.00

Organisation	Amount
NESB Elderly Group Campsie	500.00
NSW Indo-China Chinese Association	1,000.00
Pacific Islands Council	2,000.00
Probus Club of Campsie - Kingsgrove	350.00
Punchbowl Senior Citizens Friendship Club	500.00
Rental Subsidy - 15 Church Street	10,237.26
Rental Subsidy - 15 Clark Street	23,140.00
Rental Subsidy - 28 Croydon Street	14,464.99
Rental Subsidy - 33 Croydon Street	29,560.43
Rental Subsidy - 50 King Street	9,925.64
Riverwood Australian Arabic Association	350.00
Riverwood Australian Arabic Association	500.00
Riverwood Community Centre	670.75
Riverwood Community Centre Family Support Services	350.00
Riverwood Community Centre Neighbour Aid Service	660.00
Riverwood Senior Citizens Club	350.00
Riverwood Squadron Australian Air League	5,000.00
Roselands Sport & Aquatic Club	1,818.18
Roselands Sport & Aquatic Club	400.00
Rotary Club of Georges River/Riverwood	1,818.18
Serenity NSW Inc	909.09
SHHH Australia Inc	500.00
Skills Training & Resource Service (STARS)	2,000.00
Spellbound Television Pty Ltd	300.00
Sporting Donation - Andrew Kaleopa	250.00
Sporting Donation – Canterbury & Western Suburbs Cricket Association	1,000.00
Sporting Donation - Daniel Marangon	250.00
Sporting Donation - Daniel Turini	250.00
Sporting Donation - Iain Murrell	250.00
Sporting Donation - Kathryn Blackshaw	250.00
St Basils Homes	250.00
St Basils Homes Community Aged Care Package	500.00
St George Zone Playgroups	200.00
St Mary's House	218.18
Sydney Korean Senior Performance Group	1,000.00
The Chinese Dancing School of Sydney	1,000.00
The Vietnamese Seniors Association Canterbury Inc	1,000.00

Organisation	Amount
Theatre Organ Society Australia (NSW Division)	909.09
Trees	1,532.51
Undercliffe Public School	834.88
United Muslim Women Association	1,500.00
Total	199,059.89

HUMAN RESOURCE MANAGEMENT

Major activities undertaken during 2001/02 included:

- Revision/implementation of policies for 'Paid Maternity Leave', 'Return to Work', Occupational Health & Safety' and 'Child Protection'.
- Development and implementation of a Human Resources strategic plan.
- Restructure of Human Resources section to support strategic plan. Recruitment of Human Resources and Occupational Health & Safety specialists.
- Review of salary system commenced. This involves a review of pay rates, job evaluation, position descriptions and a performance enhancement program.
- Strategy developed to foster a productive relationship with all unions. Consultative Committee re-established and meets every 8 weeks to discuss issues of organisational significance.
- Partnership with other councils in a new "Local Government Graduate Recruitment" program.
- Training audit conducted.
- Implementation of salary sacrifice on additional superannuation, leaseback vehicles and child care fees investigated.



Occupational Health and Safety

- OHS audit of the workplace commenced to ensure compliance with OHS regulations and CouncilSafe commitments.
- Review/implementation of procedures for Workers Compensation claims, Return to Work program, injury reporting, Depot emergency evacuation, fire extinguisher requirements and recruitment.
- New doctor appointed to conduct pre-employment medicals, testing, and evaluations. The doctor is off-site.
- Drug and Alcohol training conducted.

Training Plan

- Skills Audit conducted across Council operations. Audit focussed on IT, HR and key operational staff career progression.
- Manual handling safety training instigated.
- Alcohol and Drug training instigated for Health Department Depot staff including night shift employees and all Depot Team Leaders attended. Administration staff training will commence later this year.
- Waste and Cleansing Team Leaders Supervisory/Management Skills Audit conducted and training instigated.

- Council re-accredited as a RTA Driving Assessing Agency for another 2 years. Another 34 staff members have successfully completed driver training. Twenty Health Department employees have completed Rear Compactor Loader training and 24 staff have been trained and assessed as competent in 'day sheet plant/vehicle' checklists requirements. Two employees driving have been evaluated and re-education strategies instigated to ensure employees comply with Council driver safety requirements.
- Literacy and Numeracy levels of 4 staff members assessed and learning strategies implemented to assist employee's professional development.
- External work experience placements organised for Horticultural and Carpentry Apprentices to gain additional skill base.
- Funding obtained from DETC/DETYA to conduct Front Line Management (Certificate 4) and Road Maintenance and Construction (Certificate 3). (If numeracy and literacy issues arise during the Road Maintenance and Construction program, WELL funding could be sourced to assist trainees achieve competency course requirements).

Study Assistance

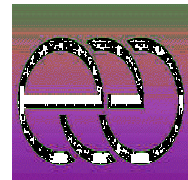
Twenty-one staff members took advantage of our study assistance policy at the commencement of 2002.

Staff Turnover

Staff turnover rate for the twelve months to 30 June 2002 averaged 3.01%: 0.64% lower than the previous year.

EQUAL EMPLOYMENT OPPORTUNITY

The principle aim of our Equal Employment Opportunity (EEO) policy and action plan is to achieve a safe, satisfying and non-discriminatory working environment that promotes equal employment opportunity for all people. It does this by the elimination of discriminatory policies and practices in the area of human resource management and organisational development.



Workplace

Actions undertaken were:

- Refresher workshops on harassment were continued for indoor staff as requested.
- 19 staff received training in recruitment and selection procedures.
- 50 new staff given information on EEO principles at induction sessions.
- Biannual EEO survey of staff conducted in 2001. Respondents showed 54% NESB, compared with 51% NESB labour force for the City area (1996 Census figure)
- Two minor claims of discrimination investigated and settled in-house. These involved personnel at our library and outside staff.

EXTERNAL BODIES EXERCISING OUR FUNCTIONS

There were no external bodies exercising our functions during 2001/2002.



COMPANIES IN WHICH WE HELD A CONTROLLING INTEREST

We did not hold a controlling interest in any companies during 2001/2002.

PARTNERSHIPS, CO-OPERATIVES & JOINT VENTURES

Council has an interest in the following organisations:

- Southern Sydney Regional Organisation of Councils
- Statewide Mutual Liability Scheme
- Statecover Mutual Limited.



OTHER INFORMATION

RATES AND CHARGES WRITTEN OFF

For Pensioners - Statutory rate and charge rebates granted to eligible pensioners between 1990 and 2001/2002 were:

Year	Gross Rebate	Government Rebate	Cost To Council
1990	\$1,864,522	\$932,261	\$932,261
1991	\$1,880,187	\$940,093	\$940,094
1992	\$1,928,718	\$964,359	\$964,359
1993	\$1,977,621	\$987,862	\$989,759
1994(1/2year)	\$1,091,829	\$587,706	\$504,123
1994/95	\$2,359,544	\$1,301,195	\$1,058,349
1995/96	\$2,393,471	\$1,316,096	\$1,077,375
1996/97	\$2,418,505	\$1,333,666	\$1,084,839
1997/98	\$2,422,260	\$1,332,243	\$1,090,017
1998/99	\$2,438,508	\$1,341,179	\$1,097,329
1999/00	\$2,426,110	\$1,334,360	\$1,091,750
2000/01	\$2,426,999	\$1,334,849	\$1,092,150
2001/02	\$2,449,750	\$1,347,363	\$1,102,387

Other Rates and Charges Written-off and Abandoned

In addition to rate income of \$2,449,750 that was written off rates levied to pensioners, other rates and charges written-off and abandoned between 1 July 2001 and 30 June 2002 are shown below:

Category	\$
Change in land category	27,053.40
Land exempt from rates during the year	21,509.40
Rebates	0.00
Postponements written-off	

-Rates	19,538.45
-Extra Charges	8,835.59
Extra charges on pensioners' rates	458.20
Discounts - heritage properties	14,921.60
Rounding and small balances	
-Rates	0.40
-Waste Management	0.08
-Extra Charges	0.21
Total	92,317.33

OVERSEAS VISITS



No overseas visits were taken during the period by Councillors, Council Staff or other persons, representing Council.

CHILDREN'S NEEDS

A key objective in our management plan is the provision of high quality services for children.

Many services are provided, including long day care, occasional care, family day care, a Support & Resource Centre, outside school hours care and a baby capsule hire service.



During the period, staff from our long day care centres gave a presentation at the Country Children's Conference, as well as presentations to children's services in various other areas. Our centres have also been asked to host visits by numerous other child care staff and students.

Each of the children's centres, including Family Day Care and Occasional Care, are operating with full numbers. The long day care centres have waiting lists between 6 and 24 months. Family Day Care has prepared their submission for the National Accreditation Council, and will be among the first schemes to undertake accreditation.

The Support & Resource Centre received an increase in funding from the Department of Ageing, Disability and Home Care, in recognition of the service they are providing to children with special needs. This extra funding has enabled the service to employ an administrative assistant, as well as to extend the second speech pathologist position to full time.

Extensive training was provided through the Support and Resource Centre for both childcare staff and parents. An Aboriginal consultant was employed for 4 months, utilising unexpended funds, and worked closely with children and staff in children's services to increase awareness and knowledge regarding Aboriginal issues and culture. A resource kit including video and CD of Dreamtime stories and songs was also developed.

An Interagency Facilitator has been employed under the Families First Strategy, to help coordinate and improve service provision for families with young children in the community.

Services

Our children's services provide 410 child care places weekly, with up to 530 children attending each week.

The Support and Resource Centre is staffed by specialist children's services staff (early childhood educators, early childhood special educator, and speech pathologists), and provides a library service and support to children's services located within the City. With a focus on children with special needs, they also provide a home-based early childhood intervention service and playgroup, as well as training for parents and child care staff.

The children's services Network, which is coordinated by Support and Resource Centre staff, continues to provide an avenue for all children's services staff throughout the City to come together for mutual support and training.

The Coalition of Canterbury Community Not-for-Profit Children's Services is coordinated by our staff and promotes the value of the not-for-profit sector to the community and a strong support group has been formed.

Outside School Hours and Vacation Care Services

We provided more than 100 places in before and after school care. We operate transport to adjoining schools and the service is provided to nine primary schools in the City. A further 180 places are also available in our vacation care program with approximately 130 places currently being utilised. This is a significant increase from the last 12 months when numbers originally declined due to a cut in operational subsidies.

All services are now equipped with computers that provide improved administration. These enable outside school hours care coordinators to easily update families' information and provide relevant reports and data to the Department of Family and Community Services.

ACCESS AND EQUITY ACTIVITIES



We are committed to developing Access and Equity and Social Justice initiatives across all relevant activities. In line with this commitment, the Local Government (General) Amendment (Community and Social Plans) regulation requires all councils to prepare a social plan and include in their 2001-2002 Management Plan an access and equity activity summary.

Access and equity activities are those that benefit the broad community and/or specific target groups and help us 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 opportunities for genuine participation and consultation about decisions affecting their lives.

We developed a social plan and executive summary that helps us identify our access and equity activities for the general community in the following areas:

- Indigenous people
- Aged
- Children
- People with disabilities
- People of non-English speaking backgrounds (NESB)
- Women
- Youth
- Community information
- Community safety and crime prevention.

During 2001/2002, we revised action plans for all nine target groups. This was achieved through consultations with relevant advisory committees, local networks and staff. Specific access and equity strategies were incorporated into our operational plans and their implementation is monitored each quarter.

A summary of our significant access and equity activities and their outcome is outlined below.

Indigenous People

(i.e. those who are of Aboriginal & Torres Strait Islander (TSI) descent who identify as such, and are accepted by the respective Aboriginal and TSI community).

Planned Activity At 1 July 2001	Completed
Conduct a program of activities as part of National Aboriginal & Islander Observance Committee (NAIDOC) week.	Yes
Develop appropriate means of consultation with indigenous people from Canterbury City.	Yes

Aged People (i.e. people aged 55 yrs and over)

Planned Activity At 1 July 2001	Completed
Consult older people and the Senior Citizens' Advisory Committee on social programs, infrastructure access and environmental programs.	Yes
Implement the aged policy & action plan.	Yes
Implement senior citizen's centre recreation programs.	Yes
Support & co-ordinate equitable access to 7 senior citizens' centres.	Yes

Children (i.e. people aged under 12 years)

Planned Activity At 1 July 2001	Completed
Develop and implement best practice standards in long day care.	Yes
Review innovative pilot projects in occasional care and family day care.	Yes
Resource team to train and develop staff in awareness of Indigenous issues.	Yes
Deliver up to 530 quality childcare places and special needs resources.	Yes

People with Disabilities

(i.e. people with a disability that may be physical, intellectual, psychiatric, sensory, neurological, learning, a physical disfigurement, or the presence in the body of a disease-causing organism.)

Planned Activity At 1 July 2001	Completed
Consult people with disabilities and the Disability Access Committee on social programs, infrastructure access and environmental programs.	Yes
Implement the disability policy and action plan.	Yes
Conduct a review of disability parking facilities across the Canterbury City area.	Yes
Develop access maps of three commercial districts in the Canterbury City area.	Campsie map completed
Provide work experience opportunities for people with disabilities.	Yes

People from Non-English Speaking Background

Planned Activity At 1 July 2001	Completed
Consult people of NESB and the Multicultural Advisory committee on social programs, infrastructure access and environmental programs.	Yes
Implement the multicultural policy and action plan.	Yes
Implement a community education program on Council services targeting NESB.	Yes

Planned Activity At 1 July 2001	Completed
Conduct Lakemba multicultural festival.	Yes
Provide translations of priority materials and conduct quality language aides programs.	Yes

Women

Planned Activity At 1 July 2001	Completed
Implement the women's policy /action plan.	Yes
Implement the domestic violence community safety program.	Yes

Youth (i.e. those aged between 12-25 years)

Planned Activity At 1 July 2001	Completed
Consult young people, Youth Council and the Youth Support and Facilities committee on social programs, infrastructure access and environmental programs.	Yes
Implement the youth policy and action plan.	Yes
Implement the youth crime prevention plan.	Yes
Implement a youth activities program at Belmore Youth Resource Centre.	Yes
Develop proposals for new youth facilities in Campsie/Canterbury.	Yes

Community Information

Planned Activity At 1 July 2001	Completed
Consult community information stakeholders through the Community Information Advisory committee.	Yes
Implement the community information policy and action plan.	Yes
Develop and implement a community education program on our services.	Yes
Deliver community information and our directory of services through our Internet home page.	Yes

Community Safety & Crime Prevention

Planned Activity At 1 July 2001	Completed
Consult community safety stakeholders and support the Community Protection committee.	Yes
Implement the community safety and crime prevention action plan.	Yes
Implement safety audits of three priority sites.	Yes
Support the Community Drug Action Team, Domestic Violence Liaison Committee and Child Protection Committee.	Yes

NATIONAL COMPETITION POLICY



Introduction

The NSW Government has issued guidelines that councils have to follow to comply with the National Competition policy.

These guidelines require us to report on our business activities and to adopt the principles of competitive neutrality.

Competitive Neutrality

Competitive neutrality is the principle of creating a level playing field so that councils do not have an advantage over other businesses because of their public ownership.

To achieve this we are required to:

- Determine which of our activities qualify as businesses (using set criteria).
- Put in place effective costing systems that allow us to identify the true cost of providing services.
- Show any subsidies provided by us. *

* Subsidising a service is an acceptable and appropriate way to support our community service obligations.

Category 1 Businesses (Turnover greater than \$2 million per annum)

Nil

Category 2 Businesses (Turnover less than \$2 million per annum)

Annual Sales Turnover	Activity Description
\$1,652,000	Long-day Care Childcare
\$321,000	Trade Waste Garbage Service to Businesses
\$1,811,000	Swimming and Recreation Activities
\$431,000	Golf Course and Tennis Courts

Financial information on these business activities can be found in our Financial Report that accompanies this Annual Report.

Complaints Handling Mechanism for Competitive Neutrality Complaints

A complaints handling policy is included in our policy register available on our Web site at www.canterbury.nsw.gov.au or from our Customer Service centre.

Summary and Outcome of Competitive Neutrality Complaints

No complaints have been received for the period.

FREEDOM OF INFORMATION (FOI) STATISTICAL REPORT

In accordance with the provisions of the Freedom of Information Act 1989, we are required to make documents available whenever appropriate. Over the years, it has been our policy to provide information without the need for a formal FOI application in most instances.



However, access may be refused to certain documents in accordance with the FOI Act where it can be demonstrated there is a legitimate need for confidentiality or where another person's privacy may be invaded. Exempted information may include:

- Documents affecting the personal or business affairs of another person or business.
- Documents affecting law enforcement or public safety.
- Documents subject to legal professional privilege.
- Documents which may reveal the identity of a confidential source of information.

As can be seen from the data below, the number of FOI requests received in 2001/2002 has increased to 16 from 14 in the previous year.

The number of requests for access to our documents in accordance with section 12 of the Local Government Act 1993 has also increased during this time.

FOI requests tend to be complex in nature and time consuming, and the figures shown demonstrate that the application fee for requests in most cases does not reflect our true processing costs in the majority of cases.

A summary of Freedom of Information requests is shown below.

Details	2000/2001	2001/2002
Number of requests	14	16
Number of completed requests	14	16
Ministerial certificates	0	0
Formal consultations	11	16

Details		2000/2001	2001/2002
Amendment of personal record		0	0
Notation on personal record		0	0
Requests granted in part		5	15
Requests granted in full		8	1
Requests refused		1	0
Fees collected		\$420	\$765
Assessed cost		\$5040	\$7057
Discounts allowed		\$0	\$0
Days to process	0-30 Days	6	9
	31-40 Days	8	7
Processing time	0-10 hours	6	4
	11-15 hours	8	12
Reviews and appeals		1	1

PRIVACY AND PERSONAL INFORMATION PROTECTION ACT

We are required under the provisions of the Privacy and Personal Information Act (PPIPA) to include information about the following:

- The nature of personal information we collect.
- The purpose for which we collect personal information.
- An individual's right to access their personal information.

We collect personal information for the following purposes:

- Building certificates.
- Compliance certificates.
- Consents and approvals.
- Land transactions.
- Licences held.
- Occupation certificates notification of adjoining premises of development proposals.
- Rates records.
- Record of approvals.
- Records of impounding.
- Register of Campsie local businesses.
- Register of pecuniary interests.
- Subdivision certificates.
- Zoning certificates.

The purpose for collecting the information is to allow us to complete our statutory responsibilities under the Local Government Act and other legislation. Under the provisions of the PPIPA, individuals have the right to access their own personal information that we hold. Further information on gaining access to this information can be obtained from our Privacy Contact Officer on 9789 9435.

