



City of Canterbury

City of Cultural Diversity

Annual Report 1998/99

Canterbury City Council

I am pleased to present Canterbury City Council's Annual Report for 1998/99.

The essential objective of the report is to give readers information about our services, future plans and objectives, in an easy to read format.

The Annual Report, and accompanying 1998 - 2001 Management Plan, provide a comprehensive overview of our activities and performance and contain statutory information as required under the Local Government Act 1993.

It was produced by our staff and copies are available from our Administration Centre in Campsie and our branch libraries at Campsie, Lakemba, Earlwood and Riverwood. In addition, if more convenient, a copy can be obtained by calling Corporate Development on 9789 9586.

I hope readers find the report both interesting and informative.

Jim Montague
GENERAL MANAGER

Local Government Act 1993, Chapter 13, Part 4, Section 428 (2)

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Section 428 (2) (a)

FINANCIAL STATEMENTS

The information given below summarises Council's financial activities and performance.

	Year 1998/99	Year 1997/98
Operating Statement	\$'000	\$'000
Total Operating Revenues	53,016	50,454
Total Operating Expenses	51,824	48,771
Operating Result Before Capital Amounts	1,192	1,683
Capital Amounts:-		
Grants & Contributions Provided for Capital Purposes	2,407	2,729
Net gain on disposal of assets	188	589
Change in Net Assets Resulting from Operations	3,787	5,001
Financial Position		
Total Current Assets	30,214	29,818
Total Current Liabilities	12,435	12,256
Net Current Asset	17,779	17,562
Total Non - Current Assets	384,208	384,800
Total Non - Current Liabilities	9,266	13,428
Net Non - Current Assets	374,942	371,372
Total Equity	392,721	388,934
Other Financial Information		
Current Ratio	\$2.43:\$1	\$2.43:\$1
Debt Redemption/Servicing Ratio(%)	4.41	5.09
Rate Coverage Ratio(%)	65.36	64.55
Rates Outstanding (%)	3.74	3.39

	Year 1998/99	Year 1997/98
Statement of Cash Flows	\$'000	\$'000
Receipts		
Receipts from Rates & Annual Charges	36,161	34,603
Receipts from User Charges and Fees	5,840	5,523
Interest received	1,711	1,329
Grants and Contributions	10,906	10,909
Other Operating receipts	93	1,340
Total Receipts	54,711	53,704

Payments

Payments to employees	(26,383)	(24,670)
Payments for materials and contracts	(8,904)	(8,463)
Payments of interest	(509)	(586)
Other operating payments	(9,796)	(7,887)
Total Payments	(45,592)	(41,606)
Net cash provided by operating activities	9,119	12,098
Investing Activities		
Proceeds from the sale of assets	3,829	1,838
Purchase of assets	(9,852)	(7,173)
Net cash used in investing activities	(6,023)	(5,335)
Financing Activities		
Proceeds from loans	66	0
Repayment of borrowings and advances	(3,440)	(1,048)
Net cash used in financing activities	(3,374)	(1,048)
Net Increase (Decrease) in Cash Held		
Cash at the beginning of the reporting period	26,117	20,402
Cash at end of reporting period	25,839	26,117
Net Increase (Decrease) in Cash held	(278)	5,715

Statement in Relation to Assets

Assets purchased during 1998/99 and those held at 30 June 1999 were:

Master Program	Program	Acquired During 1998/99 (\$000's)	Assets Held 30 June 1999 (\$000's)
Admin. & Corporate Services	Records & Archival Management	30	
	Corporate Support Services	70	
	Personnel & Safety	1	
	Staff Development & Training	3	
	Information Services	284	
	Property & Legal Services	48	
	Corporate Development	1	
Total:		436	7,525
City Works Division	Bridges	137	
	Car Parks	214	
	Drainage	651	
	Footpaths And Cycleways	1,046	
	Roads	1,393	
	Traffic Management	46	
	Tree Planting & Maintenance	6	
	Active Open Space	125	
	Passive Open Space	934	
	Aquatic Leisure Centres	29	
	Golf Course	10	

	Childrens Services Buildings	17	
	Library Buildings Prog.	6	
	P/Conveniences & Oval Bldgs	57	
	Community & Recreation Centres	598	
	Administration & Depot Bldgs.	128	
	Other Buildings	9	
	Design Services	-	
	Plant & Vehicles	1,164	
	Management Services	5	
	Emergency Management	15	
Total:		6,589	364,988
Community Services Division	Long Day Care	22	
	Occasional Child Care	1	
	Resource Centre	8	
	Library Services	458	
	Customer Services	1,099	
	Comm Services Administration	9	
	Comm Develop & Social Planning	36	
Total:		1,633	10440
Environmental Services	Health & Environmental Control	1	
	Rangers/Ordinance Inspection	1	
	Street Cleansing	462	
	Mapping/Land Inform/Graphics	-	
Total:		464	1153
Executive Services	Community Relations	-	
	Councillors	18	
Total:		18	51
Financial Services Division	Financial Management Services	10	
	Purchasing & Supply Services	28	
Total:		38	51
Organisational Total:		9,179	384,208

Section 94 Contributions -

Environmental Planning & Assessment Act 1979 (as amended)

Under the Environmental Planning & Assessment Act 1979, councils are permitted to levy contributions upon developers to assist in paying for public services and amenities.

This power relies upon there being a clear link between the development, upon which the contribution is levied, and the increased need for services and amenities.

The use to which monetary contributions may be put are restricted by legislation and this applies whether or not a contribution received was levied before or after plans were required. Interest earned from the investment of contributions is also restricted for the same purposes as the contributions.

The movement in restricted contributions plus interest earned are summarised below:

Contributions Held Under Section 94		
	NOT UNDER Contribution Plan \$'000	UNDER Contribution Plan \$'000
Unexpended balance at 1/7/98	319	6,847
Less: Expended in period 1/7/98 -30/6/99	67	1,004
	252	5,843
Add: Amounts recognised as revenues during period 1/7/98- 30/6/99	8	2,035
Unexpended at 30/6/99	260	7,878

Contributions held at 30 June 1999 were available for the following purposes:

	TOTALS \$'000		
Community Services and Facilities	0	157	157
Parking and Roads	247	484	731
Open Space & Community Recreation	0	7,237	7,237
Drainage	13	0	13
Totals	260	7,878	8,138

Internally Restricted Assets & Sinking Fund

Apart from the externally restricted Section 94 Contributions mentioned above, movements in other externally and internally restricted cash during 1998/99 occurred as follows:

Externally Restricted Cash	Balance 1/7/98 \$'000	Increase (+) Decrease (-) \$'000	Balance 30/6/99 \$'000
Description of cash asset			
Unexpected loans	0	0	0
Unexpected grants	758	290(-)	468
Domestic Waste Management	948	51(+)	999
Total	1,706	239(-)	1,467
Internally Restricted Cash			
Description of cash asset			
Employees' Leave Entitlements Reserve	1,844	629(+)	2,473
Expenditure Equalisation Reserve	204	36(+)	240
Open Space Property Acquisitions Reserve	348	9(+)	357
Car Parking Reserve	1,127	603(+)	1,730
General Reserve/Internal Loan Pool	4,200	4,061(+)	8,261
H/Park Community Centre	62	252(+)	314
Loan Sinking Fund	2,026	2026(-)	0
Total	9,811	3564(+)	13,375

Statutory Contributions Payable to Government

Contributions paid to Government in 1998/99 were:

	\$'000
Board of Fire Commissioners Levy	871
Bank Accounts Debits Tax & Financial Institutions Duty	2
Street Lighting - Gross Amount	906
Fees for Supply of Valuations	130
Fringe Benefits Tax	98
Contribution to Department of Planning	150
Total	2,157

Program	REVENUES (\$'000)		EXPENSES (\$'000)		OPERATING RESULTS (\$'000)		GRANTS INCLUDED IN REVENUES
	Original Estimate	Actual 1998/99	Actual Estimate	Actual 1998/99	Actual Estimate	Actual 1998/99	
	1998/99		1998/99		1998/99		
Admin. & Corporate Services							
A101 - Records & Archival Management	-1	-	320	280	319	280	-
A102 - Council & Committee Operations	-	-27	431	493	431	466	-
A103 - Corporate Support Services	-1	-	209	169	208	169	-
A104 - Property Bookings	-92	-92	204	175	112	83	-
A201 - Personnel & Safety	-3	-4	285	243	282	239	-
A202 - Staff Development & Training	-2	-4	219	179	217	175	-
A300 - Information Services	-	-	-	-	-	-	-
A400 - Property & Legal Services	-702	-960	470	424	-232	-536	-
A500 - Corporate Development	-	-	126	115	126	115	-
	-801	-1,087	2,264	2078	1,463	-991	-
City Works Division							
T101 - Bridges	-	-	13	2	13	2	-
T102 - Car Parks	-10	-10	40	35	30	25	-
T103 - Drainage	-30	-396	385	502	355	106	-32
T104 - Footpaths And Cycleways	-1	-26	755	904	755	878	-20
T105 - Roads	-1,395	-1,398	4,649	4,243	3,254	2,845	-1,390
T106 - Traffic Management	-2	-4	3	1	1	-3	-
T107 - Roadway User Management	-853	-336	755	466	-98	130	-
T108 - Tree Planting & Maintenance	-1	-1	522	606	521	605	-
T201 - Active Open Space	-315	-274	941	1,051	625	777	-11
T202 - Passive Open Space	-60	-118	1,417	1,245	1,356	1,127	-116

T203 - Aquatic Leisure Centres	-1,415	-1,477	1,781	1,613	366	136	-
T204 - Golf Course	-370	-258	290	300	-80	42	-
T205 - Tennis Courts	-122	-137	98	112	-24	-25	-
T206 - Waterways	-	-	-	-	-	-	-
T301 - Childrens Services Buildings	-3	-43	67	114	64	71	-42
T303 - Library Buildings Prog.	-	-	53	70	53	70	-
T304 - P/Conveniences & Oval Bldgs	-	-	399	391	399	391	-
T305 - Community & Recreation Centres	-1	-3	190	168	189	165	-
T306 - Administration & Depot Bldgs.	-	-	78	57	78	57	-
T307 - Other Buildings	-	-	128	145	128	145	-
T501 - Design Services	-38	-73	854	933	815	860	-51
T503 - Horticulture & Tree Services	-1	-	101	66	100	66	-
T504 - Plant & Vehicles	-3	-3	170	110	167	107	-
T505 - Stores & Supply	-	-	51	4	51	4	-
T506 - Depot	-6	-7	391	426	385	419	-
T507 - Management Services	-88	-57	4,744	5,789	4,656	5,732	-22
T509 - Emergency Management	-	-15	70	87	70	72	-
	-4,714	-4,636	18,943	19,440	14,229	14,804	-1,684

Community Services Division

C201 - Long Day Care	-1,539	-1,443	1,852	1,869	313	426	-625
C202 - Family Day Care	-536	-674	632	690	96	16	-664
C203 - Occasional Child Care	-87	-96	189	144	102	48	-50
C204 - Outside School Hours Care	-318	-195	393	326	75	131	-48
C205 - Resource Centre	-174	-193	171	194	-4	1	-191
C500 - Library Services	-343	-365	3,183	2,991	2,839	2,626	-275
C700 - Customer Services	-	-	87	467	87	467	-
C800 - Comm Develop & Social Planning	-	-2	-	1	-	-1	-
C801 - Comm Services Administration	-41	-37	1,027	924	986	887	-
C802 - Comm Develop & Social Planning	-93	-208	582	630	490	422	-194
	-3,131	-3,213	8,115	8236	4,984	5,023	-2,048

Environmental Services

H101 - Household Garb Collection	-7,736	-7,804	4,772	4,507	-2,964	-3,297	-275
H102 - No Charge Clean-Up	-4	-4	1,107	1,126	1,103	1,122	-
H103 - Dumped Rubbish	-30	-29	367	358	337	329	-
H104 - Trade Waste	-491	-403	480	413	-10	10	-
H107 - Salt Pan Creek Garage Tip	-	-	159	65	159	65	-
H111 - Recycling	-6	-8	1,125	1,270	1,120	1,261	-

H201 - Building Control	-418	-403	816	822	399	419	-
H202 - Health & Environmental Control	-120	-99	788	786	667	687	-
H203 - Rangers/Ordinance Inspection	-80	-103	468	505	388	381	-
H301 - Poster Competition	-	-	4	4	4	4	-
H302 - Blood Donor Clinics	-	-	-	-	-	-	-
H303 - Survey Analysis	-	-	149	143	149	143	-
H304 - Immunisation	-46	-40	69	63	23	23	-40
H501 - Street Cleansing	-2	-8	1,834	1,829	1,832	1,821	-
H502 - Removal Of Derelict Vehicles	-6	-33	5	4	-1	-28	-
H801 - Cleaning Of Public Toilets	-	-	51	54	51	54	-
H802 - Cleaning Of Other Buildings	-	-	119	109	119	109	-
P101 - Statutory Planning	-296	-597	402	569	105	-28	-
P102 - Planning Support	-260	-270	328	360	68	90	-
P200 - Environmental Planning	-30	-16	461	249	431	233	-
P300 - Mapping/Land Inform/Graphics	-2	-1	206	124	205	123	-
	-9,525	-9,818	13,710	13,339	4,184	3,521	-316

Executive Services

E100 - Community Relations	-5	-	237	252	232	252	-
E300 - Management	-	-	507	419	507	419	-
E400 - Councillors	-	-	377	372	377	372	-
	-5	-	1,122	1,043	1,117	1,043	-

Financial Services Division

F100 - Financial Management Services	-31	-72	159	18	129	-54	-
F200 - Accounting Support	-119	-130	1,006	847	888	717	-
F300 - Purchasing & Supply Services	-11	-8	438	397	427	389	-
	-160	-209	1,604	1,262	1,444	1,053	-

Other Finance

F501 - Net Rates & Extra Charges	-30,166	-30,187	64	42	-30,102	-30,145	-1,066
F502 - Insurances	-	-	180	207	180	207	-
F503 - Plant/Vehicle Operation	-	-	-	28	-	28	-
F504 - Employment Overheads N.E.I.	-	-	-	-	-	-	-
F505 - Statutory Contributions	-	-	1,079	1,151	1,079	1,151	-
F506 - Debt Servicing (P+)	-	-	484	396	484	396	-
F507 - Interest	-1,111	-1,528	16	19	-1,095	-1,509	-
F510 - Misc. Corporate Finance	-4,734	-4,964	481	342	-4,253	-4,622	-3,047

F511 - Workers Compensation	-	-	1,508	1,687	1,508	1,687	-
F512 - Superannuation	-	-	2,112	1,712	2,112	1,712	-
F560 - (Profit)/Loss On Sale Assets	-	-188	-	-	-	-188	-
F570 - Non-Cash Exp:Reval'N Decrement	-	-	-	-	-	-	-
F580 - Non-Cash:Emp.Lve Entitlements	-	-	898	-239	898	-239	-
F590 - Non-Cash: Depreciation	-	-	4,575	4,715	4,575	4,715	-
F595 - Inter-Account Elimination A/Cs	-	219	-3,650	-3,634	-3,650	-3,415	-
	-36,012	-36,648	7,747	6,426	-28,265	-30,222	-4,113
	-54,348	-55,611	53,504	51,824	-844	-3,787	-8,160

Statement of Performance Measurement

Council's financial performance may be measured by the following ratios. These ratios are used to measure solvency, liquidity, financial independence and cash management.

RATIO

**Amounts
\$'000
1998/99**

**Indicators
(Financial
Ratios)
1999/99**

Current Ratio

At 30 June 1998 Council had \$1.71 available to meet every \$1.00 payable within the next 12 months, including loan repayments.

At 30 June 1999 Council had \$1.66 available to meet every \$1.00 payable within the next 12 months, including loan repayments.

<u>Current Assets - Restricted Assets</u>	<u>\$20,609</u>	\$1.66:\$1.00
Current Liabilities (payable in next 12 months)	\$12,387	

Quick Assets Ratio

Shows ability to meet debts as they fall due. A \$1 to \$1 ratio is sufficient to avoid reliance on bank overdraft. The ratio of \$1.59 to \$1 shows that Council had adequate cash available to meet commitments.

<u>Highly Liquid - Restricted Assets</u>	<u>\$19,764</u>	\$1.59:\$1.00
Current Liabilities	\$12,435	

Debt Service Ratio

Indicates the extent to which money from operations is being used to finance debt. It will be seen that the debt costs continue to fall as Council continues to rid itself of external debt.

<u>Net Debt Service Cost</u>	<u>\$1,810</u>	4.41%
Operating Revenue	\$41,077	

Rates Coverage Ratio

Shows the extent to which ratepayers contribute to income.

<u>Rates Revenues (incl. Annual Charges)</u>	<u>\$36,350</u>	65.36%
Total Revenues	\$55,611	

This ratio is a means of measuring performance in cash management. A low proportion of rates outstanding indicates that a high level of effort is given to debt recovery. A percentage below 5% may be considered good by industry standards.

<u>Rates & Annual Charges Outstanding</u>	<u>\$1,405</u>	
<u>Rates & Annual Charges Collectible</u>	<u>\$37,566</u>	3.74%

Rates & Annual Charges Collectible \$37,566



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Section 428 (2) (b)

COUNCIL'S ACTIVITIES

In the 1998-2001 Management Plan, Council structured its principal activities into six Master Program areas being divided into several programs and sub-programs. There were 26 programs outlined in the 1998-2001 Management Plan. The five Divisional Directors were responsible for ensuring that the targets outlined in each Management Plan program were achieved.

This section of the Annual Report provides a comparison of Council's actual performance in these 26 program areas against the projected performance that was outlined in the Management Plan. A copy of the 1998-2001 Management Plan is included with the Annual Report documents.

CORPORATE & COMMUNITY SERVICES

ADMINISTRATION

Program Objective

To provide a high quality of administrative services that meet organisational and community needs in a consistent way.

Program Description

The program includes Council and Committee operations, FOI administration, Section 12 requests, preparation of Summary and Statement of Affairs, Australia Day celebrations, citizenship etc.

Highlights

- Successfully facilitated 1999 Australia Day Celebrations.
- Relocated Section's accommodation whilst simultaneously meeting all expected deadlines.
- Development of a comprehensive "Access to Records Policy".
- Met legislative requirements in respect of Lodgement of Pecuniary Interest returns for staff and Councillors.
- Legislative requirements met for Council's obligation to produce statement and Summary of Affairs under the FOI Act.
- 17 FOI applications processed, involving approximately 225 hours processing time.
- 17 transcripts of parts of Council and Committee meetings produced.
- 21 citizenship ceremonies arranged and conducted and 1925 residents naturalised.

Management Plan Performance Review

All targets for the programme throughout 1998/99 were met and in some cases, exceeded.

Emerging issues

- Need to change corporate word processing standard from "Wordperfect" to "Word".
- GST.

CHILDREN'S SERVICES

Program Objective

To provide and maintain quality children's services to meet the needs of families with children aged 0-12 years

Program Description

The Children's Services Program offers a range of services to meet the needs of families with children aged 0-12 years. These services include Long Day Care, Family Day Care, Occasional Child care, Outside School Hours Care, Vacation Care and the Children's Services Resource Unit.

Highlights

- Hurlstone Park Children's Centre been approached by Uni Western Sydney to produce a teaching video recording the innovative educational program at the centre.
- Staff from 11 child care centres visited council's long day care centres to observe innovative programs.
- Launch of Children's Support & Resource Unit - Increased access & use of service by families of children with disabilities.
- \$46,000 funding received from Commonwealth Department of Family & Community Services to upgrade baby playground at Lakemba Children's Centre.
- \$31,000 recurrent funding from DOCS to employ 20hrs centre based special education worker to supplement the early intervention project.

Management Plan Performance Review

There were 7 targets set for this program 6 were achieved.

The target that was not met was because of the extended negotiations with DOCS regarding refurbishment of Lakemba Children's Centre to provide additional baby places.

Emerging issues

Low income families are unable to access child care because of increase gap fees. Punchbowl & Lakemba Children's Centres in particular continue to be affected as parents reduce days of care or withdraw children.

COMMUNITY DEVELOPMENT & SOCIAL PLANNING

Program Objective

To ensure the development of services in accordance with local needs and to promote community participation in the planning, management and delivery of services to the community.

Program Description

Community Development and Social Planning develops and implements Council's social policies. It supports social justice and access and equity programs provided by Council and in the community. Council's social planning process consists of three related activities:

Need Assessment:

This includes the production of Demographic and Social Profiles and the regular provision of reports and information to Council on emerging needs and opportunities.

Policy Development:

Council's social policy documents outline our objectives and broad strategies in each of the following policy areas: Aged, Youth, Disability, Multiculturalism and Community Development. The Branch also reports to Council on emerging issues and drafts policy advice on specific matters of concern to the community and Council. New policy areas are also developed in emerging areas like community protection and community information.

Planning and Policy Implementation:

Strategic plans are developed and implemented in consultation with Community Advisory Committees to enhance program performance and ensure the relevance of strategies to the community. Community Development staff also support community and corporate programs which impact on Council's social policy objectives eg Community management, the Financial Assistance Program and social impact assessment.

Highlights

- Developed and released 1999 Canterbury City Demographic Profile.
- Developed and adopted Council's first comprehensive Social Plan including extensive community consultations for all nine target groups.
- Restructure of Community Development and Social Planning within Corporate and Community Services Division.
- New site for Punchbowl Outside School Hours Care opened at St Jerome's Primary School.
- Successfully implemented Community Guides Project.
- Youth Resource Centre Holiday Program success with unprecedented participation by young people in program. Appointment of Co-ordinator. New program funding provided by the Department of Sport and Recreation.
- Successful Young Citizen of the Year program and highly commended Youth Week Program co-ordinated by Youth Council.
- Successful application for funding for Youth Crime Prevention Officer from Attorney General's Department.
- Success in negotiations with NSW Dept. of Community Services in 50% funding over 12 months for Youth Development Officer at Belmore Youth Centre.
- Council endorsed proposals for Multicultural Mosaics and Youth recreation equipment.
- Successful development of Council's Paralympic partners program
- Reviewed and updated priority Disability Access Audit program
- Appointment of Community Worker Aged Services. Highly successful International Year of Older People Projects, Senior Citizen's Week and 1999 Seniors Achievement Award.
- Highly successful opening of the Carrington Centre, Campsie. Appointment of part-time co-ordinator. Successful lease of space to Canterbury Meals-on-Wheels and NSW Interchange.
- 43 displays/ community information stalls conducted each quarter throughout the Canterbury area.
- Creation of the co-ordinated Community Information Pamphlets/Resource pool widely available for Council staff.
- Community Protection Committee implements Crime Prevention Through Environmental Design and identifies program for Community Safety Audits.
- Highly successful Community events program including Carols by Candlelight
- inaugural Canterbury City Garden Competition, Children's Week, Employment and Community Services Expo
- Financial Assistance Program and Policy reviewed and implemented.

Management Plan Performance Review

There were twenty five targets listed in the Management Plan for this program, and all targets were achieved.

Emerging issues

- Implementation of Social Plan requires extensive support and co-ordination.
- Need to plan and develop programs in anticipation of the Olympics and Paralympics.
- Older community facilities in Earlwood and Punchbowl require urgent attention.
- Need for outreach community education programs for local groups on the role of Council and other

levels of government.

- Need to develop ongoing communication with key representatives of the multicultural community, through a Multicultural Advisory Committee.
- Need to review and support developing programs and facilities to youth in crime prevention and out of school activities.
- Need to pursue priority environmental and social initiatives in Community Safety.
- Need to seek appropriate funding to support recreation programs for the aged.
- Need for continued commitment to disability accessible and youth recreation facilities.

CORPORATE DEVELOPMENT

Program Objective

To identify and explore opportunities for improvement in Council's operations including the areas of efficiency, effectiveness, quality, service delivery and competitiveness.

Program Description

The Program includes preparation of the Management Plan and Quarterly Reports, development of long term strategic corporate planning objectives, development of key performance indicators and co-ordination of other issues that relate to corporate development.

Highlights

- Implementation of the Peoplesoft financial system.
- Review and redesign of the policy register.
- Design and implementation of a corporate accountabilities database.
- Management plan for 99 - 02 period produced.

Management Plan Performance Review

There were five strategies for this area four were completed.

The strategy that was not completed related to the development of corporate Key Performance Indicators, this project is due to be completed by late 1999.

Emerging issues

- Continue to develop management information and reporting systems.
- To integrate Risk Management into all work areas.
- Ongoing work redesign supported (where necessary) by local workplace agreements.
- To develop the Management Analyst\Internal Auditor position

CUSTOMER SERVICE

Program Objective

To provide an excellent standard of service delivery for our customers.

Program Description

The Customer Service Program will provide a "One-Stop-Shop", Customer Service Centre, a call centre for enquiries, complaints and information, a centralised computer-based customer enquiry system and will develop, implement and monitor customer service standards for the organisation.

Highlights

- Second round of recruitment for staff for Customer Service Centre.
- Developed competencies for Customer Service staff.

- Extensive technical and customer service training for customer service staff.
- Production of procedure manuals and service level standards.
- Moving into new counter accommodation in February 1999.
- Positive feedback from customers and approval of new centre.
- Integration of cashier function so that customers are usually served by the one person.
- Opening of call centre in April 1999.
- 75% of calls to Centre answered within 20 seconds.
- 70 of enquiries resolved in call centre.
- Review of processes and procedures.
- Armed holdup training for all customer service staff.
- Introduction of a telecommunications officer to concentrate on telephone management.

Management Plan Performance Review

Only one of the targets in the Management Plan, installation of a Customer Request system was not achieved because it was outside our control. This has currently been addressed with the purchase of a document management system which includes a customer request component.

Emerging issues

- Maintain or improve our current level of service.
- Continued training of Customer Service staff.
- Continued evaluation of our service levels.
- Implementation of Dataworks document management system including customer request manager.
- Negotiating service level standards throughout the organisation.
- Upgrade of Records management and adherence to State Records Act provisions.
- Continue to improve our communication with staff in the organisation particularly remote staff at the Depot.

INFORMATION TECHNOLOGY

Program Objective

To ensure that current and future information technology and communication needs for the organisation are met within allocated financial resources.

Program Description

Council's I.T. plan is based upon the organisation's needs as identified by key staff. The needs are prioritised and considered during the Management Planning process. The budget allocation determines the 3 year I.T. plan and the program provides for the implementation of the plan on an annual basis. The major priorities for 98/99 will be the implementation of a new financials package, the selection and implementation of software for the proposed customer service centre and development of a plan to ensure Council's technology and related resources are year 2000 compliant. The program supports 317 personal computers at 18 different locations, and also facilities provided to Councillors.

Highlights

- Y2K testing and system upgrades completed.
- Additional staff recruited.
- PC Rollout and hardware upgrade completed according to budget and schedule.
- Cabling infrastructure within Administration Centre received category 6 accreditation.

Management Plan Performance Review

There were 12 strategies for this program. All were achieved.

Emerging issues

- Review communication infrastructure to remote sites.
- Office accommodation for IT staff.
- Extension of cabling in Administration to Level 2.

LIBRARY SERVICES

Program Objective

To provide accessible and effective library services that meet community needs in an equitable manner.

Program Description

The library service has a central library at Campsie, and branch libraries at Earlwood, Lakemba and Riverwood. The library aims to provide each person with full, free and equal access to recorded knowledge in all its forms, whether this be for information, education, cultural experience or recreation.

The library provides the community with a representative collection of resources in a variety of formats and languages. It provides general lending and reference services, plus special children and young adult services, disability access services (including the Home Library Service and the Library Bus), and multicultural services. It also provides facilities such as study and passive reading areas, a meeting room, access to computers, microfilm readers, typewriters, photocopiers and Internet training programs.

Highlights

- Geotechnical survey carried out at Earlwood for possible relocation of library.
- Conducted a Customer usage survey in July 1998.
- Awarded First Prize in Asian Libraries Library Website Competition in 1998.

Management Plan Performance Review

Six targets were set for this program, and all were achieved within the time frame.

Emerging issues

- Effect of GST on library operations.

PROPERTY & LEGAL SERVICES

Program Objective

To manage Council's property portfolio in a manner that achieves maximum benefits within the parameters of Council's decisions, legal obligations, policies, and staffing resources. To ensure that Council's interests are protected by facilitating appropriate legal opinion/advice or the provision of routine advice.

Program Description

This program co-ordinates the acquisition, sale, leasing and licensing of Council property with a view to ensuring maximum benefits ensuring that land management processes are undertaken in accordance with the requirements of the Local Government Act and Council's policies and decisions. The program also facilitates legal opinion and manages Council's legal requirements.

Highlights

- Termination of a major lease, associated project management of post termination property adjustments, return of "third party" property on premises belonging to others, co-ordination of expenditure required to ensure recovery capability by Council in accordance with lease provisions.
- Disposal of major real property asset, achieving a price in excess of registered Valuer's assessment, and minimising Council's expenditure on marketing expenses (without compromising quality).
- Negotiated lease of temporary office accommodation for Council staff to enable building

- refurbishment to take place to the main building. Concessional rental obtained.
- Negotiated new lease for staff accommodation at rental below that which would otherwise have applied by the operation of normal rent review mechanisms.
- Lease of spare space in Lakemba Library building to MTC Work Solutions.
- Continuing processes to facilitate lease of 58 Moorefields Road for garden nursery purposes.
- In consultation with Council's Valuer and legal advisers, development and implementation of a strategy to optimise Council's position from M5 East leasehold resumption.

Management Plan Performance Review

There were 5 principal strategies listed in the Management Plan, each containing varying numbers of specific actions; 16 specific actions in all.

The elements of the strategy (actions) that were not achieved were:-

Review of Property Portfolio to Identify Land for Disposal

The property portfolio review was deferred primarily because of the fact that the Section's resources were allocated to responding to requests from members of the community to purchase what would have been identified by the review as "surplus" land.

Garema Circuit Carpark Sale/Development

Finalisation of the Garema Circuit Carpark land project was not possible due to a ruling obtained from the Registrar General about a fundamental premise underlying what had been done in the project to date.

Finalisation of Certain Identified Leasing Proposals

While the deadlines on finalising certain leasing proposals were not met, actions on those un-finalised matters are continuing.

Emerging issues

- Continuing difficulties with the prescriptive nature of the public land management provisions of the Local Government Act, particularly related to community land.
- Review of previously adopted management plans.
- GST
- Economic conditions contributing to a propensity for residents to seek to become involved in property relations with Council in respect of adjoining land, and the increasing allocation of the Section's resources to private development issues (DAP, survey plan certification, advice on development matters).

CITY WORKS DIVISION

COUNCIL BUILDINGS

Program Objective

To construct and maintain Council-owned buildings and structures in an efficient and cost effective manner.

Program Description

This program includes the construction and maintenance of Council buildings, park and street seats, sporting field fences and fixtures, street and other signs, safety fences and memorials.

Highlights

- Construction of a new footbridge across Cooks River between Foord Ave and Waterside Cres.
- Administration Building refurbishment - construction of Customer Service Centre and the renovation of office accommodation on the ground and first floors.

- Construction of Office accommodation at the Works Depot for the Construction/Maintenance Section of the Division.
- Preparation of Contract Documents and Specification to replace the Air Conditioning Plant in the Administration Building.
- Carrington Centre - refurbishment of the former Campsie Bowling Club to provide facilities for various Community Service groups.
- Belmore Sports Ground - construction of shed to store machinery and materials.

Management Plan Performance Review

Construction and maintenance targets for the year were met.

Emerging issues

- Construction of Multi Purpose Community Centre in Punchbowl and Earlwood to provide facilities where integrated services can be delivered and which will replace existing but inadequate Senior Citizens Centres, Early Childhood Care Centres and Library facilities.
- The need to plan for the provision of new Council Chambers to free up space in the Administration Building which can be used for staff purposes and which will negate the need to use satellite facilities for staff purposes.

CITY WORKS SUPPORT

Program Objective

To provide a support service to the Division, a support role for the proper discharge of powers, duties and functions of the Local State Emergency Service and the Local Emergency Management Committee and to oversee and manage Council's Rangers in providing a regulatory service and effective animal control service throughout the City area.

Program Description

The program provides support for Divisional activities including design services, plant requirements and maintenance, asset management and forward planning and the Local SES unit with regard to accommodation, facility storage and vehicles and co-ordinate and provide administrative support to the Local Emergency Management Committee. The Program also includes the regulatory and animal control/impounding services provided by Council's Rangers.

Highlights

- Development of plan to restructure City Works Division.
- Asset Management - formatting of asset inventories into a single data base which can be limited to the financial and mapping systems.
- Stormwater Management Plans prepared for Salt Pan Creek and Cooks River catchments.
- Contributed to the redesign of the Chart of Accounts to facilitate the People Soft Financial System.
- Preparation of Draft Road Safety Strategic Plan.
- Implementation of 50km/hr speed limit on local streets throughout the City area.
- Commercial the preparation of Pedestrian Access and Mobility Plan.

Management Plan Performance Review

Management Plan targets and performances indicators met.

Emerging issues

- The Roads and Traffic Authority has handed over responsibility for the maintenance on bridges on regional roads to Council. This will require condition reports on bridges to be prepared and allocations provided in future Budgets for maintenance.
- State Government instrumentalities are now requiring Council to report on infrastructure previously their responsibility in order to obtain grants eg. RTA bridge surveys, Energy Australia street lighting

inventories.

- Increasing need to capture, store and retrieve relevant data that will facilitate external reporting and management plan reporting requirements.
- The increasing dependence on information technology to provide management and project control information.

PARKS AND RECREATION

Program Objective

To provide an open space system which is easily accessible, has high visual quality, satisfies the active and passive needs of the residents and requires minimum resources for management and maintenance.

Program Description

The program includes the maintenance of Council's 36 sporting field complexes and their surrounds, approximately 104 ha of bushland picnic areas, neighbourhood parks, children's playgrounds and formal gardens, two swimming centres at Roselands and Canterbury, Council's golf course at Moorefields Road, and tennis court complexes throughout the City area. The program also includes the operation of the nursery and maintenance of all trees under Council's control.

Highlights

- Salt Pan Creek Reserve - ground improvements McLaughlin Oval
 - stage 1 development of entry off Kentucky Road opposite Michigan Road
 - construction of Boardwalk across Salt Pan Creek & Wetlands to link McLaughlin Oval and Bankstown Council boardwalk system.
- Croydon Park - re-levelling and returfing of major subsidences in the playing area at the western end of the park
- Parry Park - landscaping of the western end of park adjacent to Wileys Ave and Punchbowl Road.

Management Plan Performance Review

- Beaman Park, floodlighting - unable to enter park with heavy equipment to lift light tower due to condition of park which has been affected by prolonged wet weather.
- Aquatic & Fitness Centres - Year to date attendances at both Centres fell, however increases were achieved during the March/June Quarter compared with the same Quarter for the previous year.

Emerging issues

- On going financial commitment to develop the former Salt Pan Creek tip for passive recreational purposes. The development plan will occur over at least 10 years; it is affordable.

ROADS DRAINS AND TRAFFIC

Program Objective

To construct and maintain Council's roads, drains, carparks, cycleways and bridges; to regulate the use of carparks and to ensure that all roads safely carry traffic appropriate to their functional classification

To provide a safe cost effective road, footpath and cycleway network including bridges throughout the city to meet the needs of the Community. To construct and maintain all stormwater drainage systems to minimise the risk of flooding and damage to roads and properties and ensure the safety of the public and to ensure that roads in the city safely carry traffic appropriate to their functional classification. To control, maintain and regulate Council's car parks to ensure safe equitable and convenient use by motorists.

Program Description

This program includes the construction, maintenance and restoration of Council's roads, footpath, cycleways, bridges, car parks and stormwater drains. The program also includes Traffic Management.

Highlights

- Homer Street - Stage 1 stabilisation at rock face opposite Riverview Road.
- Works Depot - construction of sedimentation traps and material storage bins.
- Burwood Road - Chalmers Street to Wilson Ave; road work.
- Burwood Road - Belmore Shopping Centre; main street traffic calming and beautification.
- The Boulevard, Punchbowl - extend car park.
- Belmore Ave - major drainage amplification work.
- Haldon Street - stage 2 of main street traffic calming and beautification.
- Traffic Facilities - Traffic calming in Chapel Street, Omaha Street and Riverview Road.
- Tonkin Pipeline Rehabilitation - Harmony/Lasswade street system.
- Rossmore Ave - Carpark construction.
- Kingsgrove Road/Harp Street - installation of traffic signals.
- Traffic Devices - roundabouts constructed in Moreton Street at Leylands Parade, The Boulevard at Ernest Street & Princess Street at Holden Street.

Management Plan Performance Review

- Homer Street, Shaw Ave, Marcella Street, Canarys Road reconstructions and Tudor Street drainage amplification work not completed by the due date due to persistent wet weather during the half year which affected works schedules.

Emerging issues

- Falling maintenance allocations from the RTA for works on Regional Roads will further impact on Council resources.
- Based on a preliminary investigation there are concerns that extensive and costly maintenance works will need to be undertaken on the Wardell Road, road bridge across Cooks River.
- Increased costs to dispose of Engineering wastes derived from public works construction and maintenance activities.

FINANCIAL SERVICES DIVISION

ACCOUNTING SUPPORT

Program Objective

To assist in the achievement of organisational objectives through the provision of accounting support services; facilitate statutory reporting and cash flows; and safeguard Council's cash assets.

Program Description

Provide systematic arrangements for the prompt receipt and security of cash and the payment of salaries, wages and accounts and otherwise maintain accounting records in compliance with prescribed awards, standards and codes; and ensure compliance with statutory accounting and financial reporting obligations.

Highlights

- Pay Creditors in time
- Collect Revenue
- Produce Financial Statements 97/98
- Meet Statutory Obligations
- Implementation of PeopleSoft Financials

Management Plan Performance Review

Met all deadlines

Emerging issues

- GST
- PeopleSoft
- Restructuring
- Automation of Valuation Books

FINANCIAL MANAGEMENT SERVICES

Program Objective

To achieve and maintain best practice in financial management and ensure that Council maintains its financial well-being.

Program Description

Provide, maintain and develop financial management policies, systems and services which recognises and satisfies customer needs and which promotes Council's financial strength through the regular monitoring of program budgets, reporting variances, managing assets, implementing change, advocacy and development of strategic partnerships. General functions undertaken include financial management and planning, management accounting, management reporting and aspects of asset management including insurances and road vehicle registration.

Highlights

- The effort all staff put into the implementation of the new PeopleSoft Financial Management System.

Management Plan Performance Review

Seven strategies were identified for this area. Six were achieved. The target that was not met was:-

"conduct training and expand "on-line" ordering system to achieve uniformity in purchasing arrangements; reduce paper flows and reduce delays in payment to suppliers"

The training aspect of the target was achieved. However, the expansion of the system was put on hold until the introduction of the PeopleSoft package.

Emerging issues

- The major emerging issue is the commencement of Fringe Benefit Tax Payments and the Pay As You Go System and the lodging of Business Activity Statements.
- The need to review and enhance the PeopleSoft Financial System.
- The restructuring of the Department following it's integration with Corporate and Community Services.

PURCHASING & SUPPLY SERVICES

Program Objective

Provide a cost effective and efficient solution for ensuring that stores and materials are available when required for works and services; and that these resources are stored for use in an orderly and non-hazardous manner in facilities and/or receptacles which prevent loss through damage, deterioration and pilfering.

Program Description

Provide goods and services under the best price/service combinations. Provide warehousing and supply services to minimise cost and expedite service provision and completion of work programs. Ensure compliance with statutory requirements and community expectations in relation to the storage and use of dangerous goods and chemicals.

Highlights Annual Review June 1999

- Purchasing and Supply Services has operated in an excellent manner this year, reviewed procurement practices and developed systems to monitor price and volume changes.
- Supply Agreements -Established , reviewed and updated.
- Marketing Policy for the SSROC Group developed.
- SSROC Supply Forum attended. Developed plans for next year activities.
- OH&S - Arranged sourcing, costing, availability of Workcover compliant outdoor clothing for all outdoor employees.
- **OH&S & WORKCOVER** - submission to authorities has been completed on Council's Hazardous Goods Licence. Workcover have accepted the submission and Hazardous Goods Licence will be issue in July, 1999.
- **OH&S** - Arranged, sourced, manufactured and commissioned a lifting unit for Mobile Garbage Bin for loading and unloading to eliminate hazards.

- Arranged, sourced, manufactured and installed a specialised braking system for Store pallet trucks to ensure that trucks are always under control.

- **Waste Management** - Attended, contributed to workshop on Waste Policy and Procurement Policy with C4ES Pty Ltd consultants for the SS Waste Board. Attended and contributed to the Dept. of Public Works draft Policy and Procedures on Waste Management.
- **Customer Service** Completed Customer Service Survey of all employees on Supply Section performance, many positive responses received.

Visited Child Care Centres to assist in understanding budgets and the provision of orders for food/first aid/consumables. Issued new stores catalogues to Centres. Supply of equipment to all Child Care Centres.

Provided Storage, Inventory Control ,Delivery and Pick up Service for cots, prams, seats, strollers to all Community Carers working for Family Day Care. Reviewed, revised, printed and issued 1998 & 1999 Council Store Catalogue, Main Supplier Catalogue, Purchasing Guidelines. Purchase Order "On Line" requisitioning fully implemented. Customer service enhanced by way of CD ROM catalogues which enable access to State Government and Municipal Purchasing Scheme Contracts.

- **Training** - Staff attended training on the new Peoplesoft computer system.

Management Plan Performance Review

All targets met.

Emerging issues

- Organisational change.
- Computer software development and staff training.
- Risk Management and compliance with OH & S and Workcover.
- Waste Management and Environmental considerations.

ENVIRONMENTAL SERVICES DIVISION

BUILDING CLEANING

Program Objective

To provide an integrated Council building cleaning service program observing appropriate best practice and ecologically sustainable development principles.

Program Description

Canterbury City Council's cleansing program covers the cleaning of 33 Council buildings, 12 by contract and 21 by Council day labour. The program is under review to market test the service to ensure competitive and satisfactory outcomes are achieved using an appropriate balance of contractors and day labour.

Highlights

The Cleaning Service is operating satisfactorily with minimal complaints.

Management Plan Performance Review

Targets and requirements are generally being complied with however, only limited quotations sought for new cleaning contracts in the child care centres. The need for review of other arrangements for cleaning of buildings to be further investigated.

Emerging issues

- The need to examine closely the current cleaning practices and a review of the best method of carrying out cleaning the various types of buildings under Council's control needs to be comprehensively reviewed to ensure the most cost efficient method is being employed.

DEVELOPMENT ASSESSMENT

Program Objective

To properly assess development proposals and applications in accordance with statutory requirements whilst facilitating community consultation and participation in the development process.

Program Description

Assess development applications as per the Environmental Planning and Assessment Act, Review and reform procedures of assessing development applications, Facilitate community consultation in development process, Review developments following completion to ensure compliance of code objectives.

Highlights

- The comprehensive review of development application process procedures to improve efficiency has commenced and has revealed opportunities for improvement.
- Council's adoption of the exempt and complying local environmental plan will have impact on development assessment procedures.
- The rushed introduction of the new planning legislation by the State Government was universally acknowledged by all Councils and the Department of Urban Affairs and Planning as premature. Various support systems to all levels of Government were not in place and this created a difficult operational situation. Notwithstanding this, Council staff co-operated and were able to put in place an interim system for dealing with all applications. The need for the introduction of a new computer system to cope with the changed circumstances is critical to the efficient processing of applications and this is likely to take some time.
- The commitment shown by staff to cope as effectively as possible in the circumstances with the significantly increased workload over the last 12 months.

Management Plan Performance Review

All targets and requirements of the Management Plan have been met in this area.

Emerging issues

- An ongoing issue relates to the need for constant review of the processes and procedures in the assessing of development applications including improvements in the provision of information from applicants, standard of plans and other administrative requirements.
- Introduction of exempt and complying development as well as the increased certification of private persons to assess certain aspects of building and development proposals will need to be monitored and to ensure that good level of service is provided to applicants and the community generally.

ENVIRONMENTAL HEALTH & EDUCATION

Program Objective

To improve the environment and control pollution in Canterbury City.

Program Description

Council's role and responsibility in the areas of the environment and pollution control are increasing due to community expectations and Government requirements. To manage these roles and responsibilities Council has formed an Inter-Divisional Environmental Management Committee. One of the main aims of this committee will be to consider the principles of ecological sustainable development in all Council's functions, as required by recent amendment to the Local Government Act Regulations.

Highlights

- The adoption of the Salt Pan Creek and Cooks River Stormwater Management Plans. The development of these plans is the first time steps have been taken to address the major environmental issues affecting the water quality in the two catchments.
- A community consultation program was undertaken to identify the local community environmental issues. This program will assist with the development of an environmental management plan.
- The *Streets to Rivers* environmental education program involved the installation of a stormwater pollution trap in the Tasker Park sub-catchment and a comprehensive environmental education program targeting residents, businesses and schools in the catchment.
- The 1998 State of the Environment Report was produced and for the first time is available on Council's Internet site.
- A new recycling service was implemented. The new contractor collects steel cans, Liquid Paper Board and HDPE in addition to those items collected previously. Introduction of the new service was supported with an education program including advertising and promotion in the local press, a graphic information brochure delivered to all residences and shopping centre and community event displays.
- The focus of the EarthWorks Waste Minimisation message has been directed towards our non-English speaking communities. With the assistance of peer educators, Council and the Southern Sydney Waste Board, we have been delivering the waste minimisation message in Arabic, Greek and Chinese.
- A program has been developed to utilise the \$1.3 million Stormwater Trust grant *Bringing the Cooks Back to Life*". Council has the administrative and management responsibility for the grant on behalf of the 13 Cooks River catchment councils. The project involves an industry assessment program and a broad environmental education program.

Management Plan Performance Review

Targets and requirements of the Management Plan were met in this area.

Emerging issues

- The preparation of stormwater management plans seek to address the major environmental issues affecting water quality in the Cooks River and Salt Pan Creek. The actions outlined in the plan will need to be incorporated into the management planning process across a number of areas of Council's management.

- Waste minimisation education programs will continue to be influenced by the Southern Sydney Waste Board through the implementation of the Regional Waste Plan. Council's local waste plan outlines our waste minimisation education and programs which will be incorporated into the management plan.

ENVIRONMENTAL PLANNING

Program Objective

To provide a long term environmental planning framework as a base in which detail planning can take place to improve the physical, economic and social environment of the area.

Program Description

Council's current Environmental Planning Direction commenced in 1990 with the outlining of seven precincts. These precincts formed a geographical basis for land use/zoning investigations for a complete revision of the Council's Principle Planning Instrument. To date four of the seven precincts have been completed or reported to Council. The program includes an update of Council's Codes/Development Control Plans and Policies.

The Precinct Planning forms the base from which the more detailed and localised planning will take place.

With the frame work of zoning and a flexible statutory base the scene is set for detail urban planning for individual shopping centres, residential areas, commercial main road frontages incorporating urban design consideration, promotion and facilitation of economic development through the use of town centre co-ordinator and urban designer working closely with all stakeholders. The Program also deals with "spot" rezoning applications, development of a Residential Strategy, revision of Codes, Development Control Plans, heritage, policies and advice, open space planning as well as a wide range of State, Regional and Local Planning issues.

Highlights

- The adoption of the Development Control Plan for Specialised Business provides for controls over building height, bulk and residential densities. The ongoing development work on the Specialised Business Code, Canterbury Road improvements and the analysis of neighbourhood character statements will allow a more refined assessment of development proposals.
- The abandonment of the Cooks River County Road Reservation and Wollie Valley County Road Reservation allows for investigations to commence on suitable replacement zonings. There are many opportunities to provide both open space and residential zonings along the Cooks River Corridor. In the Wollie Valley reservation a plan of management is currently being developed for a new regional open space facility.
- The adoption by Council of a major change in direction for strategic planning with the consolidation of various precinct plans to provide an overall broad local environmental plan for the whole of the Canterbury City area will allow for detailed planning for specific locations within an overall frame work. This has meant changed directions for management planning in this area of responsibility.

Management Plan Performance Review

- There are number of targets and requirements of the Management Plan that were not met. This was partly due to a change in direction of the Council in terms of developing a consolidating planning document for the whole of the City rather than pursuing individual precinct plans. As well there was a re-prioritisation of tasks through Council for the environmental planning area.
- The employment of a Town Centre Co-ordinator did not proceed during the specified period due to other priorities however, this position should be filled in the near future
- The preliminary findings of urban design program were submitted with a presentation to Council at an informal meeting with particular emphasis on streetscape improvements to Canterbury Road and an outline of neighbourhood character studies for various areas. The staged urban design guidelines supporting specific locations however are not complete. These will be presented early 2000.
- The commencement of the heritage review has been delayed pending advice from the Heritage Office regarding funding.

Emerging issues

- The review of a number of the Council's residential codes needs to be undertaken to establish a clear set of guidelines for future development for various types of accommodation.
- The commencement of residential character studies for local areas will be important in the development of various residential codes so that community concern regarding design standards within the City area can be addressed comprehensively.
- The continual concern regarding development on main roads, particularly Canterbury Road, is an issue that should be addressed comprehensively and clear guidelines established a working party that can examine closely all the issues involved including design, suitability of use, compatibility of uses in relation to adjoining residential zones, traffic, etc.
- Agreement to commence a City-wide heritage review will improve consistency and protect Canterbury's built heritage.

MAPPING AND GRAPHICS

Program Objective

To provide support services related to Council's Land Information Data Base and to develop the full corporate potential of the system as part of Council's Information Technology Strategic Plan.

Program Description

The Land /Geographic Information System is the core to a system of information retrieval and linkage of great potential. The data and mapping base is now in place and able to be linked to the various information data bases on the computer system. The program maintains the information base, provides mapping and property information and assists in the development of the system and it's applications so that it can be utilized on a corporate basis.

The program provides maps of a wide variety, a base for Council's assets and properties, support Building and Development Registers, is used for spatial analysis, the interrogation of information, and it's presentation in a graphical form. Subdivision and house numbering are key base information that is maintained as well as land title investigations are undertaken. The future direction of the program is to ensure utilization of system to its potential at a corporate level.

Highlights

- The establishment of a review of the needs for access to the property information, data base and mapping will lead to an improved corporate use of the system. The establishment of a Windows based user friendly access will improve efficiency throughout the Council.

Management Plan Performance Review

All targets and requirements of the Management Plan were met with the exception of the establishment of time frames for completion of requirements of Information Technology User Group. The User Group was not formed. However, informal arrangements within Council and between divisions effectively carried out this function on a less formal basis.

Emerging issues

- The introduction of comprehensive window based mapping system is being addressed and will have benefits in terms of efficiency and improved customer service.

STATUTORY HEALTH & BUILDING

Program Objective

To provide a healthy, safe and attractive natural and built environment in which to live.

Program Description

The regulation and control of building development in accordance with statutory requirements and Council's policies. The surveillance of "food premises" to ensure that safe, properly described food is provided to the public. The surveillance of all registered premises , e.g. hairdressers etc, to ensure a high level of hygiene is maintained for the safety of the public using these facilities. The preservation and protection of the environment and the health and safety of the community in accordance with statutory requirements and Council's policies. The fire safety requirements and general condition of existing occupied buildings is upgraded and maintained where necessary.

Highlights

- The rushed introduction of the new planning legislation by the State Government was universally acknowledged by all Councils and the Department of Urban Affairs and Planning as premature. The various support systems at all levels of government were not in place and this created a difficult operational situation which is ongoing. Notwithstanding this, all staff co-operated and were able to put in place an interim system for dealing with all applications. A need for the introduction of new computer systems to cope with the changed circumstances is critical to the efficient processing of applications and this is likely to take some time.
- The introduction of the New Companion Animal Act will require considerable resources to be directed to the implementation of the provisions of the Act, but when fully operational will have benefits for the community generally.
- The creation of the Environmental Services Division more directly affected this area of administration than other areas and the various changes and transitional arrangements were significant in the operation of this section.
- The fortnightly immunisation clinics increased the number of vaccinations due to increased participation by Council in NSW departments' promotions.
- The planning and the co-ordination as part of the Sydney Food Festival of the Korean Food Festival held in Campsie.

Management Plan Performance Review

The requirements of the Management Plan were met with the exception of the inspection of food and registered premises. The target for carrying out inspections on the various food and registered premises were not met, due mainly to staff resourcing however, with the new divisional structure now in place, this will be corrected with dedicated resources being available to these areas of responsibility and improved work practices.

Emerging issues

- The introduction of the new planning legislation has brought about competition in the building approvals and compliance area which need to be addressed in terms of the efficiency, operation and workplace reforms.
- Recognition of the number of additional functions and responsibilities being created through the State Government legislation need to be acknowledged and suitable resources allocated. Changes to the Companion Animals Act, Environmental Management and Waste Management legislation is imposing an ever increasing burden on the existing staff resources. These issues need to be monitored to ensure that Council's legal obligations are covered.

STREET CLEANING

Program Objective

To provide an integrated comprehensive street cleaning strategy and service, consistent with appropriate best practice and ecologically sustainable development principles.

Program Description

Canterbury City Council street cleaning policy is to clean all shopping centres 7 days a week and clean all other streets once a week, to achieve a clean and healthy street environment.

Highlights

- Street cleaning is generally carried out efficiently and without significant complaint however, the issue of dumped rubbish is an important one that needs to be continually addressed.

Management Plan Performance Review

- Market testing and bench marking of street cleaning programs was not undertaken but will form part of a review of all services under the new Environmental Services Division structure.

Emerging issues

- The illegal dumping of rubbish and removal of abandoned vehicles is a significant issue within the community. Actions and strategies are now being put in place to review totally Council's approach to the enforcement, education and methods used in relation to the removal of abandoned vehicles, Council's quarterly clean-up service and the enforcement of dumped rubbish regulations.

WASTE SERVICES

Program Objective

To provide an integrated comprehensive waste management strategy and service consistent with appropriate best practice, ecologically sustainable development principles, regional interests and the Waste Minimisation and Management Act 1996.

Program Description

Canterbury City Council waste management program and strategy aims to deliver comprehensive collection services for waste and recyclables so as to achieve a healthy environment and facilitate better public health while observing appropriate best practice, ecologically sustainable development principles and the Waste Minimisation and Management Act.

Highlights

- The principles of the Local Waste Plan outlining the strategic direction for Council to achieve 60% waste reduction target was accepted by the Southern Sydney Waste Board.
- Collex Waste Management Pty. Ltd., were awarded the new recycling contract and commenced the service on 1 March. The types of materials collected were expanded to include plastic milk bottles, steel cans, milk and juice cartons and the level of service was considerably improved.
- The Council agreed to continue the Council's commercial trade waste service recognising the benefits and the profitable nature of this business with acknowledgement that the actions taken in the area of workplace reform to achieve the current commercially viable service.

Management Plan Performance Review

- All targets and requirements of the Management Plan were met.

Emerging issues

- The implementation of the Waste Management initiatives as adopted under the Local Waste Plan will be a significant and important issue. The cost involved of changing various waste systems and the need for education and implementation strategies will be a major factor next year and over the next few years.

EXECUTIVE SERVICES

COMMUNITY RELATIONS

Program Objective

To improve communication with internal and external customers and enhance Council's public image.

Program Description

The Program involves media relations, customer relations, internal and external communications, along with the production and design of printed material.

Highlights

- Use of ethnic/NESB newspapers for publication of community report (May 1999) in various languages, when previously only English-speaking newspapers were used;
- Revision of current/annual advertising to ensure it incorporates TTY phone contact numbers;
- Significant increase in the amount of media releases issued to local media to ensure greater media exposure of Council in suburban newspapers;
- Staff newsletter Camunico now issued fortnightly, previously issued monthly;
- Commencement of a brochure/ pamphlet policy for standardising brochures.

Management Plan Performance Review

- There were 16 targets, encompassing 3 strategies, set for this program.
- All were achieved except for the compilation of the Statutory Annual Report 98/99 as this task has since been delegated to Corporate Development.
- Also of note is the fact that community reports are no longer published quarterly, they are now six-monthly (ie. May and November, the latter to coincide with the release of the statutory annual report).

Emerging issues

- Continuation of a brochure/ pamphlet policy.
- As of January 2000, ensuring all media releases will be available for public viewing on our webpage.



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Last updated January 2000.

URL: http://www.canterbury.nsw.gov.au/council/annrep98-99/annual_b.htm

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Annual Report 1998/99

Section 428 (2) (c)

STATE OF THE ENVIRONMENT

INTRODUCTION

The Canterbury City State of the Environment Report (SoER) has been prepared to meet the requirements of Section 428 (2c) of the *Local Government Act 1993*.

The Canterbury City SoER aims to:

- Provide a summary of the human impacts on the local environment;
- Provide a record of the functions and activities of Government and industry and the community in protecting and restoring the environment; and
- Provide a tool for reporting on Council's progress towards implementing ecological sustainable development principles.
- The Pressure-State-Response model prescribed by the SoE Reporting Guidelines and clause 7F of the Local Government (General) Regulation 1993 have been followed where each section of the Report is structured in terms of the pressures being placed on the environment, the current state it is in and what is being done in response (Department of Local Government, 1998:12). However, in an effort to make the SoER more user friendly we have replaced the term state with 'What are the issues?', replacing pressure with 'How are they changing?' and response with 'What is being done?' and altered their order (Institute of Sustainable Futures, 1999:29).

The Protection of the Environment Operations Act 1997.

From the 1 July 1999 the Protection of the Environment Operations Act 1997 (POEO) will be in force. The POEO simplifies, modernises and toughens the environmental protection laws in New South Wales. The POEO replaces the following:

Clean Air Act 1961;

Clean Water Act 1970;

Noise Control Act 1975;

Environmental Offences & Penalties Act 1989;

Pollution Control Act 1970; and

incorporates the major regulatory provisions of the Waste Minimisation & Management Act 1995.

While the Act provides a number of important initiatives in environmental management, Local Government will be given the added responsibility of implementing many of the proposed programs. Council will be given the responsibility for the environmental management of activities previously licensed by the NSW

EPA.

The Act will also provide Council with stronger powers, similar to the NSW EPA, to investigate and issue legally binding notices. Councils will be able to issue Clean up notices, Prevention notices, Noise control notices and Compliance cost notices under the POEO Act.

Canterbury City Community Profile

The Third edition of the Canterbury City Demographic Profile was released during the reporting period. This document draws on data from the 1996 Census of Population & Housing and highlights a number of trends which are indicative of the pressures on our local environment. These trends are reproduced below ⁽¹⁾.

- A Stable population growth, with a marginal increase of 2.4% since the 1991 Census.
- A very high population density
- Significant changes in the composition of the population in the following areas:
- Continuing growth in the number of older residents
- Significant growth in the number of residents of NESB (68.8%), and changes in the countries of origin of the population.
- Very high levels of unemployment, low incomes and low formal qualifications
- Significant growth in NES born community continues from 28 % in 1981 to 45.2% in 1996. The composition of the community is also changing with major growth in the number of residents from Asia (particularly China) and the Pacific Islands. Arabic communities and those from Southern Europe remain large.
- Low level of English competence amongst NESB residents.
- Low level of family and individual incomes. Low median individual incomes.
- Higher ratio of extended families and larger household size than is true for the Sydney region⁽²⁾.
- High proportion of the labour force with no qualifications and a high proportion who left early or never attended school.
- High numbers of families on the department of Housing waiting list and large numbers of families experiencing "Housing Stress".
- Marginal increase in the number of occupied private dwellings and a significant proportion of residents renting privately.
- Significantly higher percentage of medium density accommodation and flats over two storeys than is true for the Sydney region
- Low rate of motor vehicle ownership per household and stable rate of motor vehicle accidents and casualties.

References and further reading

At the end of each chapter you will find a References and further reading section, which contains the full reference for documents cited in the Chapter. These references will also provide further information if you are interested in a particular topic. Within each chapter there are references cited in short hand, for example, (NSW EPA, 1997:57-8). Contained within the brackets are the author of the document, followed by the year of publication and the page numbers from which the material was drawn, with the documents full reference in the References and Further Reading section at the end of each Chapter.

Web page

This Report and the previous 1998 Report are available on our web page at the following address (URL);

1. These trends are reproduced from the preliminary pages of the 1998 Canterbury City Demographic Profile.
2. The 'Sydney region' is used to refer to the statistical area defined by the Australian Bureau of Statistics as the *Sydney Statistical Division*.

<http://www.canterbury.nsw.gov.au/enviro/soe.htm>

Access to the Internet is available free at each of our Branch Libraries (Campsie, Earlwood, Lakemba and Riverwood), please contact the Branch nearest you for details.

Acknowledgement

Preparation of this Report would not have been possible without the valuable contributions of Council staff from all Divisions and community members.

Comments and Feedback

If you or your community group have information you think is relevant to the SoER please contact Council.

Your feedback is important to us, so we have included a tear out page at the front of this report to make comments, suggestions or criticisms. You may also E-mail Council with your comments at council@canterbury.nsw.gov.au. If you have any questions or would like to discuss aspects of the report, please contact Andrew Thomas of Council's Environmental Services Division.

NESB translation - pointer in front pages (back of Council's letter head)

Printed on recycled paper

References and further reading

Banfield, K and Temby, K; Institute of Sustainable Futures, Community Consultation for Environmental Strategic Plan; prepared for Canterbury City Council, September 1999.

Canterbury City Council; 1998 Canterbury City Demographic Profile; Campsie 1998.

Department of Local Government; Environmental Guidelines, State of the Environment Reporting by Local Government, Promoting Ecologically Sustainable Development, April 1998.

COUNCIL OPERATIONS

This SoER takes into account community consultations undertaken during the reporting period. Council engaged the Institute of Sustainable Futures (ISF), University of Technology Sydney to identify local community environmental issues and concerns for use in the development of an Environmental Management Plan. As part of this process ISF provided comment on Council's existing environmental management and reporting documents, in particular the SoE.

Council operations are highlighted in this Report and will continue to be in future reports because;

- the process improving the sustainability and environmental impact of our operations significantly improves awareness and skills within Council of ESD issues, leading to a whole of Council approach to promoting sustainability in the wider community;
- the community is likely to (justifiably) criticise us as we are requiring the community to improve its environmental practices if we cannot show we are making sufficient moves ourselves;
- the process leads to some community awareness raising because many staff live in the City;
- we can lead and teach the community from our own experiences
- we will more quickly become a more sustainable and more environmentally friendly organisation, and any resulting cost savings can be used to fund further sustainability programs (ISF, 1999:p16).

Key Indicators

The following provide an indication of the organisations performance against Department of Local Government standards and also reflect our progress towards implementing ecologically sustainable development principles. These indicators are monitored as part of our reporting requirements to the Department of Local Government and are reported in the NSW Department of Local Government, Comparative Information on NSW Local Government Councils, 1997/8.

- Environmental management and health services expenditure (\$) per person Canterbury City Council

1994/5	1995/6	1996/7	1997/8	Council Average
7.57	7.97	7.98	8.84	10.61

- Domestic Waste and Recycling Services

For further details about the range of Councils Waste Services please see the Waste chapter of this report. These indicators relate to the economic efficiency and environmental management performance our residential waste services compared to councils of a similar size.

Average Charge (\$) for domestic Waste Management Service per Residential Property

1995/6	1996/7	1997/8	Council Average
128.00	132.95	138.60	154.61

Source: DLG, 1999: p 105

Recyclables - Kilograms per Capita per Annum (KCA)

1995/6	1996/7	1997/8	Council Average
56.43	63.34	74.31	72.22

Source: DLG, 1999: p 117

- Planning and Regulatory Services

Council administers the Environmental Planning and Assessment Act under which development applications are submitted for assessment. Under changes to this Act in July 1998, building applications no longer exist.

Mean Time in Calendar Days for Building Application processing

1995/6	1996/7	1997/8	Council Average
52.46	67.73	42.80	41.05

Source: DLG, 1999: p 145

Mean Time in Calendar Days for Development Application processing

1995/6	1996/7	1997/8	Council Average
53.50	56.80	49.36	66.66

Source: DLG, 1999: p 149

- Recreation and Leisure Services

Council provides a significant number of local facilities for recreation activities. Our activities in this area include providing and maintaining facilities such as parks, playing fields, swimming pools, tennis courts, and walking and bicycle tracks.

Net Recreation & Leisure Expenses per Capita

1995/6	1996/7	1997/8	Council Average
28.74	31.64	32.80	45.29

Source: DLG, 1999: p 169

Notes:

1. The formulas used by the DLG to calculate the above indicators may be found in the Comparative Information on NSW Local Government Councils, 1997/8.
2. Estimated resident population is 139,698 (ABS estimates at 30 Jun 1997)
3. Council average: The average of Councils in Group 3, that is Councils of a similar size within the Sydney metropolitan area.

Energy Conservation Programs

In January 1999 Council entered into a memorandum of understanding (MOU) with the Sustainable Energy Development Authority (SEDA). Under the MOU Council agreed to enter into energy saving projects over a period of 5 years. The technical expertise in assessing energy efficiency projects is being supplied by SEDA. An action plan has been developed prioritising Council buildings with high energy usage.

As part of the MOU Council has carried out the following projects;

- installed Energy efficient light fittings into the Administration Centre at 137 Beamish Street, Campsie, during the recent renovations.
- Retrofitting of lighting at the Canterbury Aquatic Centre.

Council has budgeted for further projects which will be carried out during the next reporting period which will reduce Council's greenhouse gas emissions by 89 tonnes.

References and further reading

Banfield, K and Temby, K; Institute of Sustainable Futures, Community Consultation for Environmental Strategic Plan; prepared for Canterbury City Council, September 1999.

NSW Department of Local Government; Comparative Information on NSW Local Government Councils, 1997/8; Bankstown 1999.

LAND

In brief, the City of Canterbury covers an area of about 33.4 square kilometres located between 10 and 20 kilometres to the south-west of Sydney's CBD. The major types of land use are shown below. There has been no significant change to the proportion of the City used for the various uses, with residential development comprising about 73% of the land area of the City. However, the type of housing development throughout the City is undergoing continuous change.

What are the issues ?

The issues relating to land and its management in our City have been reported under the following headings;

- Transport and access
- Parks and Streets
- Development
- Aboriginal and non Aboriginal heritage

The following chapter outlines a number of issues relating to our City's land resources and what's being done.

Transport and access

- Public Facilities With Wheelchair Access

There are 35 disability car parking spaces in Council car parks. At present Council

does not keep records of the number of on-street spaces.

Council is conducting audits of other public facilities with disability access over the next 12 months and data on available facilities should be available next reporting period.

- **Road Safety**

Local Government Road Safety Program

Council employs a Road Safety Officer responsible for implementing education programs with the aim of improving road user behaviour in Canterbury City. These education programs are designed to complement the engineering and traffic management solutions being implemented to improve road safety.

Road safety education has been provided to the community in areas such as pedestrian and driver behaviour.

Road Safety Strategic Plan

Council has recently adopted a Road Safety Strategic Plan. The Road Safety Strategic Plan provides Council with the direction needed to address road safety priority issues over the next three years. The Road Safety Strategic Plan is a Council-wide strategy which shows how Council, road safety stakeholders such as the Roads and Traffic Authority, the Police and Central Sydney Area Health Service, as well as the community can work together to make Canterbury a safer place for all road users.

Pedestrian Access and Mobility Plan

Council is in the process of developing a Pedestrian Access and Mobility Plan (PAMP). The aim of the PAMP is to improve safety and mobility for pedestrians thus facilitating the integration of walking into the transport system as a legitimate transport mode. Key pedestrian routes in the Canterbury City area have been identified and audited. An Action Plan of works has been produced for Council to implement over the next five to ten years.

- **Bike Plan**

Council's existing Bike Plan is being reviewed and updated within the next reporting period.

Parks and Streets

Related to the processes of urbanisation is the pressure on the environment caused by the movement of people and goods around the City. Canterbury suffers significantly from the intrusion of regional transport on its streets. Within the city there are a number of state roads (King Georges Road, Canterbury Road, New Canterbury Road, Punchbowl Road and Bexley Road) which have traffic volumes ranging from 35,000 to 60,000 vehicles per day. There are also a number of regional roads (Homer Street, Moorefields Road, William Street, Beamish Street etc) which carry traffic volumes ranging from 10,000 to 30,000 vehicles per day. Both of these categories of roads have a regional function, carrying a high proportion of through traffic and commercial vehicles and generally experience increased traffic flows of 2% to 4% per annum. On these roads, and in particular at their intersecting streets, considerable congestions and delays are often experienced.

Despite the impression from the level of congestion on our road network, the City has a significantly lower proportion of the workforce using cars as the method of travel to work. However, the 1996 census indicates that the car ownership rate in Canterbury is following the Sydney trend with the proportion of dwellings with no car declining from 21.4% to 19.2% between 1991 and 1996.

During the reporting period Council's annual spending on parks and streets was \$3,497,777.

A total of 3,744 trees were planted and 584 trees removed.

Development

How is it changing?

The major pressures on the land sector of Canterbury's environment relate to the processes of urbanisation.

Over the 20 year period 1976 to 1996, the housing stock of the City increased by 1,855 to a total of 46,370 dwellings. Over the same period the proportion of dwellings which were detached dwelling houses declined from 59% to 55% with a corresponding increase in multi-unit housing. During the 3 years since the 1996 census this trend has continued, but at an increasing rate. Development approval for about 1300 dwellings has occurred since the census. Virtually all of the net increase in housing stock has been in the form of multi-unit housing, town houses, villa homes and dual occupancy. Moreover, the Department of Urban Affairs and Planning estimates that this trend will continue with an additional 1,750 dwellings expected to be approved over the next 5 years.

While the local environmental pressures of continued urban consolidation are recognised, the energy efficiency and sustainability advantages of the "compact city" are increasingly acknowledged, as is Canterbury's contribution to its achievement.

Development Applications

Type and number of development applications received by Council During the reporting period

Type of Application	1995/6	1996/7	1997/8	1998/9
Industrial	39	57	22	30
Commercial	57	91	47	56
Change of Use	113	76	78	119
Dual Occupancy	37	51	73	42
Townhouse & Villa home	27	54	17	48
Multi unit development	22	19	17	11
Residential	66	77	99	1139*
Strata subdivision	53	55	49	45
Subdivision	45	31	38	36
Total	459	511	437	1526

Notes: * The large increase in residential development applications is a result of the changes to planning legislation. This figure now includes all applications relating to residential works which were once covered by building applications under the previous approvals system.

Land Contamination

The State Government adopted the following policies during the reporting period: Contaminated Land Management Act, 1997; Managing Land Contamination Planning Guidelines; State Environmental Planning Policy 55 - Remediation of Land. In response to this Council has adopted a Contaminated Lands Policy, prepared by the Southern Sydney Region of Councils (SSROC). Contaminated sites are an issue which continues to be managed through development assessment. All staff involved with development assessment have undergone training in the new policy.

The new policy details Council's approach to rezoning, subdivision and development applications, the information and level of investigation applicants will need to undertake and the level of site management required of sites being remediated. The policy also outlines how the community can gain access to information on contaminated land via our records department.

Assistance to homeless people

Although Council does not provide direct subsidies to homeless people, we do provide assistance to local organisations which support the homeless in the community. No direct costs are kept of this expenditure, but an estimate of Councils expenditure for assistance to homeless people is \$25,370 during the reporting period. Assistance is provided in thru the following activities;

- Rent-free access to Council premises to agencies providing direct assistance to the homeless e.g. Barnardos Streetwork Program
- Subsidised or rent-free access to Council premises to agencies providing material assistance, community information and other indirect support to the homeless e.g. Neighbourhood centres
- Direct allocations through our Financial Assistance Program, to projects and agencies supporting the homeless
- Direct provision of a Tenancy Advice and Information Service through the Mobile Information Van
- Social Planning and Community Development advice to New South Wales Department of Housing Regional and Local Area Housing Forums

What is being done?

In 1998 Council embarked on a comprehensive review of its planning policy framework. This involves the consolidation of our planning instruments and the review of the complementary development control plans to improve environmental outcomes. Emphasis will be given to urban design guidelines and site planning for infill development and detailed controls for solar access, energy efficiency and waste minimisation.

Council has also resolved to prepare a comprehensive open space plan of management for the City, which is expected to provide an improved basis for the development of recreation facilities through out the City.

Aboriginal and non Aboriginal Heritage

• Aboriginal heritage

What are the issues ?

Prior to British colonisation, the majority of the Sydney area was occupied by the Darug Aboriginal people. Precise tribal and clan boundaries are unclear but it is believed that the area south of Cooks River and west of Botany Bay was probably the territory of the Bediagal clan. It has been estimated that the total Aboriginal population of the Port Jackson/Botany Bay area at the time of European settlement was less than 2000 people.

Various accounts of the biophysical environment and the means of sustenance of the Aboriginal people provide an image of the original inhabitants and their way of life, little physical evidence of which survives today. However, the 1996 census indicates that there were 721 Aboriginal and Torres Strait Islanders (ATSI) living within the City of Canterbury at that time. In fact the ATSI population of the City increased by 53% between the 1991 and 1996 censuses, with Canterbury having the sixth highest concentration of ATSI people in the Sydney Region.

How are they changing?

The granting of large areas of land to white settlers in the late eighteenth and early nineteenth centuries, the confrontations which this engendered with the traditional owners, and the smallpox epidemics of the 1790's, virtually eliminated the local Aboriginal population. Closer settlement throughout the 19th century and the suburbanisation of the 20th century have resulted in little surviving physical evidence of the traditional Aboriginal occupation. Only one recorded Aboriginal site exists within the City (hand and feet stencils and a shell midden in a rock shelter at Undercliffe). Most of the once plentiful shell middens along the Wollie Creek and Cooks River have been destroyed, originally as a supply for limekilns and the construction industry and later for the realignment of the Cooks River.

Natural chemical weathering, its acceleration due to carbon monoxide pollution and the risk of vandalism all constitute additional pressures on the survival of the City's limited Aboriginal heritage. However, there does not seem to have been any change in these pressures or new environmental impacts relating to Aboriginal heritage since Council's last State of the Environment Report.

What is being done?

Aboriginal heritage has been acknowledged in Canterbury by several street and place names, the erection of a heritage panel in Punchbowl ("Site of Aboriginal resistance to settlers 1809"), and the listing of the Undercliffe site as a heritage item under Council's local environmental plan. The Undercliffe site is also protected under the National Parks and Wildlife Service Act. Council's recently adopted Social Plan also contains an Action Plan relating to the Aboriginal community and specifically requires that the proposed heritage review of buildings and sites throughout the City address Aboriginal heritage.

The NSW Aboriginal Land Rights Act has enabled Aboriginal Groups to claim unused Crown land since 1983 and the Commonwealth Native Title Act 1993 has acknowledged Native Title since 1994. The Native Title Tribunal has advised Council that two claims have been made affecting land within the City of Canterbury. They are by the Korewal Aboriginal People relating to the waters of the Cooks River and Wollie Creek in the vicinity of Undercliffe and Turrella and by the Darug People relating to all vacant Crown land within the Sydney Metropolitan area. Council also has obligations under its local planning instruments for the protection and conservation of Aboriginal relics.

• Non Aboriginal Heritage

What are the issues ?

The first land grants for rural settlement within the City were in 1793 and 1804, north and south of the Cooks River respectively. The Cooks River initially presented a barrier to transportation and created a scattered pattern of settlement. However, following the construction of the Sugar Works at Canterbury in 1841 patches of closer settlement resulted. Land speculation and suburban expansion began to dramatically alter the landscape after the extension of rail to the area in the late 19th century.

Continued suburban expansion in the 1920's and 30's, marked by rapid increases in home ownership and later by car ownership, resulted in the creation of a uniform environment of brick bungalows throughout much of the City. This expansion started near the railway stations (Canterbury, Campsie, Belmore, Lakemba,) and spread to Wylie Park and Punchbowl where development was often in the form of timber bungalows. The construction of the East Hills line in the early 1930's extended suburban development to the southern parts of the City.

The post war period has seen the completion of subdivision of the City for detached housing and the introduction of strata subdivision in 1961 commenced a new transformation of the physical environment of some parts of the City with the construction of residential flat development.

Detailed histories of the development of the City have been published both by Council and the Canterbury and District Historical Society, most recently relating to the Belmore/Lakemba Precinct in 1997.

How are they changing ?

The major pressure on non-Aboriginal heritage has been the land development process, particularly redevelopment for higher density housing. Poor building maintenance, deterioration of building fabric and unsympathetic alterations are also significant pressures regarding the retention of heritage significance.

During 1998/99 no approvals were granted for the demolition of heritage items.

What is being done ?

During 1998/99, Council received funding under the Heritage Assistance Program to undertake a heritage review for the City. A submission has been made to increase the level of funding to allow a comprehensive inventory of heritage items and conservation areas to be completed. Council will be required to match the level of funding received from the State Government. The Belmore-Lakemba Precinct Heritage Investigation 1997, has been deferred for consideration as part of the proposed broader review.

All of Canterbury's major planning instruments contain provisions relating to heritage protection. Although there are no heritage conservation areas identified within the City, there is a total of 144 heritage items which include representation of a variety of housing styles, commercial buildings, community buildings, public monuments and infrastructure, street trees, parks, and industrial, religious and educational buildings.

Several of these items are in the ownership of Council. They include:

- The Orion Centre, 153-155 Beamish Street, Campsie
- "Beula Vista", 15 Church Street, Canterbury
- Punchbowl Baby Health Centre, cnr Punchbowl Road and Urunga Pde
- Community facilities, Redman Pde (near Burwood Rd), Belmore
- Moorefields Cemetery, rear of 98-100 Moorefields Rd, Kingsgrove
- War memorial clock tower, Anzac Mall, Campsie
- The Broadway street planting and War Memorial, Punchbowl
- Dennis Street Park, Lakemba
- Anzac Park, Anzac Square, and Carrington Square, Campsie
- Quarry face, Karool Ave, Canterbury (near Montgomery Reserve)
- Wollie Creek Conservation Area
- Girrahween Park bushland and stone entry, Earlwood
- Simpson Reserve, Canterbury
- Lovat Ave cul-de-sac and plantings
- Footpath paving, Church Street, Canterbury
- Palm trees, Fifth and Eighth Avenues, Campsie and Brighton Ave, Croydon Park

Within our City there are six entries on the Register of the National Estate, five, listings on the State Heritage Register and one listing on the Institute of Architects Schedule of Twentieth Century Buildings of Significance.

The National Trust has recently completed a comprehensive study of interwar housing throughout the Sydney Metropolitan Area and in December 1998 classified 21 urban conservation areas in the City of Canterbury. These conservation areas affect about 5,400 properties, which is indicative of the importance of Canterbury's contribution to development in the Sydney Region during this period.

AIR

What are the issues ?

A convenient way of considering air quality issues is in terms of their global, regional, local and indoor impacts. The main issues under these categories are;

Global	Depletion of the stratospheric ozone layer and greenhouse gases like carbon dioxide and methane.
Regional	Photochemical smog and fine particle pollution
Local	Carbon monoxide, sulphur dioxide, air toxics and fine particles (Child and Associates, 1999:25)
Indoor	Carbon monoxide, nitrogen dioxide, lead, and formaldehyde (NSW EPA, 1997:106)

The NSW EPA monitors regional air quality in the Sydney Metropolitan Region and Canterbury City is part

of the eastern region. The Regional Pollution Index (RPI) is monitored daily from 6 am to 3 pm by the NSW EPA and is derived from three variables: particulates, (as measured by visibility), ozone and nitrogen dioxide. Pollution is reported as LOW, MEDIUM, or HIGH based on the highest 1 hour average concentration recorded in the region in the reporting period. Figure ? below records the number of days within each month on which a low, medium, or high index is recorded. The highest level recorded on a particular day is reported. The table shows that the eastern region experiences poorer air quality conditions during the winter rather than the summer.

Regional Pollution Index (RPI) eastern region 1998/9, number of days per month

Month	Number of Days		
	Low	Medium	High
July	13	10	8
August	24	7	0
September	27	3	0
October	26	5	0
November	29	1	0
December	24	7	0
January	21	10	0
February	23	5	0
March	18	15	0
April	27	3	0
May	12	18	1
June	18	11	1

Source: NSW EPA, 1999

How are they Changing ?

Air pollution complaints

During the reporting period Council received 96 complaints relating to potential air pollution incidents which is a significant increase from last years figure of 24 complaints and 80 in the 1997 period.

Traffic volumes

Motor vehicles are a significant source of air pollutants in the Sydney metropolitan area. Although emissions from individual vehicles are decreasing as a result of fleet turn over and more stringent emission controls, motor vehicles continue to contribute to air pollution as traffic volumes increase (NSW EPA, 1997:56-8).

The NSW Road and Traffic Authority (RTA) monitor traffic volumes across Sydney and publish their results approximately every three years. Figure ? outlines the most recent traffic data for a number of arterial roads with the City.

These data locations have been chosen as data has been collected over a number of years. These traffic counts show that traffic volumes are increasing within the City.

RTA Average Annual Daily Traffic volume data for selected site in Canterbury City

Location	1983	1985	1987	1989	1991	1993	1996
Belmore Rd, cnr Canterbury Rd	8 740	8 343	8 120	8 339	8 607	8 597	n/a
Burwood Rd, cnr Punchbowl Rd	13 220	12 222	12 414	13 412	15 026	19 542	14 502

Burwood Rd, Belmore Railway overbridge	19 770	19 174	21 337	19 255	21 418	20 595	22 905
Canterbury Rd, Campsie, cnr Bexley Rd	30 820	32 479	35 792	38 621	42 571	n/a	n/a
Canterbury Rd, Wiley Park, cnr Canarys Rd	36 960	39 244	41 800	44 597	43 929	44 581	44743
Homer St, South Belmore, cnr Kingsgrove Rd	11 740	12 863	13 046	14 426	11 800	n/a	n/a
King Georges Rd, Roselands, cnr Canarys Rd	39 860	47 773	n/a	56 872	55 681	59 806	59 914
Moorefields Rd, Beverly Hills, cnr King Georges Rd	12 800	15 446	16 841	18 212	20 902	20 493	21 068

Source: Traffic Volume Data for Sydney Region, 1996, Volume 1, Roads and Traffic Authority, NSW.

Notes:

- The RTA reports traffic count data as Annual Average Daily Traffic (AADT) which represents the number of axle pair passes during a 24 hour period over one year, with traffic travelling in both directions.
- n/a denotes AADT not available for that year.

The M5 East Stack Proposal

The M5 East Motorway (M5 East) is being constructed to improve local and regional traffic flows and is supported by Council and the majority of our community. However, Council is opposed, along with the local community to the single untreated stack at Turrella to ventilate vehicle exhaust from the tunnel section.

In response to community concerns Council commissioned a report on local air quality effects of the proposed stack's emissions. The report made the following conclusions;

- The proposed venting of exhaust gases through a single stack at Turrella appears almost certain, from time to time, to result in breaches of air quality goals in the local area around the stack.
- The frequency of such localised air quality problems can be expected to increase with time, based on anticipated increases in background levels of air pollutants, and progressive increases in both traffic volumes and congestion on the M5 East and associated road systems.
- The frequency of such breaches will be influenced by prevailing weather conditions
- The situation of a tunnel exhaust stack near the foot of a slope may produce high local pollutant concentrations as a result of the exhaust plume being trapped by an atmospheric inversion layer and as a consequence spreading with little dilution (Childs & Associates, 1999:9)

Motivated by these findings Council has taken action on a number of fronts to bring the problem to the attention of the local community and members of State Parliament. Council's actions have included;

- organising a petition to the State Roads Minister calling on the Minister to suspend the stack's construction until resident concerns were dealt with.
- writing submissions to all relevant State Members of Parliament .
- cooperating with other councils to heighten community awareness of the issues raised by the stack and its positioning.
- giving support to the efforts of a group of local residents organising a protest rally.
- assisting local residents in their setting up a stack public information centre.

What is being done ?

State Government

In March 1998 the State Government released its air pollution control strategy, called *Action for Air*. It is a 25 year plan by the State Government to develop and implement new strategies to protect and improve air quality across NSW. Another State Government program *Action for Transport 2010* aims to improve air quality in Sydney by meeting the following vehicle kilometres travelled (VKT) targets;

- halt the growth in per capita VKT by 2011
- implement the vehicle emissions program by 2000
- buy 150 low emission compressed natural gas buses for Sydney Buses by 2000
- continue to develop diesel emission testing

(Action for Transport, 1998, web page)

Local Government

The major actions that effect Sydney's air quality are initiated by the State Government, however, council's do have a significant role to play. Council is playing its part through the following;

- Continuing to implement the Energy Smart Homes Program
- Purchasing 1 % of our energy supply from renewable sources
- Reviewing Council's Residential Housing Strategy to consider increasing densities

References and further reading

Child & Associates; M5 East Motorway Proposed Single Emission Stack at Turrella, Review of Air Quality Impacts of the Single Stack Proposal & Alternative Strategies; Prepared for Canterbury City Council, April 1999.

Environment Protection Authority, NSW; New South Wales State of the Environment Report 1997; Environment Protection Authority, NSW, Chatswood, 1997.

Roads and Traffic Authority, NSW; Traffic Volume Data, 1996, Volume 1; Roads and Traffic Authority, NSW, Sydney 1997.

www.transport.nsw.gov.au/act2010/pp10.pdf - Action for Transport web page.

WATER

What are the issues ?

Waterways in Canterbury City continue to be affected by the pressures placed on them by urban stormwater. Stormwater gathers up pollutants in run-off from a wide variety of sources, and it can therefore contain a cocktail of toxicants and contaminants, which are easily distributed to rivers and creeks (NSW EPA, 1997:259). Another important source of pollutants are the overflows points in the sewer system.

During this reporting period the public exhibition of the Environmental Impact Statements on the proposed sewer overflow reduction program concluded. Sydney Water and the NSW EPA are currently negotiating the time frame for the licencing program.

How are they changing ?

Water quality monitoring in the Cooks River catchment has been carried out by many different authorities. However the approach has not been consistent with the location, level of monitoring, and the range of pollutants measured all varying. This makes comment difficult on the long term trends throughout the catchment. However there is enough information to say that the catchment has experienced high levels of pollutants for long periods of time in the past. The good news is that whist past pollution loads have been

significant, there is some evidence that water quality is improving (PPK,1999:35). Below is a list of the water quality testing carried out in the past.

Key Water Quality References for the Cooks River Catchment.

Report	Monitoring Period	No of Sample Sites in Cooks River Catchment	Parameters Measured
Stormwater Monitoring Project, 1994 Annual Report, Sydney Water	1994	4	Physico-chemical & Bact.
Sydney Water Annual Environment Report 1997 Sydney Water	1996/97	4	Physico-chemical & Bact.
State of Catchments, 1997/98, Bankstown City Council	1997/98	2	Physico-chemical & Bact.
Ecosystem Health, Report to the Committee 1996, Cooks River Catchment Management Committee	1996	16-19	Physico-chemical & Bact.
Licensing Sewerage Overflows Environmental Impact Statement,	1993	4	Physico-onwards chemical & Bact.
Georges River and Southern Suburbs Geographic Area, Sydney Water	-	-	-
Water Board. 1992b. Dry and Wet Weather Intensive Water Quality Samples, Cooks River (15 January and 10 February 1992), Interpretive Report Water Board.	1992	35	Physico-chemical & Bact.
1992a. Cup & Saucer Creek Stormwater Catchment Management Study, Volume 1.	1990/91	9	Physico-chemical & Bact.
Scientific Services. 1991. WaterQuality in the Cooks River, February 1990 to June 1990.	1990	4	Physico-chemical & Bact.

Source: PPK, 1999:p35

During dry weather the lower reaches of Salt Pan Creek frequently meet the quality criteria for primary and secondary recreation. In wet weather conditions Salt Pan Creek estuary is not suitable for swimming for almost 50 per cent of the time. On 13 per cent of these wet days it is not suitable for either swimming or secondary activities such as boating. This assessment is based on-spot measurements and does not reflect the long-term effects (Muston, 1999:36).

Canterbury Girls High School has been sponsored by Council to participate in the StreamWatch water testing program. StreamWatch is a community based water monitoring program that aims to educate and enable the community to care for, and promote healthy catchments. StreamWatch groups are comprised of schools, (land) care organisations, Catchment management Committees, local government agencies, non-government agencies, higher learning institutions and industries(Forest, 1999;73). Data collected by

Canterbury Girls High School is shown in the table below.

StreamWatch Data collected by Canterbury Girls High School

PARAMETER	DATE		
	4/3/99	23/4/99	28/5/99
Dissolved Oxygen (mg/L)	n/a	n/a	5.80
Temperature (°C)	26	19	19.5
pH	7.5	8	7
Total Dissolved Solids (ppm)	1220	1110	17300
Turbidity (NTU)	n/a	15	95
Available Phosphate	0.60	0.31	1.59
Total P as Phosphate	n/a	n/a	0.16

Source: (www.streamwatch.com.au) 1999

In an effort to reduce the amount of litter entering the Cooks River, Council has installed two Continuous Deflective Separator units. These are designed to capture litter, debris and sediment and are monitored and cleaned for council on a contractual basis. The following tables details the performances of CDS installed by council.

Performance of the Continuous Deflective Separator units installed by council

PERFORMANCE OF THE CONTINUOUS DEFLECTIVE SEPARATOR UNITS INSTALLED BY COUNCIL		
	Phillips Ave	Myall Avenue
Catchment Area	74	30
Date Installed	31 Mar 99	Mar-97
Months in Service	3	27
Date last cleaned	May - 99	May - 99
Total Material Removed (tonnes)	2.2	11.4
Percentage		
• silt	40 %	35 %
• Litter	30 %	40 %
• Organic	30 %	25 %

The Sydney Water Corporation, also in an attempt to prevent litter from entering our waterways, operates two gross pollutant traps (GPT's) and a trash rack. GPT's are structures built into the stormwater system designed to remove litter, debris and coarse sediment. They are made up of a sediment basin, trash rack and an access ramp for maintenance. Trash racks are designed to stop and trap litter.

The following table details the performance of the GPT's and trash racks installed by Sydney Water in Canterbury City.

The performance of Sydney Water pollution control devices.

PERFORMANCE OF STORMWATER GROSS POLLUTANT CONTROL DEVICES		Jul-98
	Gross Pollutant Traps	Trash Racks/Screens
	Orissa St	Wolli Creek
		Cup & Saucer Ck

Catchment Area (ha)	56	1,128	500
Date Installed	Sep-91	Jul-92	Oct-91
Months in Service to 30-Jul-97	94	83	92
RUBBISH			
Date monitoring commenced	Oct-91	Oct-92	Oct-91
Date last cleaned	Jun-99	Jun-99	Jun-99
Months of monitoring	92	80	92
Total rubbish removed (m ³)	805	1,864	1,858
Rubbish per month (m ³)	8.7	23.2	20.1
Rubbish/ha/year (m ³)	1.90	0.25	0.48
Rubbish breakdown - organic - litter	75%	76%	76%
	25%	24%	24%
SEDIMENT			
Date monitoring commenced	Oct-91	Jul-92	Oct-91
Date last cleaned	Feb-99	Oct-98	Dec-98
Months of monitoring	88	75	86
Total sediment removed (tonne)	83	1,888	266
Sediment per month (tonne)	1.0	25.1	3.1
Sediment/ha/year (kg)	210	270	70

Source: Sydney Water, 1999

What is being done ?

Council

Council has undertaken or supported a number of activities to improve and protect our waterways during the last reporting period.

- Assisted in the co-ordination of 1999 Clean Up Australia Day campaign at ten sites along the Cooks River and Wolli Creek.
- We now require a Soil and Water Management Plan to be submitted with most development applications for new buildings and additions to existing ones. Soil and Water Management Plans are prepared to detail how soil and water erosion on the building site is going to be prevented. These are assessed by our Development Assessment Officers.
- In our efforts to protect the Cooks River and Salt Pan Creek catchments we maintained a number of garbage collection services to tackle the problem of dumped rubbish and litter. The services provided and the tonnages of waste include:
 - Mechanical broom street cleaning of commercial and residential area 2276 tonnes.
 - Rubbish dumped on the street and on demand pre-paid collection 1691.76 tonnes.
- The associations of council within the Cooks River catchment worked cooperatively on a Stormwater Management Plan. To assist in this process a project officer was employed to coordinate the plan formulation process and manage the consultants employed to produce the plan. At the end of the reporting period the final draft of the plan had been received by the member councils for adoption.
- The association of councils within the Cooks River catchment was successful in securing a \$1.3 million grant from the Stormwater Trust in the second round of grant funding to conduct an Environmental Assessment and Education program in catchment. This will involve the employment of nine staff to deliver this program. The program includes environmental assessments of small to medium sized business throughout the catchment and developing a school curriculum on the Cooks River for local schools.

- Canterbury and Marrickville Councils successfully completed the stormwater pollution reduction program "Das Ruas Para a Rio - Streets to Rivers". The project included the installation of a gross pollutant trap, the development and delivering of an educational program to school children in the catchment. A number of street parties were held in the catchment informing residents on how they could reduce the impact of the stormwater system from their activities. We also conducted environment assessments of several business within the catchment.
- We installed a Pollutec Continuous Deflective Separation (CDS) unit within Tasker Park this is a primary discharge point of the South-East Campsie Catchment. This was funded by our "Das Ruas Para a Rio - Street to Rivers" grant.
- We installed an In Line Litter Separator in Violet Street Roselands, this is the discharge point of the Roselands Shopping precinct. This was funded by our 'Salt Pan Creek Rehabilitation Project: Solving the Visible Face of Pollution' grant from the Stormwater Trust. We are currently monitoring this unit along with the Bandelong trap in the Wiggs Road canal to determine cleaning frequencies and effectiveness of the devices.
- During the reporting period we received 42 water pollution complaints (compared to 27 for the last period) . The NSW EPA received 27 calls on their pollution Line service regarding water pollution incidents.
- Canterbury Council, Bankstown Council and Hurstville Council worked co-operatively on a Stormwater Management Plan for Salt Pan Creek. To assist in this process a consultant was employed to develop the plan. At the end of the reporting period the final draft of the plan had been received by the member councils for adoption by the individual councils.

Cooks River Catchment Management Committee

Cooks River Catchment Management Committees activities are carried out across the whole of the catchment and may not necessarily be carried out within the boundaries of Canterbury City, however any benefits gained within the catchment as a whole will indirectly benefit the Canterbury area. The Catchment Management Committee's (CMC) activities over the reporting period included.

The Cooks River Catchment Management Committee meet on five occasions during the reporting period (17 August, 10 November, 9 February, 13 April and 1 June).

Five Committee working groups were set up after the release of the Cooks River Catchment Strategy - the Water Management, Cultural Heritage, Land and Vegetation Management, Education and Awareness and Biodiversity working groups.

Over the year, the Coordinator, took maternity leave and her place was filled for three days per week. A Project Officer, was employed for two days per week to continue development and presentation of the Catchment Strategy to the Cooks River community. An Administrative Officer, was employed for two days per week in March, after a number of changes in administrative staff.

The updated 1999-2005 Cooks River Catchment Strategic Plan has been developed since August 1997, the draft was released for public comment during June 1999, the final plan was completed in the second half of 1999.

The Draft Cooks River Stormwater Management Plan was released for comment, and approximately \$2.4m was received from the Stormwater Trust for projects within the catchment. The Catchment Management Committee took a major role in the initiation of this joint council project, which involved facilitating the involvement of the thirteen councils with an interest in the Cooks River catchment.

Input was provided to the development of the Southern Sydney Regional Coordinating Committee's Strategy.

Education and awareness within the urban environment is seen as a major component of the Cooks River CMC's role. The CMC provided contributions of educational displays at the annual Cooks River Festival and the Royal Easter Show, to further this goal.

Total Catchment Management (TCM) small projects funds of \$34,124 were distributed to community groups for regeneration, education, bird aviary, newsletter and signage. A community funding workshop was held to advise proponents of the guidelines and availability of the various funding opportunities. NHT funding applications for the catchment and the Southern Sydney were assessed, resulting in approximately \$40,000 being distributed to the catchment.

The Cooks River CMC Internet home page was developed by one of the Committee members, and continues to be developed in conjunction with the Foreshores working party who have gained funding from Sydney Airport corporation for the purpose. Further development at the state TCM level is proposed, and also consideration of a joint local council site.

A book on the history of Botany Bay is being developed by the Botany Historical Trust in conjunction with the Georges River and Cooks River CMCs.

A signage audit and recommendations for consistent, updated educational signage along the Cooks River is being developed in conjunction with the Cooks River Foreshores working party.

The Cooks River catchment newsletter is under development, also in conjunction with the Foreshores working party. The first pilot edition was due late in 1999, with input sought from community groups throughout the catchment.

Assistance was provided to many students and other community members requesting information and advice.

Submissions and advice were made on a number of issues of importance to the catchment and input continues to be provided. Some of the major issues include:

- the Rockdale Wetlands plan of management,
- the M5 East motorway development,
- the declaring and management planning for the Wolli Valley Regional Park,
- the development of the National Rail Freight Terminal at Chullora,
- Sydney Airport tunnel development.

Each of these developments has taken a considerable amount of the Committee members' time and interest over the year with ongoing submissions and meetings.

Other submissions have been provided on issues such as Fish Kill Protocols, stencilling stormwater outlets, nutrient monitoring of the Upper Cooks River, particularly near Rookwood Necropolis.

The CMC was represented on the following regional committees;

- Urban Catchments Coordinating Committee,
- South Sydney Regional Catchment Coordinating Committee,
- Southern Sydney Regional Assessment Panel.

The CMC was also represented on the following committees which deal with issues that effect the catchment;

- Cooks River Stormwater Management Plan Steering Committee,
- Cooks River Foreshores Working Group,
- Rockdale Floodplain and Stormwater Management Committee,
- M5 East community liaison group,
- Chullora National Rail Freight Line community reference group.

Source: Cooks River Catchment Management Committee, 1999

References and further reading

Environment Protection Authority, NSW ;New South Wales State of the Environment Report 1997;

Environment Protection Authority, NSW, Chatswood, 1997.

Cooks River Catchment Management Committee; 1998 - 1999 Annual Report; Cooks River Catchment Management Committee, NSW, Parramatta, 1999.

Muston and Associates; Woodlots and Wetlands; Salt Pan Creek Stormwater Management Plan; Muston and Associates, NSW, Fairy Meadow, 1999.

PPK Environment and Infrastructure; Webb, McKeown and Associates; Cooks River Stormwater Management Plan, PPK Environment and Infrastructure, Rhodes, 1999.

Forrest, J; StreamWatch in the Hawkesbury Nepean Catchment: Community Monitoring - Water Quality and Catchment Health; Janelle Forest, Blue Green Algae Should Never Be Seen Forum Proceedings, Goulburn, NSW, 1999.

<http://www.streamwatch.com.au>

BIODIVERSITY

Biological diversity, or Biodiversity is the "variety of all species of living organisms (plants, animals and micro organisms), the genes they possess and the ecosystems they form" (NSW National Parks and Wildlife Service, 1999, p2). The history of urban development in our City has meant there is little of the ecosystems left to support a rich Biodiversity.

What are the issues ?

National Parks Service - Wildlife Sightings

The Atlas of NSW Wildlife, maintained by National Parks and Wildlife NSW, is a compilation of incidental sightings and some survey work of wildlife species listed under the Threatened Species Conservation Act or the National Parks and Wildlife Act. The data is only indicative and cannot be considered comprehensive. However, it does provide the community with some indication of the diversity of native species in our local area.

An identified data gap is the mapping of remnant bushland within the city and we hope to address this for next year's comprehensive SoE. A comprehensive Vegetation Study is part of the Wollie Creek Regional Park Plan of Management which is due for exhibition in 1999 by the National Parks & Wildlife Service.

The following tables indicate the number native fauna and flora species sightings in Canterbury City as recorded by National Parks and Wildlife, NSW.

Fauna species sightings in Canterbury City as recorded by the National Parks and Wildlife NSW

SCIENTIFIC NAME	COMMON NAME	Legal Status	Sightings per Species
Chelodina longicollis	Eastern Long-necked Tortoise	P	1
Pygopus lepidopodus	Common Scaly-foot	P	4
Varanus varius	Lace Monitor	P	1
Eulamprus quoyii	Eastern Water Skink	P	1
Lampropholis delicata	Grass Skink	P	1
Lampropholis guichenoti	Garden Skink	P	1
Saiphos equalis	Three-toed Skink	P	1
Tilqua scincoides	Eastern Blue-tongued Lizard	P	3
Vermicella annulata	Bandy Bandy	P	1
Butorides striatus	Striated Heron	P	1
Circus approximans	Swamp Harrier	P	1

Hieraaetus morphnoides	Little Eagle	P	1
Falco longipennis	Australian Hobby	P	1
Tyto novaehollandiae	Masked Owl	V	1
Phylidonyris nigra	White-cheeked Honeyeater	P	1
Grallina cyanoleuca	Magpie-lark	P	1
Vulpes Vulpes	Fox	U	1
		Total	23

Flora species sightings in Canterbury City as recorded by the National Parks and Wildlife NSW

FAMILY NAME	SCIENTIFIC NAME	Legal Status	Sightings per Species
Fabaceae (Faboideae)	Pultenaea retusa	U	1
Fabaceae (Mimosoideae)	Acacia bynoeana	V	1
Fabaceae (Mimosoideae)	Acacia pubescens	V	6
Myrtaceae	Melaleuca deanei	U	2
Myrtaceae	Syzygium paniculatum	V	1
Tremandraceae	Tetratheca juncea	V	2
		Total	13

Source: Atlas of NSW Wildlife, a National Parks and Wildlife NSW data base, Fauna and Flora LGA List, 1999

Notes:

Scientific Name: refers to the Genus and species Name according to the Census of Australian Vertebrate species (CAVS)

Legal Status: This identifies the legal status of the species within NSW, under the Threatened Species Conservation Act (1995);

V Vulnerable (Schedule 2)

E1 Endangered (Schedule 1 - part 1)

E4 Endangered (Schedule 1 - part 4)

P13 Protected Native Plants (Schedule 13)

U Unprotected

Sightings per Species: This gives the number of recorded sightings for this species in Canterbury City.

Sydney Metropolitan Wildlife Services - Bird Species Sightings

The Sydney Metropolitan Wildlife Service is a volunteer organisation whose members provide wildlife advice and rescue in metropolitan Sydney. One of their members who lives close to the Eve Street Wetlands, Arncliffe, has compiled a list of bird species sighted in and around the Eve Street Wetlands. These sightings provide us with a valuable indication of the current state of the biodiversity of the Cooks River catchment, as the wetlands are part of the Catchment. Part of the edge of the Wetlands will be severely affected by the construction of the M5 East motorway (Evans, 1999:2-3).

Bird Species sighted in and around the Eve Street Wetlands, Arncliffe

Double barred finches

Breeding pair of Black Shouldered Kites	Red Wattle Bird
1 x Little Eagle	Brush Wattle birds
1 x female Australian Hobby	Superb Blue Wrens
Black backed stilts	Rainbow Lorikeets
Magpies	White tailed Black Cockatoos
Laughing Kookaburras	Sulphur Crested Cockatoos
Intermediate or greater egrets	Galahs
Tawny Frogmouths	Crested Pigeons
Currawongs	Wiggle Wagtails
Magpie Larks Ravens	Eastern Rosellas
Spoonbills	Red Rump Grass Parrots
Sacred Ibis	Flycatchers (unconfirmed species)
White Faced Heron	Southern Boobook
Purple Swamp Hens	Plovers Black Faced Cuckoo Shrikes
Pacific Black Ducks	Welcome Swallows
Sacred Kingfishers	Other species of wren and honeyeaters
Brown Goshawk	Australian Kestral
New Holland Honeyeaters	Fairy Martin

Source: Wildlife Matters, Newsletter of Sydney Metropolitan Wildlife Service Incorporated, August/September 1999: 3-4.

What is being done ?

State Government

The NSW Government produced a Biodiversity Strategy for the State with the strategic goal of protecting the native biological diversity of NSW and maintain ecological processes and systems (NSW National Parks and Wildlife Service, 1999, p 8)

The National Parks and Wildlife Service (NSW) are preparing a Recovery Plan under the Threatened Species Act for the Cooks River Clay Plain Scrub Forest ecological community. For more information concerning this please contact Sarah Burke from NSW National Park & Wildlife Service (9585 6912).

Council

The NSW Minister for Roads and Transport has abandoned all of the Cooks River County Road Reservation (within the boundaries of Canterbury City) and the M5 corridor in the Wollie Creek valley.

The bushland areas in the Wollie Creek Valley will be incorporated into the Metropolitan Sydney National Parks network and Council is represented on a working party formed to establish appropriate zonings and a plan of management.

In relation to the former Cooks River County Road Reservation Council has begun the rezoning process, with a view to augment a Cooks River linear park.

BIODIVERSITY References & Further Reading

Evans, D.M.; M5 East Construction and Destruction; Wildlife Matters, Newsletter of Sydney Metropolitan Wildlife Service Incorporated, August/September 1999.

NSW National Parks and Wildlife Service; NSW Biodiversity Strategy; Hurstville, 1999.

NSW National Parks and Wildlife Service; A Guide to the NSW Biodiversity Strategy; Hurstville, 1999.

WASTE

Traditionally, waste has been considered an unavoidable by-product of our society and management of this has concentrated on and encouraged disposal. However as a society we have come to realise and recognise that by disposing of such by-products we are throwing away valuable and scarce resources. With an increasing population, society as a whole is continually consuming more and more of these resources and turning them into rubbish at an alarming rate.

When the NSW State Government adopted the Waste Minimisation Act 1995, it affirmed its commitment to reducing levels of waste going to landfill and to supporting industry, waste boards, local councils and the wider community in their efforts to develop and implement waste reduction initiatives.

Canterbury City Council has developed a Waste Management Plan for the local community, which is based on best practice methods, ecologically sustainable development, regional waste initiatives and the Waste Management and Minimisation Act 1995. By working together as a community we can successfully overcome the waste challenge.

What is the issue?

Disposal of Waste

Council provides a range of waste management services to all households in the City, collecting garbage, recycling, green waste and household clean up items on a weekly or scheduled basis. In addition it offers a pre paid clean up service and collects illegally dumped rubbish from footpaths and other locations around the City. Waste collected from regular services is taken to Lucas Heights landfill (New Illawarra Road, Lucas Heights) for disposal. Canterbury residents can also dispose of household waste themselves at Lucas Heights and Rockdale Transfer Station (Lindsay Street, Rockdale).

Recycling of Resources

Items collected for recycling from households in Canterbury are taken to a number of different locations for reprocessing. Council's contractor, Collex Waste Management operates a recycling facility at Alexandria, and all of the PET plastic, HDPE plastic, aluminium and steel cans are taken here for distribution. Paper collected is taken directly to Amcor at Botany and the glass to Recyclers of NSW at Botany.

Residents are able to take extra quantities of recyclable material to Lucas Heights landfill, Chullora Materials Recovery Facility or Rockdale Transfer Station, or any other transfer facility operated by Waste Service NSW.

Sustain ability Indicator - Municipal Waste

In our efforts to meet the NSW State Government's 60% waste reduction targets, Council monitors the pressures on this target by the following means:

- quantity of waste *disposed* of at landfill facilities
- quantity of waste *diverted* from landfill facilities

This means that we are monitoring the amount of waste that we send directly to the 'tip' and the amount that we reuse, recycle or reprocess.

During the 1998/99 reporting period Canterbury residents produced 457kgs of waste per person. Each person *disposed* of about 390 kilograms of waste and about 67 kilograms of waste per person was *diverted* (reused, recycled or reprocessed) from landfill.

Figure X.X shows the generation of waste in Canterbury City per person from 1990 to 1998/99, compared to the 60% waste reduction target.* There has been a slight increase in the amount of waste disposed of to landfill (on a per person basis) in Canterbury from the same period last year 387kg/person in 1997/98 to 390kg/person in 1998/99.

Generation of municipal waste in Canterbury City 1990 - 1998/9 (the same graph as last year)

Year	Waste generated (kg/person)	Waste to landfill (kg/person)	Waste diverted (kg/person)
1990	388	388	nil
1991	407	386	21
1993/4	400	360	40
1994/5	399	348	51
1995/6	411	355	56
1996/7	441	378	63
1997/8	460	387	73
1998/9	457	390	67

Note:

To reach the 60 % reduction target Canterbury City residents must reduce waste going to land fill to **233** kg/person by 2000.

Population figure taken from ABS Census data, 1996 132,360

Waste generated includes quantities from houses and units, street and gutter cleaning, rubbish clean up, paid rubbish removal, dumped rubbish removal. This is consistent with the NSW EPA's definition of Domestic Waste from the NSW SoER 1997: p378.

How are they changing ?

Canterbury City Council contracts Thiess Environmental Services to provide a weekly domestic garbage collection service to residents. Residents are provided with a 240 litre Mobile Garbage Bin.

The domestic garbage collection service collected 42,703.4 tonnes of waste during 1998-1999 which is a 1% increase from the previous year.

Waste generation in Canterbury City

Year	Houses & Units	Trade Waste	Street & gutter Cleaning	Rubbish Clean Up	Paid Rubbish Removal	Dumped Rubbish Removal**	Green Waste ***	TOTAL- rounded
1993-1994	39,789	2,845.66	1,378.37	5,582.18	295.86	N/A	N/A	49,892
1994-	38,944	3,006.23	775.54	5,657.99	220.35	N/A	N/A	48,605

1995								
1995-1996	40,022	2,866.43	826.32	5,774.67	170.07	N/A	N/A	49,660
1996-1997	44,090	2,779.13	728	4,971.82	206.05	N/A	N/A	52,775
1997-1998	42,675	2,932.81	2,266*	4,188.66	222.30	1,730.86	2,578.75	56,595
1998-1999	42,703	2,588.01	2,276.00	5,072.16	N/A ****	1,691.76	2,811.91	56,513

Figures shown in tonnes

* Street and gutter cleaning now indicates contents of mechanical brooms

** Included in street and gutter cleaning prior to 1997/98. In 1997 trucks were introduced solely for dumped rubbish collection.

*** This Council service only started in 1997.

**** Pre paid clean up figures included in dumped rubbish figures.

Collex Waste Management was awarded an interim recycling contract in 1999 and began collections on 1 March 1999. Residents continue to use a 68 litre recycling crate, however the service has been expanded to include all of the following: paper and cardboard, glass bottles and jars, aluminium cans, steel cans, PET plastic, HDPE plastic, LPB milk and juice cartons.

Tonnes of recycling collected in Canterbury City

Year	Paper	Glass	PET Plastic	Aluminium	Steel *	HDPE Plastic*	TOTAL
1993-1994	2,885.08	1,290.63	60.73	38.13	N/A	N/A	4,274.57
1994-1995	4,493.67	2,194.60	87.54	37.97	N/A	N/A	6,813.78
1995-1996	4,510.91	2,830.1	87.44	40.88	N/A	N/A	7,469.33
1996-1997	4,732.63	2,581.06	95	26.45	N/A	N/A	7,435.14
1997-1998	4,954.53	1,996.26	129.75	18.65	N/A	N/A	7,099.19
1998-1999	4,371.95	1,401.192	132.104	18.853	8.209	29.768	5,962.07

* These items have only been collected since 1 March 1999

What's being done ?

Regional

The Southern Sydney Waste Planning and Management Board initiates and directs waste management policy for its eleven member Councils (of which Canterbury is one) through its Regional Waste Plan. Current initiatives include:

- Domestic - 3 Year Home Composting Program, Household Hazardous Waste, Earth Works program for people from Non-English Speaking Backgrounds and planning and research for new infrastructure and services
- Commercial and Industrial - the SSWB has the responsibility for developing projects on a cross regional basis on behalf of the other regional waste boards, Waste Makes No Cents and planning and research for new infrastructure and services
- Construction and Demolition - Waste Not Development Control Plan and new infrastructure and services

(Information supplied by the Southern Sydney Waste Board)

Council

Council's main role in waste management is through the collection of waste from domestic households. Council currently employs Thies Environmental Services to collect garbage and Collex Waste Management to collect recycling. Green waste and household clean ups are carried out by Council employees. Council's waste management services include a wide range of services for both domestic households and trade waste customers:

- 240 litre weekly household garbage collection
- weekly recycling service for paper/cardboard, glass, PET plastic, HDPE plastic, aluminium cans, steel cans, Liquid Paper Board milk and juice cartons
- monthly garden waste collection
- household clean up three times per year
- rubbish removal service (charged)
- removal of illegally dumped rubbish
- removal of abandoned vehicles
- trade waste collection
- street and gutter cleaning
- cleansing of public toilets

During the past year Council has initiated the following activities to help reduce waste within our community, through waste education, waste operations and waste policy.

Waste Education:

- compost and worm farm demonstrations in conjunction with community tree planting sessions in parks around the city
- waste reduction workshops with Chinese and Greek community groups
- waste reduction workshops and assistance with worm farming/composting at various primary schools
- display and information stalls at local community festivals including Australia Day, Riverwood Festival, Council Rates Day promotion and Cooks River Festival
- promotion of the new recycling service - shopping centre displays, newspaper articles and information sessions at Campsie library
- production and distribution of a new recycling brochure to all residents in Canterbury
- promotion of and sale of compost bins and worm farms
- waste education presentation to Southern Sydney Waste Board Education members about Council's Non English Speaking Background Earth Works Program
- Arabic Earth Works day
- Earth Works program developed for local ethnic communities - Chinese and Arabic
- waste minimisation presentation to Campsie Library staff
- encouraged residents and participated in Clean Up Australia Day organised by the Cooks River Catchment Management Committee, collecting about 10 tonnes of rubbish from the Cooks River
- provided recycling facilities and signage for Korean Food Festival in Campsie
- waste reduction workshops with teachers of English - providing assistance with teaching English through waste reduction
- Youth Week- open day display on waste reduction and competition at Belmore Youth centre

Waste Operations:

- white goods collected separately from other clean up items with specifically modified crane truck to ensure that all items are separated for recycling, resulting in reduced tipping costs
- reduction in the price of removal of abandoned vehicles to encourage removal not dumping
- changed the collection specification for green waste services, making collections more efficient

Waste Policy:

- development of a Local Waste Plan
- employment of a new recycling contractor, Collex Waste Management, who collect a wider variety of items for recycling. These items include: paper and cardboard, glass bottles and jars, aluminium cans, steel cans, PET plastic, HDPE plastic, LPB milk and juice cartons.

Local Waste Plan

Council is currently developing a Local Waste Plan which will identify current and future waste management for domestic waste collection, as well as outlining a comprehensive waste minimisation and education program. The Local Waste Plan will form part of the Regional Waste Plan of the Southern Sydney Waste Board by addressing waste minimisation and waste reduction at a local level. The plan will attempt to meet these challenges as well as ensuring that waste services throughout the City are maintained and continue to meet the needs of the people of Canterbury. Service changes to be identified in the plan will allow for an integrated waste management collection system to address the waste reduction targets.

The Local Waste Plan will not be restricted to domestic household waste practices. It is intended to be a comprehensive plan, which includes Council Waste, Construction and Demolition Waste and Commercial and Industrial Waste. The plan will feature a range of new improvements to the delivery and structure of our entire waste services. Council hopes that by working together with all stakeholders and the entire community in adopting responsible waste reduction strategies at the local level, we can achieve an enormous reduction in waste sent to landfill and ultimately improve the state of our local environment.

The proposed change of service for domestic waste collection for households will give residents greater responsibility for sorting and correct presentation of garbage and recycling for collection. The introduction of a 120 litre Mobile Garbage Bin (which is half the capacity of the existing 240 litre bin) will promote the use of a supporting fortnightly garden waste collection (making use of the existing 240 litre Mobile Garbage Bin) and weekly recycling service. The limit of one 240 litre Mobile Garbage Bin shared between two flats will also place greater emphasis on the recycling service. A program to implement, promote and manage this change of service will be developed, and will include a trial of the service changes with a small number of residents.

The Local Waste Plan will be a dynamic document that will be under review and open to changes to ensure that waste reduction targets will be achieved in reasonable and practical time frames. (Local Waste Plan Canterbury City Council 1999)

The plan was available for community consultation during March 1999, and after making necessary adjustments that reflect community needs, council hopes adopted the plan in August 1999.

References and Further Reading

Canterbury City Council; Canterbury City Local Waste Plan; Campsie 1999.

NSW Department of Local Government Comparative Information on New South Wales Local Government Councils 1997/98; Bankstown 1999.

Southern Sydney Waste Board Regional Waste Data for Council's State of the Environment Reports for Period June 1998 - July 1999

NOISE

What are the issues ?

Noise pollution can be defined as unwanted or offensive sounds that unreasonably intrudes into our daily activities. It has many sources, most of which are associated with urban development: road, air and rail transport, industrial noise, neighbourhood and recreational noise (NSW EPA, 1997:112). The degree of noise annoyance depends on its level, frequency, tone and time of day at which it occurs.

How are they changing?

During the last reporting period we received 522 noise complaints (compared to 485 for the last reporting period) of these 290 related to barking dogs. During the reporting period the NSW EPA received 33 calls on their Pollution Line Service regarding noise pollution incidents.

The introduction of the POEO has changed the ability of council to handle noise related issues. We can no longer issue notices to prevent the emission of offensive noise, we can now only issue a noise abatement

direction which is enforceable for 28 days, under previous legislation this was 6 days.

The number of industrial sites within areas zoned Industrial 4(a) and 4(b) has not changed dramatically during the reporting period. However, we are expecting some premises previously licensed by the NSW EPA to come under our control, the exact number of premises is unknown at this stage as who is the Appropriate Regulatory Authority will be determined when the licence is due for renewal.

Aircraft Noise

The issue of aircraft noise continues to disturb and disrupt the lives of residents in Canterbury City.

Air Services Australia operates the Customer and Community relations line and records the complaints received about aircraft noise and air pollution. Any residents who is concerned with the operation of Sydney Airport are encouraged to call the Customer and Community Relations line on 1800-802-584. Further information on the operation of Sydney Airport is available on the Air Services Australia web page (www.airservices.gov.au).

Council supports the construction of a second airport for Sydney, with the preferred option of Badgerys Creek.

Air Services Australia monitor calls received by the Customer and Community Relation section and log them by the number of complaints received and the number of complainants by suburb in which they live. Figure ? below outlines a list of those suburbs within the Canterbury City Council local Government area and the number of complaints received.

Air craft noise complaints received by Air Services Australia from suburbs within Canterbury City

Ashbury	280	Earlwood	395
Belmore	4	Hurlstone Park	761
Belmore South	1	Kingsgrove	73
Beverly Hills	21	Lakemba	2
Campsie	11	Punchbowl	7
Canterbury	17	Riverwood	2
Croydon Park	327	Roselands	7

Source: Air Services Australia.

What is being done ?

We continue to assess development applications to determine the potential impacts of the proposed activities on adjoining premises or the impact of adjoining activities on the development proposed. Increasingly we are requiring the submission of acoustical consultant reports with development applications to ensure noise issues are considered in the planning stages of the development.

An issue that has arisen during the last reporting period is the effect of road and rail transport noise on residential developments. The increase in the density of developments around areas of regional transport throughout the Southern Sydney region has lead to the Southern Sydney Regional Organisation of Councils to investigate the development of a policy to ensure noise amenity issues are addressed in any future development and the developer and applicant are aware of the standard required for the development.

We continue to be represented on the Freight Rail Goods line consultative forum and the East Hills Rail Line Amplification Community Liaison Group. These forums consist of residents and representatives from Freight Rail, The Environmental Protection Authority, local councils and local members.

References and Further Reading



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Section 428 (2) (d)

CONDITION OF PUBLIC WORKS

Period 1 July 1998 - 30 June 1999

1. Summary

Since the last annual report, Council has continued to improve the quality of asset management information and analysis. Over the next six months Council will apply strategic asset modelling to all asset categories to determine the asset renewal requirements and be able to model these for various levels of service. The quality of asset information will continue to improve over the next 3 to 5 years. This annual report is an update on last years information. The next report will start to produce asset maintenance and renewal cashflows for short medium and long term

In previous Annual Reports it was stated that Council is faced with an ageing infrastructure. This fact will remain and is likely to be a significant influence on Council's decision making.

The focus in past years has been the process of asset capitalisation and statutory reporting. This has been done with the available information and resources. The main focus over the coming financial year will be strategic asset management. This process will begin to match management plan objectives for levels of service with the asset stock required to deliver these services and then determine the corresponding expenditure and revenue cashflows for the short, medium and long term.

The last report indicated that revaluation of public works (infrastructure assets) for AAS27 reporting will be undertaken every 5 years. Consequently the valuations and condition assessments will only show minimal variations in the years between revaluation. This may be reviewed following the completion of the strategic asset review that should be completed before the next annual report. The conversion of Council's financial system to the PeopleSoft system should greatly assist in establishing real costs for the infrastructure assets.

A report on the condition of the public works under the control of Council as at the end of the 1999 financial year.

As mentioned in last years report, a good majority of existing assets were built several decades ago and face the end of their useful life in the not too distant future. Replacement costs of many assets is likely to be beyond the financial capacity of Council and it is now critical that asset management strategies be employed to enable economic survival. These strategies include decisions about maintenance required to preserve the life of the asset, replacement and disposal of assets and the method of funding. This issue will become of prime significance for Council where infrastructure and community assets were generally established in growth times of several decades ago.

Since the 1997 Annual Report, extensive data collection continues on Council's Stormwater Systems because of their age need for better information about the actual condition of the drainage network.

2. An estimate (at current values) of the amount of money required to bring the works up to a satisfactory standard

The current work on strategic asset management has identified that it is essential to match the following three strategic management tools:

The management plan which sets policy priorities

The budget which allocates resources in accordance with the priorities of the management plan

The annual report which indicates performance

Where assets are actually being renewed on cycles longer than considered optimal by asset managers, the extra funding needed to shorten the cycle is often referred to as a backlog or "catch up maintenance". An alternative way to view this situation is to recognise that it is the actual not the desired renewal cycle that defines the current service level being achieved. Funding the backlog is thus equivalent to increasing service levels.

The purpose of the projections is to estimate renewal requirements based on current service levels. Accordingly, no attempt has been made to factor in any "catch up " maintenance or backlog in this annual report.

Having recognised this, it is important to note that, whilst not yet complete, the anticipated renewal requirements to sustain existing service levels in the future is very uneven, reflecting the concentration of construction in a relatively short period compared with total economic life. Depreciation or annualised life cycle costs are therefore only a rough guide to the actual future renewal requirements. An annualised method has been used in the past and because of available information and analysis tools. A strategic model will be used for all infrastructure assets for the 1999/2000 financial year and will show renewal profiles graphically for all asset categories, enabling projections of future asset replacement and maintenance expenditures.

The total reconstruction cost of the network is approximately \$116 million. Given the value of this asset Council should ensure adequate funding is provided to service the necessary maintenance on this large investment. All road pavements have a finite life and it is generally necessary to carry out a major overlay treatment (in addition to regular on going maintenance) between the 10 year and 15 year period to maximise the serviceability of the pavement.

The following table shows the continuation of last years method using an annualised projection for renewal.

Asset Category	An estimate (at current values) of the annual
Roads	\$3,000,000
Footpaths	\$457,192
Kerb and Gutter	\$1,005,266
Street Furniture	\$11,537
Neighbourhood Signage	\$7,458
Driveways	\$475,686
Traffic Devices	\$42,000
Traffic Signage	\$23,695
Bridges	\$46,755
Drains	\$879,369
Buildings	\$557,046
Land Improvements (Parks)	\$226,260

The council's programme of maintenance and renewal for the 1999 financial year in respect of the works

Item	Description	Amount
General Maintenance Programme	Roads	975,000
	Bridges	3,000
	Kerb and Gutter	120,000

	Paved Paths	400,000
	Unpaved Paths	15,000
	Stormwater	325,000
	Carparks	10,000
Road Resealing Programme		1,919,500
Public Works Maintenance & Reconstruction Programme		
	Roads	1,038,450
	Kerb & Gutter	296,700
	Drainage	148,350
Road Reserve Maintenance	Street Tree	484,659
Parks	Active	884,506
	Passive	1,979,624
Swimming Centres		40,800
Street Furniture	Signs, Shelters, be-tidy bins etc.	120,000
Footbridges		10,000
Carparks		5,000
Building Maintenance	Admin building	82,000
	Children's Services Buildings	108,926
	Health & Building Buildings	21,932
	Libraries	52,700
	Community and recreation Buildings	230,940
	Works depot	49,000
	27 Leslie Street	16,200
	Golf Course	14,000
	Miscellaneous Properties	77,833
	Parks Buildings	478,530



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LEGAL PROCEEDINGS

Details of Council's legal actions during 1998/99 appear on the following pages.

Court costs for recovery of late/back rates

During the 1998/99 financial year, Canterbury City Council spent \$44,489 recovering unpaid rates. This resulted in the collection of \$154,000 relating to rates during 1998/99. Other funds were also received for other financial years.

File Ref	Surname	Offence	Address	Solicitors	Court Costs \$	Solicitors Costs \$	Service Costs	Total Costs \$	Status	Court	Total Awarded
493/98D	Tawil	Appeal against condition of consent - industrial development	98 Lakemba Street Belmore	Dunhill Madden Butler	-	7561	-	7561	Finalised	Land & Enviro Court	-
94/303D	Julie Zhang	Appeal against refusal of brothel	303 Beamish Street Campsie	Pike & Fenwick	-	7849	-	7849	Finalised	Land & Enviro Court	-
810/78D	William Karavellas	Appeal against refusal of townhouse development	78 Shorter Avenue Narwee	Dunhill Madden Butler	-	4058	-	4058	Finalised	Land & Enviro Court	-
150/338D	Mark Elmowy	Appeal against refusal of commercial development	338 Canterbury Road Campsie	Pike Pike & Fenwick	-	25585	-	25585	Finalised	Land & Enviro Court	-
386/180D	Bernhardt	Appeal against refusal of commercial development	180 Haldon Street Lakemba	Pike Pike & Fenwick	-	4462	-	4462	Finalised	Land & Enviro Court	-
135/6D	Imam Hussain Ltd	Appeal against refusal of Islamic Centre	6 Lang Road Earlwood	Pike Pike & Fenwick	-	21828	-	21828	Finalised	Land & Enviro Court	-
493/280D	CSK Planning & Assoc	Appeal against refusal of massage centre	280 Lakemba Street Wiley Park	Dunhill Madden Butler	-	4108	-	4108	Finalised	Land & Enviro Court	-
150/530D	Charlotte Street Belmore Pty Ltd	Appeal against refusal of commercial development	530 Canterbury Road Canterbury	Pike Pike & Fenwick	-	3086	-	3086	Finalised	Land & Enviro Court	-

484/98D	Tzavellas	Appeal against Canterbury Night Racing approval	98 King Street Canterbury	Dunhill Madden Butler	-	15873	-	15873	Finalised	Land & Enviro Court	-
404/42G	Strata Plan 35196	Lopped Tree, DA consent breach	42 Harp Street Belmore	Houston Dern O'Connor	\$4,051	\$2,685	\$34	\$6,770	Adjourned to 15.3.99 Finalised (lost) 19.5.99	Burwood Local Court	\$0
14/17G	Connel	Fire order non compliance	17 Alice Street Wiley Park	Houston Dern O'Connor	\$0	\$2,010	\$0	\$2,010	Finalised	Land & Enviro Court	\$2,010
484/98B PT2	Sydney Turf Club	Building without approval	98 King Street Ashbury	Houston Dern O'Connor	\$52	\$537	\$34	\$623	Finalised	Burwood Local Court	\$352
974/20G	Diavatiotis	Dog Attack	20 Woorail Street Kingsgrove	Houston Dern O'Connor	\$52	\$400	\$34	\$486	Finalised	Burwood Local Court	\$452
842/16G	Bolin & Biswas	Planing breach (truck parking)	16 Taylor Street Lakemba	Houston Dern O'Connor	\$102	\$1,633	\$34	\$1,769	Finalised	Burwood Local Court	\$1,000
647/29D PT2	Aligiannis	Development Consent Breach	29 Oatley Street Kingsgrove	Houston Dern O'Connor	\$51	\$645	\$34	\$730	Finalised Sect 556A non conviction	Burwood Local Court	\$400



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Section 428 (2) (f)

COUNCILLORS' FEES, EXPENSES & FACILITIES

Fees paid to Councillors in 1998/99 were:

Payments to Mayor	\$18,600
Payments to Deputy Mayor	\$2,400
Payments to Councillors	\$104,820
Total	\$125,820

Details of fees and expenses are as follows.

Conference etc. Expenses

Local Gov Conference	\$19,940.50
ALGA Conference Canberra	\$1,013.25
National Assembly of Local Gov	\$4,449.60
State Assembly of Local Gov	\$465.00
I.M.M. Conference Canberra	\$6,883.00
Safer Urban Communities	\$5,629.30
Aust' Local Gov't Womens Conf'	\$1,013.00
	\$39,393.65

Other Expenses

Members Print/Stationery	Business Cards	\$4,390.61
	Stationery	\$367.11
Subscriptions	Act & Award Updates	\$4,647.12
Insurances - Councillors	Personal Accident	\$1,360.00
Travelling Expenses		\$4,116.60
Equip.Rent/Mntce- Members	Miscellaneous Equipment	\$2,861.45
Catering Expenses		\$53,549.30
Telephone Rents & Charges		\$26,619.22
Civic Receptions /Functions		\$3,575.00
Other Expenses		\$11,452.99
Vehicle Operating Leases		\$24,767.76
Computer Expenses		\$14,533.92
		\$152,241.08

Assets

Purchases	Furniture & Fittings	\$12,992.21
	Mobile Telephones	\$4,897.07
		\$17,889.28

Sales

Trade-In Councillors Vehicle	-\$54,810.66
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Council's policy on the payment of expenses and the provision of facilities for Councillors follows.

POLICY ON PAYMENT OF EXPENSES AND PROVISION OF FACILITIES

POLICY OBJECTIVES

- To provide the Mayor with support to enable the Mayor to meet the obligations of office.
- To provide a range and level of support to reimburse expenses and provide facilities to Councillors to assist in discharging the functions of civic office.
- To assist Councillors to represent the interests of the residents and ratepayers of the City of Canterbury, provide leadership and guidance to the community and to facilitate communication between the community and Council.

The level of support to be provided is as follows:

EXPENSES TO BE PAID

1.Conferences and Seminars Within Australia

- a. Accommodation costs will be paid for based on charges for one room either single, twin share or double including bed and breakfast and incidental expenses in a hotel/motel of a suitable standard for the Councillors and their partners for the number of nights approved by Council.
- b. The cost of all meals and refreshments for the Councillors and their partners will be reimbursed by Council, subject to a claim being made in the prescribed form for the period approved by Council.
- c. Travelling to and from conferences/seminars can be by:
 - use of private vehicle which will be reimbursed at the approved kilometre rate;
 - use of Council vehicle;
 - by aircraft travelling business class.

Where the journey involves two or more hours of flying time travel can be at first class. This upgrade will be left to the discretion of the General Manager.

Should there be no airline service available, travelling will be by first class rail, subject to Council determining alternative means of transport in special circumstances.

- d. Where a Council vehicle is used to travel to and from conferences and seminars, all fuel costs etc will be reimbursed by Council, subject to a claim made in the prescribed form.
- e. Payment of registration fees - including cost of official dinners, partners' tours etc.

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 the travel is expected to exceed \$1,500 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 from undertaking the visit.

details of costs, including any amounts expected to be reimbursed by participants.

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

Attendance at conferences in this category, may only be authorised by a resolution of Council.

2.Overseas Conferences

Conferences held outside Australia shall be the subject of a specific report to and resolution of Council.

Overseas Travel

Proposals for overseas travel by Councillors and staff on Council business will be documented in the annual Management plan. The plan will be 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 will accrue from the exercise with an approximate budget.

detailed costs including a statement of 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 form 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 to 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.

3.Miscellaneous Expenses

Private Vehicles

Reimbursement will be provided to Councillors who use their own cars and who claim reimbursement within one month of travelling:

- a. to and from meetings of Council or meetings of any committee of Council, or
- b. to and from inspections within the area provided such inspections are undertaken in compliance with

resolutions of the Council.

The rate of calculation of the amount payable for travel in Councillors' own cars shall be the rate payable to staff under the Local Government (State) Award.

Cabcharge

Councillors are provided with a Cabcharge card to facilitate their attendance at conferences, seminars, meetings and inspections and other Council related activities, subject to the following conditions:

1. Cabcharge is to be used for reasonable expenses in travelling:
 - a. To and from meetings of the Council, or meetings of any Committee of the Council.

To and from the Council's Administration Centre for purposes related to the business of the Council, to meet with officers and staff and the like.

(c) To and from inspections within the City area, provided such inspections are undertaken in compliance with a resolution of the Council.

(d) Upon business of the Council outside the area in compliance with a resolution of the Council. This would include attendance at SSROC meetings and the like.

(e) To attend conferences and seminars.

2. Use of the card at weekends is not permitted unless the Councillor is on Council business.
3. 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 completion of the business of the Council in the most efficient manner warrants the use of Cabcharge in lieu of driving the Council vehicle.
4. All taxi journeys should follow the shortest practical route and be as expeditious as the circumstances allow.
5. 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 value of the fare. The cardholder is required to complete the docket correctly every time the card is used.
6. The reason for the journey is to be included on the docket.
7. Each Councillor issued with a Cabcharge card will be required to sign an acknowledgment that the card is issued on the basis that it is to be used only by him/her, in accordance with these guidelines.
8. The monthly accounts from Cabcharge will be presented to the Director of Corporate and Community Services for checking. If, in the opinion of the Director, expenditures have occurred that are outside these guidelines, a sundry-debtor account will be forwarded to the Councillor concerned.
9. Cabcharge is to be used to travel to and from the Administration Centre for the purpose of picking up and returning Councillor vehicles.

Facsimile Machine Line Rentals and Call Charges

Council will pay for line rental charges for one home facsimile machine and payment of calls in relation to Council business.

Mobile Telephones and Call Charges

Council will pay for rental charges for one mobile telephone and payment of calls in relation to Council business.

In respect of either facsimile machines or mobile phones any charges for private usage shall be drawn to the attention of the Director of Corporate and Community Services and, arrangements made for reimbursement to Council for the amount of such private usage.

Legal Expenses

Council may, subject to resolution, indemnify or reimburse reasonable legal expenses of a Councillor in the following circumstances:

- a. defending an action arising from the performance in good faith of a function under the Local Government Act (Section 731); or
- b. defending an action in defamation provided the statements complained of were made in good faith in the course of exercising a function under the Act; or
- c. 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.

FACILITIES TO BE PROVIDED

1. Councillors

Councillors are entitled to receive the benefit of the following Council facilities:

- a. **Facsimile Machine** - Council will pay for the rental, maintenance of the machine, together with the supply of any consumables.
- b. **Mobile Phone** - Council will pay for and maintain a mobile telephone and associated communication equipment. Such equipment is to remain the property of Council. Council will also pay service and equipment charges and all calls made on Council business.
- c. **Postage** of official Councillor correspondence will be paid for by Council. Such correspondence is to be directed through Council's internal mail system subject to approval being obtained from the General Manager.
- d. **Secretarial Assistance** - preparation of official Councillor correspondence will be provided, subject to approval being obtained from the General Manager.
- e. **Stationery/Publications** - Councillor letterhead, provision of standard issue calling/business cards up to a maximum of 100 and 1,000 per annum respectively, envelopes and other stationery, legislative publications and other printed matter relevant to Local Government will be provided as requested.
- f. **Transportation** - A Council vehicle (when available) will be provided for travel to conferences, seminars, meetings, etc when on official Council business. Two vehicles are available for official use by Councillors. The vehicles may be used as follows:
 1. To attend to the business of Council including attendance at conferences, meetings, seminars and the like, providing the use is authorised by a specific resolution of Council.
 2. In the absence of a specific resolution of Council:
 - i. To attend meetings of community groups, whose activities encompass all or part of the Council area;
 - ii. To attend social functions and gatherings representing the Mayor or Council at the Mayor's request;
 - iii. To attend social functions and gatherings where the invitation stems from the Councillor's official position;
 - iv. To attend site inspections within the Council area related to applications before Council or its Committees for determination;
 - v. To travel to and from the Councillor's place of residence in order to attend meetings of Council or its Committees.
 3. Otherwise than provided in Clause (1) and (2) above, for official purposes with the prior approval of the General Manager.
 4. Councillors are to pick up and return the vehicles to the Administration Centre.
 5. The vehicles are to be driven only by Councillors, other than in cases of pressing necessity or emergency. Other drivers must only be immediate family members and be over 25 years of age.
 6. A log book is stored in the glove box of each vehicle. Details of all journeys must be

- recorded in the log books.
7. Councillors are requested to report any mechanical defect or fault by making a notation in the log book, or if the fault is more serious, by notifying the Executive Services Officer.
 8. Any accident involving damage to Council's vehicle or that of a third party is to be reported immediately to the Executive Services Officer.
 9. Under no circumstances are the vehicles to be used for private purposes and Councillors are reminded that private use, even incidental private use, that gives rise to personal advantage or gain of a pecuniary value could lead to disqualification from civic office.
 10. When seeking use of a Councillor vehicle, the Councillor concerned is warranting that his or her use is to be solely for the Council related purposes set out in points 1 and 2 above, and for those purposes only. Furthermore, the Councillor is warranting that he or she is licensed and competent to drive the vehicle.
 11. Vehicles are able to be used by an individual Councillor for a maximum period of three consecutive days. Extensions to this period is possible, by daily increments, in the absence of another Councillor seeking use of a vehicle. Once the period of three days expires, the Councillor with the vehicle must return the vehicle when another Councillor requests the use of the vehicle.
 12. A report is to be prepared to Council on a three monthly cycle, detailing instances where Councillors have had the use of a Council vehicle for a period/periods in excess of three consecutive days during the quarter, and details of instances where log book details have not been completed.
 13. **Cabcharge** - facilities will also be provided for use when on Council business or when performing the role of Councillor.
 14. **Refreshments** - Meals and refreshments will be provided at Council and Committee meetings, workshops and information sessions.
 15. **Insurance** - against personal accident and public liability will be provided.
 16. **Councillors' Room** - an office area for interview and Council work related purposes will be provided on a shared basis. The room will be provided with telephones, equipment, stationery, refreshments and updated copies of relevant legislation.
 17. **Notebook Computers** - Council will provide a notebook computer and other office technology, and appropriate software and training.
 18. **Function Room** - in the Administration Centre is available for the for the purpose of Council, Committee and Task Group/Special committee meetings, and for meetings with constituents and its usage is 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 the Property Bookings Officer.

4.THAT use of the bar area be only permitted in connection with functions and meetings held in accordance with Item (1) above."

- m. **Photocopying** - photocopying facilities will be provided subject to approval being obtained from the General Manager.
- **Telephone Answering Machines** - an automatic answering machine connected to the Councillor's home telephone will be provided, to remain the property of Council.
- **Office and Personal Effects Storage** - filing cabinets will be provided for home storage of Council business papers, reports, documentation, etc. as well as a briefcase. These items to remain the property of Council.
- **Access to Council Facilities** - provision of a medallion.

- **Clothing** - provision of a blazer for use at meetings and official functions, ties and scarves.

2. Mayor

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

- Council 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 only in relation to the Mayoral vehicle.
- Office** - food, softdrinks and alcoholic refreshments for entertainment purposes. Administrative and clerical support, electronic equipment, stationery, furnishings and accessories.
- Credit Card** - for payment of expenses incurred on Council's behalf.

3. Deputy Mayor

When acting in the Office of the Mayor, the Deputy Mayor is to be afforded the benefits of the Mayor when acting in the Office of Mayor.

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 Council's Annual Report.



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Section 428 (2) (g)

SENIOR STAFF

For the period 1/1/98 until 31/12/98 there were six employees who were designated to be "senior staff" in terms of the Local Government Act 1993.

On 31/12/98 two Directors left councils employment and the council took this opportunity to review its organisational structure and there are currently four employees who were designated to be "senior staff" in terms of the Local Government Act 1993.

These employees, who continue to be employed under five year performance based contracts, are the General Manager and the Directors of Community Services, Financial Services, Environmental Services and City Works. The Director of City works is currently in an acting capacity.

Under the 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.

Total remuneration packages as at 30 June 1999:

Jim Montague	\$181,741
Graham Bailey	\$62,788
Brian Baudinette	\$53,374
Robert Davidson	\$118,086
Robyn Drake	\$118,516
Walter Miller	\$110,405
Total	\$644,910



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Section 428 (2) (h)

CONTRACTS AWARDED

The following contracts worth \$100,000 or more were awarded during the 1998\99 financial year

CONTRACT WORK	COMPANY	AMOUNT
Footpath rehabilitation	Sydney Civil Pty Ltd	\$186,000
Footpath reconstruction	Tamcorp Pty Ltd	\$250,000
Financial Systems Software	Genasys 11 Pty Ltd	\$124,380
Road suction equipment	Mcdonald Johnston	\$232,390
	Engineering Pty Ltd	\$229,475



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Section 428 (2) (i1)

BUSHFIRE HAZARD REDUCTION ACTIVITIES

Canterbury City Council is a fully urbanised City with only very small pockets of remnant bushland. As a consequence there are no activities specifically related to bush fire hazard reduction.

Grass cutting and cleaning of parks are carried out and would reduce the risk of fire hazard.

However, these activities are not specifically part of any bush fire hazard reduction program.

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Section 428 (2) (j)

MULTICULTURAL SERVICES

RESIDENTS OF NESB

1. Local Demographics

At the 1996 Census Canterbury 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 was much lower in Canterbury than in the Sydney Statistical Division on average and 111 language groups were 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 Canterbury today:

LEBANON	13.9% of OSB
CHINA	11.7%
GREECE	10.8%
VIETNAM	8.1%
ITALY	5.1%
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 Canterbury together with Vietnamese, Indian, Bangladeshi, Indonesian, Pakistanian, 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 Canterbury come sponsored under the Family Reunion Program, and a significant proportion do not possess good English skills.

This creates a challenge for the 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 Local Government.

2. Programs Undertaken

To ensure service delivery that is accessible and linguistically and culturally relevant to all residents the following new initiatives have been undertaken:

Council adopted the Multicultural Policy and Action Plan as part of the overall Canterbury Social Plan. The new policy replaces LEAPS which has been essentially a customer service strategy and it encompasses customer service and community relations strategies in one Action Plan. The policy's aim is to build better communication and strong partnership with ethnic organisations and service providers, and to define Councils' role in advocating, and directly addressing the needs of NESB communities.

However, the old "LEAPS" strategies continued to operate throughout the year including:

19 Language Aides speaking 10 community languages provided interpreting help to NESB customers on 294 occasions in the period January-June 1999 alone and were present at citizenship ceremonies on a roster basis to assist with general enquiries.

Paying 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 Council's access and equity strategies and make-up of our community.

Council Immunisation Clinic has developed a new procedure to better accommodate the needs of people from NESB . Client registration and information forms have been translated and pre and post immunisation information is provided in languages other than English. Materials which are in use could be adopted by other immunisation providers such as councils or GPs.

Children's Services Cross-cultural Anti-bias Policy has been reviewed and the anti-bias curriculum is operating in all Council child care centres ensuring maintenance of culture and home languages of children from NESB.

66% of children who received services from Council's Support and Resource Team have been of NESB and predominantly Greek, Lebanese and Chinese.

Multi-lingual messages and letterheads continued to be used in Council correspondence.

Council Community Information Service participated in all local festivals distributing information in community languages.

Canterbury Council's waste education for people of NESB has continued to focus on workshops delivered in conjunction with the Waste Project Officer from the Ethnic Communities Council /Southern Sydney Waste Board. Some of the activities included:

waste reduction workshops with Chinese and Greek community groups, an Arabic Earth Works Day, Earth Works activities developed for Chinese and Arabic groups, provision of recycling facilities and signage for the Korean Food Festival, and waste reduction workshops with teachers of English.

As part of the Environmental Management Plan consultations, two ethno-specific focus groups have been conducted and one of these with the use of an interpreter.

Council's Senior Citizens Centres continued to be used by NESB senior's groups throughout the year (27 groups out of the total 46).

Guided tours for 129 students from the local ACL classes were conducted at the library. As a result, 71 new patrons joined the library. Library talks were delivered to 3 ethnic groups during the year and a special function was held to celebrate the National Day of Italy. Several cultural displays were held and 217 new books were purchased for the Italian language collection. Total number of books added to all community language collections for the financial year 1998-99 reached 1105. Two local libraries have been

conducting children story time in the Arabic and Chinese languages with a great success.

The following new translations were produced:

Social Plan Overview (Arabic, Chinese, Korean and Vietnamese)

Summary of Management Plan KEY POINTS and Public Consultation Flayer (Arabic, Chinese, Korean and Vietnamese)

Senior Citizens Centres brochure (Arabic, Italian, Greek, Vietnamese, Korean and Chinese)

Disability Access Committee brochure (Arabic, Greek, Chinese, Korean and Vietnamese)

Pre-school Story Time leaflets (Chinese and Arabic)

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

Council sponsored and was one of the organisers of the Canterbury Carnivale Festival 1998 including an arts forum, arts workshops and an out- door concert at the Anzac Mall, Campsie.

Together with the Multicultural Health Promotion Unit of the Central Sydney Area Health Service, the Korean Chamber of Commerce and Korean community organisations, Council sponsored and organised the first Korean Food Festival in Campsie in June 1999. The Festival was a great success and further enhanced positive Council-Korean community relations.

The Canterbury Employment and Community Services Expo with the focus on employment, training and community support services for migrants was staged on 18 November 1998 involving training institutions, job network providers, professional associations, ethnic welfare agencies and more. Over 300 students from English training courses and members of general public were in attendance.

Council was approached by Clean Up Australia to support the first ethnic launch of Clean Up Australia Day in conjunction with the Ethnic Communities Council of NSW. The launch was held on the banks of the Cooks River in Canterbury.

Council resolved to install multicultural mosaics in the three Wards of the City to promote cultural diversity and harmonious community relations. As part of this process, consultations with key ethnic groups in the Earlwood area have lead to the design of three footpath mosaics to be launched next year. More mosaics are planned to be installed at Lakemba, Hurlstone Park and Roselands.

Happy Senior Gathering Days were held with the involvement of NESB and ESB groups in Council's Senior Citizens Centres with the view to promote cultural exchange, multiculturalism and co-operation between different user groups.

Cultural Exchange Days were also held between the Chinese Australian Support Services and the Belmore Senior Citizens Club to encourage sharing of resources and exchange of cultures.

3. Aboriginal/Torres Strait Islanders

There was 721 Aboriginal and Torres Strait Islanders (ATSI) in the Canterbury City area at the time of the 1996 Census. This represents 0.5% of the total population. 531 were aborigines and 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.

Canterbury City has 8.4% of all ATSI in the Southern Sydney region and it ranks sixth out of twelve LGAs in the region in terms of the total number of ATSI.

Previously, Council supported reconciliation via Sorry Day and developed a conservation and protection strategy for Aboriginal sites in Canterbury LGA. However, no other special programs or services for the ATSI people were provided by Council giving the relatively small number of these residents in Canterbury

LGA.

In June 1999, the Aboriginal Social Plan was adopted by Council as part of the overall Canterbury Social Plan. The following strategies have been implemented so far:

The Canterbury City Council library has targeted the Aboriginal reference resource collection with new materials being subsequently added to the collection.

The Collection Development Plan Review which incorporates focus upon titles relating to Aboriginal and Torres Strait Islanders is currently being carried out and is planned to be completed by December 1999.

A current Aboriginal list of resources entitled Australian Aborigines : A Guide to Finding Resources at Canterbury City Library has been developed and publicly available. This resource undergoes regular updating.

Naidoc activities were conducted during the week 4 - 11 July 1999. The Riverwood Library held an Aboriginal Storytime featuring Mervyn (Firebrace) Jones throughout this week and the Campsie Library displayed Aboriginal artefacts, crafts, books, and information about Reconciliation from the Reconciliation Commission.

The Community Services Division of Council conducted a range of activities during NAIDOC week including a flag presentation and fire ceremony, traditional dancing, food and music featuring the Bundah Bunna Aboriginal troupe. This event attracted a large public audience and was attended by the Executive Director of the NSW Aboriginal Land Council, the Member for Watson, The Mayor of Canterbury City and Council's Director of Corporate and Community Services.

At present Council's Community Services Division is developing a strategy to create appropriate links with its Aboriginal and Torres Strait Islander residents in order that an ongoing consultative process may be established.



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Section 428 (2) (k)

WORK CARRIED OUT ON PRIVATE LAND

Council did not carry out any work on private land during 1998/99.

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Section 428 (2) (I)

CONTRIBUTIONS AND DONATIONS

Financial assistance provided under Section 356 of the Local Government Act 1993 during 1998/99 totalled \$111,445.64.

Recipients in 1998/99	\$
ROSELANDS SPORTS& AQUA	200.00
PRESENTATIONS:PLAQUES ETC	572.61
EMP AND TRAINING EXPO.	1,000.00
REBECCA PALSER	250.00
CANT AMATEUR SWIM CLUB	380.00
C'BURY COMM.C.C.C.SUBSIDY	8,929.36
CAROLS BY CANDLELIGHT WP	5,935.13
STAFF CHRISTMAS PARTY	5,750.00
C'BURY DIST.HIST.SOCIETY	9,250.54
M BEOTICH - INDOOR SOCCER	250.00
KOORANA CCC RENT SUBSIDY	22,072.88
C'BURY E'WOOD CARING ASSN	8,077.80
LMA 28 CROYDON ST	9,981.62
PCYC ANN WORLD OF MAGIC	500.00
PROBUS-KINGSGROVE/CAMPSIE	250.00
GREEK WELFARE CENTRE	500.00
CAMP. SEN. FRIENDSHIP CLB	1,000.00
ITALIAN SENIOR CITIZENS	250.00
EARLWOOD AGED SUPPORT	500.00
LEBANESE ELDERLY GROUP	500.00
P'BOWL FRIENDSHIP CLUB	250.00
RIVERWOOD NURSERY SCHOOL	500.00
CANT CITY COMMUNITY CENTR	1,000.00
SERENITY NSW	700.00
CAMPSIE WAR WIDOWS	500.00
FIJI ASSOCIATION	1,000.00
SOMALI ISLAMIC CENTRE	500.00
CO AS IT ASHBURY ITALIAN	250.00
CO AS IT CAMPSIE ITALIAN	250.00
CO AS IT P'BOWL ITALIAN	250.00
SHHH AUSTRALIA	250.00
PANTERS,WHEEZERS,GASPERS	1,000.00
AUST. NAT. SPORTS CLUB	500.00
CANT POLICE & COMM YOUTH	1,000.00
COM PENS SUPP LAKEMBA	250.00
PROBUS-CANT./EARLWOOD	250.00

VOVINAM VIET VO DAO	500.00
BARNARDOS	1,000.00
CANT EARLWOOD CARING	250.00
HUNGARIAN SENIOR CITIZENS	500.00
CANTERBURY HISTORICAL SOC	500.00
CROYDON STREET PLAYGROUP	250.00
CANT-EARLWOOD MOTHERS	150.00
CLEMTON PARK BAPTIST CH	500.00
ASHBURY PLAYGROUP	250.00
ST MARYS HOUSE	1,000.00
CLEMTON PARK PLAYGROUP	250.00
AUST ARABIC & FAM COH GRP	500.00
CAMPSIE CULTURAL CENTRE	250.00
HORIZON CROSS CULT THEATR	800.00
R'WOOD AUST ARABIC ASSOC.	1,000.00
ROSELANDS SPORT & AQUATIC	1,000.00
GRUPPO ITALIANO	500.00
COOKS RIVER FESTIVAL	1,500.00
LAKEMBA ITALIAN SOC GROUP	500.00
CAMPSIE HARCOURT PLAYGR'P	250.00
CANT H/PARK PLAYGROUP	250.00
ENGLISH EMP & TRAIN TASKF	1,000.00
HERITAGE PROPERTIES	13,645.70
ST JOHNS JRLFC	500.00
TOTAL	\$111,445.64



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Section 428 (2) (m)

HUMAN RESOURCE MANAGEMENT

Major activities undertaken during 1998/99 include:

- ENTERPRISE BARGAINING AGREEMENT

Enterprise Agreement lodged with Industrial Commission for approval.

Preliminary discussions held, and draft documents produced for two Local Work Area Agreements in the Works Section.

- WORKPLACE REFORM

Restructuring of City Works Division, Environmental Services Division required HR input in developing position descriptions and competency assessment documents.

New team structure for Works area finalised. Current Overseers and other interested staff put through "Workplace change" course conducted by TAFE; These were likely candidates for team leader positions in the new structure.

Amalgamation of Administration & Corporate Services Division and Community Services Division had some impact on the HR area. Title changed to Employee Services Section and additional staff employed (HR Policy Officer and OH&S Consultant)

- OCCUPATIONAL HEALTH AND SAFETY

Two workplace OHS committees (Depot and Community Services) continued to meet during the year, with new OH&S Consultant attending all meetings

Initial inspections of all worksites conducted by Consultant; recommendations for minor safety improvements acted upon immediately. Matters that required further investigation were included in reports prepared for Directors.

A 33% reduction in workers compensation claims was achieved. This resulted in a large saving on the Workers Compensation premium.

Various training sessions held that highlighted the need for safe work practices, e.g. chainsaw use, fire extinguisher procedures..

- TRAINING PLAN

Identification of training paths in competency assessments has made development of yearly training program easier - supervisors are able to supply lists of training needs well in advance.

Council's commitment to training and staff development is reflected in the following statistics:

- 612 employees attended in-house training

- 249 attended external training courses, seminars and conferences.

- 20 additional staff trained as Workplace Assessors.

- STUDY ASSISTANCE

30 staff members took advantage of the study assistance policy. Qualifications studied included: Business Management; Child care; Early Childhood Education; Information Technology; Librarianship; Landscaping.

- RECRUITMENT

Implementation of procedures for reporting on new employees' work performance prior to completion of probation period. This gives supervisors a reminder to review new staff and also notifies new staff of their permanent status after the probation period.

- STAFF TURNOVER

Staff turnover rate for the twelve months to 30 June, 1999, averaged 4.17%, slightly higher than the previous year.



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Section 428 (2) (n)

EQUAL EMPLOYMENT OPPORTUNITY

The principle aim of Council's Equal Employment Opportunity Policy and Action Plan is to achieve a safe, satisfying and non-discriminatory working environment which promotes equal employment opportunity for all people by the total and absolute elimination of discriminatory policies and practices in the area of human resource management and organisational development.

- Anti-discrimination and EEO information was distributed to all staff in the form of Council's staff newsletter. This information included handouts from the NSW Anti-Discrimination Board.
- Council's Social Plan published, incorporating EEO principles and policies
- Two claims of harassment/discrimination were dealt with by the Harassment Contact Officer and/or the Personnel/Safety Manager. Each of these were settled informally to the satisfaction of all the parties.
- 110 new employees were given training in EEO principles during induction.
- 28 supervisory staff were trained in EEO responsibilities in relation to recruitment and selection.
- All other training courses that were conducted incorporated EEO principles as a standard part of the course.
- Appointment of all new staff was monitored to ensure that EEO principles were adhered to during the total process. No breaches were discovered.
- An equal ratio of male and female staff availed themselves of Council's Carers Leave entitlements to care for children and other dependants.



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Section 428 (2) (o)

EXTERNAL BODIES EXERCISING COUNCIL FUNCTIONS

There were no external bodies exercising Council functions during 1998/99.

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Section 428 (2) (p)

COMPANIES IN WHICH COUNCIL HELD A CONTROLLING INTEREST

Council did not hold a controlling interest in any companies during 1998/99.

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Section 428 (2) (q)

PARTNERSHIPS, CO-OPERATIVES OR JOINT VENTURES

Council was involved with the following organisations.

Name	Purpose
Southern Sydney Waste Planning and Management Board	Regional waste and recycling board operating under State Legislation
Canterbury-Bankstown Streetsafe Road Safety Advisory Committee	Joint venture with Bankstown City Council to promote road safety
Earthworks	Promotion of community based education on waste reduction.



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Section 428 (2) (r)

SUCH OTHER INFORMATION AS THE REGULATIONS MAY REQUIRE

Rates and Charges Written Off (CI-12)

For Pensioners

Statutory rate and charge rebates granted to eligible pensioners between 1990 and 1998/99 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(½-year)	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

Other Rates and Charges Written-off and Abandoned

In addition to rate income of \$2,438,508 which was written off rates levied to pensioners, other rates and charges written-off and abandoned between 1 July 1998 and 30 June 1999 are shown below:

	1998/99
	\$
Change in Land Category [s.527 LG Act 1993]	10314.75
Land which has become exempt from rates during the year [s. 572 LG Act 1993]	748.00
Extra charge adjustments [s. 607 & Rates and Charges Regulation 11 (5) (d)]	
- Rates	270.90
- Waste Management	213.75
- Extra charges	264.05
- Rebates [s. 600 (2) of the LG Act 1993]	306.00
Postponements written-off [s. 595 LG Act 1993]	
- Rates	17,043.65
- Extra Charges	8,329.51

Extra Charges on pensioner's rates [s. 583 LG ACT 1993]	493.75
- Discounts - Heritage Properties	13,645.70
- Rounding and Small Balances [s. 607 & Rates and Charge Regulation 11 (5) (d)]	
* Rates	
* Waste Management	0.32
* Extra Charges	0.17
	0.03
Total	\$51,630.58



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Remuneration of Senior Staff Members (CI-7A-b)

[Please refer to Section 428 \(2\) \(g\)](#)

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Year 2000 Computer Problem (CI-7A-g)

Year 2000 Compliance

The Year 2000 Issue has created a requirement for a risk analysis study and management strategy to deal with the issue. The issue is essentially about the malfunction of existing electronic systems and equipment due to limitations caused by an inability to handle a Year 2000 date change. Council has put in place measures to avoid or minimise disruption to its business activities and services and to ensure that systems comply with the date change.

Strategy

Council's actions involved the following:

- Formation of a project team to investigate and report Council's position.
- Preparation of inventories and systems audit of computer and electronic equipment.
- Identification of key areas of risk and their priority.
- Obtaining of compliance and guarantees from suppliers and service providers.
- Testing of systems where required.

Preparation of strategy which nominate replacement, repair, retire or acceptable risk.

Systems Audit

Council has investigated the systems currently in use. These systems include software, hardware and equipment.

Key Risk Areas

Computerised Business Systems

This area presented the greatest risk to Council. Council's major supplier of business system software Genasys II was placed in the hands of receiver during October 1999 and all development, Year 2000 rectification and testing was suspended. This event seriously impacted Council's ability to achieve compliance. The new owners of Genasys Systems committed to the Year 2000 Compliance schedule and Canterbury staff played a substantial role in testing the following systems:

- Financial
- Land Information and Mapping
- Revenue
- Asset Management
- Customer Services
- Records Management
- Administration

A new financial management system, Peoplesoft has been installed and was commissioned in August 1999. Peoplesoft is Year 2000 Compliant

Hardware Servers and Operating Systems

All Council servers (Novell, Microsoft NT and Solaris) have Year 2000 services packs or patches installed and have been certified compliant. Internal testing confirms compliance.

PC Software & Hardware

All of Council's PC's use standard software such as Microsoft, Symantec and Novell products. Compliance has been obtained from all suppliers. Internal testing has not detected any compliance issues.

All 386, 486 and Pentium PCs under 120 Mhz will be replaced prior to 30 December, 1999 with fully compliant machines. Computer bios checks are to be undertaken for all PC's.

Buildings, Plant & Equipment

A general audit of Council's major buildings was undertaken during 1998. Features such as air conditioning, lifts, electrical systems, security and fire systems were noted. While they may contain electronic components generally, these are manually monitored and set for operation and are not reliant on electronic date settings.

Upgrades to Council's security system will require testing during December 1999.

All new office equipment that has been purchased is Year 2000 Compliant.

Other Systems

Major systems such as telecommunications and banking required compliance certification from suppliers. Advice from these suppliers is at hand.



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Council's performance in relation to programs undertaken to promote services and access to services for residents and other users. (CI-7A-d)

Council is committed to the development of 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 the 1999-2000 Management Plan an Access and Equity Activity summary. In 1998/99, Council focussed on developing its first Social Plan while maintaining core services.

Access and Equity activities are those which benefit the broad community and/or specific target groups and help Council to:

"Promote fairness in the distribution of resources, particularly for those most in need.

Recognise and promote people's rights and improve the accountability of decision makers.

Ensure that people have fairer access to the economic resources and services essential to meeting their basic needs and improving their quality of life.

Give people opportunities for genuine participation and consultation about decisions affecting their lives."

During the 1998/99 Management Plan period, we have developed a comprehensive Social Plan and Executive Summary which helps Council identify its Access and Equity activities for the general community and the following areas:

Aged People with Disabilities

People of Non-English Speaking background Women

Aboriginals Children

Youth Community Information

Community Safety.

These plans, and social policies for each target group, were developed across all Council programs up to June 1999. Following consultation and adoption by Council in July 1999, the plan can be purchased for \$20 at Council libraries, Council Community Services and the Customer Service Centre. Copies of the Executive Summary are also available free of charge from these locations.

A summary of Council's proposed significant access and equity activities undertaken over the 1998/99 Management Plan period is outlined below.

In addition to these programs with specific target groups, generic programs implemented to achieve Access and Equity outcomes include:

- Revision and implementation of the Financial Assistance Program.

- Development and distribution of the 1999 Demographic Profile.
- Revision and distribution of the Canterbury Community Information Directory.
- Support of economic and employment development initiatives.
- Support and development of public access community facilities.

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

Activity Outcomes at 30 June 1999	See Page(s) of Aboriginal Plan for more information	Activity initiated after being identified in a Social Plan
Report to Council on options to conduct a program of activities as part of National Aboriginal & Islander Observance Committee (NAIDOC) Week	9 & 13	No
Consulted indigenous representative bodies on the ATSI Policy and Action Plan.	1	No
Prepared the ATSI Policy and Action Plan	Social Plan	No

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

Activity Outcomes at 30 June 1999	See Page(s) of Aged Plan for more information	Activity initiated after being identified in a Social Plan
Consulted older people and the Senior Citizen's Advisory Committee on social programs, infrastructure access and environmental programs	2-9	Yes
Implemented Aged Policy & Action Plan.	2	Yes
Revised and prepared the Senior Citizen's Policy and Action Plan	Social Plan	Yes
Developed a Multi-purpose Aged care facility in Campsie - Carrington Centre and co-ordinated six senior citizen's centres.	28-29	Yes
Council allocated funds and commenced activities to implement International Year of Older People programs	29	Yes
Implemented community safety program for seniors	29	Yes

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

Activity Outcomes at 30 June 1999	See Page(s) of Children's Plan for more information	Activity initiated after being identified in a Social Plan
Delivered up to 488 quality child care places & special needs resources per week.	26	Yes
Reviewed Council child care services accommodation needs.Strategy endorsed.	-	No
Consulted families and children's services on our Children's Policy and Action Plan.	5	No

People with Disabilities

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

Activity Outcomes at 30 June 1999

Activity Outcomes at 30 June 1999	See Page(s) of Disability Plan for more information	Activity initiated after being identified in a Social Plan
Consulted people with disabilities and the Disability Access Committee on social programs, infrastructure access and environmental programs.	4	No
Implemented the Disability Policy, Action Plan and Audit of Council facilities.	5-9	Yes
Instigated and developed Council's Paralympic Support program.	-	No
Consulted people with disabilities on our new Disability Policy and Action Plan.	4	Yes
Prepared our new Disability Policy and Action Plan	Social Plan	Yes

People from Non-English Speaking Background

Activity Outcomes at 30 June 1999

Activity Outcomes at 30 June 1999	See Page(s) of Multicultural Plan for more information	Activity initiated after being identified in a Social Plan
Consulted people of NESB on Council programs.	4-15	Yes
Developed a Multicultural Policy and Action Plan.	Social Plan	Yes
Consulted NESB residents and developed Multicultural Mosaics program for public places.	52	Yes
Implemented Corporate Ethnic Affairs Policy projects.	1-6	Yes

Women

Activity Outcomes at 30 June 1999

Activity Outcomes at 30 June 1999	See Page(s) of Women's Plan for more information	Activity initiated after being identified in a Social Plan
Consulted women's organisations on our new Women's Policy and Action Plan.	1-10	No
Developed a Women's Policy and Action Plan.	Social Plan	No

Youth

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

Activity Outcomes at 30 June 1999

Activity Outcomes at 30 June 1999	See Page(s) of Youth Plan for more information	Activity initiated after being identified in a Social Plan
Consulted young people and the Youth Council on social programs, infrastructure access and environmental programs.	2-18	Yes
	1-34	Yes
Implemented Council's Youth Policy and Action Plan	2-18	Yes
Consulted youth on our new Youth Policy and Action Plan.		
Prepared our new Youth Policy and Action Plan	Social Plan	Yes
Implemented a Youth Activities program at Belmore Youth Resource Centre	27	Yes

Community Information

Activity Outcomes at 30 June 1999

Activity Outcomes at 30 June 1999	See Page of Information Plan for more information	Activity initiated after being identified in a Social Plan
Consulted Community Information stakeholders through the Community Information Advisory Committee.	6-10	Yes
	Social Plan	No
Developed Council's Community Information Policy and Action Plan	17	No
Maintained and co-ordinated Community Information Services delivered by Council through customer services and mobile information programs.	20	No
Developed and distributed a comprehensive Community Information Directory		

Community Safety & Crime Prevention

Activity Outcomes at 30 June 1999

Activity Outcomes at 30 June 1999	See Page(s) of Community Safety Plan for more information	Activity initiated after being identified in a Social Plan
Consulted Community Safety stakeholders and involve them in decisions.	6-8	Yes
	Social Plan	Yes
Developed the Community Safety & Crime Prevention Action Plan		





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Details of the activities undertaken by the Council to develop and promote services and programs that provide for the needs of children (CI-7A-c)

A key objective in Council's Management Plan is to provide and maintain quality education and care services to meet the needs of families with young children.

A range of services is provided including Long Day Care, Family Day Care, Occasional Care, a Support & Resource Centre, Outside School Hours Care, and a baby capsule hire service.

During the year, Council's Support & Resource Centre received \$31,000 recurrent funding from the Department of Community Services to further expand their early childhood intervention service. This allowed for the employment of a part time worker for children with special needs attending childrens' services in the area.

Council also received a grant of \$46,480 from the Department of Family & Community Services to create a nursery playground and upgrade the outdoor softfall area of Lakemba Children's Centre. Work is continuing there on extensions to the building, too, from a previous grant of \$85,000 from the Department of Community Services.

The playground at Hurlstone Park Children's Centre has been upgraded as part of the regular maintenance program. Staff there have been collaborating with the University of Western Sydney to produce a teaching video highlighting their program and the emergent curriculum.

Punchbowl Children's Centre has experienced some difficulty in maintaining full enrolments, as parents there have been unable to afford the increased gap fee.

Plans have been submitted for the construction of the Occasional Care Centre, relocating to the Carrington Centre at Campsie. It is anticipated that the building will be completed by March 2000.

Services

Council's Children's Services each week provide high quality care for up to 530 children from diverse cultural and socio-economic backgrounds represented within the City.

The Children's Services Resource Centre and Consultancy Service is staffed by specialist child care workers to provide program resources, toy library, and advice on a fee-for-service basis to child care services located within the city.

In addition, a Children's Services Network, which is co-ordinated by Council staff, provides an avenue for staff of all services throughout the City to meet for mutual support and training.

Council and Community owned Children's services have formed the coalition of Canterbury Community Not-for-Profit Children's Services, to promote the value of this sector to parents in the community.

Outside school hours and Vacation Care Service

In 1998/99 Council provided more than 100 places in Before and After Care. By operating transport to adjoining schools, the service is provided to nine primary schools in the City. A further 180 places are available in Vacation Care, however only 66 places have been utilised.



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Freedom of Information Statistical Report (Practice Note 7, page 12)

In accordance with the provisions of the Freedom of Information Act 1989, we are required to make information available whenever possible. 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 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 conditional source of information

As can be seen from the data below, the number of FOI requests received in 1998/99 is almost double to those in the previous financial year. However, in light of the high volume of both written and verbal requests/complaints received by Council, the number of Building and Development applications received and other dealings involving our 132,000 residents, the number of FOI requests is relatively low.

The impact of the FOI legislation across the organisation is minimal, although those requests of a complex nature are time consuming, and the application fee for requests in most cases does not reflect the true administration costs to Council. This is highlighted by the fact that during 1998/99, Council's Freedom of Information Officer spent 225 hours processing applications, at an assessed cost of \$6,750. However, only \$620 was recoverable as fee from applicants.

The number of FOI applications received by councils across New South Wales is expected to decline significantly due to changes to Section 12 of the Local Government Act. These changes require councils to allow access to its documents, unless it is not in the public interest to do so, or if the documents relate to:

- personnel matters concerning particular individuals
- the personal hardship of any residents or ratepayers
- trade secrets
- a matter the disclosure would

- constitute an offence against an Act

- found an action for breach of confidence

Details of Freedom of Information requests are on the following page

	1997\98	1998\99
Number of requests	9	17
Number of completed requests	9	17
Ministerial Certificates	0	0
Formula consultations	8	14
Amendment of personal record	0	0

Notation on personal record	0	0
Requests granted in part	7	13
Requests granted in full	2	4
Requests refused	0	0
Fees collected	\$270	\$620
Assessed cost	\$3,135	\$6,750
Discounts allowed	\$0	\$0
Days to process 0-30 days	2	8
31-40 days	7	9
Processing time 0-10 hours	5	10
11-15 hours	2	17
reviews and appeals	0	0



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National Competition Policy (CI-7A-e)

Introduction

The NSW Government has issued guidelines which Councils have to follow to comply with the National Competition Policy.

The guidelines require Councils to report on their 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 as a result of their public ownership.

To achieve this we are required to:

- to determine which of our activities qualify as businesses (using set criteria)
- to put in place effective costing systems that allow us to identify the true cost of providing a service
- show any subsidy provided by the Council.

Subsidising a service is acceptable as part of Councils community service obligations.

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

Nil

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

Business Name	Annual Sales Turnover	Brief Description of Activity
Childcare Centres	1.443 million	Long-day care
Aquatic Centres	1.477 million	Recreational sporting activity
Trade Waste Service	0.324 million	Garbage service to business
Golf Course	0.258 million	Recreational sporting activity
Tennis Court	0.137 million	Recreational sporting activity

Financial information on these business activities can be found in our General Purpose Financial Reports note 1.

Complaints Handling Mechanism for Competitive Neutrality Complaints

A complaints handling mechanism was implemented in June 1998. The policy is included in our policy register which is available in hard copy and will shortly be available on our Web site.

We also have a brochure explaining our policy.

Summary of Competitive Neutrality Complaints

No complaints have been received.

Outcome of Competitive Neutrality Complaints

No complaints have been received.



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Overseas Visits Funded by Council (CI-7A-a)

Council has funded no overseas visits during the 1998/99 financial year.

In that same period, no Councillor or Council employee took an overseas trip on Council business.

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