



December 2022

**Quarterly Report on service
performance –**

**Implementing the
Operational Plan 2022/23**

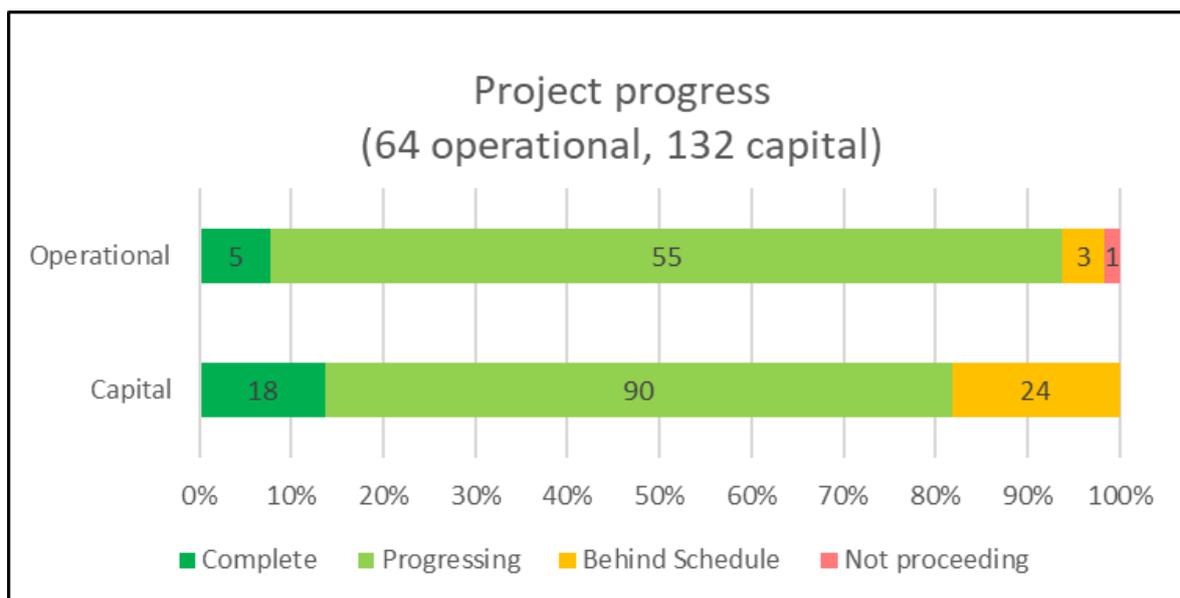
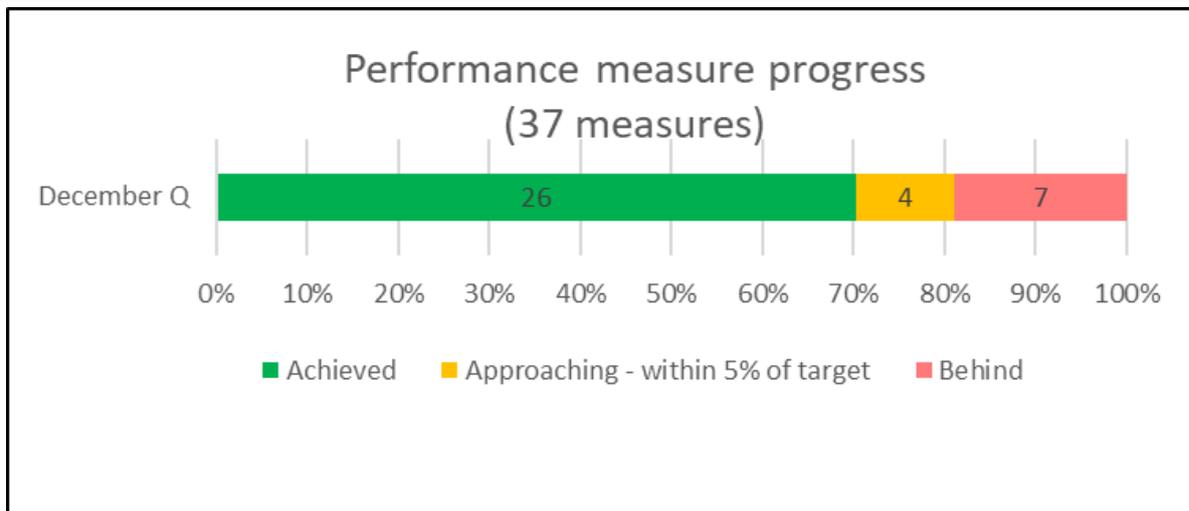
Executive summary

This is a report on progress in implementing the Operational Plan 2022/23 for the quarter ending 31 December 2022. It is structured by the four sustainability elements – environmental, social, economic and civic - with a total of 16 key services. This report details each service’s highlights, progress of projects, and the performance of services and finances. An overview of progress and performance is below.

Of the 196 projects, 86% were either progressing or completed (comprised of 94% of operational and 82% of capital projects). Council’s target is for 80% of all projects to be completed or progressing on schedule by 30 June 2023. In total, 23 projects have been completed. Half of the projects that are behind schedule are due to delays caused by storm events, persistent wet weather, COVID-19 or third-party issues.

Results for 37 performance measures are included. Overall 81% of targets were met or approaching, and 19% were missed. Most results that were behind target were impacted by external factors such as persistent wet weather, third party issues or reduced demand.

Performance at a glance



Six Awards and Recognition

(N = National)

Council was recognised with six awards and commendations for achievements across customer service, the environment and sustainability, digital transformation, events and overall local government excellence.

LG NSW, AR Bluett Memorial Award 2022

- ❖ Northern Beaches Council – Metropolitan Winner

National Local Government Customer Service Network (NLGCSN) Awards 2022 (N)

- ❖ Innovation of the Year – Customer Activity Tracker (the CAT) – Winner

CIO50 Awards 2022 (N)

- ❖ Best Government Project 2022 – Northern Beaches Council Digital Transformation – Winner

LG NSW, Excellence in the Environment Awards 2022

- ❖ Communication, Education and Empowerment – Simplifying Solar Program – Highly Commended

Banksia Foundation NSW Sustainability Awards 2022

- ❖ Net Zero – Protect.Create.Live – Towards Net Zero Northern Beaches – Finalist

Australian Event Awards 2022 (N)

- ❖ Best New Event (Virtual, Live or Hybrid) – Play Manly Festival - Finalist

In this report each service summary includes a short update on projects for the quarter:

Key:  Complete  Progressing  Behind schedule  Not proceeding

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ENVIRONMENTAL

Environment and Sustainability

HIGHLIGHTS

Assessing applications

In the second quarter over 1000 referrals were assessed for development applications with environmental considerations, to ensure that impacts and hazards are properly addressed for the natural environment and infrastructure:

- approximately 320 referrals undertaken by Development Engineering in relation to stormwater, vehicular access and infrastructure considerations.
- 287 with coastal, riparian considerations and water management.
- 235 with bushland and biodiversity considerations.

In addition, approximately 260 applications were received in the quarter for assessment and certification under the Roads Act, Environmental Planning & Assessment Act, Conveyancing Act and the Local Government Act for activities such as driveways, legal document authorization, hoarding permits and subdivisions.

Bushland and biodiversity

Bushland regeneration works continued in over 250 bushland sites. Over 1,400 local native plants were planted, enhancing habitat for local and threatened species. Grant funding from the NSW Department of Primary Industries and Pittwater Natural Heritage Association has also helped Council protect and restore a threatened species of grevillea and an endangered ecological community in Pittwater.

Work also commenced to establish a seed bank at Council's community nurseries with 540 grams of seed collected from 25 species around the central/southern parts of the LGA area, to ensure a supply of local plants for all our projects in this area.

Public exhibition of draft mapping and reporting of biodiversity values across the Northern Beaches has now been completed and submissions are currently under review. Council also completed exhibition of the Draft Flying-Fox Camp Management Plan and is now reviewing submissions. Staff have continued work on activities associated with environmental assessment and consultation relating to the proposed dog off-leash areas at Mona Vale Beach (South) and Palm Beach (North).

Other achievements include:

- completing 235 development planning referrals (at 15 December 2022) and providing advice on four pre-lodgement development applications, responding to 48 customer requests relating to pest animals and 17 requests for weeds.
- conducting 40 weed inspections on private property.
- culling 168 rabbits and 13 foxes including conducting a fox baiting program and fumigation of a rabbit warren complex in Dee Why.

Bushfire management

Six hazard reduction burns which involved Council land were completed by the fire agencies. These burns have seen over 66 hectares of Council bushland hazard reduced, protecting 455 nearby properties as well as achieving important ecological outcomes. Another 24 Council sites are prepared and awaiting fire agencies to undertake the controlled burns. To support these

hazard reduction burns, Council secured an additional \$101,000 in grant funding from the NSW Rural Fire Service to facilitate control line and traffic management works.

In preparation, active maintenance has continued on the Asset Protection Zone (APZ) network throughout the fire season with works completed on 103 high priority zones. Maintenance works were also undertaken on a number of fire trails around the LGA, including throughout Manly Dam, Anembo Reserve, Corymbia Circuit Reserve and near Red Hill Reserve. Works were also planned in partnership with the NSW National Parks and Wildlife Service to upgrade fire trails throughout Morning and Lovett Bays on Pittwater's western foreshore.

Council continued to work with the Northern Beaches Bush Fire Management Committee (BFMC) to finalise the new draft Bush Fire Risk Management Plan to reduce bushfire risk across the landscape.

Corporate sustainability and climate change adaptation

In November, Council was recognised as a leader by the Carbon Disclosure Project (CDP) and was awarded a rating in the highest band possible, the "Leadership Band" with an "A minus" score for the second year running. This reflects Council's strong mitigation plans and demonstrated progress towards climate targets.

Council was also recognised for its progress in embedding sustainability into its procurement activities, achieving a Sustainable Procurement Culture level of 'Advanced' according to Local Government Procurement's Sustainable Choice Performance Report and Scorecard. Council's Procurement and Contracts Policy has been revised to better integrate sustainability and provide increased supplier engagement on sustainability through completion of a pilot study on Scope 3 emissions from its supply chain. Through this study Council worked with its suppliers to identify opportunities to reduce emissions and has made initial progress towards implementing key actions.

In December Council launched a dashboard on its website to track progress against its commitments in the adopted Protect.Create.Live - Northern Beaches Environment & Climate Change Strategy.

Water saving, renewable energy and energy efficiency initiatives were also progressed during the quarter. Feasibility studies for solar PV installation and rainwater harvesting at Cromer Works Depot were completed and business cases approved for lighting upgrades at Cromer Community Centre, Collaroy Progress Hall, Newport Community Centre and Avalon Recreation Centre.

Work has continued to designate Palm Beach Headland as an Urban Night Sky Place. Upgraded street lighting was installed at Governor Phillip Park and events held to help inform the community about the project, good lighting principles and impacts of light on biodiversity.

Council's Climate Change Risk Assessment Project has also progressed, with internal workshops held to identify and review risks, existing controls and preliminary adaptation actions.

Stormwater and floodplain management

Works have continued this quarter to improve stormwater management across the Northern Beaches. Drainage upgrade at Park Street and the culvert upgrade on Scotland Island were completed. Detailed design is progressing for Willandra Road outlet rehabilitation works and the Collaroy ocean pool outlet stormwater investigation which will address stabilisation of the seawall and drainage system near the pool.

Freshwater catchment flood study and concept options to support the concept design have been completed. Design works and concept options have been finalised for Newport beach culvert repairs (at Ocean View Road) and detailed design has commenced with community consultation to commence in early 2023. The concept design options for drainage improvements at Abbotts Road are being finalised. Stormwater pit modification works for Freshwater and Collaroy Plateau – Stage One have been completed. Pit upgrades have also been completed at Beacon Hill and Freshwater (Package Two), Allambie Heights, Dee Why, Seaforth and Balgowlah.

Community sustainability

In December, Council was highly commended at the Local Government Excellence in the Environment Awards in the Communication, Education and Empowerment Category for its Simplifying Solar Program. This Program is designed to accelerate community solar uptake and help meet renewable and net zero targets on the Northern Beaches. As part of this Program, Council delivered six Solar Conversations and launched its Expert Energy and Solar Advisory Service to support residents on their solar journey. Recent data shows an increase of 607 solar installations across the Northern Beaches in the past three months.

Engagement with businesses continues to grow through the Sustainability Business Network. Two Business Sustainability events were held, including a networking and information event on waste and circular economy with 68 businesses, with an additional 17 new businesses signed up to the Network. Council is also working to help local businesses reduce energy costs and associated emissions through a group Power Purchase Agreement (PPA) and has sought appropriate models to deliver the PPA through an expression of interest.

Events held include Celebrate our Eco Heroes, Ocean Festival and the 40th Anniversary of North Harbour (Sydney) Aquatic Reserve in partnership with NSW Government Department of Primary Industries. Council also hosted the tightly contested Underwater! and Bushcare photography competitions during the reporting period with some fabulous entries and winners.

Northern Beaches environment centres

The Northern Beaches environment centres have been back functioning at full capacity for school groups and preschool groups, completing the School Holiday Program and running a series of community events. Using the catchment model, schools and community groups were educated on stormwater pollution and investigated the challenges of micro-plastics on our beaches. Council also opened applications for its 2022/23 Eco Schools Grant Program.

Education and volunteering

Council has over 400 enthusiastic environmental volunteers working with the Bushcare and Friends of Cabbage Tree Bay teams. Staff have supported these volunteers to propagate over 500 native plants at Council's community nurseries, all of which are expected to find homes in the LGA's bushlands, in Council landscaping works and at Citizenship Days.

Coast and catchments

Following several storms in March, April and July 2022 Council completed some important recovery works. This included beach scraping at various locations, as well as coastal landslip and geotechnical inspections. Planning for coastal protection works at Collaroy beach street ends has progressed, and Council continues to work with residents regarding their development applications and private construction works for permanent protection at Collaroy-Narrabeen beach.

Council is also developing coastal management programs for priority beaches, starting with a scoping study co-ordinated with key stakeholders. This includes Collaroy-Narrabeen, Fisherman's, Bilgola and Basin beaches.

For the 11th consecutive year, lagoons and Pittwater are being monitored this summer for their estuarine health, building a valuable record to help better manage them.

Other progress included:

- completing draft studies and then Public Exhibition of those technical documents that will contribute to a new Northern Beaches LEP and DCP – studies include *Estuarine Planning Level Studies for the Harbour and Cowan Creek*, *Stormwater Study* and *Watercourse, Wetlands and Riparian Lands Study*
- monitoring groundwater under an interim site management plan at Addiscombe Road Reserve, Manly Vale
- geotechnical monitoring and signage installation at key sites
- installation of a floating wetland at Curl Curl Lagoon
- bush regeneration and weed control in dunes, headlands and riparian areas across 93 hectares of bushland
- completion of the Coast Action Plan and the Waterways and Catchments Action Plan, now on Council's website
- scraping at Great Mackerel, Fisherman's and South Newport beaches.

Environment and Sustainability - Performance measures	Target	September quarter	December quarter
Volunteer bushland regeneration (hours)	Q1,4: 1,875 Q2,3: 1,575	1,271*	1,547*
No. sustainability education events	40	26*	48
No. invasive pest animals controlled to protect native flora and fauna	100	89*	181
Workload measures			
Gross pollutants removed from stormwater networks (tonnes)	-	0**	236
No. DA referrals for assessment of environmental controls †	-	1,013	1,010

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

* Impacted by persistent wet weather.

** Due to ongoing storms and contractor unavailability, GPT cleanings were not done.

† DA referrals for assessment of environmental controls include those for coastal protection works, development engineering, stormwater/ floodplain/ creek works, or others that affect the natural environment or its biodiversity. This is a subset of all applications that Council receives and assesses.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Expand and improve volunteer, sustainability and environment centre programs in response to community priorities - Executive Manager Environment & Climate Change

CEC Schools Program and Kids on the Coast fully booked

Consulting with community groups (FOC and PEF) options paper in development for proposed education programs at Field Study Centre, Currawong. Concepts being developed for a combined field centre/community nursery/community garden in the Avalon area. Other locations being considered include Forestville and Long Reef. CEC Painting Complete.

Corporate Environmental Volunteering increasing in capacity and generating income. Discussions with local groups at both Manly and Curl Curl about establishing lagoon and creek care groups.

Manly Environment Centre (MEC) continues to operate from Manly Library.



Investigate and implement viable options to reduce minor flooding on Wakehurst Parkway - Executive Manager Environment & Climate Change

The Wakehurst Parkway investigations are focused on identifying and, if feasible, implementing options to reduce frequent flooding of the Wakehurst Parkway roadway. A report was presented to Council in March 2022 providing the outcomes of the public exhibition of the draft feasibility study.

Council endorsed immediately progressing the Oxford Falls and Oxford Falls Road west sites - detailed design and environmental assessments and approvals. A consultant was engaged and works have progressed on the design and approvals for culvert upgrades at Oxford Falls. Preliminary design has been developed and a draft Review of Environmental Factors (REF) has been prepared. Concept design is currently on hold pending a decision from TfNSW on their design requirements and any implications from the change in funding to the TfNSW program of works along Wakehurst Parkway.

Re the works at The Bends, Council endorsed undertaking a peer and technical review of the options in conjunction with key stakeholders to determine if the environmental impact of options at that location can be reduced further. Additional modelling, discussions with community members, a technical review workshop and subsequent multicriteria analysis was undertaken by workshop attendees and a refined option has been identified which achieves a significantly reduced area of vegetation clearing. The vegetation clearing may be reduced from the original proposal of 3.1ha to as little as 1ha, subject to further design development. This refined option includes the same location of culverts and levees, but a significantly reduced area of sediment removal. The preferred option consists of channel widening and construction of an access track to allow for sediment removal if the channel fills in. Further design development is required to confirm the required levee heights, channel width, culvert sizes, localised road drainage requirements and to confirm no impact on the adjacent coastal wetlands. Work at the Bends cannot progress until final clarification is received on any implications from the change in funding to the TfNSW program of works along Wakehurst Parkway, and environmental assessments are undertaken.

Progress is on target for the revised schedule, still to be formally approved by TfNSW.



Develop and implement action plans and reporting to support the Environment and Climate Change Strategy - Executive Manager Environment & Climate Change

All Action Plans supporting the Environment & Climate Change Strategy have been developed and are being implemented. A dashboard has been launched on Council's website to track progress against our commitments, with additional data to be incorporated as it becomes available.



Develop and implement a Narrabeen Lagoon Entrance Management Strategy - Executive Manager Environment & Climate Change

The Narrabeen Lagoon Entrance Management Strategy is a comprehensive report which investigates and makes recommendations for the long term, as well as for optimising Council's existing emergency response arrangements. The Final Strategy was adopted by Council at the Council Meeting on 27 September, 2022.

Numerous actions have been identified and prioritised for delivery over the next two to three years. An entrance clearance is likely to be undertaken earlier than expected following an accumulation of sand at the northern end of the Narrabeen embayment over the last 12 months, which has led to the entrance temporarily closing. The Council website has been updated and some public education delivered through social media posts and news articles as a result of current interest in the lagoon closure. An emergency opening will be conducted should conditions allow (dependent on tides, rainfall, and swell).



Develop and implement coastal management programs - Executive Manager Environment & Climate Change

This program is delayed due to staff shortages, and resources being directed to managing frequent coastal storms during 2022, and the Collaroy Beach coastal protection work program.

Coastal Management Plans are being developed for Sydney Harbour, Hawkesbury Nepean River (Pittwater) and several coastal hazard areas (Collaroy-Narrabeen, and Fisherman's, Bilgola and Basin Beaches). A Coast Action Plan has also been developed, setting out Council's priorities, and is now available on the website.



Develop and implement a creek management strategy - Executive Manager Environment & Climate Change

This program is delayed due to staff resources being directed to managing frequent coastal storms during 2022 and managing the Collaroy Coastal protection work program. The workload associated with the LEP reports, exhibition and staff shortages have also impacted delivery.

Comprehensive mapping has been undertaken on riparian lands and stormwater technical studies, to help prioritise catchments for protection and active management. Grants and other funding sources are being considered for future priority works.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Coastal Protection



Collaroy-Narrabeen coastal protection works - Executive Manager Environment & Climate Change

Implementation of the 1.3km of coastal protection works program is currently in progress and includes a mix of both private and Council works. The 1.3km beach frontage comprises 202 residential addresses (across 53 lots) and public assets across 11 land parcels. Private residents are responsible for implementing works on private land and Council is responsible for works on public land.

Nearly 50% of the total 1.3km has been constructed with the following breakdown:

- 250m of public (Council implemented) coastal protection works.
- 400m of private coastal protection works.

Stuart and Ramsey Street road ends will be constructed by Council once private works are complete and the summer season is over. Design, approvals and procurement for Wetherill Street road end is complete. Council is working to ensure access to the beach during summer months is maintained at numerous locations, and beach amenity is retained.

Stuart to Ramsay private works construction were completed in December, and the Stuart and Ramsay Street road ends planned for construction Easter 2023. The site compound at Frazer Reserve is being remediated.

Stormwater Program



Planned stormwater new works - Executive Manager Environment & Climate Change

The overall program is behind schedule due to technical delays.

Additional water quality assessment is being undertaken for the Collaroy stormwater project to determine pollutant loads at the rock pool outlet. Park Street drainage upgrades have been completed. A short-term solution has been implemented at Marine Parade and longer-term drainage upgrade solutions are being investigated.

Scotland Island culvert upgrade has been completed. Concept designs are being prepared for Lindley and Walker Avenue, Narrabeen. Design has been prepared for Mona Vale Beach drainage outlet improvement works and Ankali Place, with detailed design for works at Surf Side Avenue underway. Willandra Road outlet rehabilitation works detailed design are nearing completion.

Various planned asset inspection works are being finalised at several locations across the LGA. Works have been completed for Starkey St catchment in Killarney Heights and nearing completion in Freshwater catchment.



Warriewood Valley creekline works - Executive Manager Environment & Climate Change

The Valley View wetland concept at Prosperity Park was developed to improve creek water quality. Design is complete and a contractor engaged - additional community consultation

was undertaken regarding design and construction during December, which are expected to commence early 2023.



Planned stormwater renewal works - Executive Manager Environment & Climate Change

The overall program is behind schedule due to delays for technical reasons, supply chain / contractor issues, and some planning issues.

Park Street drainage improvement works have been completed in Mona Vale, and culvert upgrade works are about to commence in Mullet Creek crossing Garden Street in Warriewood. Stormwater pits have been repaired or upgraded at Freshwater, Collaroy Plateau, Beacon Hill, Allambie Heights, Dee Why, Seaforth and Balgowlah. At Newport Beach two projects are in progress to improve a stormwater outlet and a culvert.

Detailed design is underway for Collaroy ocean pool outlet; Dee Why Gross Pollutant Trap; drainage in Abbots Road North Curl Curl, Darley Road in Manly, Pozieres Parade in Allambie Heights, Freshwater Beach outlet, and at the intersection of Garden Street and Powderworks Road Warriewood.

Concept design has commenced for the Freshwater catchment flood study and options, and drainage improvements in Eustace Street Manly, Foxall Street Elanora Heights and Minkara Road Bayview. For improving drainage at Wakehurst Parkway in Oxford Falls, a consultant is progressing a site survey and concept designs, with detailed design to follow in early 2023.



Reactive stormwater renewal works - Executive Manager Environment & Climate Change

The reactive stormwater renewal project covers the everyday customer requests (CRMs), emergency works and high risk minor construction works for Council's stormwater assets. A total of 36 CRMs were received in December 2022, leaving a total of 369 CRMs currently open.

Projects undertaken during the last quarter include:

- Cabarita Road drainage improvements - finished construction.
- detailed design solution prepared for North Steyne ponding issue.
- construction of revised inlet pits completed at Kirkwood Road Seaforth and Whale Beach Road Whale Beach.
- detailed design completed for several drainage improvement projects including Nengah Street North Manly, Hudson Parade Clareville, and Cutler Road Seaforth.
- open channel repairs completed at Bilgola Beach.
- tender preparation for stage two in Corso pipeline replacement commenced, with works expected in 4th quarter (commencing after April 2023).



Gross pollutant trap renewal works - Executive Manager Environment & Climate Change

There are a total of 287 Water Quality Devices across Northern Beaches Council LGA. This project manages the renewals of the GPT within this group.

Total Waste Removal to date this FY is 236.30 tonnes.

A feasibility report for the Dee Why Creek pollution boom has been completed and is pending final review. Preliminary investigations for the Careel Bay pollution boom, and South Creek Reserve Floating Pollution Control Device (PCD) will commence in January 2023.

Request for Quotations are currently in preparation for GPT rectification works at Sandy Bay Clontarf, and for a trash rack at Abbott Road North Curl Curl. Works are expected to commence in March 2023.

Water and Energy Saving initiatives



Energy saving Initiatives works program - special rate variation - Executive Manager Environment & Climate Change

This project is delivering the works associated with designating the Palm Beach Headland site as an Urban Night Sky Place. During the quarter, Ausgrid installed upgraded lighting at Governor Phillip Park with upgraded lighting for the surf club and amenities supplied. Events were held to provide opportunities to inform our community about the project as well as discussing good lighting principles. One event was held at Forestville library that included a week-long display as well talks on astronomy and one on the impacts of light on biodiversity. An event was also held at Mona Vale Headland to coincide with the lunar eclipse on 8 November 2022.



Energy savings initiatives program - Executive Manager Environment & Climate Change

This project delivers energy savings initiatives such as renewable energy and energy efficiency projects across Council assets. During the quarter \$51K was received in income from Energy Saving Certificates from BAU energy efficient street lighting upgrades. Quotes were received and accepted for lighting upgrades at Cromer Community Centre and Collaroy Progress Hall with business cases approved for additional upgrades at Newport Community Centre and Avalon Recreation Centre. Quotes were received for Energy Audits and Transition from Gas Plan for Council sites, with evaluation underway. Evaluation is also underway of quotes received for energy efficient upgrades at the Warringah Aquatic Centre. During the quarter a feasibility study was finalised for a solar installation at the Cromer Works Depot.



Water saving and re-use initiatives - Executive Manager Environment & Climate Change

During the quarter a feasibility study was prepared for a rainwater harvesting system at Cromer Works Depot with tanks expected for delivery in early 2023. A draft Request For Quotations was prepared for a water audit of Warringah Aquatic Centre and quotes received from Sydney Water for online monitoring of sites proposed for 2023/24 water savings initiatives.

FINANCIALS - Environment and Sustainability

Income and Expenditure Statement 01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	1,133	1,148	(15)	2,176	2,246	2,227
Investment Fees and Revenues	1	1	(0)	-	1	1
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	528	526	2	3,185	3,662	3,426
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,662	1,675	(13)	5,361	5,909	5,655
Expenses from Operations						
Employee Benefits and Oncosts	(3,977)	(4,086)	109	(8,940)	(8,940)	(8,905)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(4,046)	(4,158)	113	(8,182)	(9,578)	(9,675)
Depreciation and Amortisation	(3,838)	(3,838)	-	(7,679)	(7,679)	(7,206)
Other Expenses	(3,893)	(3,941)	47	(7,841)	(8,541)	(8,543)
Internal Charges	(1,313)	(1,314)	0	(2,650)	(2,640)	(2,640)
Overhead Allocation	(1,605)	(1,605)	-	(3,211)	(3,211)	(3,211)
Total Expenses from Operations	(18,673)	(18,942)	269	(38,504)	(40,589)	(40,180)
Surplus / (Deficit) from Operations	(17,011)	(17,267)	256	(33,143)	(34,680)	(34,526)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	51	53	(2)	-	1,066	1,117
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(16,960)	(17,214)	254	(33,143)	(33,614)	(33,409)
Rates and Annual Charges						
Rates and Annual Charges	16,332	16,330	1	32,975	32,974	32,974

Budget commentary - year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$17.0m) is lower than forecast by \$0.3m at the end of the quarter.

Total Income from Operations of \$1.7m is slightly lower than forecast due to lower development engineering fee revenue.

Total Expenses from Operations of (\$18.7m) are lower than forecast by \$0.3m.

Employee Benefits and Oncosts are lower by \$0.1m as a result of staff leave taken and vacant positions within the service.

Materials and Services are lower by \$0.1m as a result of the timing of contract payments associated with bush regeneration, environmental sustainability and education and land use planning offset by increased road network and tree management expenditure arising from storm events.

Annual Forecast

For the full financial year the Total (Deficit) from Operations is forecast to decrease by (\$0.2m) to (\$34.4m) principally due to lower depreciation offset by storm-related expenditure. Expenditure on the the Currawong environmental project has been re-phased into 2023/24.

Waste and Cleansing

HIGHLIGHTS

Waste education and community impact

An extensive program of waste recovery projects, trials, audits, online and in-person training and communication has been conducted. This helps to build capability and resilience in the community in the transition to a circular economy model of waste management. The program included:

- four workshops were held covering home composting, reusable nappies, fermenting food and low waste Christmas ideas.
- provision to the community of the Avalon Car Boot Sale, Dee Why Bags to Riches events and the Chemical CleanOut event.
- four news stories were published, two presentations to community groups were delivered and three local schools participated in the Kimbriki Eco House and Garden Workshops.
- 58 Event Waste Management plans were assessed in this period.
- to reduce plastic waste associated with buying water in disposable bottles at events, water fountains were loaned to nine community-led events including the Sunset Festival and the Carols by the Lake events.
- the interactive artwork, 'Inconvenience Store' was displayed at the Coastal Environment Centre and the PCYC in Dee Why.
- a number of ongoing programs continued including the school Plastic Free Canteen program with seven schools participating in the current cohort, community medical waste collection, battery and x-ray collections.
- the waste education team also continued to update Council waste webpages, community dashboard and recycling network online map throughout the period.
- the annual waste calendar was developed and distributed to residents.

Collecting and managing waste

Council progressed the development of a comprehensive Waste and Circular Economy Strategy to guide future direction of waste avoidance and management in the area.

An initial telephone survey of 600 residents was conducted to identify and understand community attitudes and behaviours around a range of waste recycling and reuse issues. The results will be analysed in January and inform follow up workshops, to drill down on the details and enable subsequent drafting of the new strategy.

A comprehensive red bin options and feasibility analysis was also finalised in December 2022. Investigations into potential options to recover more waste commenced including a Request for Quotations to recover and recycle soft plastics into new products, and discussions with potential service providers are continuing. The collapse of the popular Redcycle program during the period indicates the difficulty of finding viable end markets for these waste types even if they can be collected successfully. Discussions with potential recyclers are continuing.

Other problematic waste types being investigated include food waste, with staff visiting facilities presently processing food and garden organics.

A successful trial of timber recovery from bulky goods was completed in cooperation with Kimbriki and is being considered for expansion. The first stage of an expanded polystyrene (EPS) recovery and recycling trial was also completed in cooperation with Kimbriki. This will continue in January 2023 and, if successful, staff will consider if and how this can be further expanded.

Implementation has commenced on recommendations from a comprehensive litter study to help reduce litter. This will continue into the new year, including consolidation of litter bin types and signage in the community.

Rapid graffiti removal program

Cleansing services removed 2,372 reported incidences of graffiti in the LGA during the December quarter.

Bus shelter cleaning program

The bus shelter program serviced 191 Council owned bus shelters in the LGA over the quarter. No significant damages or repairs were reported.

Street sweeping program

The street sweeping program is on track and scheduled zones were completed on time. The services collected 416 tonnes of waste materials, 295 tonnes of these are disposed of as organic leaf litter for recycling. The rest of the materials were disposed of as landfill due to contamination and non-organic matters.

Illegal dumping removal program

In the quarter, nine tonnes of illegally dumped waste material were collected and disposed of. The majority of the material is bulky household waste left on kerbside without a booking.

Performance measures – Waste and Cleansing	Target	September quarter	December quarter
No. participating in education events on waste and circular economy solutions	1,000	4,000	5,021
Reports of missed waste collection and litterbin services	< 0.5%	0.15%	0.18%

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Manage contracts for cleaning of streets, pavements, graffiti and bus shelters to provide clean public places - Executive Manager Waste Management & Cleansing

All contract performances are on track and meeting the key performance indicators. The street sweeping service delivery model is currently under review.

- Street sweeping and pavement scrubbing: being completed on time. No interruptions recorded.
- Graffiti Removal: cleaning response to graffiti reported on Council assets is being done on time. There has been an increase in cases on non-Council assets, and vandalism in the Mona Vale area.



Manage domestic waste contracts to maximise resource recovery and adapt to community needs - Executive Manager Waste Management & Cleansing

Waste Collection Contract – URM:

Formal midterm contract negotiations are continuing. In the interim, some aspects of the contract not currently being completed by the contractor include supply and delivery of residential waste bins. Plan to return to contracted start times for collections once asbestos removal works completed at Cromer depot in early 2023. Contract prices were significantly impacted by the end of June CPI result and have been addressed in the September budget review.

Waste Processing Contract – CLEANAWAY:

This contract continues to divert approximately 35% of the red bin contents from landfill. Working with Cleanaway on a long-term plan for red bin management. A site visit by waste staff was conducted at the Belrose Transfer Station to better understand operations there.

Recycling and waste disposal contract - KIMBRIKI:

Kimbriki delivers recycling via sub-contractors such as Australian Native Landscapes (ANL) and IQRenew as well as landfill primarily from bulky goods disposal. Council is working with Kimbriki to recover more from the bulky goods stream, such as timber and metal. Waste staff visited ANL operations at Badgery's Creek to inspect the final composting process of vegetation from the Northern Beaches and the processing of FOGO from other areas. A polystyrene recovery trial which was well patronised commenced on 18 December 2022 and successfully recovered approximately 24 x 1 cubic metre bags (approximately 200kg) for recycling. The trial will continue in January 2023.

IQRenew Container Deposit Scheme sharing:

Council continues to receive funds each quarter from the Container Deposit Refund Scheme and is working with IQ Renew on long-term plans for revenue sharing.



Deliver waste programs and education to support Council's domestic waste collection services, including waste reduction and circular economy principles - Executive Manager Waste Management & Cleansing

A comprehensive community waste education program included the following elements.

Seven **workshops** covering home composting, reusable nappies, fermenting food and low waste Christmas ideas were held. These included three local schools participating in the Kimbriki Eco House and Garden Workshops.

Community events delivered included the Avalon Car Boot Sale, Dee Why Bags to Riches and the Chemical CleanOut event.

Four **news stories** were published and two **presentations** to community groups were delivered.

58 **Event Application waste management plans** were assessed in this period. Water fountains to reduce plastic waste were loaned to nine events including the Sunsets Festival and Carols by the Lake.

Problematic waste programs included:

- a trial timber recovery from bulky goods completed in cooperation with Kimbriki, and the results are being used to investigate potential expansion of the trial.
- a comprehensive litter study was conducted and reported to the Environmental Protection Authority, with a number of actions recommended and commenced.
- a polystyrene recycling collection trial commenced. At the first event 24 cubic metres of polystyrene was collected with four to be recycled locally, and 20 to be pelletised locally and then sent offshore for manufacturing into recycled products.
- investigations into collection and recycling of soft plastics continued, although the popular Redcycle program run through supermarkets collapsed recently, demonstrating the difficulty of finding productive alternatives for this material.
- a community medical waste collection trial continued with four participating pharmacies.
- Council's battery and x-ray collections continued.

Ongoing and other waste education programs continued including

- the school Plastic Free Canteens with seven schools participating in the current cohort.
- the Council waste webpages, 'community dashboard' and 'recycling network online' map updated throughout the period.
- the interactive artwork 'Inconvenience Store' was displayed at the Coastal Environment Centre and the PCYC at Dee Why.
- the annual waste services calendar was developed and distributed to residential properties.



Consult on and implement a new long-term waste and circular economy strategy - Executive Manager Waste Management & Cleansing

A community telephone survey was completed by a consultant in December 2022. Results will be analysed in January 2023 and will inform the content of workshops which are being designed.

A Request for Quotation to facilitate the workshops was sent to four companies and will close on 16 January 2023.

The following projects completed or underway will also inform the strategy development:

- audit of residential waste bin contents composition (Completed 21/22).
- red bin contents recovery opportunities research study (Completed September 2022).

- audit of public place litter and litter bins (Completed in October 2022).
- soft plastics recovery and opportunities study and trial (no quotations accepted options to develop a trial currently under review).
- timber recovery from bulky goods trial (Completed 30 Sept 2022).
- implementation of NSW Government Waste and Sustainable Materials Strategy 2041 (Released June 2022).
- NSW Plastics Action Plan (Published June 2022).



Promote opportunities to the community for separate collection of recoverable waste types - Executive Manager Waste Management & Cleansing

RFQ to conduct a circular economy trial for soft plastics was conducted asking for the full process of collection, transport, processing and re manufacture into new products. None of the respondents could fully satisfy the full circularity. No quotations were accepted and discussions with companies are continuing to find a suitable trial option. (Note that during the quarter the largest soft plastic recycling program - Redcycle - collapsed indicating the difficulty of processing this material).

During this quarter, an evaluation of the separate timber collection/processing trial (which took place in Quarter One) occurred, for learnings for wider roll out across LGA.

A trial polystyrene recovery trial commenced in conjunction with Kimbriki, with the first day held on 18 December 2022 being very successful. The trial will continue into January 2023.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Waste and Cleansing



Public place bin enclosures - Executive Manager Waste Management & Cleansing

Delivery of new enclosures delayed due to minor design change. Delivery expected late February or March 2023 and will include all enclosures required to complete the current program. Installation will be completed from March/April 2023.

FINANCIALS - Waste and Cleansing Services

Income and Expenditure Statement 01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	8	19	(11)	38	38	38
Investment Fees and Revenues	38	23	15	46	46	46
Other Revenues	262	325	(63)	650	650	650
Grants and Contributions - Operating Purposes	110	199	(89)	-	351	351
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	417	566	(149)	734	1,085	1,085
Expenses from Operations						
Employee Benefits and Oncosts	(4,093)	(3,935)	(157)	(8,420)	(8,520)	(8,559)
Borrowing Costs	(124)	(120)	(4)	(240)	(240)	(240)
Materials and Services	(23,177)	(24,091)	914	(49,056)	(49,307)	(49,269)
Depreciation and Amortisation	(1,358)	(1,358)	(0)	(2,716)	(2,716)	(2,716)
Other Expenses	15	(8)	23	(16)	(16)	(16)
Internal Charges	(1,482)	(1,478)	(3)	(2,977)	(2,977)	(2,977)
Overhead Allocation	(900)	(900)	-	(1,801)	(1,801)	(1,801)
Total Expenses from Operations	(31,119)	(31,890)	772	(65,227)	(65,578)	(65,578)
Surplus / (Deficit) from Operations	(30,701)	(31,324)	623	(64,493)	(64,493)	(64,493)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(30,701)	(31,324)	623	(64,493)	(64,493)	(64,493)
Rates and Annual Charges						
Rates and Annual Charges	31,954	31,933	21	64,493	64,493	64,493

Budget commentary - year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$30.7m) is lower than forecast by \$0.6m at the end of the quarter.

Total Income from Operations of \$0.4m is lower than forecast by (\$0.1m).

Other Revenues are lower by (\$0.1m) as a result of timing differences in the notification of recycling income allocation.

Grants and Contributions for Operating Purposes are lower by (\$0.1m) due to timing differences in the receipt of grant funds.

Total Expenses from Operations of (\$31.1m) are lower than forecast by \$0.8m due to lower than forecast tonnages on disposal.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to remain at (\$64.5m).

Kimbriki Resource Recovery Centre

HIGHLIGHTS

Kimbriki services

Kimbriki continued to provide its expanding range of services to Council and residents over the busy Christmas season. Daily customer visits have been higher than usual throughout the quarter as other facilities in the area experience capacity issues. Kimbriki's processing charges continue to be impacted by higher costs, particularly fuel.

Construction of the Clean Water Diversion System (CWDS) continued and is due for completion around the middle of 2023. This will further reduce the environmental footprint of the site as well as allowing access to additional areas for landfilling, significantly extending the life of the landfill.

Kimbriki improvements

Kimbriki's engineered timber trial continues with over 700 tonnes of material diverted from landfill, recovered and recycled since May 2022. The volume of self-sorted loads arriving at Kimbriki is steadily increasing as customers realise the potential savings.

Kimbriki's trial of manufacturing recycled soil products has recovered over 1,000 tonnes of soils since April 2022, enabling them to be re-used and saved from landfill.

The Kimbriki website has been enhanced with the creation of the Education Hub which houses a range of information for students, teachers and the wider community. The Hub is separated into three sub-categories for primary schools, secondary/tertiary education and the wider community.

Performance measures – Kimbriki	Target	September quarter	December quarter
Total waste from all sources diverted from landfill onsite	82%	78%*	78%*
Waste sources diverted from landfill in the Mixed Waste section onsite from all sources	10%	10%	7%**

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

* Continues to be impacted by higher volumes of mixed waste received (due to problems at other waste facilities) and lower volumes of construction recyclables (due to the economic slowdown).

** The slowing economy has reduced sales of manufactured soil products. Freight issues have delayed transport off site of metal and engineered timber stockpiles.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Research and develop improved resource recovery consistent with the endorsed Business Plan, reviewed annually - Executive Manager Waste Management & Cleansing

Engineered timber trial recovery rates being maintained despite the busy pre-Christmas rush. A new initiative to process excavated material (rock and soil) has enabled the recovery of 600 tonnes for reuse from landfill.



Expand the sustainability hub and enhance social enterprise opportunities - Executive Manager Waste Management & Cleansing

Reverse Garbage and Bikes4Life continue to operate. Boomerang Bags and Peninsular Senior Citizen Toy Repairers preparing to move in.

CAPITAL PROJECTS

Kimbriki improvements



Kimbriki clean water diversion system - Executive Manager Waste Management & Cleansing

Bulk Earthworks completed. Channel construction underway.



Kimbriki landfill cell development area 4A - Executive Manager Waste Management & Cleansing

The revised Site Masterplan allocates a different cell for development next. Funding has been transferred to the project Kimbriki Future Cell Development.



Kimbriki gas capture system - Executive Manager Waste Management & Cleansing

Installation of the Gas Capture network is on an 'as needed basis' depending on incoming wastes and filling plans. All gas capture works have been done as required.



Kimbriki future cell development - Executive Manager Waste Management & Cleansing

Design work commenced on Area 4B.



Kimbriki landfill cell development mid-west landfill - Executive Manager Waste Management & Cleansing

The revised Site Masterplan allocates a different cell for development next. Funding has been transferred to the project Kimbriki Future Cell Development.



Kimbriki vehicles - Executive Manager Waste Management & Cleansing

Replacement vehicle purchased, a plug-in hybrid electric vehicle (PHEV)



Kimbriki renewal program - Executive Manager Waste Management & Cleansing

Installation of boom gate to regulate traffic flows.



Kimbriki other - Executive Manager Waste Management & Cleansing

Office equipment replaced as required.

FINANCIALS - Kimbriki Resource Recovery Centre

Income and Expenditure Statement 01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	19,041	18,678	363	34,930	37,550	37,913
Investment Fees and Revenues	414	169	245	60	199	739
Other Revenues	2,114	2,002	112	3,124	3,629	3,741
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	135	140	(5)	274	278	277
Gains on disposal of Assets	(0)	-	(0)	-	-	-
Total Income from Operations	21,704	20,989	715	38,388	41,655	42,671
Expenses from Operations						
Employee Benefits and Oncosts	(2,521)	(2,540)	18	(4,994)	(5,037)	(5,019)
Borrowing Costs	(997)	(995)	(1)	(1,739)	(1,993)	(1,993)
Materials and Services	(9,404)	(9,185)	(219)	(16,641)	(18,288)	(18,802)
Depreciation and Amortisation	(2,018)	(2,007)	(12)	(4,003)	(4,010)	(4,022)
Other Expenses	(4,807)	(4,540)	(267)	(8,385)	(8,912)	(9,179)
Internal Charges	-	-	-	-	-	-
Overhead Allocation	-	-	-	-	-	-
Total Expenses from Operations	(19,747)	(19,267)	(480)	(35,763)	(38,241)	(39,015)
Surplus / (Deficit) from Operations	1,957	1,722	235	2,626	3,415	3,656
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	1,957	1,722	235	2,626	3,415	3,656
Rates and Annual Charges						
Rates and Annual Charges	-	-	-	-	-	-

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total Surplus from Operations of \$2.0m is higher than forecast by \$0.2m at the end of the quarter due to higher than anticipated volumes of mixed waste and higher than budgeted interest income from higher interest rates.

Total Income from Operations of \$21.7m is higher than forecast by \$0.7m due to:

User Charges and Fees are higher by \$0.4m as a result of the higher than budgeted volume of mixed waste.

Investment Fees and Revenues are higher by \$0.2m as a result of higher than anticipated interest rates on term deposits.

Other Revenues are higher by \$0.1m as a result of higher than budgeted revenue from recycling activities.

Total Expenses from Operations of (\$19.7m) are higher than forecast by (\$0.5m).

Materials and Services are higher by (\$0.2m) as a result of higher than anticipated Site Revenue Rental and higher than budgeted roadwork repairs to areas affected by rainfall.

Other Expenses are higher by (\$0.3m) as a result of higher than budgeted EPA levies on higher than anticipated landfill tonnes.

Annual Forecast

For the full financial year, the Total Surplus from Operations is forecast to increase by \$0.2m to \$3.7m principally due to higher investment revenues and volumes of incoming material.

SOCIAL

Community, Arts and Culture

HIGHLIGHTS

Arts and culture

The 2022 Arts and Creativity Grants were endorsed, providing support to 16 artists working across a range of art practices to deliver events and produce new work, as well as professional development.

From 21 October to 4 December 2022 Manly Art Gallery & Museum hosted *Abstract Realities: The MAG&M Project* that brought together three Australian artists, Julian Goddard (Perth) - Sarah Robson (Northern Beaches) and David Thomas (Melbourne) who created site-sensitive installations in the Gallery; and *Resonance* featuring selected works by the 2022 Advanced Diploma graduates from Northern Beaches TAFE Ceramics. On 9 December 2022, *Fair Play: Sport as motif & metaphor* and *Barely Wearable: Ruth Downes* opened, accompanied by a remounting of *Manly by Ferry: Treasures from the Vault*, back by popular demand.

The Public Art Selection Panel convened to progress key public art projects and Council endorsed North Mona Vale Headland as a site for new public art. Progress was also made on the new artwork for McKillop Park.

Glen Street Theatre

The 2023 membership program and first release of 2023 shows was launched on 21 November 2022. This saw 35 different shows ranging from children's entertainment, film, drama, live music and comedy released for sale to the community.

Local dance schools were able to resume staging end of year concerts post-pandemic. This quarter saw 23 dance schools from across the Northern Beaches and surrounding suburbs use the professional performing arts asset in their community to present 46 concerts to over 13,000 people.

Socially sustainable Northern Beaches

The Better Together 2040 Social Sustainability Strategy is now in its second year of implementation.

The first Better Together Forum was held in November with more than 50 representatives from local social service providers and state government departments joining Council staff to learn, share and collaborate on a range of topics impacting social sustainability on the Northern Beaches.

The Better Together Leadership group met during the quarter and provided strategic advice to the planning of the Better Together Forum and facilitation support on the day of the event.

Project work between October and December has been focused on getting the draft Youth Voice Action Plan 2028 - Shaping the Beaches Future on public exhibition, developing a Community Service Hubs Framework, beginning implementation of the Disability Inclusion Action Plan 2022-2026, starting a project focused on cultural diversity and inclusion, and developing the first indicator report for the Community Wellbeing Framework.

Community development

The 2022 Community Development Grants were endorsed, providing support to 22 local groups and services to deliver a variety of initiatives building community connections and addressing family and domestic violence.

There were 25 Meet Your Neighbour parties held as part of the 'It Takes a Village' program, which inspires and equips the local community to increase social connections and feelings of belonging in neighbourhoods across the Northern Beaches.

Council worked with the Northern Beaches Mental Health Interagency to host a Mental Health Month information event at the Berry Street markets including 13 mental health services and interactive activities such as a drumming circle, live band and smoking ceremony.

Council ran the first Discover Ability Day event at the Dee Why PCYC to celebrate the International Day for People with Disability with 15 stalls from local services, music performances, sing along sessions and three inclusive sports.

Council marked the first day of 16 Days of Activism with a memorial service for the International Day for the Elimination of Violence against Women. The memorial service was coordinated with the Northern Beaches Domestic Violence Network to honour the memory of those who have lost their lives to domestic and family violence this year. The memorial was attended by over 90 community members.

Empowering young people and families

Council supported Share the Spark for the 2022 *Spark Tank* at Glen Street Theatre. Over 200 people attended to hear young people pitch their entrepreneurial ideas to judges and audience. Six finalists received mentoring sessions plus cash prizes to bring their ideas to life.

The Bags to Riches Market was held in December 2022 at Walter Gors Park in Dee Why with 40 youth stall holders, four young musicians and Youth Advisory Group members coordinating the day.

Several meetings have commenced with the local School Captains' Network in preparation for the 2023 Have Your Say Day. One of these meetings involved a handover from 2022 school captains to 2023 school captains who will be organising the day in May 2023.

The newly formed Child and Families Northern Region Network of Councils met to consolidate and share ideas and plans for 2023. Relationships are strengthening and with Council leading, our first coordinated event will be held in February 2023.

The Adolescent and Family Counselling Service provided 224 free client counselling sessions to young people and their families. The service continued to host a monthly social club for young people experiencing social isolation to build capacity in social skills and relationships.

Supporting seniors

A successful Celebrating Carers morning tea was hosted by Council at Forestville Seniors Centre as part of Carers Week with over 40 carers attending a laughter yoga workshop and a presentation from Yourside on the support services provided by the Carer Gateway.

Meals on Wheels delivered over 4,800 meals to older people in the community to enable them to live at home for longer and prevent social isolation. This included weekly community lunches at Manly Seniors Centre, monthly social barbeques in Seaforth and monthly social outings which enable connection and reduce social isolation.

Council worked with the Northern Beaches Dementia Alliance to host the 'cuppa and a chat' morning tea at Narrabeen Tramshed with over 40 people attending including people with lived experience of dementia, their family and carers. The event included presentations and a facilitated

table discussion about what is most useful and most challenging for people with dementia and their carers.

Community safety

Council continued to lead a coordinated response to community safety through consultative meetings with local police, local agency and interagency representatives and other stakeholders. In response to antisocial behaviour and vandalism at various locations, assessments of the safety and security of those sites were conducted in consultation with police and strategies developed to address those issues.

Recent activities of the Community Safety Advisory Committee considered the impact of e-cigarettes (vaping) and forming a Sexual Assault Prevention and Response Working Group, holding its first meeting in November 2022. The Working Group has been established to identify community actions to impact the context and incidence of sexual assault across the Northern Beaches and to improve support to victims.

Following consultation with the community and key stakeholders, Council established a new Alcohol Free Zone (AFZ) in Mona Vale, adjacent to the existing AFZ, to address alcohol-related antisocial behaviour in that area.

Valuing our volunteers

Volunteers were active in all programs across Council to continue delivering valued services to our community. International Volunteer Day was celebrated on 5 December 2022 with a newsletter to volunteers, Council news article, and social media posts recognising the contributions of our many volunteers on the Northern Beaches.

Nominations closed and judging was completed for the 2023 Australia Day Awards to recognise the significant contribution of volunteers across our community.

Community centres

The tender for the construction of the Warriewood Community Centre was released in late November 2022. Construction should commence after May 2023, with the Nelson Heather Centre to be demolished to make way for the new community centre. The regular groups hiring Nelson Heather Centre will be relocated to other community centres until the new Warriewood centre is completed late in 2024/2025.

Community Centre staff continue to work with the online booking and payments system project. Automatic bookings and payments will be implemented early in 2023, to enhance the customer experience and ease of making a booking.

The new Mona Vale Performance Space is scheduled to be completed in March 2023. This exciting new space is currently under construction on the Mona Vale Public School site. The use of the space outside of school hours will be managed by Council and be available for the public to hire for a variety of purposes.

Works were completed on the corner of Abbott and Griffin Roads outside the North Curl Curl Community Centre, to enhance safety of the shared path route/pedestrian connections of the whole precinct.

A morning tea was held for the regular user groups on 11 November 2022 at the Avalon Recreation Centre, to celebrate the 20th anniversary of the opening of the Community Centre in 2002.

Community Arts and Culture - Performance measures	Target	September quarter	December quarter
Volunteers who actively participate in ongoing programs across Council	650	523*	544*
Community centre bookings	Q1: 9,270 Q2: 8,450 Q3: 7,500 Q4: 9,000	9,119**	8,585
No. Meals services	4,500	4,674	4,748
Workload measures			
No. information and referral enquiries	-	75	65

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

* Impacted by persistent wet weather.

** Fall in demand due to COVID has endured. This year 43 regular hirers have cancelled their bookings, and a further 20 hirers have reduced their booked hours.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule



Deliver the Performance Space at Mona Vale Public School with the State Government - Executive Manager Community, Arts & Culture

Works on site progressing well. Due to open to the public in March 2023.



Plan for an integrated community and cultural hub at Mona Vale - Executive Manager Community, Arts & Culture

Consultants appointed and preliminary briefing meetings completed.



Implement Gatekeeper training program for suicide prevention - Executive Manager Community, Arts & Culture

Third and final year of grant funding from the NSW Ministry of Health towards suicide prevention community gatekeeper training and community awareness activities. 868 community members have now completed training.



Implement the Coast Walk Public Art Strategic Plan - Executive Manager Community, Arts & Culture

Projects are progressing. Planning for the next two projects is underway.



Implement Better Together 2040 Social Sustainability Strategy and develop supporting action plans to address community priorities - Executive Manager

Community, Arts & Culture

Work progressing, activity in December 2022 on Community Service Hubs framework, the draft Youth Voice Action Plan, the Multicultural Inclusion Plan and Wellbeing Outcomes Framework.



Develop a mental health discussion paper - Executive Manager Community, Arts & Culture

This project will not be proceeding, as mental health challenges are being addressed by significant work already undertaken by Council, and in partnership with other organisations.



Develop Youth Voice – shaping the beaches' future - Executive Manager Community, Arts & Culture

Draft Youth Voice Action Plan was placed on Public Exhibition on 1 December 2022, consultation activities are underway.



Develop a Multicultural Access and Equity Plan - Executive Manager Community, Arts & Culture

Project underway, engagement planning in progress.



Implement actions from the Disability Inclusion Action Plan - Executive Manager Community, Arts & Culture

Project underway.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Art Works



Gallery artwork purchases - Executive Manager Community, Arts & Culture

Works complete in 2021/22. Final payment made in 2022/23.



Theo Batten bequest purchases - Executive Manager Community, Arts & Culture

Development consent has been received and planning for fabrication and installation of artwork has commenced.

Community Centre Improvements



Warriewood Valley Community Centre new works - Executive Manager Capital Projects

Delayed as further reviews were required before releasing the tender to the market. The tender has now been released to shortlisted contractors. The current Community Centre will remain open until late February/early March 2023.



Community buildings works program - Executive Manager Property

This program of works is allocated to community buildings projects this financial year, the project includes the playground upgrade works at the Harbord Literary Institute over two financial years with proposed commencement of works on site in May/June 2023 and

completion in July/August 2023. This project is managed by Parks and Recreation and delivery by Capital Projects.

In this quarter, the landscape concept design was completed by the Parks team and the drainage design was completed by the Stormwater team. The project was handed over to the Capital Projects team for delivery.

Ted Blackwood hall repairs will also be undertaken under this program.

Some preparation for major air-conditioning works at Glen Street Theatre will also take place under this program, though the major element of the procurement has been delayed.



Community centres minor works program - Executive Manager Property

This program of works includes minor renewal works to community centres buildings. The final project in this program of works is the structural rectification works at Ted Blackwood Community Centre.

The works that were completed this quarter include the repair works to the lift at the Tramshed Arts and Community Centre and the replacement of the roof to the store room at Manly Art Gallery.

Cultural Improvements



Coast walk art trail - Executive Manager Community, Arts & Culture

Program of works are progressing with artwork endorsed for North Mona Vale Headland site, and planning continuing for McKillop Park and 2023 projects.



Coast Walk Aboriginal art and signage - Executive Manager Community, Arts & Culture

This project was successfully launched on 4 August 2022. New site signage is currently being updated.



Glen Street Theatre renewal works - Executive Manager Property

The tenders for the air-conditioning works were refused by Council in September 2022. The tenderers were contacted to discuss options for potential savings. The direct purchase of the equipment by Council was considered and investigated with the chiller supplier. Works to the auditorium ducting were removed from the scope and will be undertaken separately this financial year. The tender documentation will be updated for release of a fresh public tender in early February 2023 with a proposed timeframe for works on-site in April-May 2024.



Creative Arts Space Mona Vale design works - Executive Manager Property

This project will deliver an evaluation of the options for arts services at Mona Vale Admin/Library/Community Hall.

FINANCIALS - Community, Arts and Culture Service

Income and Expenditure Statement 01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	1,634	1,722	(89)	4,277	4,178	4,109
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	449	467	(19)	842	788	818
Grants and Contributions - Operating Purposes	1,241	1,064	177	1,908	2,033	2,071
Other Income	21	21	0	42	42	42
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	3,345	3,274	70	7,068	7,041	7,039
Expenses from Operations						
Employee Benefits and Oncosts	(3,224)	(3,262)	38	(7,174)	(7,114)	(7,114)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(1,099)	(1,281)	182	(3,459)	(3,351)	(3,339)
Depreciation and Amortisation	(316)	(316)	-	(632)	(632)	(632)
Other Expenses	(1,093)	(977)	(116)	(1,594)	(1,711)	(1,749)
Internal Charges	(22)	(21)	(0)	(44)	(47)	(47)
Overhead Allocation	(429)	(429)	-	(858)	(858)	(858)
Total Expenses from Operations	(6,182)	(6,285)	104	(13,761)	(13,713)	(13,738)
Surplus / (Deficit) from Operations	(2,837)	(3,011)	174	(6,693)	(6,672)	(6,699)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	23	4	19	-	23	23
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,814)	(3,007)	193	(6,693)	(6,649)	(6,677)
Rates and Annual Charges						
Rates and Annual Charges	3,515	3,515	-	6,606	6,606	6,606

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$2.8m) is lower than forecast by \$0.2m at the end of the quarter.

Total Income from Operations of \$3.3m is higher than forecast by \$0.1m.

User Charges and Fees are lower by (\$0.1m) as a result of a reduction in community centre hire, mainly due to hirers reduced classes due to reduced demand.

Grants and Contributions for Operating Purposes are higher by \$0.2m as the Mona Vale Performance Space grant milestone was achieved earlier than forecast, Glen St Theatre COVID support grant and the prepayment of grants the Youth and Family Counselling Service.

Total Expenses from Operations of (\$6.2m) are lower than forecast by \$0.1m.

Materials and Services are lower by \$0.2m as a result of delayed minor maintenance and servicing for Glen Street Theatre and program costs in community and cultural development that will be spent to Quarter 3 and 4.

Other Expenses are higher by (\$0.1m) as a result of payments for Mona Vale Performance Space from the Stronger Communities Fund.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to increase slightly by \$0.27 to (\$6.7m) principally due to the minor reduction in income from community centre hire.

Children's Services

HIGHLIGHTS

Transition to school success

Many of the children are transitioning to formal schooling in 2023. To support the transition to school, the early learning services:

- visited with local primary schools, including a primary school teacher from Mimosa who visited Belrose Children's Centre to meet the children who would be transitioning to the school. This strengthened Council's connection with the school.
- sent handwritten letters and drawings from the preschool children to the local schools and formed buddies to ask questions they may have regarding school next year.
- completed Transition to School Statements by Early Childhood Teachers and Educators. These statements provide schools and families a summary of the child's strengths, interests and approaches to learning providing a link between childcare centres and schools.
- held a Transition to School ceremony where families and special friends were invited to watch their children celebrate their achievements. The children sang songs and used Australian sign language as a part of their performance.
- celebrated 'schoolies week' at North Harbour preschool - a week preschool leavers can dress in their new uniform, use a pretend canteen and make connections with others going to the same school.

End of year celebrations also took place across the centres to bid farewell to the children commencing school. Brookvale Children's Centre and Preschool celebrated the end of the year with a family picnic gathering in Brookvale Park, allowing families, children and educators to get together in a relaxed informal environment, building our community connection. Belrose Children's Centre held their Christmas disco party after hours where children and families were invited to celebrate and connect through music, dance and food. Harbour View Children's Centre celebrated with a puppet show, face painting and the opportunity to catch up and spend time with our families.

Community connections

Brookvale Preschool and Brookvale Children's Centre welcomed visits from the community including NSW Rural Fire Services, NSW Police and NSW Ambulance to support childrens' understanding of safety and eagerness to connect with these community support networks.

There is an ongoing relationship established between Cromer Vacation Care and Dee Why Gardens Retirement Village where, during the spring school holidays, some of the residents visited the centre to catch up with the children and enjoy a magic show together. North Harbour Vacation Care made kindness cards to send to the residents at Bupa Aged Care in Seaforth. These were delivered by the Vacation Care Services Coordinator and were very enthusiastically received.

Thousands of families, individuals and seniors were in for a treat as children who attend our nine early learning centres delivered gifts and hand-crafted Christmas cards to those who need them most. The children were proud and excited when they saw more and more gifts and food items under their Christmas trees each day. The initiative has also taught the children about caring for others in the community, and the gift of giving.

Brookvale Children’s Centre, Harbour View Children’s Centre, North Harbour Preschool and Manly Community Preschool contributed to 1,000 boxes of food and gifts to Basket Brigades who delivered them to vulnerable families and individuals.

Roundhouse Children’s Centre donated canned and non-perishable foods to Street Mission while the Preschool children created Christmas cards and delivered them to residents at Uniting Care Wesley Heights in Manly.

Narrabeen Children’s Centre donated gifts to children in foster care through Hope in a Suitcase Australia and Belrose Children’s Centre gave gifts to children and families in hospital through Smiles2u. Dee Why Children’s Centre took a different approach and started a community pantry where local families can take what they need anytime over the next year.

Sustainability in practice

Narrabeen Children’s Centre received a variety of recycling donations from families and the wider community, helping reduce waste going to landfill. This included batteries, used pens, bottle tops, over six boxes of bread tags, and other items from a company rebranding cards, paper and gift tags.

Plastic Pollution Solutions continue to work with the centres to challenge the children and educators regarding the huge amount of plastic which is in the ocean and the impact on our total environment; including what we ingest as micro plastics. This further supported the Centre Philosophy of Sustainability and linked with the Indigenous perspective of caring for country. Children were encouraged to be Plastic Ninjas embracing the Reduce/ReUse and Recycle philosophy into their everyday lives.

Performance measures – Children’s Services	Target	September quarter	December quarter
No. children attending Long Day Care programs	700	762	864
No. children attending Family Day Care programs	380	317*	325*
No. children attending Preschool programs	100	199	208
No. children attending Vacation Care programs	Q1,2,4: 350 Q3: 525	433	421

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

* The number of educators supporting the service reduced during COVID as Public Health Orders required all household members to be vaccinated. Since Health Orders were relaxed, educator numbers have not yet recovered, and several others are also closed due to taking leave.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Implement the Children's Services Strategy - Executive Manager Early Learning and Customer Services

1. Deliver a program collaboratively with one centre and one elder care service and report on the outcomes for community connections.

There is an ongoing relationship established between Cromer Vacation Care and Dee Why Gardens Retirement Village. During the spring school holidays some of the residents visited the centre to catch up with the children and enjoy a magic show together. Cromer Vacation Care is planning on doing some Christmas craft or carols with the Dee Why Gardens residents. North Harbour Vacation Care made kindness cards to send to the residents at Bupa Aged Care in Seaforth - these were delivered by the Vacation Care Services Coordinator and were very enthusiastically received. They are now in discussions to try and organise an in-person visit in the April school holidays.

2. Develop a business case for a new Council-run centre in the upper Northern Beaches and/or Frenchs Forest: This is being explored for future opportunities.

3. Facilitate efficient and effective recruitment and onboarding processes to ensure the seamless delivery of high-quality service. Review and refine employment policies to strengthen the delivery of accessible and integrated services for families.

The Manager Early Learning Centres continues to work with marketing/communications and HR to refine the recruitment and onboarding process as well as ensuring that our employment policies support our model of service delivery. The Manager Early Learning Centres also attended a careers expo at North Sydney TAFE to promote Northern Beaches Council as an early childhood employer of choice and, in an attempt to fill some of the current permanent and temporary vacancies, directly contacted educators from the casual pool highlighting the benefits of permanent and temporary positions with Council.

4. Empower and support educators to feel confident in articulating Council's early learning approach and the importance of early learning.

Council's Children's Services early learning approach is embedded in our policies, procedures and practices. Staff discussions about our early learning approach and the importance of early learning take place at monthly service team meetings, management team meetings, policy review meetings and daily in the services. Continuous learning is encouraged for all educators via training aligned with our services philosophies that support our early learning approach. A poster articulating this learning approach has been produced in consultation with the marketing and communications team along with other reference materials to support the educators in articulating our early learning approach. Consultation about the best format and distribution of these resources is continuing, with distribution planned in early January 2023.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule

Childcare Buildings



Children's centres works program - Executive Manager Property

This project sees the renewal of Council owned and operated Children's Centres.

A grant offer was received from NSW Department of Education in October 2022 which required additional co-contribution funds from Council. The grant offer was declined as it was inadequate to cover the project costs. Council funds have been diverted to priority works at the site including drainage and lift replacement.

Urgent works to renew playground surfaces in response to WHS concerns have also been delivered under this year's program at Dee Why Children's Centre. Works were completed in July 2022. Further works to renew outdoor play areas at the Centre are planned and will be delivered later in the financial year, overlapping into next financial year.

FINANCIALS - Children's Services

Income and Expenditure Statement 01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	6,959	7,115	(156)	14,021	13,999	13,999
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	13	2	12	4	4	4
Grants and Contributions - Operating Purposes	1,415	1,521	(107)	2,126	2,126	2,126
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	8,388	8,638	(251)	16,151	16,128	16,128
Expenses from Operations						
Employee Benefits and Oncosts	(6,441)	(5,773)	(668)	(12,503)	(12,485)	(12,485)
Borrowing Costs	(3)	(4)	0	(7)	(7)	(7)
Materials and Services	(651)	(1,129)	477	(2,237)	(2,250)	(2,250)
Depreciation and Amortisation	(32)	(32)	(0)	(59)	(59)	(59)
Other Expenses	-	-	-	-	-	-
Internal Charges	(249)	(263)	14	(538)	(536)	(536)
Overhead Allocation	(392)	(392)	-	(785)	(785)	(785)
Total Expenses from Operations	(7,769)	(7,592)	(177)	(16,128)	(16,120)	(16,120)
Surplus / (Deficit) from Operations	618	1,046	(428)	22	8	8
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	41	11	30	-	100	100
Surplus / (Deficit) from Operations including Capital Grants and Contributions	659	1,058	(399)	22	108	108
Rates and Annual Charges						
Rates and Annual Charges	-	-	-	-	-	-

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total Surplus from Operations of \$0.6m is higher than forecast by (\$0.4m) at the end of the quarter.

Total Income from Operations of \$8.4m is lower than forecast by (\$0.3m).

User Charges and Fees are lower by (\$0.2m) as a result of a combination of lower utilisation at Roundhouse due to urgent rectification works throughout August and September, lower occupancy at Family Day Care due to lower educator numbers and lower utilisation of Vacation Care.

Grants and Contributions for Operating Purposes are lower by (\$0.1m) as a result of a timing/phasing issue with grant funding and new funding arrangements from NSW Education to support fees for four year-old children.

Total Expenses from Operations of (\$7.8m) are higher than forecast by (\$0.2m).

Employee Benefits and Oncosts are higher by (\$0.7m) as a result of higher casual salaries due to unavailability of Agency staff and not being able to fill Trainee positions.

Materials and Services are lower by \$0.5m as a result of lower than anticipated spending on Agency personnel, timing of rent for Dee Why being paid and lower spending on excursions and incursions for vacation care.

Annual Forecast

For the full financial year, the Total Surplus from Operations is forecast to remain at \$0.0m.

Library Services

HIGHLIGHTS

Valued social institutions

With more than 185,000 visits to public libraries over the quarter, library services are one of Council's most valued social institutions on the Northern Beaches. At end-December 2022, there were more than 69,000 active members of the library service who regularly borrow items, attend programs and events, volunteer or browse the local history portal 'History Hub'.

515 community members receive a tailored home library service, with Council volunteers delivering more than 6,221 items this quarter, providing valuable recreational and education material to those in the community unable to visit Council's libraries.

The library has ensured contemporary, popular collections are available, in both print and digital platforms, with over 207,000 physical loans and over 76,000 e-loans from the service in the last three months.

Creative and connected communities

The library provided a varied programming and events calendar such as HSC Take Overs, the Zine Fair, Local History Talks, the return of Local Author Talks and the biennial Artist Book Award competition, Community Wishing Trees and the ever-popular Story Times and Christmas Pantomime shows. This quarter more than 9,411 members of the community attended a program with more than 437 programs or events on offer.

In response to Council resolution, a trial partnership with Early Ed Cubby Toy House Library is in development, to commence a 12-month trial of toy library facilities in the library space.

Digital inclusion

Digital library services continue to play a key role in supporting the community, with more than 76,000 loans of the digital collection occurring in the quarter.

The Northern Beaches Library app continues to grow in popularity with more than 47,200 visits in the last three months. The library app allows access to the library anywhere and at any time.

The local studies team continues to focus on the preservation of rich collections, with 255 items digitised this quarter and a total 28,557 items accessible on History Hub. An online portal, History Hub provides instant access to photographs, videos and oral histories and has received more than 8,719 users in the quarter.

Improved spaces and places

Forestville library has continued to be transformed into an accessible and contemporary community space with a public trial completed for 24/7 access to the library.

The public trial has been exceptionally well received by the Forestville community. In the three-month trial, a total of 655 community members signed up with more than 50% of new members under 30 years old. Forestville library was visited more than 7,500 times after regular staffed opening hours, often studying, working or simply enjoying the space on a rainy Sunday. Members

praised the “stellar service” and the ability to “visit on the weekend, without having to rush”, stating “this is easily the best council initiative that makes a positive impact to me in recent years”.

With assistance from Dementia Australia, audits have been conducted at all library branches, working towards a dementia-friendly accreditation.

Performance measures – Library Services	Target	September quarter	December quarter
No. Home Library customers	525	522*	515*
No. library programs and activities	400	389**	437
No. of physical visits to libraries	175,000	217,991	185,622

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

- * Numbers are constrained by the loss of elderly clients and those that leave LGA.
- ** The number of programs and activities have not yet returned to pre-COVID levels.

OPERATIONAL PROJECTS

Key: ✔ Complete 🔄 Progressing ! Behind schedule



Develop a Library Strategy - Executive Manager Library Services

Tender awarded, consultant onboarded. Initial research and stakeholder engagement sessions conducted.



Review and implement opportunities for 24/7 access to the physical library space - Executive Manager Library Services

Public trial completed 30 November 2022.

Final documentation approved in preparation for full launch for Forestville March 2023.

Exploring opportunities at Manly Library.



Achieve dementia friendly accreditation across appropriate library services - Executive Manager Library Services

Pending dementia friendly audit report for further advice and direction.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Library Upgrades



Mona Vale library - upgrades and new works - Executive Manager Property

Any building works will progress following advice received from the consultancy services in connection with the Mona Vale Community Cultural Precinct.



Library Bookstock - Executive Manager Library Services

Works complete in 2021/22. Final payment made in 2022/23.



Library buildings works program - Executive Manager Property

This program allows for works at Council's libraries.

This year's priority is roofing works at Dee Why.

Community Space and Learning



Library local priority grant purchases - Executive Manager Library Services

Additional CCTV installation complete. Minor children's area refurbishment underway.

Planning continues for an inclusive toilet upgrade.



Library books - replacement - Executive Manager Library Services

December saw an overspend of \$19,256 compared to forecast. Ordering adjusted to reflect publishing cycle.

Of the physical items received, Adult Fiction comprised 47% of stock, Adult Non-Fiction 19%, Junior items 23% and DVDs 5%. The remaining 6% of stock received was Young Adult and Audio Visual items.

FINANCIALS - Library Services

Income and Expenditure Statement 01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	76	75	1	151	151	133
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	69	46	23	92	92	110
Grants and Contributions - Operating Purposes	796	-	796	799	799	799
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	940	121	819	1,043	1,043	1,043
Expenses from Operations						
Employee Benefits and Oncosts	(3,488)	(3,616)	128	(7,800)	(7,800)	(7,800)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(603)	(607)	4	(1,174)	(1,285)	(1,285)
Depreciation and Amortisation	(911)	(911)	-	(1,823)	(1,823)	(1,823)
Other Expenses	(91)	-	(91)	(118)	(118)	(118)
Internal Charges	(36)	(39)	3	(96)	(84)	(84)
Overhead Allocation	(527)	(527)	-	(1,054)	(1,054)	(1,054)
Total Expenses from Operations	(5,657)	(5,700)	43	(12,064)	(12,164)	(12,164)
Surplus / (Deficit) from Operations	(4,716)	(5,579)	862	(11,022)	(11,122)	(11,122)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	64	-	64	162	244	111
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(4,653)	(5,579)	926	(10,859)	(10,878)	(11,011)
Rates and Annual Charges						
Rates and Annual Charges	5,551	5,551	-	11,022	11,022	11,022

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$4.7m) is lower than forecast by \$0.9m at the end of the quarter.

Total Income from Operations of \$0.9m is higher than forecast by \$0.8m.

Grants and Contributions for Operating Purposes are higher by \$0.8m as a result of the timing of the receipt of the Library Subsidy and Local Priority Grants.

Total Expenses from Operations of (\$5.7m) are slightly lower than forecast.

Employee Benefits and Oncosts are lower by \$0.1m as a result of leave taken and vacant positions within the Service.

Other Expenses are higher by (\$0.1m) as a result of the timing of subsidy payments to Community Libraries.

Grants and Contributions for Capital Purposes are higher by \$0.1m as a result of the timing of the receipt of the Local Priority Grant.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to remain at (\$11.1m). Expenditure of the capital grant has been rephased in 2023/24.

Strategic Land Use Planning

HIGHLIGHTS

Northern Beaches Local Environmental Plan

Council undertook a three-month public exhibition of its Conservation Zones Review, finishing on 5 December 2022. The Review provided an assessment of the use of environmental conservation zones in Council's current Local Environmental Plans (LEPs), other relevant studies and guidance, and recommended a methodology to create a single set of Conservation Zones for the new Northern Beaches LEP based on mapping of hazards and ecology (e.g. bushfire and flooding, threatened species and core habitat).

The exhibition received 950 submissions and the strategic planning team responded to hundreds of telephone and written enquiries during the exhibition period. Next steps in the process are:

- to review submissions in consultation with Council's consultants in January/February 2023.
- to present outcomes to Council in late February 2023.

Morgan Road planning proposal assessment

Council received notice from the Department of Planning and Environment of a Planning Proposal by the Metropolitan Local Aboriginal Land Council to rezone land in Morgan Road, Oxford Falls Valley, to permit a 450-allotment subdivision of their land.

Council was given only 28 days to review the hundreds of pages of documentation, report to Council and provide comments back to the Department. The strategic planning team coordinated comments from across Council and provided a detailed submission to the Department with Council's full endorsement.

The matter was considered by the Northern Region Strategic Planning Panel on 21 December 2022. The Panel recommend to the Minister for Planning and Homes to grant a 'Gateway' approval for the Planning Proposal to allow for its formal public exhibition.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Develop Place Plans for Mona Vale, Avalon, Manly and other centres on a rolling program - Director Planning & Place

- Mona Vale Place Plan - housing and employment data is being used to develop a detailed Traffic Report, to consider impacts on local transport networks and major intersections.
- Draft Manly Place Plan - undergoing internal review and costings. Feedback received on concept designs from Manly Project Working Group.
- Avalon Beach Place Plan - adopted by Council in July 2022.



Prepare Northern Beaches Local Environmental Plan, Development Control Plan and associated studies - Director Planning & Place

Conservation Zones Review exhibition completed on 2 December 2022. Over 950 submissions received. Review of submissions commenced in consultation with our consultants, Meridian Urban. The Department of Planning has requested involvement as a "pilot" project. Internal workshop proposed in early February and a Councillor briefing is to occur in late February 2023. Work on LEP and DCP progressing with plans for six weekly meetings with Department of Planning in the new year to workshop key issues. The Department is also to arrange a meeting to discuss the capacity of the Planning Portal to provide an exhibition environment for the new Northern Beaches LEP.



Frenchs Forest precinct planning for a sustainable area with Green Star Communities rating - Director Planning & Place

Land at Frenchs Forest rezoned and came in on 1 June 2022. The statutory provisions do not provide for the ability or certainty for an application for Green Star Communities rating to be successful.



Complete Brookvale Structure Planning and Rezoning - to revitalise Brookvale town centre - Director Planning & Place

The draft Brookvale Structure Plan was endorsed by Council for public exhibition at its November 2022 meeting. Public exhibition is from 1 December 2022 to 28 February 2023.



Ingleside Precinct – work with Department of Planning and Environment on the potential land release - Director Planning & Place

This project is now closed by NSW Government following its decision on 10 June 2022. The future strategic planning for the Ingleside area is now being considered by Council under the new LEP/DCP project.

FINANCIALS - Strategic Land Use Planning

Income and Expenditure Statement 01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	608	586	22	1,172	1,172	1,172
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	1	-	1	-	-	-
Grants and Contributions - Operating Purposes	320	323	(3)	332	332	332
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	929	909	20	1,503	1,503	1,503
Expenses from Operations						
Employee Benefits and Oncosts	(2,153)	(2,218)	65	(4,783)	(4,783)	(4,783)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(300)	(654)	353	(765)	(1,129)	(970)
Depreciation and Amortisation	(27)	(27)	-	(55)	(55)	(55)
Other Expenses	(527)	(528)	1	(715)	(715)	(715)
Internal Charges	(100)	(100)	-	(213)	(213)	(213)
Overhead Allocation	(215)	(215)	-	(430)	(430)	(430)
Total Expenses from Operations	(3,323)	(3,742)	419	(6,961)	(7,325)	(7,166)
Surplus / (Deficit) from Operations	(2,394)	(2,833)	439	(5,457)	(5,821)	(5,662)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,394)	(2,833)	439	(5,457)	(5,821)	(5,662)
Rates and Annual Charges						
Rates and Annual Charges	2,665	2,665	-	5,044	5,044	5,044

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$2.4m) is lower than forecast by \$0.4m at the end of the quarter.

Total Expenses from Operations of (\$3.3m) are lower than forecast by \$0.4m.

Employee Benefits and Oncosts are lower by \$0.1m as a result of staff leave taken and vacant positions within the Service.

Materials and Services are lower by \$0.4m as a result of lower Contract Service payments associated with Land Use Planning.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$0.2m to (\$5.7m) principally due to reduced expenses for the Northern Beaches LEP project and the review of Section 7.11 and 7.12 Contribution Plans.

Development Assessment

HIGHLIGHTS

This quarter 487 Development Applications, 160 Modifications of Consent and two Review of Determination Applications were lodged for assessment and 22 Pre-Lodgement meetings were held.

Council received Development Applications with a total value of \$402 million in cost of works, an increase of 5.2% received when compared to the same quarter in 2021. The total value of works highlights the extent and volume of development occurring within the Northern Beaches.

In December, Council received the outcome of a Performance Audit conducted by the NSW Auditor General of Development Applications – Assessment and Determination Stages. Northern Beaches Council was one of three Councils selected for the audit. In the report tabled to the NSW Parliament, the Auditor-General made no recommendations for Northern Beaches Council concerning Development Applications or any process improvements. This exceptional outcome validates the robust, transparent, and efficient development assessment systems and processes in place.

Performance measures - Development Assessment	Target	September quarter	December quarter
Average determination time of 90% of Development applications, modifications and reviews (days)	≤ 75	64	63
Outstanding applications, modifications and reviews older than 100 days (since application received)	≤ 20%	23%*	19%

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

* The target was marginally missed due to resourcing constraints. This result has been steadily improving over the latest quarter.

FINANCIALS - Development Assessment

Income and Expenditure Statement

01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	2,195	1,774	421	3,550	3,550	3,550
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	2,195	1,774	421	3,550	3,550	3,550
Expenses from Operations						
Employee Benefits and Oncosts	(2,592)	(2,591)	(1)	(5,589)	(5,589)	(5,589)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(327)	(290)	(37)	(584)	(662)	(662)
Depreciation and Amortisation	(40)	(40)	-	(80)	(80)	(80)
Other Expenses	-	-	-	-	-	-
Internal Charges	(87)	(87)	-	(187)	(187)	(187)
Overhead Allocation	(342)	(342)	-	(685)	(685)	(685)
Total Expenses from Operations	(3,388)	(3,350)	(38)	(7,124)	(7,203)	(7,203)
Surplus / (Deficit) from Operations	(1,193)	(1,576)	383	(3,574)	(3,653)	(3,653)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,193)	(1,576)	383	(3,574)	(3,653)	(3,653)
Rates and Annual Charges						
Rates and Annual Charges	1,578	1,578	-	3,574	3,574	3,574

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$1.2m) is lower than forecast by \$0.4m at the end of the quarter.

Total Income from Operations of \$2.2m is higher than forecast by \$0.4m.

User Charges and Fees are higher by \$0.4m as a result of greater development applications.

Total Expenses from Operations of (\$3.4m) are higher than forecast due to the timing of contract payments associated with land use planning expenditure.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to remain at (\$3.7m).

Environmental Compliance

HIGHLIGHTS

Council’s arbovirus surveillance program continues this year. To-date, the program has identified low mosquito populations with zero arbovirus detections.

Given growing community feedback regarding dog management across the Northern Beaches, the rangers team have commenced a two-week proactive dog patrol program. The proactive program focuses on patrols of key areas during weekday peak times (6am – 10am and 4pm – 8pm) and all day on weekends at the following locations:

- North Curl Curl Beach
- Mona Vale Beach
- Narrabeen and North Narrabeen Beach
- Freshwater Beach
- Palm Beach
- Avalon Beach
- Long Reef Beach
- Collaroy Basin
- Forty Baskets Beach
- Sandy Bay Beach
- Clontarf Beach
- Newport Beach

Performance measures – Environmental Compliance	Target	September quarter	December quarter
All mandatory food inspections completed	100%	100%	48%*

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

* Impacted by resourcing constraints of staff vacancies and extended leave. Staff recruitment and onboarding continues; and a meeting is scheduled with the NSW Food Authority on current trends.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule



Review environmental compliance tools and procedures to improve customer experience - Executive Manager Environmental Compliance

Council continues to partner with the RSPCA in the Keeping Cats Safe at Home program. The program aims to promote responsible animal ownership, for animal welfare and protection of wildlife.

Online payment facilities are working well for Building Information Certificates, Complying and Development Certificates, Construction Certificates and appointment of Principal Certifiers. This allows applicants to pay online and removes unnecessary delays.

FINANCIALS - Environmental Compliance

Income and Expenditure Statement 01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	1,003	1,133	(130)	2,433	2,353	2,278
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	2,866	3,784	(918)	8,200	7,870	7,535
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	3,869	4,918	(1,048)	10,633	10,223	9,813
Expenses from Operations						
Employee Benefits and Oncosts	(4,352)	(4,705)	353	(9,942)	(10,123)	(9,713)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(779)	(769)	(9)	(1,742)	(1,478)	(1,478)
Depreciation and Amortisation	(77)	(77)	-	(155)	(155)	(155)
Other Expenses	(12)	(0)	(12)	(2)	(2)	(2)
Internal Charges	(332)	(335)	3	(723)	(723)	(723)
Overhead Allocation	(605)	(605)	-	(1,211)	(1,211)	(1,211)
Total Expenses from Operations	(6,157)	(6,492)	334	(13,773)	(13,691)	(13,281)
Surplus / (Deficit) from Operations	(2,288)	(1,574)	(714)	(3,140)	(3,468)	(3,468)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(2,288)	(1,574)	(714)	(3,140)	(3,468)	(3,468)
Rates and Annual Charges						
Rates and Annual Charges	1,195	1,195	-	3,140	3,140	3,140

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$2.3m) is higher than forecast by (\$0.7m) at the end of the quarter.

Total Income from Operations of \$3.9m is lower than forecast by (\$1.0m).

User Charges and Fees are lower by (\$0.1m) as a result of lower Environmental Health fee receipts and timing differences associated with Regulatory Support fees.

Other Revenues are lower by (\$0.9m) as a result of lower Parking and Other Fines income.

Total Expenses from Operations of (\$6.2m) are lower than forecast by \$0.3m.

Employee Benefits and Oncosts are lower by \$0.4m as a result of staff leave taken and vacancies within the Service.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to remain at (\$3.5m). Reductions in Fee and Fine income have been offset by reductions in Employee Benefits and Oncosts expenses.

Parks and Recreation

HIGHLIGHTS

Open space booking system

The online bookings system has been expanded and booking enquiries can now be submitted via Council's website for weddings and small to medium events across the Northern Beaches. The system also enables our community to see the availability of venues which can be reserved whilst a booking application is being assessed by Council.

Beach safety

The summer season is well and truly underway with favourable beach conditions for most of the past quarter. The Christmas period was especially busy with great weather and mild ocean temperatures. The past few years have been impacted by COVID-19 restrictions and La Nina weather patterns – this year saw a return to more beach friendly conditions.

In the past quarter lifeguards have recorded 3.8 million visitors and completed 310 rescues, 102,500 preventative actions and 1,500 first aid actions.

Recreation planning

Let's Play the Northern Beaches Open Space and Outdoor Recreation Strategy and Action Plan was adopted by Council. This Strategy will guide improvements, management and future planning of our open spaces and outdoor recreation facilities over the next 15 years through the staged implementation of over 200 actions.

Sport and Recreation Infrastructure Grants Program

Council approved funding of these projects through the 2022/2023 Sport and Recreation Infrastructure Grants Program:

- Manly Warringah District Cricket Club; to remove the two existing junior cricket wickets and to install three new junior cricket wickets at Seaforth Oval - \$50,000.
- Forest Hills Pony Club; to upgrade existing obstacles and install new obstacles at the cross country equestrian course at the JJ Melbourne Hills Memorial Reserve, Terrey Hills - \$16,315.
- Manly Croquet Club; to install a new reverse cycle air-conditioning system in the Manly Croquet Club building at Keirle Park, Manly - \$13,685.
- Beacon Hill Youth Club (Beacon Hill Football Club); contribution towards the installation of a new awning and a kitchen upgrade for the club house building at Beacon Hill Reserve, Beacon Hill - \$10,000.
- Bareena Park Tennis Club; contribution towards the resurfacing of tennis courts at the Bareena Park Tennis Complex, Balgowlah Heights - \$10,000.

Naming proposals

In this quarter these naming proposals were adopted by Council: Brian Green lookout on Carrington Parade Curl Curl, Purple Poppy Dog Park at the Forestville War Memorial Playing Fields and the Irene Crump Reserve in Freshwater.

Managing urban trees

There were 1,730 requests received from the community regarding trees on public land. Over 450 trees were planted across the Northern Beaches as part of our ongoing public open space tree planting program.

Tree Services received and processed 132 private tree applications to remove or prune trees, there was 82 approved for removal and 28 approved for pruning. There were 20 applications refused and 82 applications recommended for a tree replacement.

Upgrading parks, trails, foreshores and playgrounds

The bank stabilisation and new seawall at Taylors Point, Clareville has been completed. This significant engineering undertaking will assist in preventing pollution events and reducing impacts to public and private property from coastal erosion.

Construction of the new Wyatt Avenue Bike Park in Belrose is nearing completion and will be opened in early February 2023. Fencing was replaced at David Thomas Reserve and around the dog off-leash area at Rowland Reserve, Bayview.

Playground upgrades were completed at Jacka Park Freshwater, Allworth Reserve Davidson and Lindsay Reserve Forestville. Safety improvements were made to the playground at Catherine Park Scotland Island with sand soft fall replacement; and installation of fencing around the playground in May Road, Narrabeena.

Various gardens have been refurbished including replanting of the garden on the corner of St David's Avenue and Pittwater Road Dee Why, where a new garden was established with over 350 tube stock plants planted in recognition of the Lions Clubs' 75th anniversary.

The encapsulation of the boat ramp at Little Manly has been completed ensuring the structural integrity of this important recreational asset for the long term.

Enhancing and managing our sports facilities

A range of works were undertaken to improve the quality and safety of our sportsfields and recreation areas including:

- topdressing Warriewood 1 and 2, Cromer Park 3,4 and 5, Beacon Hill 1 and 2 and the Collaroy Plateau Park fields.
- completing over 3,000m² of returfing at Harbord Oval, David Thomas Reserve and the Forestville War Memorial Playing Fields.
- replacing the irrigation bore at Cromer Park which will assist in keeping the grass healthy over the summer period.
- carrying out turfing works and top dressing at the equestrian ground at JJ Melbourne Hills Memorial Reserve..
- improving drainage at the following sportsfields:
 - new drainage swales at Cromer Park, Wyatt Reserve, Terrey Hills and Beacon Hill
 - installation of drainage at the Boondah Multi-use Courts and Frank Gray Oval at John Fisher Park.
- completing repairs to the cricket nets at Newport Oval, Collaroy Plateau Park, St. Matthews Farm, Hitchcock Park, and Kitchener Park.
- upgrading a number of baseball nets at North Narrabeen Reserve.

Commercial centres

Extensive planting and maintenance works were undertaken in Newport in preparation for the Newport Festival 2022. Some returfing and upgrades to planting were also completed at the North Balgowlah Shops.

Parks and Recreation - Performance measures	Target	September quarter	December quarter
Rockpools cleaned weekly during summer season and every two weeks outside of summer – subject to tidal conditions	95%	90%*	99%
Sportsfields mowed weekly in summer playing season and monthly in winter – subject to weather conditions	95%	90%**	100%
- Workload measures			
Number of preventative actions by professional lifeguards on patrolled beaches [†]	-	4,852	102,500

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

* Storms, big ocean swells and persistent wet weather prevented some scheduled maintenance

** Persistent wet weather prevented some scheduled mowing but grass length did not impact on availability to the public.

† Preventative actions are highly seasonal and reflect the increase in beach visitors.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule

 **Develop an 'Iconic Tree Register' for trees on public land – Executive Manager Parks and Recreation**

Work is continuing on the development of an Iconic Tree Register.

 **Facilitate implementation of the Open Space and Recreation Strategy and Action Plan - Executive Manager Parks and Recreation**

Project is scheduled to start in January 2023.

 **Development of the Indoor Sport and Recreation Strategic Plan - Director Transport & Assets**

Project is in the planning stages, with some initial research conducted.

 **Implement the Sportsground Strategy - Executive Manager Parks and Recreation**

Work is progressing well on the implementation of the sportsground strategy. At Cromer High School, Council has awarded a contract for the installation of irrigation which will be installed in the summer holidays. The DA for the installation of lighting at this sportsground will be lodged after consent has been granted from the Department of Education. Council has also started preparing the required documentation to undertake community engagement and to lodge a DA for sportsfield lighting at Freshwater High. Community engagement is expected to commence in early 2023.



Implement the Northern Beaches Property Management Framework and associated actions - Executive Manager Property

Progress of action items continuing. EOI run for Bangaroo.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Reserves and Parks improvements



North Curl Curl Youth Facility - Executive Manager Parks and Recreation

All planned works at North Curl Curl Community Centre have been completed.



Freshwater Beach Masterplan implementation - Executive Manager Parks and Recreation

Council is finalising the detailed design following community feedback. As it is unlikely a tender for the playground will be considered before March 2023 there will not be as much progress on construction as initially forecast this financial year.



Wyatt Avenue open space - Executive Manager Parks and Recreation

The construction of the Bike Park is progressing but is behind schedule due to difficulties in securing materials earlier in the project. It is due for completion in January 2023.



McKillop Park boardwalk - Executive Manager Parks and Recreation

Community engagement has closed with strong support for the project. The tender package will be finalised in early 2023 and released to the market in March. Construction is likely to commence in mid-2023.



Manly Dam boardwalk - Executive Manager Parks and Recreation

Delayed due to tender revision required for the trail link between Picnic Area 2 and 3. It is expected the recommended tenderer will be considered by Council at its February 2023 Council meeting. Construction will commence in mid-2023.



Ivanhoe Park Masterplan implementation - Executive Manager Parks and Recreation

The reconstruction of the heritage bridge has been completed. The responses to the request for quotation to replace the fence along Raglan Street and Sydney Road exceeded budget and the Request for Quotation will be revised and reissued in early 2023.



Lynne Czinner Park, Warriewood - Executive Manager Parks and Recreation

The design is behind schedule, with the tender for construction expected to go to market in early 2023 for commencement in mid-2023. Construction activities this financial year will be limited.



Lionel Watts fitness space - Executive Manager Parks and Recreation

A contract has been awarded for the design and construction of the fitness equipment with work on site to commence in March 2023.



Forestville War Memorial playing fields fitness station - Executive Manager Parks and Recreation

A contract has been awarded for the design and construction of the fitness equipment with work on site to commence in March 2023.



Oxford Falls bushland reserve - Executive Manager Parks and Recreation

A contract has been awarded and work is expected to commence on the stairs at Maybrook Reserve Cromer in early 2023.



Reserves renewal program - Executive Manager Parks and Recreation

Council has appointed a contractor for the renewal of the Tyagarah Reserve bridge in Cromer with work planned to commence in 2023. The renewal of the pathway through King Street Reserve Manly Vale has been completed. The renewal of the pathway through Toongari Reserve in Avalon has been completed. The Program is financially behind schedule as no payment claims for the Tyagarah bridge renewal have been made by the contractor yet.

Sportsgrounds improvements



Connecting all Through Play - Active Play - Executive Manager Parks and Recreation

Due to wet ground conditions in September and October 2022 the construction works at Passmore Reserve were delayed. Works have commenced to install floodlighting, which will be operational before the start of the 2023 winter sports season.



Sports Club Capital Assistance Program - Executive Manager Parks and Recreation

- 2021/22 Grants Program - the Collaroy Plateau Cricket Club's request to extend their project completion date to 31 January 2023 was approved.
- 2022/23 Grants Program - the Manly Croquet Club, Beacon Hill Youth Club and the Manly Warringah District Cricket Club signed their grant funding agreements.



Sportsfield renewal program - Executive Manager Parks and Recreation

Drainage works at Frank Grey Oval, Curl Curl, Kitchener Park, Mona Vale and Beverly Job Park, Narrabeena have been scheduled for construction over the upcoming summer period. The contract for the renewal of lighting at Kitchener Park has been executed and work is scheduled to commence in early 2023. A contract for light pole replacements at various sportsfields has been awarded with work to be completed by June 2023. The program is financially behind schedule due to payment claims for drainage work not yet received.

Foreshore and Building improvements



Mona Vale Surf Life Saving Club - new building works - Executive Manager Property

Works completed and final payment made.



Long Reef Surf Life Saving Club - new building works - Executive Manager Property

This project is for construction of a new surf life saving club, public amenities, café and community storage. The design was finalised in late 2020 in collaboration with the Club and appointed architects, with works commencing in February 2021.

The works are nearing completion, with public amenities to open in late January 2023. Plans for February include an opening ceremony for the club building, and commencement of the café fit out, pending approvals. Temporary facilities and the temporary club house will be removed once the club has relocated.



Manly Life Saving Club design works - Executive Manager Property

In consultation with the community and relevant stakeholders, this project will create a design for the refurbishment/replacement of Manly Life Saving Club and associated community facilities.

Following a two-stage process, Terroir has been appointed as the architect for the project.



Little Manly Beach Masterplan implementation - Executive Manager Parks and Recreation

Work on the seawall was completed in December 2022 but cannot be opened yet due to the unexpected finds of human remains, and asbestos requiring additional investigation and work before it can be removed. The demolition of 40 Stuart Street is scheduled to be undertaken in April 2023. Work on the pathway is complete.



Mona Vale Beach upgrade - Executive Manager Parks and Recreation

Major works have been completed at Mona Vale Beach. Minor outstanding operational works will be completed in 2022/2023.



Manly Dam mountain bike trail upgrade - Executive Manager Parks and Recreation

Project is scheduled to start in January 2023.



Warriewood Beach foreshore upgrades - Executive Manager Parks and Recreation

Due to significant delays by a design consultant for Stage 1, new retaining wall, shower area, bin enclosure and driveway, the project will be delivered in autumn 2023 and is likely to rollover into the next financial year.



Foreshores renewal program - Executive Manager Parks and Recreation

The contract for the renewal of the seawall at Snapperman's Beach has been awarded and work will commence in early 2023. The Taylors Point seawall and bank stabilisation project has been completed. Planning has commenced for the renewal of Shelly Beach front to be undertaken in 2023. Work has commenced on the design of the replacement bridge and boardwalk at Long Reef Beach to be delivered in the winter of 2024. The design for the reconstruction of the access road through Wellings Reserve, Balgowlah has been completed and will be issued to the market in early 2023.



Rockpool renewal program - Executive Manager Parks and Recreation

The design services contract for the renewal of Mona Vale, Whale Beach and Bilgola rockpools was awarded in December 2022 with major renewal of Mona Vale Rockpool to commence in the winter of 2024.



Dinghy Storage - Executive Manager Parks and Recreation

Harold Reserve (Scotland Island) kayak racks have been installed. Installations at Sangrado Reserve Seaforth and Little Manly Reserve Manly are scheduled for construction in autumn 2023.



Tidal pools refurbishment - Executive Manager Transport & Civil Infrastructure

- Clontarf Pool tender accepted.
- Paradise Beach Tidal Pool undergoing design refinement.



Surf Life Saving Club minor renewals - Executive Manager Property

This program delivers a program of minor works at Surf Lifesaving Clubs (SLSC). The main focus this year are the training room works at South Narrabeen SLSC with smaller projects

and design works at other locations including Dee Why SLSC, Warriewood SLSC, Mona Vale SLSC, Bilgola SLSC, Newport SLSC and Freshwater SLSC.

In this quarter the new stairs, slab remediation due to concrete cancer, slab reinforcement, wall framing and roof framing were completed at South Narrabeen SLSC. Concept drawings for the additions and alterations at North Narrabeen SLSC were completed and agreed by the Surf Club and boardriders club, and preparations are under way for the public exhibition stage. DA documentation for the new storeroom at South Curl Curl SLSC is nearing completion. The DA review application was lodged through the planning portal at the end of November 2022.



Clontarf tidal pool refurbishment - Executive Manager Transport & Civil Infrastructure

Construction to commence February 2023.



Bayview seawall and path - Executive Manager Parks and Recreation

Stakeholder and community consultation has been completed. The tender for construction has been released to the market with construction anticipated to commence in May 2023.

Town centre and village upgrades



Commercial centre upgrade program - Executive Manager Parks and Recreation

The detailed design development for Forestville shops has been completed. The project is behind schedule due to the need to amend the design to ensure the project meets budget. It is expected the design will go to Council's streetscape construction panel in early 2023.



West Esplanade activation plan - Executive Manager Parks and Recreation

All programmed works have been completed.



Commercial centre renewal program - Executive Manager Parks and Recreation

The design for the renewal of the commercial centre at Church Point has been finalised and will be issued to the market in early 2023. The design process has been delayed by the need for further stakeholder engagement.

Playground improvements



Frenchs Forest Precinct park upgrades - Executive Manager Parks and Recreation

The detailed design for Brick Pit Reserve is progressing slower than expected, and is likely to be completed in early 2023. As it is unlikely a tender will be considered before May 2023 there will not be as much progress on construction as initially forecast this financial year.



Little Manly Point Reserve Playground Upgrade - Executive Manager Parks and Recreation

All programmed works have been completed.



Jacka Park playground upgrade - Executive Manager Parks and Recreation

The playground upgrade at Jacka Park Freshwater has been completed and has been well received by the community.



Griffith Park playground upgrade - Executive Manager Parks and Recreation

The concept plan for Griffith Park playground is currently being prepared for release to the market in early 2023.



Ashley Parade Reserve new playground - Executive Manager Parks and Recreation

Community engagement has concluded with a high level of support from the community however Sydney Water have advised that it is highly likely that they will require the site to be used for critical infrastructure repairs. The project will not proceed until Sydney Water have completed the repairs.



Dee Why Beach (Michaela Howie) playground upgrade - Executive Manager Parks and Recreation

The design brief for the design and construction contract is currently being prepared and will be issued to the market in February 2023.



Playground renewal program - Executive Manager Parks and Recreation

Work is progressing well on the playground renewal program with the playground renewal at Poppy Park, Forestville being awarded in December 2022 with work to commence in 2023.

Recreational trails



Recreational trails - renewal program - Executive Manager Parks and Recreation

The Recreational Trails Program is behind schedule due to the contractor who was to undertake the renewal works along the Manly Scenic Walkway withdrawing from the project, meaning procurement will need to recommence.

FINANCIALS - Parks and Recreation

Income and Expenditure Statement 01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	1,249	1,402	(153)	2,534	2,534	2,534
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	163	143	20	286	286	286
Grants and Contributions - Operating Purposes	143	1,340	(1,197)	1,097	1,624	1,340
Other Income	6	-	6	2	2	2
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	1,561	2,884	(1,323)	3,920	4,446	4,163
Expenses from Operations						
Employee Benefits and Oncosts	(5,985)	(6,029)	44	(13,414)	(13,414)	(13,414)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(7,997)	(9,082)	1,085	(15,100)	(15,983)	(15,700)
Depreciation and Amortisation	(3,156)	(3,156)	-	(6,315)	(6,315)	(6,623)
Other Expenses	(177)	(38)	(139)	(256)	(256)	(256)
Internal Charges	(717)	(704)	(13)	(1,454)	(1,454)	(1,457)
Overhead Allocation	(1,912)	(1,912)	-	(3,826)	(3,826)	(3,826)
Total Expenses from Operations	(19,944)	(20,921)	977	(40,366)	(41,250)	(41,277)
Surplus / (Deficit) from Operations	(18,383)	(18,036)	(347)	(36,447)	(36,804)	(37,114)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	1,968	2,242	(274)	5,826	5,337	5,699
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(16,415)	(15,794)	(621)	(30,621)	(31,467)	(31,415)
Rates and Annual Charges						
Rates and Annual Charges	17,386	17,386	-	36,421	36,421	36,421

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$18.4m) is higher than forecast by (\$0.3m) at the end of the quarter.

Total Income from Operations of \$1.6m is lower than forecast by (\$1.3m).

User Charges and Fees are lower by (\$0.2m) due a result of the timing of Open Space booking fees on sports facilities.

Grants and Contributions for Operating Purposes are lower by (\$1.2m) a result of the timing of B-line Mona Vale to Seaforth Road corridor tree planting program.

Total Expenses from Operations of (\$19.9m) are lower than forecast by \$1.0m.

Materials and Services are lower by \$1.2m a result of the timing of B-line Offset Tree Planting project.

Other Expenses are higher by (\$0.1m) due to the timing of Surf life Saving Association subsidy payments.

Grants and Contributions for Capital Purposes are lower by \$0.3m principally due to the deferral of Warriewood Beach Foreshore Upgrades to 2023/24.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to increase by (\$0.3m) to (\$37.1m) to cover additional depreciation charges. Council secured funding for Clontarf Tidal Pool job, which is recognised as a capital grant.

ECONOMIC

Economic Development, Events and Engagement

HIGHLIGHTS

Business support service

We continue to run our Business Support Service to provide a one-stop-shop for businesses to help them navigate Council processes for starting or growing a business on the Northern Beaches.

Northern Beaches economic development strategy

At its December 2022 meeting Council approved the draft Northern Beaches Economic Development Strategy to go on public exhibition. The draft strategy “Business on the Beaches” sets the directions to help local businesses recover from COVID-19 and plan for a more sustainable and resilient economy into the future. Together with the business community and government agencies, the strategy aims to create the conditions for new businesses, nurture innovation, revitalise town centres and help businesses transition to a low carbon economy. The draft strategy will be on exhibition for eight weeks from the end of January 2023 and feedback from the community will be presented to Council, along with the final Economic Development Strategy, in mid-2023.

Small business month

On 16 November 2022, Council held its Small Business Month event at Dee Why RSL funded by the NSW Government. The event titled “Humanising Business” featured business coach, Brook McCarthy, talking about how to run a business for both passion and profit. A panel of NSW Government education and business support providers also discussed current skills shortages for small businesses and available support for traineeships and upskilling staff.

Activating local places

Council continued to support the activation of local spaces through a variety of initiatives across the Northern Beaches:

- Manly Family Fun Fest - a fun-filled family event held on the Corso and Sydney Road Manly.
- businesses in Seaforth, Forestville, Narrabeen and Freshwater participated in the Halloween Trail over two weeks with over 70 businesses participating.
- Newport Spring Festival – Council partnered with Newport Business Chamber to close Robertson Road for a day of fun-filled activities for the community which included a live mural artwork installation.
- Forestville Spring Festival was held at The Centre, Forestville with children’s entertainment, music, specials from local restaurants and cafes and local community groups in attendance.
- Festive Freshie kicked off the annual festive programming in partnership with Freshwater Inc. with live music and children’s entertainment.
- businesses across the LGA got involved in the Best Dressed Christmas Window display competition with 59 business registering to participate and over 1,700 residents voting for their favourite Christmas window.
- Council supported the Elanora Heights Village businesses to deliver a 2101 Christmas market day.

- the annual Christmas decorations program was rolled out across the LGA commencing with the installation of the Christmas tree on Manly Corso.
- facilitation of the WorldPride 2023 grants program was completed with seven groups being awarded funding to activate the LGA during WorldPride 2023. A working group of Councillors and Council staff will coordinate actions for WorldPride 2023. EOI released for WorldPride 2023 artwork in Manly.
- planning and preparation commenced for next quarter's activation program which will include activities/activations for Australia Day and WorldPride 2023.

Destination Management Plan

A combined marketing campaign with Manly Business Chamber - 'Manly Checklist' - saw some impressive results reaching more than 3,842,102 (across digital marketing including Google Search and Display, YouTube and social media).

Council launched its Tourism eDM to the existing database of holidaymakers and has continued to support planning of the Local Government NSW Tourism Conference to be held at Manly in 2023.

Council is also researching the potential to bid for the Australian Local Government Women's Association Conference to be held in 2025.

Events for Everyone:

Citizenship ceremonies

Council ran two ceremonies, in October and December 2022, with 273 people becoming Australian citizens.

Remembrance Day services

Two services were held to mark Remembrance Day at the eleventh hour of the eleventh day of the eleventh month. These services were conducted at Manly Dam and the Manly War Memorial. Locals were invited to attend the services along with special guests and dignitaries.

Open air cinema

Brookvale Open Air Cinema due to take place in October 2022 was cancelled due to weather conditions. Movies planned were Vivo and Spiderman No Way Home.

World food markets

The World Food Markets were impacted by weather prior to the events taking place. Three locations were planned to be delivered with two nights at each venue. Unfortunately, Collaroy Plateau could not proceed so four evenings were delivered at Freshwater Beach Park. Millers Reserve, Manly Vale went ahead as planned which was a new site. This was well received by attendees and local residents.

Christmas events

Our two annual Christmas carol events were held in early December 2022, Christmas Choral Concert at Manly and Christmas by the Beach at Dee Why. Both events no longer had restrictions in place, approximately 6000 attending Manly and 3000 at Dee Why. Manly is a traditional production with local talent procured to sing Carols along with the local orchestra and combined choir. The MC was Erika Heynatz. Dee Why targets a younger audience and had PAW Patrol

opening the show followed by a traditional carols show. Both events had face painting and food trucks, with Dee Why also having free photos with Santa.

Event grants and sponsorship program round two

Council ran the second round of the Event Grants and Sponsorship Program. The 12 events which received funding include The Bloody Long Walk, Northern Beaches Bands and Brews, Night at The Barracks, Pararoots v USA International and Skate Under the Stars.

New Year's Eve

Over 25,000 gathered on our shores and in our reserves to welcome in the New Year. Four fireworks events took place on New Year's Eve, two run by Council (Dee Why and Frenchs Forest) and two run by local business but supported by Council (Manly and Bayview). All firework displays took place at 9pm with Bayview having an additional show at midnight.

Melwood Oval anniversary

A small function was held to commemorate the Forestville War Memorial Playing Fields' 60th Anniversary and to unveil the renaming of the netball courts. Guests from the Committee and local sporting clubs that use the field were joined by the Mayor, Councillors and dignitaries.

Partnerships

The final weekend of the Night at The Barracks event was held, finishing a successful first year on a high with a sell-out crowd attending to see Neil Finn.

Performance measures – Economic Development, Events, Engagement	Target	September quarter	December quarter
High level projects have a completed Community Engagement Plan and Report (level 1-3 projects)	100%	100%	100%
Decisions on all Council project engagements are communicated to the community within 30 days	85%	100%	100%
Average no. website visits/month	330,000	309,077*	229,600*

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

* Result reflects demand ie website traffic fluctuated lower than expected.

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Implement the Northern Beaches Destination Management Plan - Executive Manager Community Engagement & Communications

Council has continued to support planning of the Local Government NSW Tourism Conference to be held at Manly in 2023. Additionally, we are looking at the potential to bid for the Australian Local Government Women's Association Conference to be held in 2025.

A combined marketing campaign with Manly Business Chamber - 'Manly Checklist' - saw some impressive results reaching more than 3,842,102 (across digital marketing including Google Search and Display, YouTube and social media).

We also launched our Tourism eDM to our existing database of holidaymakers.



Develop and implement an economic development strategy - Director Planning & Place

Council is preparing its first Northern Beaches-wide Economic Development Strategy, 'Business on the Beaches', to set the strategic directions for a vibrant local economy over the next 10 years.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Town and Village Centre Activations



Avalon Place Plan implementation – Executive Manager Parks and Recreation

Project is scheduled to start in February 2023.

FINANCIALS - Economic Development, Events and Engagement

Income and Expenditure Statement 01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	38	112	(74)	357	338	130
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	180	65	115	552	571	741
Grants and Contributions - Operating Purposes	29	-	29	-	-	29
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	247	178	70	909	909	900
Expenses from Operations						
Employee Benefits and Oncosts	(2,766)	(2,719)	(47)	(5,918)	(5,918)	(5,918)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(1,292)	(1,413)	120	(3,500)	(3,400)	(3,389)
Depreciation and Amortisation	(36)	(36)	-	(72)	(72)	(72)
Other Expenses	(73)	(87)	14	(609)	(567)	(567)
Internal Charges	(79)	(76)	(3)	(191)	(191)	(191)
Overhead Allocation	(623)	(623)	-	(1,247)	(1,247)	(1,247)
Total Expenses from Operations	(4,870)	(4,954)	84	(11,537)	(11,396)	(11,384)
Surplus / (Deficit) from Operations	(4,622)	(4,776)	154	(10,628)	(10,487)	(10,484)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(4,622)	(4,776)	154	(10,628)	(10,487)	(10,484)
Rates and Annual Charges						
Rates and Annual Charges	4,630	4,630	-	10,395	10,395	10,395

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$4.6m) is lower than forecast by \$0.2m at the end of the quarter.

Total Income from Operations of \$0.2m is higher than forecast by \$0.1m.

User Charges and Fees are lower by (\$0.1m) as a result of the reclassification to Other Revenues of receipts associated with Council's markets.

Total Expenses from Operations of (\$4.9m) are lower than forecast by \$0.1m.

Materials and Services are lower by \$0.1m as a result of timing differences associated with studio operations, events, tourism and signage projects offsetting increased payments for community engagement projects.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease slightly to (\$10.5m) principally due to cost savings in the events delivery program. Reclassification of income has also been undertaken along with recognising the receipt of Australia Day Community and NSW Small Business Grants.

Transport Traffic and Active Travel

HIGHLIGHTS

Restoring our tidal pools

Council manages six operational tidal swimming enclosures across the Northern Beaches, offering a diverse range of recreational opportunities. Our tidal pool program is aimed at ensuring these facilities are maintained in good condition for everyone to use.

Brady's Point Sea Horse Hotel - to prepare for the demolition and reconstruction of a new Clontarf tidal pool in February 2023 TCI staff, in conjunction with the delivery team, installed five sea horse hotels at Brady's Point. This site can house up to 50 sea horses, 10 per hotel. The Hotels were manufactured in-house by the TCI welding team (Construction and Maintenance) and installed by specialist aquatic ecologists (Cardno). By the time of the construction of the pool, the Hotels should be covered in marine growth, ready for the seahorses.

Making travel on our roads safer

This quarter, 21 sections of road were resurfaced spanning 5km of the road network. Other major works completed include traffic calming and safety improvement works in:

- Tramore Place, Killarney Heights - a one-way traffic flow was introduced to improve safety and enhance traffic flow.
- Bower Lane, Manly - a 20km/hr safe street treatment was implemented to enhance pedestrian safety and amenity.
- Manly Town Centre - ongoing works to improve the 30km/hr high pedestrian activity zone including a new raised pedestrian crossing on West Esplanade at Rowe Street.
- Ernest Street and Condamine Street intersection, Balgowlah - completion of a roundabout.
- Cliff Street and Darley Road intersection, Manly – raised pedestrian crossing.
- Herbert Street and Birkley Road intersection, Manly - construction of landscaped kerb blisters.
- Spicer Road, Oxford Falls - Council crews implemented road level adjustments and sealing of the road resulting in reduced ongoing maintenance at this location.
- Grandview Drive Newport, Narabang Way Belrose, Raglan Street Manly and many more locations - road maintenance in response to the storms earlier in the year continues, with extensive asphalt road repairs undertaken.
- 15 sinkholes within the road network were investigated and made safe by Council crews.

Drainage improvements

In conjunction with the stormwater and delivery team, TCI delivered new kerb and gutter to protect three houses from stormwater entering the properties in Myola Road, Newport.

Council undertook extensive drainage improvements on Spicer Road, Oxford Falls including construction of new pipelines and drainage headwalls prior to road level corrections. Subsoil drainage was also installed on the high side of the road to intercept subsurface water that had historically impacted this pavement over time, leading to increased maintenance.

Over 200m of new concrete dish drains have been installed on Catherine Park Road, Scotland Island that will assist with managing stormwater runoff from the road. Now that these drainage works have been completed, road upgrade and seal works can be scheduled.

Road safety matters

Council ran two campaigns during the December quarter focussing on the vulnerable road user group of children.

- Free vouchers were provided to families to educate them on the safety needs of child car restraints. In the last quarter 55 families received a personal demonstration and instruction from a professional restraint fitter and 86 children are now safer because of these checks.
- Reviewing the safety of children around schools. Following on from a school road safety audit at three schools, Council had discussions with a further 16 local schools. Improvements relate to updated infrastructure, such as pedestrian crossings and signage; promotional material to educate the school community on safely using the school environment; and conversations with principals on changes the school can make to address road safety.

Seniors are another vulnerable road user group. Council visited the community at Peninsular Gardens to present a personalised seniors road safety workshop. Several people updated their road safety knowledge, learning tips on road rules, maintaining or giving up their license, parking and using safe cars and public transport effectively.

Parking services and technology

A Parking Services and Technology Tender was endorsed at the Council Meeting held on 22 October 2022. Staff are working to deliver the first pilot project in the Manly ward along with all accessible parking bays across the LGA, with live data sent to the Park'n'Pay App to inform customers of parking availability.

3D pedestrian crossing trial in Manly

Council installed three new 3D pedestrian crossings in high traffic areas of Manly over summer and will be trialling their effectiveness to decide if they should be used in other high pedestrian and vehicle traffic areas across the LGA. Locations are at the intersection of South Steyne Road and Wentworth Street, and South Steyne Road near Victoria Parade. The new crossings create an optical illusion, so they appear to rise up from the pavement and slow motorists. This trial to improve pedestrian safety is the first in NSW.

Expanding our active travel network

Connecting our community to local destinations, public transport and schools offer walking as a viable means of active travel. In the December quarter, five new footpath projects have been completed, bringing the total number of footpaths constructed this financial year to five.

Work has commenced on the \$7.2 million Pipeline Active Transport Corridor which will connect walkers and cyclists from Beacon Hill to St Ives. The project will be completed in eight stages and add 9.2km of off-road shared paths.

Funding was allocated to Council through the State Government Get NSW Active program for footpaths in Barrenjoey Road Palm Beach, Turimetta Street Mona Vale and for a shared path in Addiscombe Street Manly Vale.

Initial works commenced on the separated cycleway project linking Freshwater Village to Curl Curl with major work commencing in early 2023.

Avalon Streets as Shared Spaces project

Work commenced to deliver the Avalon Streets as Shared Spaces project in Old Barrenjoey Road Avalon Beach.

Parking operations

Council operates five paid parking stations and 36 pay and display reserve car parks. During the December quarter there were 321,151 visits to the Manly pay stations and 17,296 visits to the PCYC pay station in Dee Why.

The Hop Skip Jump buses provided a daily service with nearly 53,000 commuters travelling between October and December 2022. This bus service links Seaforth, Balgowlah Heights, Clontarf, Manly Vale, Fairlight, Manly and Fairy Bower.

Performance measures – Transport and Active Travel	Target	September quarter	December quarter
No. community road safety events/ sessions held	10	7*	4**

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

* Three activities have been delayed by external contractors.

** Some events were postponed due to low registrations and will be held later when participant numbers increase.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule



Implement transport plans which support the Transport Strategy – Parking, Bike, Road Safety, Public Transport and Freight - Executive Manager Transport & Civil Infrastructure

Work relating to implementing the various Transport Plans will be ongoing across the 2022/23 reporting year and will be subject to available funding.



Implement the Walking Plan and Pedestrian Access and Mobility Plans - Executive Manager Transport & Civil Infrastructure

Project on track.



Develop transport plans to support the Transport Strategy – Parking, Public Transport and Freight - Executive Manager Transport & Civil Infrastructure

Parking Plan and Public Transport Plan being progressed.



Plan parking technology and infrastructure across the Northern Beaches - Executive Manager Transport & Civil Infrastructure

Project on track to provide parking sensors in the Manly Ward and disability parking spaces across the LGA.

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Active Travel – cycleways and footpaths



Footpath new - Executive Manager Transport & Civil Infrastructure

Program on track to complete this financial year.



Bike Plan implementation - new works - Executive Manager Transport & Civil Infrastructure

The focus is on delivery of the Narraweena connection between McIntosh and Warringah Roads. There have been some delays awaiting a Road Occupancy Licence from TfNSW for night works along Warringah Road, as well as seeking grant funding to complete the Addiscombe Road link (now secured).



Connecting Communities footpaths program - Executive Manager Capital Projects

Planning and investigations for the Newport to Avalon and Whale Beach Road sections of the Coast Walk are ongoing. Progress is behind schedule due to delays in briefing Councilors on this project.



Connecting Communities cycleways program - Executive Manager Capital Projects

Planning and investigations for the Newport to Avalon and Whale Beach Road sections of the Coast Walk are ongoing. Progress is behind schedule due to delays in briefing Councilors on this project.



Church Point Masterplan boardwalk extension - Executive Manager Transport & Civil Infrastructure

Project on track.



Narrabeen Lagoon pedestrian and cycle bridge - Executive Manager Capital Projects

The Narrabeen pedestrian and cycle bridge was completed and opened for use on 18 November 2022.



Triangle Park North - Dee Why Town Centre - Executive Manager Capital Projects

Design options for Triangle Park North are currently being considered. Community engagement to be undertaken in 2023.



Fern Creek bridge and shared paths - Executive Manager Parks & Recreation

The contractor has been engaged to construct the bridge across Fern Creek and the design is being finalised. Works are anticipated to commence on site in early 2023.



Queenscliff headland access ramp - Executive Manager Transport & Civil Infrastructure

The project is somewhat behind schedule, due to extended negotiations on the works contract, which are in progress. An extension of the funding grant has been received.



Active Transport Corridor project - Executive Manager Transport & Civil Infrastructure

Construction has commenced on the Pipeline Active Transport Corridor project with Section 6: Bantry Bay underway with construction due to be completed in the first quarter of 2023.



Dee Why Beach secure bike storage - Executive Manager Transport & Civil Infrastructure

Investigations underway to determine suitable bike storage that provides secure parking options, including if works can be completed in-house; that are suitable for the local area; and provide a locking system for casual usage.



Streets as Shared Spaces: Avalon - Executive Manager Transport & Civil Infrastructure

Civil work has commenced to upgrade the road height but there were some unexpected delays to improve the drainage. Other works include pedestrian crossings, street furniture, plants, and marking of shared spaces.



Footpath renewal works - Executive Manager Transport & Civil Infrastructure

Program on track to complete this financial year.

Road and related infrastructure upgrades



New traffic facilities - Executive Manager Transport & Civil Infrastructure

Program on track to complete this financial year.



Scotland Island roads and drainage improvements - Executive Manager Transport & Civil Infrastructure

Program on track to complete this financial year.



Warriewood Valley - traffic and transport infrastructure - Executive Manager Transport & Civil Infrastructure

The program is on track to complete this financial year. A design review is underway for upgrade of Boondah Road, and land purchase is progressing for a splay corner to improve the Jubilee Avenue and Warriewood Road roundabout.



Church Point new infrastructure - Executive Manager Transport & Civil Infrastructure

Program on track to complete this financial year.



Kerb and gutter new - Executive Manager Transport & Civil Infrastructure

Program on track to complete this financial year.



Accelerated traffic facility delivery - Executive Manager Transport & Civil Infrastructure

Program on track to complete this financial year.



Safer Schools Infrastructure - Executive Manager Transport & Civil Infrastructure

A shared path in Forest Way has been completed, as has line marking of the Oliver Street cycleway. There have been some delays receiving funding and completing a related road safety audit for the cycleway.



Bus stop renewal - Executive Manager Transport & Civil Infrastructure

Program on track to complete this financial year.

**Kerb and gutter renewal works - Executive Manager Transport & Civil Infrastructure**

Program on track to complete this financial year.

**Retaining wall renewal works - Executive Manager Transport & Civil Infrastructure**

Program on track to complete this financial year.

**Road resheeting program - Executive Manager Transport & Civil Infrastructure**

Program on track to complete this financial year.

**Bridge renewal works - Executive Manager Transport & Civil Infrastructure**

Oxford Fall Bridge - RFT has been released for public tender. Closes in January 2023.
Ocean Street Bridge - works set to recommence in January 2023.

Wharf upgrades**Church Point commuter wharf expansion design - Executive Manager Transport & Civil Infrastructure**

Exhibition of a draft feasibility study was delayed to September 2022, and has caused the project to be behind schedule. Investigation phase is ongoing, and a report is expected to go to Council in February 2023.

**Wharves works program - Executive Manager Transport & Civil Infrastructure**

Program on track for this financial year, with planning for works at Mackerel, Currawong and Taylor's Point wharves; as well as designing a condition report for all wharves.

**Carol's Wharf renewal works - Executive Manager Transport & Civil Infrastructure****Bells Wharf renewal works - Executive Manager Transport & Civil Infrastructure****Car parks and parking stations****Smart Parking infrastructure project - Executive Manager Transport & Civil Infrastructure**

Install expected to take place early 2023.

**Car park renewal works - Executive Manager Transport & Civil Infrastructure**

Program on track to complete this financial year.

**Multi-storey car parks renewal works - Executive Manager Property**

Works are to be completed on Council multi-storey car parks to ensure fire safety, lifts and other essential services are fit for purpose.

Plant and Fleet**Major plant renewal - Executive Manager Transport & Civil Infrastructure**

Orders placed. Deliveries are delayed due to supply issues.

**Light fleet renewal - Executive Manager Transport & Civil Infrastructure**

Vehicle replacement program on track.

FINANCIALS - Transport Traffic and Active Travel

Income and Expenditure Statement 01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	9,060	8,845	215	17,497	17,497	17,527
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	334	561	(226)	952	952	952
Grants and Contributions - Operating Purposes	3,723	1,677	2,046	4,142	5,805	7,062
Other Income	3	5	(3)	10	10	10
Gains on disposal of Assets	654	229	426	457	457	457
Total Income from Operations	13,775	11,317	2,458	23,059	24,722	26,009
Expenses from Operations						
Employee Benefits and Oncosts	(5,553)	(5,953)	401	(13,270)	(13,070)	(12,984)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(8,773)	(8,552)	(222)	(14,040)	(16,750)	(17,839)
Depreciation and Amortisation	(7,740)	(7,740)	-	(15,485)	(15,485)	(16,015)
Other Expenses	(0)	-	(0)	-	-	-
Internal Charges	3,901	3,909	(8)	8,085	8,064	8,054
Overhead Allocation	(1,869)	(1,869)	-	(3,739)	(3,739)	(3,739)
Total Expenses from Operations	(20,034)	(20,204)	171	(38,449)	(40,981)	(42,523)
Surplus / (Deficit) from Operations	(6,259)	(8,887)	2,629	(15,390)	(16,259)	(16,513)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	5,295	9,604	(4,309)	13,663	15,758	19,122
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(963)	717	(1,680)	(1,727)	(501)	2,609
Rates and Annual Charges						
Rates and Annual Charges	8,251	8,251	-	15,390	15,390	15,390

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$6.3m) is lower than forecast by \$2.6m at the end of the quarter.

Total Income from Operations of \$13.8m is higher than forecast by \$2.5m.

User Charges and Fees are higher by \$0.2m as a result of higher parking and road permits income partially offset by lower casual parking income.

Other Revenues are lower by (\$0.2m) due to the timing of receipts for advertising on council structures.

Grants and Contributions for Operating Purposes are higher by \$2.0m due to the timing of the Transport for NSW disaster recovery grant.

Gains on Disposal of Assets are higher by \$0.4m due to strong proceeds on the sale of vehicles.

Total Expenses from Operations of (\$20.0m) are lower than forecast by \$0.2m.

Employee Benefits and Oncosts are lower by \$0.4m as a result of vacant positions and staff leave in the Service.

Materials and Services are higher by (\$0.2m) as a result of storm-related expenditure and increased fuel costs offset by timing differences for street lighting and maintenance and construction charges.

Grants and Contributions for Capital Purposes are lower by (\$4.3m) due to delays in the delivery of the related capital expenditure projects including Queenscliff headland access ramp, footpath renewal works and active transport projects.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to increase by \$0.3m to (\$16.5m) principally due to increased contracts, funded by operational grants, to undertake storm-related repairs and increased depreciation.

Additionally, Council received a \$9.1m Transport for NSW grant to address pothole issues, of which \$3.4m is forecast to be spent in 2022/23.

Property and Facilities

HIGHLIGHTS

Currawong

Upgrades to a further four cabins and remedial works to two cabins have all been completed so all nine cabins have now been improved over the past two years. The work was done in time for the busy Christmas 2022 holiday period.

Cromer depot roof replacement

The works to remove asbestos materials at the workshops building have been completed with roof, gutters and downpipes replaced. External site decontamination has been completed and internal decontamination is underway with the URM section being the priority. All works are being certified as they progress. Whirly-birds will be added to the roof once all decontamination has been completed.

Mona Vale restaurant and cafe

Two new food and beverage establishments opened before Christmas in Council's newly built Mona Vale Surf Life Saving Club. Since opening its seafood restaurant with spectacular views late November, The Basin Dining Room has had some fantastic reviews from the community and in industry articles. The Brightside Cafe took advantage of the gorgeous summer weather over the Christmas/New Year period, even opening on Christmas day to serve great coffee and food to the community.

Swim centres

Both Warringah Aquatic Centre (WAC) and Manly Andrew Boy Charlton (MABC) facilities are on track to achieve a 7% increase on attendances this quarter compared to the 2nd quarter in 2021/22. The Learn to Swim programs at both facilities are slowly returning to pre-Covid levels as staff shortages are almost returning to normal.

Gym membership at MABC continues to achieve strong results, maintaining its highest membership since opening in 2016.

Performance measures - Property and Facilities	Target	September quarter	December quarter
Availability of Council buildings for use by the community (not currently programmed for maintenance)	100%	99.8%*	99.8%*
Total visitation to swim centres (Manly and Warringah Aquatic Centres)	184,300	200,240	226,021

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

* Due to a fire in 2021 the sailing clubhouse in Jamieson Park is unavailable

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Focused improvement of Surf Life Saving Club (SLSC) facilities - Executive Manager Property

The main focus this year are the training room works at South Narrabeen SLSC with smaller projects and design works at other locations.

Planning will be undertaken for additional storage at South Curl Curl and for a proposed extension at North Narrabeen.



Implement priority accessibility improvements to property assets - Executive Manager Property

Council continues to improve accessibility to Council buildings. This year the focus is on planning and commencing preparation for installing a lift and providing accessible toilets at Avalon Bswling Club.

Several public amenity projects and sports amenity projects will also improve accessibility. These include the planned new toilets at Little Manly Point, the renewed beach amenities at Shelly Beach and the new sports amenities at Porters Reserve.

Plans are also underway for new accessible amenities at Rowland Reserve. The new Marine Rescue building will also be fully accessible



Continue to improve the provision and cleanliness of public amenities - Executive Manager Property

Council continues to monitor performance and service delivery as per the Amenities Cleaning contract. Additional cleaning day teams (as per contract schedule) have commenced to provide increased cleaning frequencies during the summer holiday period.



Currawong Cottages and surrounds - refurbishment, modernisation and environmental works - Executive Manager Property

Thanks to grants from State Government to supplement Council funds, upgrades to the four cabins and remedial works to two cabins have all been completed so all cabins have now been improved. The work was done in time for the busy Christmas 2022 holiday period.



Deliver the new Warriewood Valley Community Centre - Executive Manager Capital Projects

A tender has been released to shortlisted contractors for the construction of Warriewood Valley Community Centre which will remain open until late February/early March 2023

CAPITAL PROJECTS

Key:  Complete  Progressing  Behind schedule  Not proceeding

Emergency buildings program



Terrey Hills Emergency Services Headquarters - Executive Manager Property

This project will deliver new facilities at the Emergency Services Headquarters building off Mona Vale Road. Procurement of project and design services was finalised in the January to March quarter of 2022. The project is on hold subject to approval from NSW RFS on proceeding to design for the project.



Duffys Forest Rural Fire Station new works - Executive Manager Property

This project sees the demolition of the existing Duffy's Forest Rural Fire Brigade (RFB) building, construction of a new RFB building, carpark and drainage. Construction commenced in September 2022 with an expected completion date of end of February 2023, subject to weather.



Marine Rescue Broken Bay building new works - Executive Manager Property

Construction of the Marine Rescue building at Rowland Reserve is nearing completion.



Emergency Buildings Works Program - Executive Manager Property

Funds are allocated to undertake work to emergency services buildings, with this year's focus on new facilities for Marine Rescue at Rowland's Reserve. The remaining funds were allocated to the demolition and construction of a new retaining wall at Scotland Island Rural Fire Brigade completed in July 2022, and a new security and access control system for the Northern Beaches Fire Control Centre, Terrey Hills completed in September 2022.

Civic building and compliance works



Currawong Cottages - new cottages, games room and amenities - Executive Manager Property

Thanks to grants from State Government to supplement Council funds, upgrades to the four cabins and remedial works to two cabins have all been completed so all cabins have now been improved. The work was done in time for the busy Christmas 2022 holiday period.



Operational buildings works program - Executive Manager Property

This program budget provides funds for a mix of building repairs and replacement of minor equipment and plant. Funds have been directed towards the replacement of the workshop roof at Cromer depot.



Sport buildings works program - Executive Manager Property

Design is expected to be delivered this financial year for Pittwater Park and Warriewood (Boondah). The delivery phase for the project is expected to be completed in following year(s) subject to further funding.



Beach Buildings Works Program - Executive Manager Property

Civic building and compliance works

This program includes for minor renewal works and refurbishment to existing beach buildings. The proposed works at the South Curl Curl SLSC sees the construction of a new storeroom which will be subject to a development application that is proposed to be lodged in early January 2023.

The projects that were completed this quarter include the refurbishment works at the North Steyne SLSC (toilets, ceilings, roofing and associated works), and the refurbishment works at the Queenscliff Swim Club (flooring, ceiling, lighting, joinery).



Disability access compliance works (DDA) - Executive Manager Property

This program will provide accessibility improvements to council's buildings. A passenger lift and the construction of an accessible amenities are planned at the Avalon Bowling Club. In this quarter, the preparation of the architectural drawings are nearing completion. Due to the long lead time for the supply of the lift, the amenities portion is aimed to be completed this financial year with the lift to be installed in FY23/2024. The documentation is nearing completion and is scheduled for issue in early January 2023.



Building Code of Australia compliance works (BCA) - Executive Manager Property

Program of works to improve Council building compliance in accordance with the National Construction Code (BCA). The funds in this financial year are allocated to the upgrade of the handrails at the Dee Why Library, with the works planned to be carried out after hours. The design is complete and the handrails are currently being manufactured in the factory. Works to commence on-site in January 2023.



Sydney Lakeside Holiday Park renewal works - Executive Manager Property

This project will deliver ongoing improvements to the holiday accommodation cabins and support facilities at Sydney Lakeside. The main focus is the cabin refurbishment which is nearing completion.



Pittwater Golf Driving Range renewal works - Executive Manager Property

This program will complete required works for the building, range and putt putt at Pittwater Golf Centre. The café flooring area has been replaced and options for reducing wayward golf balls on the driving range are being investigated.



Cromer Depot Improvement Plan Works - Executive Manager Property

This program will deliver key elements of the Cromer Depot Improvement Plan. The focus this financial year will be on the roof replacement on the main workshop. Additional funds will be allocated to enable the full scope of works. Internal portions of the building have commenced cleaning. the external hardstands around the property have been cleaned and awaiting certification.

Cemetery Works



Manly Cemetery Columbarium new works - Executive Manager Property

This project sees the construction of a new columbarium and associated pathway, a small memorial garden and signage at Manly Cemetery. A Crown Reserves Improvement Fund grant has been secured towards the costs of the project. A development application was lodged on 14 April 2022 and determined by the Northern Beaches Local Planning Panel on 6 July 2022. Procurement for the works is underway. The works are expected to commence in February 2023.

Cemetery Works



Mona Vale Cemetery works program - Executive Manager Property

Funds allocated for renewal and improvement works to cemetery grounds and facilities at Mona Vale Cemetery. This year's program sees the delivery of landscape works at the memorial gardens including tree protection, garden edging and memorial plinths along with minor improvements to the office and entry gate.

Public Amenities improvements



Little Manly Point amenity - Executive Manager Property

This project involves the construction of three unisex WCs including ambulant and accessible facilities, following a need identified in the Little Manly Reserve Landscape Masterplan. The project is running behind schedule due to further environmental investigations, architectural and structural design needed. Tender documents are in the final preparation stage.



Porters Reserve clubhouse changespace - Executive Manager Property

This project will deliver a new change facility and canteen building that will improve opportunities for girls and women to participate in rugby at Porters Reserve Newport. After inclement weather delayed concrete and block works, the dry weather has allowed work to progress well with completion scheduled for early 2023.



Forestville Town Centre new amenities - Executive Manager Property

This project sees the design and construction of a new amenities facility to replace the existing Exeloo facility and to increase capacity. The works on-site are scheduled for commencement on 24 January 2023, for completion in early May 2023. The construction drawing set is complete and has been issued to the contractor. A project sign has been installed and the shop owners have been notified by a letter drop and direct communication.



Public Amenities works program - Executive Manager Property

This budget delivers a renewal program of Council's public amenities. Amenities at Shelly Beach and Rowland Reserve Bayview are planned for renovations in 2022/2023 (including accessible toilets being added), with designs commencing for other future years' projects.

Some funds will be directed to minor "refresh" projects including the works underway at North Steyne SLSC.

Aquatic Centre improvements



Warringah Aquatic Centre renewal works - Executive Manager Property

This project will deliver upgrade works to the meeting room and other areas. There will also be pool equipment and plant upgrades.



Manly Aquatic Centre renewal works - Executive Manager Property

This project will deliver upgrade works to the office area and other areas. There will also be pool equipment and plant upgrades. The outdoor 25m pool has had pebblecrete repairs and has been painted.

FINANCIALS - Property and Facilities

Income and Expenditure Statement 01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	9,605	9,161	444	18,396	18,396	18,933
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	2,254	2,083	170	4,062	4,062	4,198
Grants and Contributions - Operating Purposes	(1)	-	(1)	-	-	-
Other Income	4,759	4,992	(233)	9,559	9,809	9,448
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	16,617	16,236	380	32,017	32,267	32,579
Expenses from Operations						
Employee Benefits and Oncosts	(5,687)	(5,645)	(42)	(12,232)	(12,232)	(12,232)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(11,510)	(11,634)	124	(21,829)	(22,567)	(22,789)
Depreciation and Amortisation	(3,805)	(3,805)	-	(7,613)	(7,613)	(7,931)
Other Expenses	(276)	(287)	10	(401)	(401)	(401)
Internal Charges	(146)	(150)	4	(319)	(319)	(316)
Overhead Allocation	(2,386)	(2,386)	-	(4,774)	(4,774)	(4,774)
Total Expenses from Operations	(23,811)	(23,907)	96	(47,167)	(47,905)	(48,443)
Surplus / (Deficit) from Operations	(7,194)	(7,670)	476	(15,150)	(15,638)	(15,864)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	2,702	3,482	(779)	3,161	5,519	5,519
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(4,491)	(4,188)	(303)	(11,989)	(10,119)	(10,345)
Rates and Annual Charges						
Rates and Annual Charges	7,404	7,404	-	15,389	15,389	15,389

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$7.2m) is lower than forecast by \$0.5m at the end of the quarter.

Total Income from Operations of \$16.6m is higher than forecast by \$0.4m.

User Charges and Fees are higher by \$0.4m as a result of higher revenue from the Lakeside Holiday Park and Aquatic Centres offsetting reduced income from Cemeteries, Golfing operations and Currawong State Park.

Other Revenues are also higher by \$0.2m as a result of higher revenue from the Aquatic Centres, Lakeside Holiday Park, Golfing operations and Property Agreements, Consents and Licence income.

Other Income is lower by (\$0.2m) as a result of lower lease income from the Holiday Park.

Total Expenses from Operations of (\$23.8m) are lower than forecast by \$0.1m.

Materials and Services are lower by \$0.1m as a result of timing differences associated with the maintenance and servicing of Council buildings.

Grants and Contributions for Capital Purposes are lower by (\$0.8m) due to the timing of the RFS contribution to the Duffy's Forest RFS Station project.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to increase by \$0.2m to (\$15.9m) principally due to lower Cemeteries income and increased depreciation and expenditure on the Jamieson Park Sports Amenities project partly offset by increased Holiday Caravan Park revenue and Insurance claim monies.

CIVIC

Customer Service

HIGHLIGHTS

Innovation of the year award

Customer Service was awarded winner of the National Local Government Customer Service Network Award for Innovation of the Year for the Customer Activity Tracker (CAT). This was developed in-house by the Customer Service and IT teams. This 'real-time' dashboard helps optimise resourcing and enhance the customer experience by reducing wait times.

Calls answered within 30 seconds

The target service level of 80% of calls answered within 30 seconds was exceeded, achieving 83% for the quarter. Customers continued to embrace digital offerings, taking advantage of new online applications and payment options enabling resources to re-focus on other projects and process improvement initiatives.

Email channel project

Phase One of the initiative was rolled out in mid-October 2022 with all general enquiries now being responded to via a queuing system through Salesforce. A total of 282 cases have been resolved through this channel so far. This project has greater reporting mechanisms built into its design including automated live reporting functions and dashboard features and an improved customer outcome. The top three enquiry types were beach parking permits, waste and animal registration payments.

Call quality assurance evaluations

The Customer Service team results for the quarter averaged 94.88% and 93.96% year-to-date, demonstrating Council's commitment to improving the customer experience. Call quality assurance identifies common issues, improves the customer experience and helps to standardise communication processes with customers.

Performance measures - Customer Service	Target	September quarter	December quarter
Calls answered within 30 seconds	80%	86%	83%
Customer requests conducted online	30%	38%	38%
Workload measures			
No. calls to Customer Service 1300 434 434	-	35,662	34,819
No. enquiries received at the counter and by mail, email and online requests	-	19,986	21,117

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Improve and review the customer portal to enhance accessibility - Executive Manager Customer Experience

Statement of work complete. From early 2023 the project will commence focusing on Top 10 service requests.



Enhance the customer experience across the organisation - Executive Manager Customer Experience

This project has commenced as part of the new Customer Experience unit.



Develop and implement a consistent feedback approach across all customer contact channels - Executive Manager Customer Experience

This work will commence in Quarter 3 to bring together all Customer Satisfaction surveys in one place and add surveys where there are gaps.

FINANCIALS - Customer Service

Income and Expenditure Statement 01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	0	2	(2)	4	4	4
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	0	2	(2)	4	4	4
Expenses from Operations						
Employee Benefits and Oncosts	(1,863)	(1,884)	21	(4,063)	(4,063)	(4,063)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(74)	(99)	25	(192)	(192)	(192)
Depreciation and Amortisation	(34)	(34)	-	(67)	(67)	(67)
Other Expenses	-	-	-	-	-	-
Internal Charges	375	375	-	747	747	747
Overhead Allocation	(294)	(294)	-	(589)	(589)	(589)
Total Expenses from Operations	(1,890)	(1,936)	46	(4,164)	(4,164)	(4,164)
Surplus / (Deficit) from Operations	(1,890)	(1,934)	44	(4,161)	(4,161)	(4,161)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(1,890)	(1,934)	44	(4,161)	(4,161)	(4,161)
Rates and Annual Charges						
Rates and Annual Charges	2,027	2,027	-	4,393	4,393	4,393

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$1.9m) is lower than forecast by \$44k at the end of the quarter.

Total Expenses from Operations of (\$1.9m) are slightly lower than forecast due to vacant positions being covered by casual staff and timing differences associated with the utilisation of agency personnel and lower year-to-date postage and courier expenses.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to remain (\$4.2m).

Governance and assurance services

HIGHLIGHTS

Internal audit and complaints resolution

This quarter the Executive Manager Internal Audit & Complaints Resolution provided a number of completed audit reports to the Chief Executive Team (CET), and presented year-end audit and complaints reports to the Audit Risk and Improvement Committee (ARIC).

Governance

Council held three Ordinary meetings since October 2022. All agendas and minutes were placed online in accordance with the timeframes established in Council's Delivery Program. The Audit, Risk and Improvement Committee (ARIC) met in December 2022. The annual process for the Disclosures of Interest Returns by Designated Persons were tabled at the October Ordinary Council meeting.

Performance measures – Governance and Assurance	Target	September quarter	December quarter
Council meeting minutes finalised and published within three working days of meetings	100%	100%	100%
Enterprise risk registers reviewed and current	100%	100%	100%
Internal audits undertaken in line with strategic Internal Audit Plan	80%	100%	75%*

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

Notes on results:

* One of four planned audits was postponed this quarter.

OPERATIONAL PROJECTS

Key: ✔ Complete ✔ Progressing ! Behind schedule

✔ Deliver an effective complaints management and resolution framework - Executive Manager Internal Audit & Complaints Resolution

This task has been completed. The complaints resolution module on Salesforce has been developed, tested and implemented.

✔ Deliver the Internal Audit program in line with the Internal Audit Strategic Plan - Executive Manager Internal Audit & Complaints Resolution

The annual audit plan is on target.

✔ Provide organisational and targeted corruption risk management training - Executive Manager Internal Audit & Complaints Resolution

Training was distributed to Executive Managers for staff completion in September 2022.

FINANCIALS - Governance and Assurance Services

Income and Expenditure Statement 01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	-	-	-	-	-	-
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	57	-	57	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	57	-	57	-	-	-
Expenses from Operations						
Employee Benefits and Oncosts	(1,920)	(1,792)	(128)	(3,865)	(3,865)	(3,865)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(2,797)	(3,498)	701	(6,819)	(6,889)	(6,889)
Depreciation and Amortisation	(13)	(13)	-	(27)	(27)	(27)
Other Expenses	-	-	-	-	-	-
Internal Charges	18	13	4	22	22	31
Overhead Allocation	(576)	(576)	-	(1,153)	(1,153)	(1,153)
Total Expenses from Operations	(5,289)	(5,866)	577	(11,841)	(11,912)	(11,902)
Surplus / (Deficit) from Operations	(5,232)	(5,866)	634	(11,841)	(11,912)	(11,902)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
Surplus / (Deficit) from Operations including Capital Grants and Contributions	(5,232)	(5,866)	634	(11,841)	(11,912)	(11,902)
Rates and Annual Charges						
Rates and Annual Charges	5,831	5,831	-	11,841	11,841	11,841

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total (Deficit) from Operations of (\$5.2m) is lower than forecast by \$0.6m at the end of the quarter.

Other Revenues are higher by \$0.1m as a result of the recovery from third parties of legal costs incurred.

Total Expenses from Operations of (\$5.3m) are lower than forecast by \$0.6m.

Employee Benefits and Oncosts are higher by (\$0.1m) as a result of restructure costs partially offset by vacant positions within the Service.

Materials and Services are lower by \$0.7m as a result of the timing of contract payments associated with legal costs and insurance claims.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to remain (\$11.9m), with only a minor change to reduce vehicle expenses.

Corporate Support Services

HIGHLIGHTS

IGNITE update

Council continued to implement its IGNITE (Inspiring Great New Ideas Towards Excellence) program which is aiming to build a culture of continuous improvement under the Australian Business Excellence Framework (ABEF). Over 910 people have now completed one or more of the IGNITE training programs to assist them in identifying and implementing continuous improvement opportunities to enhance services delivered to our community. During this quarter, Council exceeded its target of implementing 400 improvements by 2023 with an additional 77 improvements being complete during December 2022. The current total is now 443 completed improvements since the commencement of the program.

The Service Review Program to systematically review and enhance Council's 57 services continues to be implemented, with 80 Improvement Management Actions having been completed and the remaining actions scheduled to be completed over the next six months. Council has now commenced Phase Two of the service review program to undertake further review of its maintenance functions and identify further opportunities for continuous improvement.

Expanding online services

Council continues to expand its digital offerings by increasing the number of online transactional services for our customers including:

- online applications for Driveway Levels and Formwork Inspections.
- digitisation of 13 paper forms for Manly Aquatic Centre for customer completion.
- online pre-paid parking permits for Manly Parking Stations.

A range of other improvements were also introduced including:

- improved response to customer submissions on the website.
- improved online customer request forms for potholes, sinkholes and road maintenance including requests to identify and remove duplication.
- improved online customer request experience by introducing a case deflection alert, when a customer tries to raise a case against an asset not owned by Council, for example a pothole on a State Government Road.
- implementation of the environmental climate change external customer reports to track progress on the Environment and Climate Change Strategy 2040.

Our customers can now easily search for all of Council's Fees and Charges throughout the budget lifecycle by introducing an interactive easy-to-use search tool replacing the PDF form previously on the website.

Effective IDT tools for staff

To support better customer experience, Council continues to provide new and improved ways of working for its staff, including:

- migrating the on-premise Manly Aquatic Centre booking system to a supported version on the cloud and ensuring business continuity.
- implementing a new telephony system for the Pittwater Golf Centre.
- installing Telstra IP Telephony – TPIT - at the PCYC in Dee Why to ensure connectivity.
- ensuring all childcare centres have up-to-date technology by rolling out 65 new iPads with custom profiles.

- introducing Wi-Fi for the Newport Community Centre.
- continuous improvement and reviews with the Development Applications team on the use of technology to ensure compliance. This has contributed to the NSW Auditor General - Performance Audit of Development Applications (Assessment and Determination Stages) reporting 'no recommendations for process improvement'.
- improved internal business reporting by introducing several business intelligence reports for effective operational decision making for the following business functions:
- customer request management (8 reports)
 - development assessment (16 reports)
 - IT service management (7 reports).
- a cyber incident simulation held for the Executive Leadership Team to further enhance cyber security posture.
- delivering a workplace technology user adoption program to improve productivity using tools such as office 0365.

Securing grants

Council was successful in securing \$6,711,990.82 from the NSW Government to undertake a range of high priority projects and a further \$30,000.00 from the National Australia Day Council to run a series of community events. The funding is for:

- \$3,028,749 from the NSW Department of Enterprise, Investment and Trade for the upgrade of Warringah Recreation Centre.
- \$1,841,000 from Transport for NSW to promote active travel by delivering three walking and cycling projects.
- \$1,000,000 from the NSW Department of Enterprise, Investment and Trade for the upgrade of the Manly Foreshore Community and Sports Facilities.
- \$450,000 from the NSW Department of Planning and Environment to deliver an upgraded and more accessible Freshwater Beach Playground.
- \$343,702 from NSW Department of Planning and Environment to deliver eleven weeding and bushland restoration projects across the LGA.
- \$42,440 from Transport for NSW for three boating asset maintenance projects.
- \$30,000 from the National Australia Day Council for the hosting of several Australia Day community events across the LGA.
- \$6,100 from NSW Department of Communities and Justice to deliver community events for older adults that address social isolation.

Engagement survey continued response

Following the engagement survey, action planning commenced across the business with organisational focus areas established (Recruitment and Selection, Career Development, Processes, Workload and Leadership) and workshops held to establish Divisional and Business Unit level focus areas and action plans.

Thrive wellbeing program

This quarter, a new initiative was announced as part of our Thrive wellbeing program – volunteer leave. This leave provides employees with an additional leave day to volunteer and support the community. The Be Well, Lead Well program for level four people leaders concluded and a Be Safe, Be Well crew has been established with over thirty members, to continue to drive a focus on wellbeing across Council.

To coincide with the 16 Days of Activism, guest speaker Narelle Hand from the Domestic Violence Network and Manager of the Northern Beaches Women Shelter presented several startling statistics and some helpful information on how we can all support our family, friends and community members impacted by gender-based violence.

Capability framework implementation

Implementation of the LG NSW Capability Framework commenced across Council. The Framework describes the core knowledge, skills, abilities and other attributes expected from employees and will provide a foundational tool that will be used to deliver personalised learning and development opportunities whilst building workforce capability. Desktop capability mapping was completed for all job roles across Council and a Power BI report created to demonstrate the mapping of roles in each BU and relativities across job roles across Council. Business Unit workshops are scheduled in early 2023 to review and finalise the mapping along with commencement of updating position descriptions and the creation of development goals aligned to the Framework.

Safe work month

Work, Health & Safety (WHS) practices continue to be embedded within the organisation, particularly during the month of October as Safe Work Month. The theme was 'Be Safe & Be Well', a concept encompassing everything that it means to have a safe and healthy working environment for safe, healthy, and fulfilled employees. The WHS team created a hub of resources and held themed weeks, a get together and a safety competition encouraging everyone to be aware of physical safety, hazards, and mental health.

Work Health & Safety (WHS) metrics

The WHS team developed and implemented Power BI reporting for improved monthly and quarterly reporting. The WHS Power BI platform is also capable of live daily data updates ensuring that Council has increased organisational efficiency.

Investment policy

A revised Investment Policy was adopted by Council:

- added to the Policy Statement that, '*when exercising the power of investment, Council should consider, but not be limited by, the exposure of that investment to financial risks associated with climate change*'.
- separated Ethics and Conflicts of Interest to provide a clearer delineation of the considerations of and social responsibility.
- reduced from 20% to 5% the maximum investment exposed to the Unrated category
- allowing unrated investments covered by the Australian Government Guarantee Scheme and limit the exposure to a maximum of \$250,000 per Institution.
- reduced from 10% to 5% the maximum investment for the Unrated TCorp Funds category
- provided clarity on grandfathered investments by including: "*investments made before the date of 12 January 2011 and held under the Ministerial Investment Orders are deemed to have been made in compliance with this policy, so long as the investments have not been subject to any restructuring or switching as stated in those Orders*".

Accounts receivable and debt management – sundry debtors

A new operational policy was implemented to establish a framework for the management of non-rates related accounts receivable that will:

- clearly and concisely communicate matters related to the maintenance of credit control.

- ensure the completeness and accuracy of invoicing.
- maximise the collection of monies from the sale of goods and/or services and minimise the likelihood of bad debts through the prompt recovery of all outstanding accounts receivable.
- recover monies owing to Council in a timely and effective manner and ensure effective cash flow management by clarifying responsibilities and outlining clear and defined procedures, roles and responsibilities.
- ensure and support both ethical and best practice debt recovery undertaken by both Council's officers and its contracted agents by providing a process that is transparent and compliant with legal obligations and legislation, whilst being open and accountable.
- clarify the circumstances for the writing off of unrecoverable or bad debts owed to Council for services provided to or received by the debtor.
- treat all customers fairly and consistently, with respect and sensitivity, in considering their circumstances. All matters will be treated confidentially under this policy.

Procurement and contracts policy

A revised Procurement and Contracts Policy was adopted by Council:

- renaming the policy from Procurement Policy to Procurement and Contracts Policy.
- enhancing the policy principle relating to a Robust Procurement Framework by using the Plan, Source, Manage approach.
- strengthening the policy principle of Environmental Sustainability.
- including a principle for Modern Slavery and Ethical Sourcing.
- including a principle for Emergencies.
- adding separate principles for Accountability, Risk Analysis and Management, Record Keeping, Purchase Orders and Expenditure Thresholds.
- adding 'sustainable' in the opening sentence in the Policy Statement.
- under the heading Compliance, adding 'Council's legislative requirement to tender for services where expenditure is greater than \$150,000, if those services are, at the time of entering the contract, being provided by employees of Council.'
- under the heading Environmental Sustainability adding under Prioritise 'products, services and works that, where appropriate, consider climate change risks in their design or delivery'.
- under the heading Modern Slavery and Ethical Sourcing adding 'fair trade practices'.
- under the heading Social Sustainability and Local Supplier Engagement including 'giving appropriate consideration to organisations and suppliers that are Local, First Nations suppliers, Disability Enterprises or Social Enterprises'.

Corporate Support - Performance measures	Target	September quarter	December quarter
Correspondence replied to within 10 working days	90%	92%	92%
Operational projects on schedule	80%	92%	94%
Capital projects on schedule	80%	84%	82%
Quarterly, annual and statutory reports submitted to Council on time	100%	100%	100%
Workload measures			
No. service review actions implemented	-	8	5

Results Key: ■ Achieved ■ Approaching - within 5% of target ■ Behind - more than 5% off target

OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



Present Council's quarterly Budget Review Statement, Annual Report and Financial Statements - Executive Manager Strategy & Performance

The Annual Report 2021/22 including the Annual Financial Statements was tabled at the Council meeting on 22 November 2022 and a copy supplied to the Minister for Local Government. The September 2022 Quarterly Budget Review Statement was also considered by Council at its November meeting.



Develop the Delivery Program and annual Operational Plan - Executive Manager Strategy & Performance

Preliminary planning underway including the development of draft Business Plans for 2023/24. Work on the documents will not commence until early in the new year.



Review the Long-Term Financial Plan and explore financially sustainable options to support the Community Strategic Plan - Executive Manager Financial Planning & Systems

The annual revision of the Long-Term Financial Plan has commenced with reporting to the Budget Panel and updating of the 10-year assumptions and indexes. Monitoring of Council's long-term financial sustainability is ongoing, with recent forecasting updated in preparation for the December Quarterly Review.



Implement the Workforce Management Strategy to attract, identify and develop high performing leadership talent for the future - Executive Manager Human Resources

Workshops have been conducted with Senior Management on the Capability Framework. Promotion of the Framework is underway with all teams. Business Unit workshops to review the draft framework mapping and seek input will take place in the New Year.



Implement the Workforce Management Strategy to build future workforce capacity by developing a capable, agile and resilient workforce - Executive Manager Human Resources

Priorities on the People Central roadmap continue to make progress. A new 'Success Factors release' was deployed in December 2022. Progress is also being made in implementing payroll changes.



Implement the Workforce Management Strategy to integrate safety and wellbeing solutions for staff resilience - Executive Manager Human Resources

WHS practices continued to be embedded within the organisation, and new specialist staff have been recruited. 'Thrive' wellbeing programs continue to be promoted to staff through weekly Staff Updates and the Intranet pages/articles.



Implement the Workforce Management Strategy to shape a desired organisational culture aligned to the customer experience - Executive Manager Human Resources

A recent recruitment audit and actions have been aligned to an initiative of Council's Disability Inclusion Action Plan: Review recruitment processes and practices to ensure they are inclusive.

The Youth Employment Action Plan is being developed and includes cross Business Unit collaboration with the Social Planning and Services Team.



Implement the Service Review Program - Executive Manager Strategy & Performance

An initial review of Council's 57 Services in 2021/22 has resulted in 166 Management Improvement Actions now being implemented. Council has now commenced Stage Two of its Service Review Program and is currently in the process of reviewing maintenance operations associated with Property. These reviews will ensure the service is financially sustainable, improve customer experience and ensure it is planning for future challenges. The Facilities Service review of maintenance of facilities has now commenced and is due for completion in early 2023.



Embed the Australian Business Excellence Framework into Council's management practices and service delivery - Executive Manager Strategy & Performance

Council has provided training and support across the organisation through a range of IGNITE (Inspiring Great New Ideas Towards Excellence) programs to develop understanding and management practices using the Australian Business Excellence Framework (ABEF). Council staff continue to participate in the IGNITE Programs and Council has recently completed its second ABEF Self-Assessment, resulting in a number of recommendations for priority actions to continue to support its excellence journey.



Expand the practice of continuous improvement through the implementation of key improvement projects - Executive Manager Strategy & Performance

Council has launched its new and improved IGNITE (Inspiring Great New Ideas Towards Excellence) Register to assist in capturing new ideas and completed improvements across the organisation. This quarter Council exceeded its target of 400 completed improvements by 2023 with an additional 77 improvements being completed in December 2022 bring the current total to 443 since the commencement of the program.

CAPITAL PROJECTS

Key: Complete Progressing Behind schedule Not proceeding

IT improvements



IT Infrastructure new works - Chief Information Officer

Continue with the Switch and UPS installations post change freeze period.



IT Software new works - Chief Information Officer

Booking System (Optimo) upgrade to version 4 delayed until early March 2023. For the Printer Consolidation project, the process to engage a vendor has commenced.



IT Infrastructure replacements - Chief Information Officer

Continue with Infrastructure replacement for break fix for 2022/23 with associated planning. Complete the Wireless Access Points review.



Computers, laptops and mobile devices - replacements - Chief Information Officer

Council Chambers

Working through the solution design and quotation of the asset replacement of the Council Chambers equipment.

Service Delivery - end user replacement of desktop computers and laptops, monitors, telephony headsets and other office IT equipment in line with planned activities continues.

FINANCIALS - Corporate Support Services

Income and Expenditure Statement

01 July 2022 to 31 December 2022

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Operations						
User Charges and Fees	210	239	(30)	468	468	418
Investment Fees and Revenues	3,961	3,475	486	1,928	6,227	6,926
Other Revenues	715	278	437	558	397	1,130
Grants and Contributions - Operating Purposes	896	896	-	6,059	4,848	4,848
Other Income	12	-	12	-	-	12
Gains on disposal of Assets	-	-	-	-	-	-
Total Income from Operations	5,793	4,888	905	9,014	11,940	13,334
Expenses from Operations						
Employee Benefits and Oncosts	(10,594)	(11,442)	848	(24,702)	(25,062)	(24,908)
Borrowing Costs	(391)	(440)	49	(643)	(872)	(797)
Materials and Services	(7,211)	(8,993)	1,782	(16,084)	(17,316)	(17,592)
Depreciation and Amortisation	1,238	2,096	(859)	(628)	(628)	(565)
Other Expenses	(0)	(1)	1	(9)	(9)	(9)
Internal Charges	269	269	-	538	538	538
Overhead Allocation	12,675	12,675	-	25,361	25,361	25,361
Total Expenses from Operations	(4,013)	(5,835)	1,821	(16,167)	(17,989)	(17,973)
Surplus / (Deficit) from Operations	1,779	(946)	2,726	(7,153)	(6,049)	(4,639)
Income from Capital Grants and Contributions						
Grants and Contributions - Capital Purposes	6,988	4,104	2,884	6,952	7,878	9,257
Surplus / (Deficit) from Operations including Capital Grants and Contributions	8,768	3,158	5,610	(201)	1,829	4,618
Rates and Annual Charges						
Rates and Annual Charges	127,097	126,946	151	14,758	14,759	14,810

Budget commentary- year to date actuals and annual forecast

Year to Date Actuals

The Total Surplus from Operations of \$1.8m is higher than forecast by \$2.7m at the end of the quarter.

Total Income from Operations of \$5.8m is higher than forecast by \$0.9m.

Investment Fees and Revenues are higher by \$0.5m as a result of a greater distribution received from Kimbriki Resource Recovery Centre and higher interest on investments.

Other Revenues are higher by \$0.4m as a result of other investments income and additional funds from Kimbriki towards the remediation provision (due to higher interest earned on the fund).

Total Expenses from Operations of (\$4.0m) are lower than forecast by \$1.8m.

Employee Benefits and Oncosts are lower by \$0.8m as a result of vacant positions and staff leave within Information and Digital Technology and Human Resources operations and capitalisation of Capital Projects staff costs.

Materials and Services are lower by \$1.8m as a result of the timing of payments for Training, Computer Software and Contract Services for Information Technology offset by increased Agency Personnel costs.

Grants and Contributions for Capital Purposes are higher by \$2.9m as higher than anticipated development contributions were received.

Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$1.4m to (\$4.7m) principally due to increased investment revenues offset by higher interest payable on customer bonds held and resourcing for the ERP project.