



**September 2023**

**Quarterly Report on service  
performance –**

**Implementing the**

**Operational Plan 2023/24**

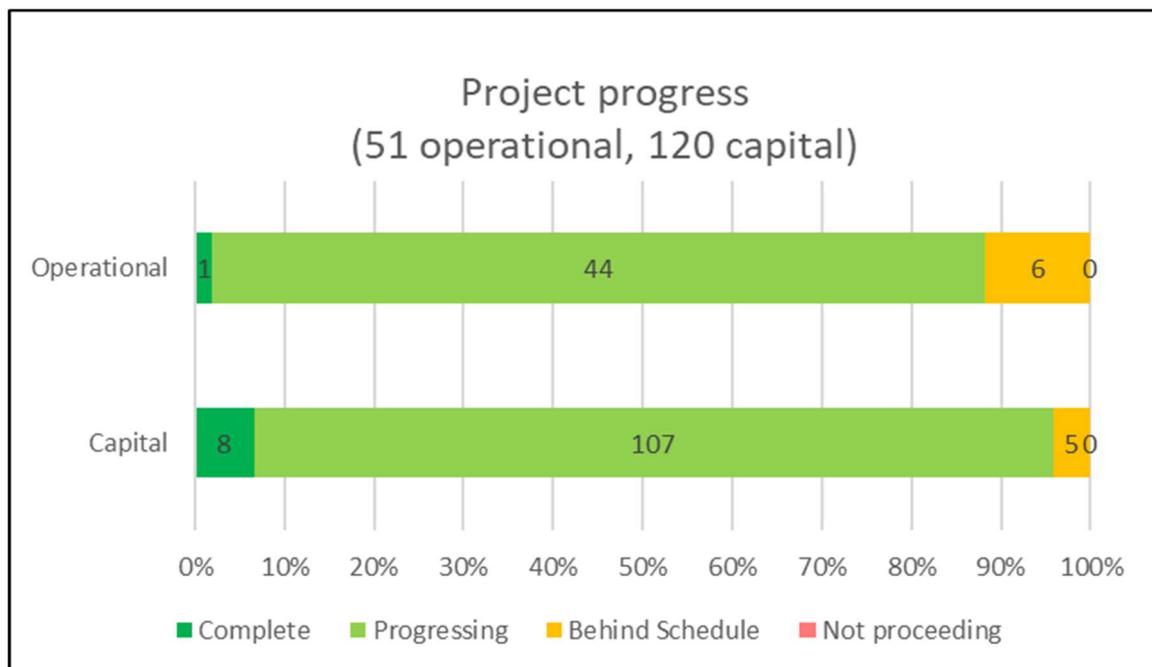
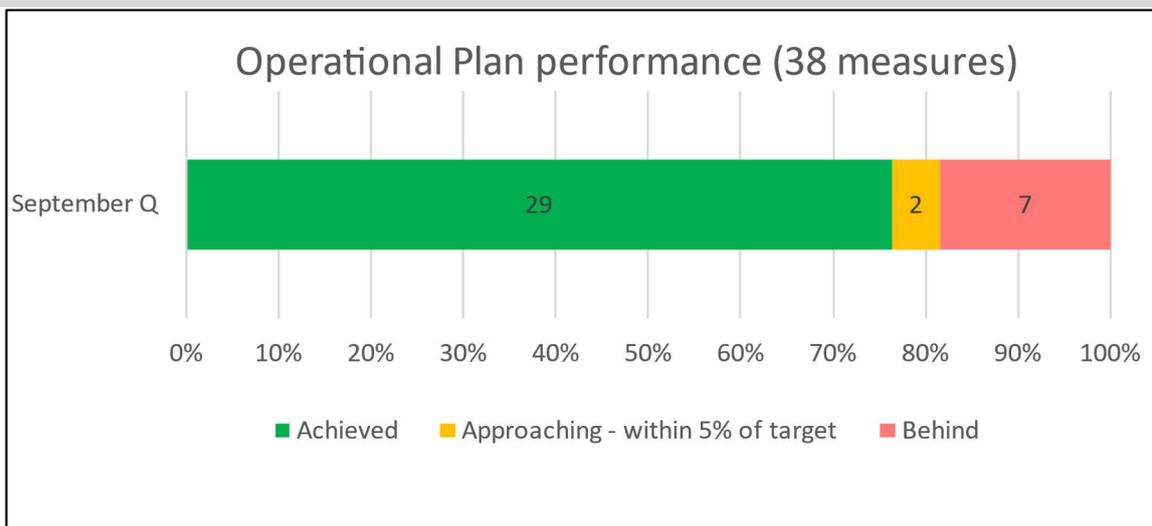
## Executive summary

This is a report on progress in implementing the Operational Plan 2023/24 for the quarter ending 30 September 2023. 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 171 projects, 94% were either progressing or completed (comprised of 88% of operational and 96% of capital projects). Council’s target is for 80% of all projects to be completed or progressing on schedule by 30 June 2024. In total, nine projects have been completed. Half of the projects that are behind schedule are due to delays caused by third-party issues, additional data being needed for decision making, or further community consultation being required.

Results for 38 performance measures are included. Overall 82% of targets were met or approaching, and 18% were behind target. Most results that were behind target were impacted by factors such as time of year, dependencies effected by limited opportunities, and lack of resources.

### Performance at a glance



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# ENVIRONMENTAL

## Environment and Sustainability

### HIGHLIGHTS

#### Biodiversity

During September, National Biodiversity Month, the Biodiversity team hosted five community events celebrating and raising awareness about our local bushland and wildlife, three community spotlighting events at Warriewood Wetlands, South Creek Reserve and Manly Dam, an online community workshop entitled “Living with Brush Turkeys” with Dr Ann Goeth, and a wildlife display at Manly Corso. These were complemented by online biodiversity articles about local vegetation, fauna, threatened species, invasive weeds, and snake awareness.

Initiatives to conserve and monitor threatened species include preparation of a license for implementation of the Flying-fox Camp Management Plan, and Little Penguin initiatives such as advocacy to the State government to mitigate boat strike impacts, participating in the State-wide penguin census, and delivering Science Week penguin talks at two libraries.

Other progress during the quarter:

- Continued development of the Northern Beaches Local Environmental Plan (LEP) and Development Control Plan (DCP) program.
- Continued assessment of development applications involving bushland and biodiversity with over 255 development application referrals completed and four development application pre-lodgements completed.
- Provided advice and comment on a number of internal and external proposals, including the Northern Beaches Mental Health Hub, Patyegarang (Lizard Rock) Planning Proposal, North Head Sanctuary Masterplan, Manly Wharf Substructure Upgrades, Freshwater Senior Camp Lighting Upgrades and Mona Vale Road Fauna Overpass.
- Responded to 26 native animal community enquiries, 14 weed enquiries and 24 vertebrate pest enquiries.
- Undertook 331 priority weed inspections on public and private property.
- Removed 20 foxes and 92 rabbits.

#### Bushland management

Council has recently secured \$36,000 of grant funding through programmes administered by the Department of Planning and Environment. These grants will assist in our management of *Acacia terminalis* and *Grevillea caleyi*, two threatened plant species within the Northern Beaches Local Government Area (LGA), under the ‘Saving Our Species’ program.

Progress during the quarter also included:

- Works to restore endangered ecological communities included bush regeneration across 260 sites.
- 2,800 local native plants were planted, as part of scheduled revegetation and canopy enrichment across our contract areas.

- Responded to 159 customer requests, primarily in relation to vegetation management, hazardous trees and weed control, noting the recent increase in bushfire related requests as we move into the summer season.

## **Bush fire management**

Council has commenced the 2023/24 bush fire management program. With early favourable weather conditions, six prescribed burns have been able to be completed on Council land throughout the first quarter. These burns have seen approximately 12 ha of Council bushland hazard reduced protecting 340 nearby properties, as well as achieving important ecological outcomes. Another 20 priority Council sites are prepared and awaiting fire agencies to undertake the controlled burns, with Council finalising preparations at four other priority sites.

Council's contractors have been working on maintaining the Asset Protection Zone (APZ) network in preparation for the fire season. Maintenance works have been completed on 89 priority APZs, and Council's contractors are now prioritising works on any remaining sites. To support ongoing APZ works Council has secured \$454,000 ex GST in grant funding through programmes administered by the NSW Rural Fire Service (RFS). In addition, Council is awaiting the outcome of further grant applications to support preparation works at a number of APZ and hazard reduction burn sites.

Council has been inspecting its fire trail network ahead of the fire season to ensure that any trails which cross Council land are open and accessible for firefighters. 38 trails have been inspected with areas requiring maintenance identified. Council is continuing to partner with the RFS and the Bush Fire Management Committee (BFMC) regarding enhancements to the fire trail network under the Fire Access and Fire Trail (FAFT) Plan, and Council is working towards potential enhancement projects throughout Elvina Bay and Manly Dam.

## **Corporate sustainability and climate change adaptation**

Council has finalised the Technical Guidelines for Sustainable Design for Council capital works projects. These guidelines will help Council project managers identify sustainability opportunities early in the project planning stage.

A review was also completed on the progress of implementation of actions under Council's Climate Change Action Plan, the first action plan created under the *Protect.Create.Live* - Northern Beaches Environment and Climate Change Strategy. This review showed that 42 out of a total of 46 actions had commenced with a total of four actions completed to date.

## **Community sustainability**

Council continues the successful Solar and Energy Roadshow and also Solar Conversations with local residents. Our expert sessions with Watts Going Down continue to be hugely popular.

The team is working toward an Energy, Solar and EV Expo in 2024, and currently working on a sustainable buildings project with the planning team to coincide with Sustainable House Day.

The Sustainable Business Network website continues to gain interest with local businesses with over 200 active members now involved. The 100% Renewable Group Power Purchase Agreement continues to flourish, and we aim to start recruitment for new businesses in the near future.

## **Stormwater and floodplain**

The Greendale Flood Study was adopted by Council in August 2023. A number of other flood studies are underway, including Manly to Seaforth Floodplain Risk Management Study and Plan, Middle Harbour Flood Study and McCarrs Creek Mona Vale Bayview Floodplain Risk Management Study and Plan.

The Narrabeen Lagoon Entrance Clearance works commenced in September 2023 and will be completed early December 2023. 40,000 tonnes of sand is expected to be removed from the lagoon entrance in order to mitigate flooding in the surrounding area.

A draft report has been received on the review of the Manly Dam Scour Valve. The Flood Forecasting and Warning Project is underway, including Flood Information Tool improvements and development of a FLASH Forecasting Tool.

## **Coast and catchments**

Planning and designs for coastal protection works at Collaroy-Narrabeen beach street ends has progressed. Council continues to work with residents regarding their development applications and private construction works for permanent protection at Collaroy-Narrabeen beach.

For the 12th consecutive year, the estuarine health of Pittwater and our coastal lagoons are being monitored this summer, building a valuable record to help better manage them.

Other progress included:

- Bioretention Wetland at Prosperity Place Warriewood is nearing completion which will improve habitat and water quality in Narrabeen Creek and Lagoon.
- Continued development of the Northern Beaches LEP and DCP program.
- Preparation of a Catchment Rehabilitation Plan that aims to improve water quality, reduce litter and single use plastics, improve natural waterways, enhance sustainable recreation and enjoyment, manage risk and compliance, and deliver research, collaboration and innovation.
- Collaborating with Sydney Institute of Marine Science to improve marine habitats in Sydney Harbour.
- Partnering with CSIRO to install low-cost AI sensors inside gross pollutant traps to determine when they are approaching capacity and require cleaning, in addition to identifying pollutant types.
- Investigation of sand recycling projects at Currawong and Fisherman's beaches.
- Bush regeneration and weed control in dunes, headlands, and riparian areas across 93 ha of bushland.
- Sand scraping at Great Mackerel, Fishermans and South Newport beaches.
- Continued assessment of development applications involving coastal and waterway environments and their impact on water quality.
- Continued involvement in the *Australian beach erosion and coastal flooding Early Warning System* project with partners including the UNSW Water Research Laboratory, Bureau of Meteorology and Department of Planning and Environment.

Environment and Sustainability - Performance measures	Target	September quarter
Volunteer bushland regeneration (hours)	1,875	1,868*
No. sustainability education events	40	42
No. invasive pest animals controlled to protect native flora and fauna	125	112**
- Workload measures		
Gross pollutants removed from stormwater networks (tonnes)	-	234
No. DA referrals for assessment of environmental controls †	-	419

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

**Notes on results:**

\* Corporate volunteer hours reduced a little due to school holidays, but are expected to improve next quarter

\*\* The program is on track for the year, but the result of 112 is slightly lower than the target of 125 due mainly to the control program being limited in some locations during school holidays

† 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 optimise volunteer, sustainability, and environment centre programs in response to community priorities - Executive Manager Environment & Climate Change**

*Environment Centres*

Over 3,800 school age students attended our Environment Centres during the reporting period with the following highlights:

- *July:* 2 weeks of Kids on The Coast with 147 children attending; Bush to Bowl delivered two workshops for NAIDOC Week and a Nature Journaling course was held for the local community with Wendy Orchard.
- *August:* The team participated in 6 days at the Australian Museum for Science Week with over 4250 students passing through the museum and Avenue Social

visited our Coastal Environment Centre for the first time (range of adults with disabilities).

- **September:** The Coastal Environment Centre Annual Open Day was a huge success, with over 500 residents and local families in attendance and Avenue Social made three more visits to the Centre. The Manly Dam Series of workshops ran every Thursday evening with a range of topics from snakes, owls, frogs and included a night walk. We held a shelter building workshop with Forest High schools with involvement across the Environment and Climate Change team. We also had the first 5 days of Kids on The Coast with 88 children attending.

### *Environmental Volunteering*

Over 400 Bushcare and nursery volunteers contributed over 1,800 hours in the reporting period to our reserves and nurseries with over 760 'shifts' recorded over the period. We also hosted over 27 corporate volunteers contributing some 270 hours.

The team also hosted two National Tree Day events, one at Curl Curl Dunes and one at Palmgrove Park at Avalon. We planted 4,500 native tubestock with over 500 Community members in attendance.

A training and upskilling day was held with over 40 new and seasoned volunteers which received great feedback.

The Friends of Cabbage Tree Bay continue their valuable work at Cabbage Tree Bay and Council is looking to extend the service to include Long Reef.



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

Wakehurst Parkway Flood investigations project is identifying and implementing options to reduce frequent flooding of the Wakehurst Parkway roadway. Following a report presented to Council at the March 2022 meeting, Council endorsed progressing the Oxford Falls and Oxford Falls Road west sites - Detailed Design and environmental assessments and Approvals. Council has since engaged consultants to progress design works and approvals for culvert upgrades at Oxford Falls. Council has undertaken site investigations including survey, services location, geotechnical and contamination investigations. Preliminary design has been developed and a draft Review of Environmental Factors has been prepared.

A key component of this project now is the relationship between Council and Transport for NSW (TfNSW) in terms of funding approval, design approvals, coordinating works and collaboration. Progress of both Council's and TfNSW's Oxford Falls projects have slowed while discussions are held regarding alignment of consultation with the community, clarity around funding for Council's works, and formalisation of the partnership between the organisations is finalised. Both TfNSW and Council's Oxford Falls projects will need to be complementary as they both impact traffic amenity and flood outcomes. During this quarter, Council has continued consultation with TfNSW to progress the project and try to ensure good alignment.



### **Develop and review flood, bushfire and coastal management strategies and plans - Executive Manager Environment & Climate Change**

During this quarter work was undertaken on the following flood, bushfire and coastal management strategies and plans:

- Middle Harbour Flood Study - draft Stage 3 Report completed.
- Northern Beaches Bush Fire Risk Management Plan was publicly exhibited by the Northern Beaches Bush Fire Management Committee and is awaiting final approval.
- Open Coast and Lagoons Coastal Management Program (CMP)
- Significant Open Coast Hazard Locations (Collaroy-Narrabeen and Fishermans, Bilgola and Basin Beaches CMPs).
- Sydney Harbour Catchment CMP.
- Hawkesbury-Nepean Catchment CMP.



#### **Develop and implement a Transition from Gas Plan for Council facilities - Executive Manager Environment & Climate Change**

Council has prepared a draft Transition from Gas Plan for Council facilities. This identifies viable opportunities to move away from gas to electricity, reduce emissions and energy bills.



#### **Develop a Northern Beaches Recovery Plan - Director Environment & Sustainability**

This project is in the initial scoping phase. Consideration is being given to whether the development of a Pre-Event Recovery Plan, as required by NSW Reconstruction Authority, can also meet the needs of this operational project.



#### **Develop a catchment rehabilitation plan - Executive Manager Environment & Climate Change**

A draft Northern Beaches Council Catchment Rehabilitation Projects 2023-2033 document has been produced that outlines priority actions to improve catchment health and rehabilitate eroded creek banks.

## **CAPITAL PROJECTS**

**Key:**  Complete  Progressing  Behind schedule

### **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 49 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 have been constructed.
- 400m of private coastal protection work have been constructed.

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### Stormwater Program



#### **Planned stormwater new works - Executive Manager Environment & Climate Change**

The program is on target overall. Projects are in various stages of planning with 50% of the program budget now committed in purchase orders. Additional quotation submissions are expected next month.



#### **Warriewood Valley Creekline works - Executive Manager Environment & Climate Change**

Major project infrastructure works are near completion. Vegetation has been installed and the site is stabilised. Viewing platform and bench installed.



#### **Planned stormwater renewal works - Executive Manager Environment & Climate Change**

The planned stormwater renewal program is on track. The tendering process has been completed for stormwater improvement projects at Balgowlah Heights and North Narrabeen. Concept and detailed designs have been completed for a range of stormwater amplification projects across the LGA and will undergo community engagement next quarter.

There are a number of stormwater improvement projects at various planning stages in suburbs such as Clontarf, Brookvale, Beacon Hill, Frenchs Forest, Freshwater, Manly, Narrabeen, and Whale Beach that will alleviate localised flooding issues in the area. Multiple planned pipe and pit remediation packages completed across the LGA with more packages planned for delivery next quarter.



#### **Reactive stormwater renewal works - Executive Manager Environment & Climate Change**

The reactive stormwater renewal project covers customer requests, emergency works, and high-risk minor construction works for Council's stormwater assets.

The number of open stormwater investigation customer requests has been trending downward since the 2022 storms, with 116 currently open and 27 being received during September. Lower than average rainfall over the period has permitted the delivery of numerous reactive works, including pipeline remediation packages and pit rectification works across the LGA.

The stormwater repair works at the Corso is nearing completion with new pipes installed, and permanent restoration and refurbishment planned for October 2023. Headwall reconstruction works were completed at Cromer and Bilgola Plateau. CCTV pipeline investigations and clearing works has been completed across the LGA.



#### **Gross Pollutant Trap renewal works - Executive Manager Environment & Climate Change**

There is a total of 287 Water Quality Devices across Northern Beaches Council LGA. This project manages the renewals of the GPT. July-August 2023 GPT cleans have been completed, removing a total of 237.50 tonnes of pollution LGA wide. Quotations requests

have been prepared for GPT rectification and renewal works within suburbs such as Dee Why, North Curl Curl, Beacon Hill, and North Manly.

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### **Water and Energy Saving initiatives**



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

This project is delivering the works required to apply for the Palm Beach Headland to be designated as an Urban Night Sky Place. The application is being finalised in consultation with key stakeholders. The remaining lighting upgrade works associated with this project have been completed.



#### **Energy Savings Initiatives Program - Revolving Energy Fund - Executive Manager Environment & Climate Change**

During the quarter, pre-planning works were progressed for solar panel installations at Cromer Depot and Beacon Hill Community Centre. Draft technical specifications were prepared for solar panel installation at Beacon Hill and quotes obtained for required electrical works at Cromer Works Depot to facilitate solar. Four hot water systems were replaced with more energy efficient, heat pump models at Cromer Community Centre and Forestville Memorial Hall. New electric vehicle charging infrastructure was installed at Cromer and Boondah Depots to support Council's fleet to transition to low emission vehicles.



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

This program of works delivers water savings and re-use initiatives across Council's assets and facilities. During the quarter, rainwater harvesting systems were commissioned at Dee Why Civic Centre and Newport Community Centre to supply non-potable water for toilet flushing and urinal flush down. A contract was awarded for water audits at four of Council's higher using water sites. This will help identify cost-effective opportunities for further water savings at these sites.

## FINANCIALS - Environment and Sustainability

### Income and Expenditure Statement 01 July 2023 to 30 September 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	663	575	88	2,293	2,293	2,293
Investment Fees and Revenues	1	-	1	0	0	0
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	150	81	69	3,638	4,614	4,724
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>814</b>	<b>656</b>	<b>158</b>	<b>5,932</b>	<b>6,908</b>	<b>7,018</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(2,130)	(2,196)	66	(9,516)	(9,516)	(9,486)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(693)	(1,300)	607	(9,871)	(10,486)	(10,525)
Depreciation and Amortisation	(1,760)	(1,812)	52	(7,252)	(7,252)	(7,252)
Other Expenses	(2,325)	(2,325)	0	(9,358)	(10,058)	(10,058)
Internal Charges	(695)	(695)	(0)	(2,797)	(2,797)	(2,797)
Overhead Allocation	(838)	(838)	-	(3,354)	(3,354)	(3,354)
<b>Total Expenses from Operations</b>	<b>(8,442)</b>	<b>(9,166)</b>	<b>724</b>	<b>(42,148)</b>	<b>(43,463)</b>	<b>(43,471)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(7,628)</b>	<b>(8,510)</b>	<b>882</b>	<b>(36,216)</b>	<b>(36,555)</b>	<b>(36,454)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	59	125	(66)	1,566	1,566	543
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(7,568)</b>	<b>(8,385)</b>	<b>816</b>	<b>(34,651)</b>	<b>(34,990)</b>	<b>(35,911)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	9,078	9,078	(1)	36,216	36,216	36,216

## **Budget commentary - year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$7.6)m is lower than forecast by \$0.9m at the end of the quarter.

Total Income from Operations of \$0.8m is higher than forecast by \$0.2m.

User Charges and Fees are higher by \$0.1m as a result of higher than anticipated Development Engineering fees.

Grants and Contributions for Operating Purposes are higher by \$0.1m due to the receipt of a Natural Disaster grant.

Total Expenses from Operations of (\$8.4)m are lower than forecast by \$0.7m.

Employee Benefits and Oncosts are lower by \$0.1m.

Materials and Services are lower by \$0.6m as a result of delays in floodplain management projects.

Depreciation and Amortisation is lower by \$0.1m because of the timing of capitalisation of stormwater assets.

Grants and Contributions for Capital Purposes are lower by (\$0.1)m.

### **Annual Forecast**

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$0.1m to (\$36.5)m principally due to a grant related to natural disaster expenditure incurred in a prior year.

# Waste and Cleansing

## HIGHLIGHTS

**A comprehensive Waste and Circular Economy Strategy** is in the final stages of drafting to be presented to Council in October 2023. A comprehensive community engagement program and educational material to inform the public during the exhibition period has been developed to raise awareness and maximise public involvement of the development of the final strategy.

### Waste Education and community impact

The waste education team has conducted an extensive program of waste recovery events and communication to build capability and resilience in the community in the transition to a circular economy model of waste management.

All our waste events now display a sign with the message 'Circular economy in action. Thanks for being part of this event and keeping resources out of landfill'. Examples of events where this sign has been displayed are:

- Three polystyrene collection days at Kimbriki and Beacon Hill Scout Hall.
- Two second-hand markets, Avalon Car Boot Sale, and Bags to Riches at Dee Why
- Two Reuse events at North Narrabeen Reserve and Warringah Aquatic Centre. Collected textiles, bikes, appliances, bikes, and small metals
- A waste education stall held at Council's Picnic in the Park event at Narrabeen.
- Chemical CleanOut event at Warringah Aquatic Centre

We also continued

- Supplying water fountains; to four community led events to reduce plastic waste associated with buying water in disposable bottles
- Providing buses for students from three primary schools to visit Kimbriki

For Plastic Free July new banners were displayed at The Strand, Dee Why and Manly Beach, 'Swapping out Plastic'. Artist from Zest International created a 3D chalk image of a whale at Dee Why beach. Eaton Gorge Theatre performed their Litter Guard play, concentrating on avoiding single use plastics to five primary schools. The Missing Drop sculpture was displayed at Forestway shops. Instagram tiles on 'Swap this for That' was converted into a video reel for Facebook. Kids activities at Avalon Car Boot sale.

### Waste Services

The Voice of the Customer (VOC) is a survey conducted by Council with residents who report missed waste services, to understand their satisfaction with the communication and response times in relation to the missed service. VOC results this quarter are showing record high satisfaction results for the service provided once a resident reports a missed waste service.

Discussion continued with our contractors regarding potential improvements to services and draft proposals will be reviewed and specifications developed, analysed, and costed for presentation to Council.

### Cleansing Services

Pavement cleaning service was carried out in Forestville, Allambie Heights, Manly, Manly Vale, Balgowlah, Seaforth, Fairlight, Brookvale, Collaroy Plateau, Freshwater, Warriewood, and North Narrabeen. In total, more than 16,000 m<sup>2</sup> of service was rendered.

1,036 reports were received through Council’s Graffiti Reporting Portal and actioned, consisting of over 7000 m<sup>2</sup> graffiti removed.

All street sweeping service were on schedule.

Performance measures – Waste and Cleansing	Target	September quarter
No. participating in education events on waste and circular economy solutions	1,000	6,700
Reports of missed waste collection and litterbin services	< 0.5%	0.15%

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

## OPERATIONAL PROJECTS

**Key:** ✔ Complete ✔ Progressing ! Behind schedule



### **Investigate and trial options for increased diversion of organics from red waste bins - Executive Manager Waste Management & Cleansing**

Options included in a Council's new Waste and Circular Economy Strategy will be implemented following adoption of the strategy which is due to go to Council in October and then on public exhibition.



### **Deliver education campaigns to maximise resource recovery from domestic waste, cleansing and litterbin service - Executive Manager Waste Management & Cleansing**

Waste Education delivered a number of events, Chemical CleanOut, second-hand markets, and Reuse Collection days. It supported excursions to Kimbriki for primary schools As well as comprehensive schedules developed for Plastic Free July and Engagement for new Waste and Circular Economy strategy.



### **Finalise and implement a new long-term waste and circular economy strategy - Executive Manager Waste Management & Cleansing**

The Waste and Circular Economy Strategy is currently being finalised by Design. The strategy will be presented to the October Council Meeting for approval to carry out Community Engagement.



### **Promote innovative opportunities for the community to recycle a broad range of recoverable waste types - Executive Manager Waste Management & Cleansing**

Waste Education organised three collection days for recycling of polystyrene furniture and appliance packaging. Two reuse events that also collected items for recycling, such as bikes in poor condition and small to medium size metal items. Bins provided with Council premises for collection of X-rays.

A to Z guide regularly updated informing residents of items that can be recycled beyond their domestic recycling bins.

2024 waste services calendar was completed and forwarded to contractor for printing and delivery.

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## CAPITAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule

### Waste and Cleansing



#### Public place bin enclosures - Executive Manager Waste Management & Cleansing

Quotation requested for bins to replace old Manly, Balgowlah, Seaforth area bins.

## FINANCIALS - Waste and Cleansing Services

### Income and Expenditure Statement 01 July 2023 to 30 September 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	8	15	(7)	60	60	60
Investment Fees and Revenues	27	12	14	50	50	50
Other Revenues	144	163	(19)	650	650	650
Grants and Contributions - Operating Purposes	170	-	170	-	71	148
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>348</b>	<b>190</b>	<b>158</b>	<b>759</b>	<b>830</b>	<b>907</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(2,083)	(2,048)	(34)	(8,876)	(8,876)	(9,196)
Borrowing Costs	(55)	(52)	(3)	(206)	(206)	(206)
Materials and Services	(11,630)	(12,655)	1,025	(54,568)	(54,639)	(54,629)
Depreciation and Amortisation	(679)	(679)	(0)	(2,715)	(2,715)	(2,715)
Other Expenses	-	(4)	4	(16)	(16)	(16)
Internal Charges	(796)	(801)	5	(3,226)	(3,226)	(3,291)
Overhead Allocation	(471)	(471)	-	(1,885)	(1,885)	(1,885)
<b>Total Expenses from Operations</b>	<b>(15,713)</b>	<b>(16,710)</b>	<b>997</b>	<b>(71,493)</b>	<b>(71,564)</b>	<b>(71,940)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(15,365)</b>	<b>(16,520)</b>	<b>1,155</b>	<b>(70,733)</b>	<b>(70,733)</b>	<b>(71,033)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(15,365)</b>	<b>(16,520)</b>	<b>1,155</b>	<b>(70,733)</b>	<b>(70,733)</b>	<b>(71,033)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	60,741	61,023	(282)	70,733	70,733	70,733

## **Budget commentary - year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$15.4)m is lower than forecast by \$1.2m at the end of the quarter.

Total Income from Operations of \$0.3m is higher than forecast by \$0.2m.

Grants and Contributions for Operating Purposes are higher by \$0.2m as a result of receiving a WASM Litter Prevention grant.

Total Expenses from Operations of (\$15.7)m are lower than forecast by \$1.0m.

Materials and Services are lower by \$1.0m as a result of a reduction in anticipated tonnages for vegetation, bulky goods and recycling and the delayed commencement of waste projects

Rates and Annual Charges are lower than forecast by \$0.3m.

### **Annual Forecast**

For the full financial year, the Total (Deficit) from Operations is forecast to increase by (\$0.3)m to (\$71.0)m principally due to the appointment of an Illegal Dumping Officer role and an increase in internal fleet charges along with the new WASM Litter Prevention grant offset by associated expenditure.

# Kimbriki Resource Recovery Centre

## HIGHLIGHTS

### Clean Water Diversion System

Kimbriki's largest ever capital works project - the Clean Water Diversion System (CWDS) was completed in September. The CWDS is a network of drains and ponds surrounding the site's active areas, redirecting clean water away from Kimbriki. The system is expected to reduce stormwater entering the Kimbriki site by 80%, thereby mitigating the risk of overloading Kimbriki's stormwater drains and treatment ponds during heavy rainfall and reducing the generation of leachate. Work has begun on Kimbriki's next engineered and lined landfill cell which should be complete by late October.

### Eco House and Garden

The Eco House and Garden held its second Waste and Sustainability Teacher Professional Development Day with a full house of 32 participants. Teachers were shown how to make their schools more sustainable and teach students the importance of environmental stewardship within the curriculum.

Performance measures – Kimbriki	Target	September quarter
Total waste from all sources diverted from landfill onsite	82%	78%*
Waste diverted from landfill in the Mixed Waste section onsite from all sources	10%	4.2%**

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

#### Notes on results:

\* Awaiting significant metal and engineered timber stockpiles to be sold and moved offsite (decreased market demand)

\*\* Sales of manufactured clean fill are limited as large greenfield housing developments have slowed. Other opportunities to increase diversion are being investigated – a Waste Audit is underway to consider mechanical sorting of mixed waste.

## OPERATIONAL PROJECTS

Key:  Complete  Progressing  Behind schedule



### **Improve on-site systems for more efficient separation of recoverable waste loads - Executive Manager Waste Management & Cleansing**

Forklift modifications undertaken to assist resource recovery from mixed waste at transfer station. Awaiting results of Waste Audit to inform future projects.



### **Research and develop improved resource recovery for specific waste types, consistent with the endorsed annual Business Plan - Executive Manager Waste Management & Cleansing**

Developing Request For Tender for permanent engineered timber processing solution. Consultant for comprehensive waste audit procured to identify potential recovery targets. Audit to be undertake in November.



### **Develop and improve waste avoidance, reuse, and repair initiatives to enhance social enterprise opportunities - Executive Manager Waste Management & Cleansing**

Hub Open Day planned for November 4th to demonstrate reuse and repair, and to provide opportunities for donation of toys, bicycles, textiles etc.

Two "Sew, Mend, Make" Workshops held by Boomerang Bags teaching textile repair and reuse with two scheduled for the second quarter. Three workshops promoting creative reuse of waste resources scheduled for the second quarter by Reverse Garbage.

## CAPITAL PROJECTS

### **Kimbriki improvements**



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

Construction complete.



### **Kimbriki gas capture system - Executive Manager Waste Management & Cleansing**

No works required as yet this year. Awaiting transfer of tipping to Cell 4B when completed.



### **Kimbriki future cell development - Executive Manager Waste Management & Cleansing**

Lining works continue on Cell 4B stage one



### **Kimbriki vehicles - Executive Manager Waste Management & Cleansing**

Delivery of two Electric vehicles

### Kimbriki improvements



#### **Kimbriki renewal program - Executive Manager Waste Management & Cleansing**

Installation of fencing of Eco Garden and Recyclables Area to improve litter control.  
Purchase of Water fill barriers for traffic management.



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#### **Kimbriki other - Executive Manager Waste Management & Cleansing**

Cyclical update of personal computers

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## FINANCIALS - Kimbriki Resource Recovery Centre

### Income and Expenditure Statement 01 July 2023 to 30 September 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	9,244	9,215	29	38,982	38,982	39,010
Investment Fees and Revenues	285	167	118	675	675	1,005
Other Revenues	849	873	(24)	3,852	3,852	3,828
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	73	69	4	274	274	279
Gains on disposal of Assets	13	-	13	-	-	13
<b>Total Income from Operations</b>	<b>10,464</b>	<b>10,324</b>	<b>140</b>	<b>43,783</b>	<b>43,783</b>	<b>44,135</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(1,308)	(1,385)	78	(5,345)	(5,345)	(5,267)
Borrowing Costs	(506)	(506)	0	(2,025)	(2,025)	(2,025)
Materials and Services	(4,492)	(4,613)	120	(19,658)	(19,658)	(19,813)
Depreciation and Amortisation	(819)	(954)	135	(3,784)	(3,784)	(3,649)
Other Expenses	(2,489)	(2,579)	90	(10,315)	(10,315)	(10,225)
Internal Charges	-	-	-	-	-	-
Overhead Allocation	-	-	-	-	-	-
<b>Total Expenses from Operations</b>	<b>(9,614)</b>	<b>(10,037)</b>	<b>423</b>	<b>(41,127)</b>	<b>(41,127)</b>	<b>(40,980)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>850</b>	<b>286</b>	<b>564</b>	<b>2,656</b>	<b>2,656</b>	<b>3,155</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>850</b>	<b>286</b>	<b>564</b>	<b>2,656</b>	<b>2,656</b>	<b>3,155</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	-	-	-	-	-	-

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total Surplus from Operations of \$0.9m is higher than forecast by \$0.6m at the end of the quarter.

Total Income from Operations of \$10.5m is higher than forecast by \$0.1m.

Investment Fees and Revenues are higher by \$0.1m as a result of higher than anticipated interest rates on invested term deposits.

Total Expenses from Operations of (\$9.6)m are lower than forecast by \$0.4m.

Employee Benefits and Oncosts are lower by \$0.1m as a result of good control of overtime and reduced office headcount.

Materials and Services are lower by \$0.1m as a result of lower processing costs in line with lower incoming volumes of recyclables as well as less activities for site repair and maintenance.

Other Expenses are lower by \$0.1m as a result of lower EPA levies in line with the lower incoming landfill and recyclables tonnages.

### **Annual Forecast**

For the full financial year, the Total Surplus from Operations is forecast to increase by \$0.5m to \$3.2m principally due to recognition of performance over budget year to date.

# SOCIAL

## Community, Arts and Culture

### HIGHLIGHTS

#### **Socially sustainable Northern Beaches**

The Better Together 2040 Social Sustainability Strategy is now in its third year of implementation. The Better Together Leadership Group met in August and the second Better Together Forum is being planned for November 2023 to discuss the impacts on social sustainability on the Northern Beaches.

Development is underway to deliver a Multicultural Inclusion Plan – Championing Diversity, with the draft ready for presentation to Council in the next quarter seeking approval for public exhibition of the draft plan.

#### **Community Centres**

Council continues to work with the Department of Education in preparing the new Mona Vale Performance Space as a shared space suitable for community hire. This state-of-the-art facility was completed in April 2023 and is suitable for theatre, dance, speech nights, author talks, music, drama, and other performing arts activities. Council is managing the hire of the space to the community outside school hours. Council held two Open Days in July for the community to view the space and enquire about booking it. A number of groups have since booked into the beautiful new space for end of year performances and events.

#### **Arts and Culture**

Creative Open 2023 attracted almost 6,000 visitors over four days in July, and included 70 art, music, and design experiences. It delivered an innovative and cost-effective cultural event for the Northern Beaches community while promoting creativity to broader Sydney encouraging visitors to the LGA. Audience engagement increased more than ten-fold across social, media and web platform. Avalon Creative Space, Curl Curl Creative Space, and Mona Vale Creative Studios and Gallery hosted three exhibitions and associated events, over the past quarter. Weaving Bridges program has been developed and will take place in October to engage the local community in First Nations culture and storytelling.

The third Environmental Art and Design Prize featured 215 artists and designers whose works were selected for exhibition in August across three of our Northern Beaches cultural venues Manly Art Gallery and Museum, Curl Curl Creative Space, and Mona Vale Creative Space Gallery. Attendance was 3,850 visitors, up from last year's visitation. Meet the Artists/Designers events, and the Happy Hour at Manly Art Gallery & Museum (MAG&M) event with an emphasis on functional design were delivered and also well attended.

The Manly Art Gallery & Museum presented the work of 218 artists across a suite of exhibitions, including the Environmental Art and Design Prize artists, the Heather and Kate Dorrough, and Jumaadi exhibitions. The Design Shop continued to support and promote 35 local designers, makers, and artists.

The construction of the mili mili project at McKillop Park, Freshwater is underway. A new work for Manly Art Gallery & Museum, an illuminated artwork by Elliott Routledge, was installed. Two new

street artworks completed at North Curl Curl Community Centre and Mona Vale Memorial Hall, with two further works to be delivered over the next two months as part of Council's street art program.

### **Glen Street Theatre**

This quarter saw 101 events staged at the venue with over 18,700 attendees including sold our performance for *Marcia Hines*, *Menopause The Musical*, *The Twits*, *Are We There Yet*, *Mark Vincent*, *A Night at The Proms* and *Arj Barker*.

The team has continued to respond to requests for forward bookings and enquiries for calendar year 2024. All regular community hirers have returned and secured preferred dates with enquiries from commercial producers increasing. Early release for 2024 Glen Street Memberships and shows has commenced with artists such as Kate Miler–Heidke already over 75% sold. Glen Street Theatre was represented at the performing arts sector conference (APAX) as part of national industry discussions and forward planning for 2025 and 2026 state and national performing arts tours.

### **Community Safety**

Council continued our role in leading a coordinated response to community safety in the Northern Beaches through consultative meetings with local Police, local agency and interagency representatives and other stakeholders.

The Community Safety Advisory Committee considered issues impacting young people across the Northern Beaches, as identified by engagement with young people through the Have Your Say Day 2023 survey and event.

Council has made progress on actions within the Community Safety Plan 2021-26, including undertaking consultations with key stakeholders on youth outreach and safety on public transport. A safety audit on Bungan Lane Carpark in Mona Vale was undertaken and a review of the East Esplanade Park Community Safety Management Plan, in preparation for summer. Council has established a new online resource hub in support of community members experiencing financial hardship.

### **Empowering young people and families**

Council supported the Northern Beaches Youth Interagency to hold a professional development learning session on 16 August at the Beach School, with around 50 people in attendance. Topics covered included school refusal, vaping and working with the Police.

Council held three NAIDOC Week events with local Aboriginal owned business Bush to Bowl in July 2023. Each event included workshops on bush tucker, dancing, and a musical performance. Events were hosted at Narraweena (150 attendees), Warringah Mall (40 attendees) and Avalon (70 attendees). A particular highlight was holding one of the events at Narraweena Public School as part of the Department of Education's Share Our Space Initiative, which included many students and families from the school.

Council worked with StreetWork to hold street art workshops to build the capacity of several young people interested in this art medium as part of a Graffiti Management Grant. The Adolescent and Family Counselling Service provided over 200 free client counselling sessions to young people and their families. The service also hosted a youth social club to provide social capacity building and connection.

## **Community Development**

The Community Development Grants Program was open for applications from Thursday 29 June to Monday 7 August, receiving 52 applications. In addition, a new Small Grants Program and Youth Voice Grants Program were open this year, receiving 13 and 10 applications, respectively. The assessment panel recommendations are progressing to the October Council meeting for approval.

A communications campaign for the It Takes a Village program was open in July, calling for submissions from Northern Beaches residents on what giving back means to the community. 29 submissions were received. A filmed interview with the winning submissions was completed in September, which will be used for further social media campaigns for the program. Council supported a special screening of the SBS production, Safe Home on 14 September run by the Northern Beaches Domestic Violence Network, with 160 community members in attendance. This event hosted a panel discussion including the writer of the production, a lead actress and a woman with lived experience to share their reflections of the show and broader discussions around domestic violence.

A Welcome to the Northern Beaches Multicultural Resource has been printed and distributed across all libraries and customer service centres. This resource is also being published in Arabic, Hindi, Nepali, simplified Chinese, Spanish and Tibetan, and provides information on relevant services and opportunities for community participation for newly arrived people from diverse backgrounds to the Northern Beaches.

## **Supporting Seniors**

Meals on Wheels delivered over 5,600 meals to older people in the community to enable them to live at home for longer and prevent social isolation. This included more than 150 community lunches and social outing meals that increase social connections for older people.

Council printed and distributed 8,000 copies of the updated 2023-2025 Seniors Directory to relevant services and centres across the Northern Beaches.

Council continues to implement actions in the Dementia Friendly Organisation Action Plan including support of the Northern Beaches Dementia Alliance.

## **Valuing volunteers**

Volunteers were active in all programs across Council to continue delivering valued services to our community including Bushcare, Community Gardens, Cemeteries, Libraries, Meals on Wheels, Manly Art Gallery & Museum, Manly Environment Centre, Manly Visitor Information Centre, and the Aboriginal Heritage Office.

Nominations opened for the 2024 Australia Day Awards to recognise the significant contribution of volunteers across our community.

Community Arts and Culture - Performance measures	Target	September quarter
Volunteers who actively participate in ongoing programs across Council	650	517*
Community centre bookings	9,270	9,616
No. Meals services	4,500	5,664
- Workload measures		
No. information and referral enquiries	-	89

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

**Notes on results:**

\* Below target as there were no key community events needing volunteers this quarter

## OPERATIONAL PROJECTS

**Key:** ✔ Complete ✔ Progressing ! Behind schedule

### **Implement the Youth Voice Grants Program - Executive Manager Community, Arts & Culture**

Youth Voice Grant applications were open from 29 June to 7 August 2023. Applications from 10 organisations were received and are under assessment by the grants panel.

### **Develop a Community Connection Action Plan - Executive Manager Community, Arts & Culture**

Project planning underway.

### **Plan for an integrated community and cultural hub at Mona Vale Framework and associated actions - Executive Manager Community, Arts & Culture**

Report complete outlining options for the integration of community and cultural activities at Mona Vale. Investigation into co-locating activities is ongoing.

### **Develop a Multicultural Inclusion Plan - Executive Manager Community, Arts & Culture**

The project is on track for the draft Plan to be delivered to the 24 October Council meeting. Engagement planning has commenced for exhibition and the project team have run workshops with the Cultural Leaders and the Youth Advisory Group to determine needs of different stakeholders.

## CAPITAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule  Not proceeding

### Art Works



#### **Theo Batten Bequest purchases - Executive Manager Community, Arts & Culture**

No artwork was purchased in September with this funding source.

### Community Centre Improvements



#### **Warriewood Valley Community Centre - Executive Manager Capital Projects**

Council resolution in June 2023 rejected all tenders and resolved to negotiate with the two highest ranked tenders from the Request For Tender. The Negotiation process is currently ongoing.



#### **Community buildings works program - Executive Manager Property**

This program of work is allocated to community buildings projects. This financial year, the main project is for the playground upgrade works at the Harbord Literary Institute and Stage 2 Air-conditioning upgrade at Glen Street Theatre (commencing July 2024).

The contract for the heating, ventilating and air conditioning works is now executed.

The timeframe for the playground works is from December 2023 to January 2024 to minimise the impact on the users.



#### **Community centres minor works program - Executive Manager Property**

This program includes minor renewal works to community centre buildings.

Works include concept design updates for the Dee Why Women's Refuge (currently awaiting the outcome of the grant application), minor works to the former Computer Pals room at Forestville Memorial Hall for a new hirer (now completed) and building stabilisation works at Ted Blackwood Community Centre.

### Cultural Improvements



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

Coast Walk Public Art program implementation continues.



#### **Glen Street Theatre - renewal works**

This program includes minor renewal works and the replacement of equipment at Glen Street Theatre, as requested by theatre management during the year.

The recommended tenderer for Stage 2 air-conditioning upgrade work was approved by Council and the work is scheduled to be undertaken in July 2024. The contract for the work was executed on 20 September.



### **Creative Arts Space - Mona Vale design works - Executive Manager Property**

This project relates to making changes at Mona Vale Admin building/customer services/library connected with implementing improvements for arts uses.

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## FINANCIALS - Community, Arts and Culture Service

### Income and Expenditure Statement 01 July 2023 to 30 September 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	967	1,065	(98)	4,450	4,450	4,450
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	222	176	47	814	781	781
Grants and Contributions - Operating Purposes	289	187	101	679	679	679
Other Income	11	11	(0)	43	43	43
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>1,488</b>	<b>1,438</b>	<b>50</b>	<b>5,986</b>	<b>5,954</b>	<b>5,954</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(1,730)	(1,721)	(9)	(7,421)	(7,421)	(7,421)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(700)	(893)	194	(3,229)	(3,273)	(3,292)
Depreciation and Amortisation	(155)	(155)	-	(621)	(621)	(621)
Other Expenses	(131)	(210)	80	(578)	(587)	(567)
Internal Charges	(8)	(10)	2	(55)	(55)	(65)
Overhead Allocation	(214)	(214)	-	(858)	(858)	(858)
<b>Total Expenses from Operations</b>	<b>(2,938)</b>	<b>(3,204)</b>	<b>266</b>	<b>(12,762)</b>	<b>(12,814)</b>	<b>(12,824)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(1,449)</b>	<b>(1,766)</b>	<b>316</b>	<b>(6,775)</b>	<b>(6,860)</b>	<b>(6,870)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(1,449)</b>	<b>(1,766)</b>	<b>316</b>	<b>(6,775)</b>	<b>(6,860)</b>	<b>(6,870)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	1,684	1,684	-	6,668	6,668	6,668

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$1.4)m is lower than forecast by \$0.3m at the end of the quarter.

Total Income from Operations of \$1.5m is slightly higher than forecast.

User Charges and Fees are lower by (\$0.1)m as a result of reduced Community Centre hire and lower ticket sales at Glen Street.

Grants and Contributions for Operating Purposes are higher by \$0.1m as a result of the timing of Meals on Wheels grants.

Total Expenses from Operations of (\$2.9)m are lower than forecast by \$0.3m.

Materials and Services are lower by \$0.2m as a result of the timing of contract payments associated with theatre hire and advertising at Glen Street and social planning and public art expenditure.

Other Expenses are lower by \$0.1m as a result of timing differences associated with Merger Savings funded Grants and Subsidies expenditure.

### **Annual Forecast**

For the full financial year, the Total (Deficit) from Operations is forecast to increase slightly to (\$6.87)m principally due to a minor reduction (\$10,000) in internal income following the closure of the Forestville Vacation Centre at Forestville Memorial Hall.

# Children's Services

## HIGHLIGHTS

### National Quality Framework

Belrose Children's Centre received an Exceeding rating in all areas of the National Quality Framework.

Narrabeen Children's Centre completed their participation in a Macquarie University study "MQ Talk" which tracked specific children over a four-year period with the last child receiving their final visit. The study focussed on how Early Childhood Services can help multilingual children as these children often start school with weaker language skills than English speaking peers.

### Embedding cultural safety into our programs

Belrose Children's Centre, Family Day Care and Children's Services management were represented at the Social Justice in Early Childhood Conference by delegates who presented to the conference attendees 'Rainbows on the Beaches', an Anti-Bias program supporting inclusion and cultural safety within our communities.

### Community Connections

Manly Community Pre-school fundraised over \$1,300 for Camp Quality, supporting a child that attends the Pre-school that is currently undergoing cancer treatment. As a result of this connection, Camp Quality attended and performed a Puppet show for the children.

North Harbour Pre-school has been connecting with various local businesses to develop our green spaces and teach the children more about sustainable practices.

North Harbour Pre-school has been making connections with the local community. This has included Balgowlah Post Office through writing letters to family members, and the local charity shops through donating clothes after learning about acts of kindness.

Manly Community Pre-school engaged in the Food Drive for rough sleepers with many families donating staple items to the Community Northern Beaches Group.

Harbour View Children's Centre had Bunnings attend to help plan out a Kitchen Garden. This is all part of the Junior Landcare Australia grant that was successfully received. Bunnings helped create a list of what they could supply and what would grow and giving useful tips on the best place to plant.

The staffing team at Dee Why Children's Centre and Belrose Children's Centre are participating in 'Steptember' an event aimed at individual Educators achieving a goal of at least 10,000 steps per day to raise awareness and drive meaningful change for cerebral palsy.

Performance measures – Children’s Services	Target	September quarter
No. children attending Long Day Care programs	700	790
No. children attending Family Day Care programs	340	293*
No. children attending Preschool programs	150	204
No. children attending Vacation Care Programs	350	434

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

**Notes on results:**

\* Reduced number of FDC educators due to Council's requirement for COVID vaccination, and constraints on affordable suitable premises for new FDC sites. This has affected the service capacity in terms of Educator numbers and locations.

**CAPITAL PROJECTS**

**Key:** ✔ Complete 🔄 Progressing ! Behind schedule

**Childcare Buildings**



**Children's centres works program - Executive Manager Property**

This program delivers renewal works on Council owned and operated Children's Centres. This financial year the program will see improvements to staff facilities at Narrabeen Children's Centre. Minor storage improvements will also be delivered at North Harbour Preschool.

## FINANCIALS - Children's Services

### Income and Expenditure Statement 01 July 2023 to 30 September 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	3,468	3,561	(93)	14,740	14,740	14,346
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	0	1	(0)	4	4	4
Grants and Contributions - Operating Purposes	846	653	193	2,416	2,416	2,712
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>4,314</b>	<b>4,214</b>	<b>100</b>	<b>17,160</b>	<b>17,160</b>	<b>17,062</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(3,539)	(3,150)	(389)	(13,666)	(13,666)	(13,603)
Borrowing Costs	(2)	(6)	5	(6)	(6)	(6)
Materials and Services	(426)	(536)	110	(2,062)	(2,094)	(2,068)
Depreciation and Amortisation	(14)	(14)	(0)	(54)	(54)	(54)
Other Expenses	-	-	-	-	-	-
Internal Charges	(143)	(145)	3	(584)	(584)	(573)
Overhead Allocation	(197)	(197)	-	(787)	(787)	(787)
<b>Total Expenses from Operations</b>	<b>(4,319)</b>	<b>(4,047)</b>	<b>(272)</b>	<b>(17,159)</b>	<b>(17,191)</b>	<b>(17,092)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(5)</b>	<b>167</b>	<b>(172)</b>	<b>1</b>	<b>(31)</b>	<b>(31)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(5)</b>	<b>167</b>	<b>(172)</b>	<b>1</b>	<b>(31)</b>	<b>(31)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	-	-	-	-	-	-

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

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

Total Income from Operations of \$4.3m is higher than forecast by \$0.1m.

User Charges and Fees are lower by (\$0.1)m as a result of lower than expected fee income by families for long day care centres which is offset by an increase in State funding to support Fee income paid by families. A combination of lower year to date utilisation at Family Day Care and Vacation Care impacts fee income.

Grants and Contributions for Operating Purposes are higher by \$0.2m as a result of increased Start Strong funding to offset the fee paid by families and preschool funding received.

Total Expenses from Operations of (\$4.3)m are higher than forecast by (\$0.3)m.

Employee Benefits and Oncosts are higher by (\$0.4)m as a result of higher casual salaries filling vacant positions.

Materials and Services are lower by \$0.1m as a result of lower than anticipated spending on Agency Personnel, Minor Office Equipment, Maintenance & Servicing, Child Care Supplies and lower spending on excursions.

### **Annual Forecast**

For the full financial year, the Total (Deficit) from Operations is predicted to remain as forecast.

# Library Services

## HIGHLIGHTS

### Valued social institutions

With more than 247,000 visits to our public libraries over the quarter, our library services are one of our most valued social institutions in the Northern Beaches. At end September 2023, there were more than 64,600 active members of our library service who regularly borrow items, attend programs and events, volunteer or browse our local history portal 'History Hub'.

The library delivers a wide variety of contemporary, popular collections in both print and digital formats, with more than 245,000 physical loans and over 90,000 eLoans from our service this quarter.

### Experience – Explore and Engage

First quarter saw a diverse and exciting calendar with libraries holding 763 programs and events. These included regular daily early literacy sessions held across all branches, to new events supporting Council wide programming such as NAIDOC week and Manly Jazz.

School holiday programs offered a First Nations Planetarium experience, teddy bear sleepovers, robotics, and a bookmark design competition. Youth engaged in popular Dungeons and Dragons role playing games and creative projects with cri-cut programs.

Author talks continue to return to popularity with Candice Fox, Oliver Twist and Vidaya Madabushi hosting evening events amongst several others.

Held in August, the Young Writers awards presentation was a success, with entrants from over 50 schools across the Northern Beaches. The Australian Poetry Slam heat for North Sydney was held at Manly Library, with participants performing poems speaking about current and social issues, experimenting with sound and rhythm within their performances to engage the audience.

### Connection – Belonging and Pride

For History week, a First Nations History talks were delivered in collaboration with the Aboriginal Heritage Office with stories on history, culture, family, and heritage.

Our own local studies team delivered 'Pioneers of the Northern Beaches' talks featuring learning about the post settlement pioneers of the Northern Beaches and how they shaped our early development. The team facilitated workshops on 'Discover your Family History' at all our branches, enabling community members to learn more about their own heritage.

With a continued focus on the preservation of our rich local studies collections, over 270 items were digitised this quarter and a total 29,370 items accessible on History Hub. An online portal, History Hub provides instant access to photographs, videos, and oral histories.

Exhibitions were held across branches, with the Manly Creative Library hosting works from year 9 and 11 students Secondary College Mackellar Girls Campus during July and August and local artist Mart Basa throughout September. Warringah Mall Library hosted the winners of the Underwater! 2022 photography competition whilst artwork from the 2023 artist book awards toured all branches.

## Together – Partnerships and Collaboration

Collaborating with external organisations to deliver a variety of informative talks for the community, Library Services organised for Services Australia and Carers Australia to deliver a range of presentations across branches in several community languages on a range of topics including navigating MyGov, Jobseeker, Medicare, and your pension. NSW Police also hosted several booked-out talks on cyber security and scams awareness.

Our volunteers continue to take an invaluable role in the delivery of library services with 115 volunteers providing support to operate our Justice of the Peace service, Tech Help, Family History Fridays, and Home Library service deliveries. Working with our volunteers, 572 of our community members received home library deliveries, providing valuable recreational and education material to those in our community unable to visit our libraries.

## Leadership – Excellence and Innovation

Following Council endorsement for public exhibition of the draft Library Strategic Plan 2023-2028 in June 2023, community engagement activities have been underway across the service including several roadshows held onsite at library branches inviting community feedback on the vision for the future of public library services on the Northern Beaches. Over the next five years there will be focus on four strategic directions to strengthen the service, strive for innovation, and continue to push the boundaries of what it means to be a modern library.

Launching permanent ongoing 24/7 service in March 2023, Forestville 24/7 continues to grow in popularity within the Forestville community. More than 1,500 members have signed up for 24/7 access with 7,430 visits outside of staffed hours during the last quarter.

Minor refurbishments and layout changes have been undertaken at Manly and Dee Why Libraries, providing more efficient and flexible spaces for community use including improving promotion and usage of the collection.

Library Services - Performance measures	Target	September quarter
No. Home Library customers	525	572
No. library programs and activities	400	763
No. of physical visits to libraries	175,000	247,279
- Workload measures		
No. events, programs and exhibitions that align with diverse and inclusive programming	-	16

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

## OPERATIONAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule



### **Develop a Library Strategy - Executive Manager Library Services**

Public exhibition complete. Final strategy prepared for October Council meeting.



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

Planning in progress for Manly 24/7 project.

## CAPITAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule  Not proceeding

### **Library Upgrades**



#### **Mona Vale Library - upgrades and new works - Executive Manager Property**

This project will deliver improvements to the Mona Vale Library in line with recommendations from the study into arts uses for the library/admin building/ memorial hall precinct.

Planning work is in progress.



#### **Library buildings works program - Executive Manager Property**

Project is scheduled to start in January

### **Community Space and Learning**



#### **Library local priority grant purchases - Executive Manager Library Services**

Planning continues for FY23/24.



#### **Library books - replacement - Executive Manager Library Services**

September saw a spend just ahead of forecast.

Of the physical items received, Adult Fiction comprised 56% of stock, Adult Non-Fiction 13%, Junior items 27%. The remaining 4% of stock received was Young Adult and Audiovisual items.

## FINANCIALS - Library Services

### Income and Expenditure Statement 01 July 2023 to 30 September 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	41	30	11	121	121	121
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	29	33	(3)	131	131	131
Grants and Contributions - Operating Purposes	-	-	-	826	826	770
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>71</b>	<b>63</b>	<b>8</b>	<b>1,078</b>	<b>1,078</b>	<b>1,022</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(1,676)	(1,859)	183	(8,056)	(8,056)	(8,037)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(367)	(429)	62	(1,423)	(1,423)	(1,435)
Depreciation and Amortisation	(500)	(500)	-	(2,001)	(2,001)	(2,001)
Other Expenses	(28)	-	(28)	(118)	(118)	(125)
Internal Charges	(20)	(20)	-	(88)	(88)	(88)
Overhead Allocation	(244)	(244)	-	(976)	(976)	(976)
<b>Total Expenses from Operations</b>	<b>(2,834)</b>	<b>(3,052)</b>	<b>217</b>	<b>(12,661)</b>	<b>(12,661)</b>	<b>(12,661)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(2,764)</b>	<b>(2,989)</b>	<b>225</b>	<b>(11,583)</b>	<b>(11,583)</b>	<b>(11,639)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	42	(42)	169	205	205
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(2,764)</b>	<b>(2,947)</b>	<b>183</b>	<b>(11,414)</b>	<b>(11,378)</b>	<b>(11,434)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	2,989	2,989	-	11,583	11,583	11,583

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

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

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

Total Expenses from Operations of (\$2.8)m are lower than forecast by \$0.2m.

Employee Benefits and Oncosts are lower by \$0.2m as a result of vacant positions and staff leave taken within the Service.

Materials and Services are lower by \$0.1m as a result of timing differences associated with Service contract payments and subscriptions.

### **Annual Forecast**

For the full financial year, the Total (Deficit) from Operations is forecast to increase by (\$0.1)m to (\$11.6)m principally due to advice of a population decline impacting the per capita subsidy receivable by Council.

# Strategic Land Use Planning

## HIGHLIGHTS

### **Mona Vale Place Plan**

Council has commenced a procurement process to engage an independent traffic consultant to undertake a detailed Traffic and Parking Report (the Report) to inform the finalisation of the draft Place Plan. The Report will incorporate traffic modelling and analysis of the road network with specific consideration on the capacity of local intersections to cope with increased traffic generation from the proposed additional residential and employment uses.

### **Northern Beaches Local Environmental Plan and Development Control Plan**

Council continues to work on the Planning Proposal for the new Local Environmental Plan (LEP) and the new Development Control Plan (DCP). Council is awaiting final detailed comments from the Department of Planning and Environment regarding the Conservation Zones Review methodology and Local Housing Strategy actions to be implemented via the new LEP.

Once these matters have been resolved, and the Conservation Zones methodology agreed, Council will be able to finalise a Planning Proposal for consideration by Councillors and subsequent public exhibition. This is now anticipated to occur in early 2024.

Work commenced on a proposed Councillor workshop on key LEP matters to be held on 28 October 2023.

Work continues on Council's new DCP, incorporating Local Character Statements. This has involved reviews of other Council DCPs, meetings with internal and external experts, and drafting of controls. It is proposed to exhibit the draft DCP together with the Planning Proposal for Council's new LEP.

### **Local Housing Strategy and Affordable Housing**

A review of Council's Affordable Housing Policy has commenced. SGS consultants have been appointed to provide a briefing to Councillors on the current state of play in affordable housing, including high level options that Council might wish to consider in the preparation of a more detailed affordable housing strategy.

Council's Local Housing Strategy continues to be implemented through:

- The establishment of "Housing Diversity Areas" allowing for dual occupancy and boarding house development in limited areas around identified local centres as part of the new Northern Beaches Local Environmental Plan-making process.
- Separate "structure plan" processes either completed or in-train for Frenchs Forest, Brookvale, and Mona Vale to provide additional housing supply.
- Requiring a % of all new housing in areas re-zoned to permit higher residential densities to be given to Council for use in perpetuity as affordable housing units (including Frenchs Forest, Brookvale, and Mona Vale).

### **Morgan Road Planning Proposal (Lizard Rock)**

In October 2022 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.

Despite detailed submissions by Council opposing the Planning Proposal, in December 2022 the Sydney North Planning Panel determined that the Planning Proposal should be submitted to the Minister for Planning and Public Spaces for a “Gateway” determination.

In January 2023 Council resolved not to be the Planning Proposal Authority (PPA) for the proposal – that is, to be responsible for its governance including preparation, submission for a Gateway determination, public exhibition and finalisation. The Sydney North Planning Panel was subsequently appointed to this role.

In June 2023 the Department issued a Gateway Determination for the Planning Proposal to proceed to public exhibition, subject to conditions.

The Planning Proposal has been placed on public exhibition from 26 September to 7 November 2023 without significant change. Consequently, Council is preparing a submission to the exhibition opposing the Planning Proposal.

### **Manly Place Plan**

The draft My Place: Manly was finalised and reported to Council on 26 September. Council resolved to place the draft plan on public exhibition for six weeks, commencing 9 October. Planning for engagement activities was completed and includes a webinar, drop-in sessions, dedicated project webpage, mail outs and other promotional material.

### **Frenchs Forest Town Centre Contribution Plan**

The Independent Pricing and Regulatory Tribunal (IPART) released their final report on the Frenchs Forest Town Centre Contributions Plan. The report includes updated recommendations which address the matters raised in Council’s submission. IPART’s final report is with the Minister for Planning and Public Spaces for determination.

### **Planning Proposal - 10-12 Boondah Road, Warriewood**

The North Sydney Planning Panel considered the Planning Proposal at its meeting on 17 August 2023 and determined that the Planning Proposal should not progress to Gateway Determination because the Planning Proposal did not demonstrate Strategic Merit.

## OPERATIONAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule



### **Develop a Place Plan for Mona Vale - Executive Manager Strategic & Place Planning**

Additional Traffic related data and information is required to be prepared for the project incorporating additional residential development and employment floorspace as per required targets outlined in the Northern Beaches Housing Strategy and North District Plan. Once received the draft Plan will be updated and reported to Council for exhibition.



### **Prepare Northern Beaches Local Environmental Plan, Development Control Plan and associated studies - Executive Manager Strategic & Place Planning**

Council is awaiting important advice from Department of Planning required to finalise key elements of the Planning Proposal, including the Conservation Zones Review methodology and residential uses in the R2 zone.

Once received the draft Planning Proposal documentation will be finalised for the purposes of educating the Councillors and the Community throughout the planning amendment process.



### **Complete Brookvale Structure Planning and Rezoning - to revitalise Brookvale town centre - Executive Manager Strategic & Place Planning**

Finalisation of the draft Brookvale Structure Plan document and Response to Submissions Report is being completed by the project team. Additional information including revised assumptions and visual renders are being prepared.



### **Develop a Place Plan for Manly - Executive Manager Strategic & Place Planning**

Draft place plan was reported to Council's 26 September Council meeting. Council resolved to publicly exhibit the plan for six weeks, commencing 9 October. Council is currently preparing a wide-ranging community engagement campaign. Once submissions are received, they will be analysed and reported to Council in early 2024.

## FINANCIALS - Strategic Land Use Planning

### Income and Expenditure Statement 01 July 2023 to 30 September 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	243	301	(59)	1,206	1,206	1,206
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	1	-	1	-	-	-
Grants and Contributions - Operating Purposes	328	331	(3)	341	341	341
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>572</b>	<b>633</b>	<b>(61)</b>	<b>1,547</b>	<b>1,547</b>	<b>1,547</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(1,155)	(1,169)	14	(5,066)	(5,066)	(5,141)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(92)	(177)	86	(704)	(922)	(847)
Depreciation and Amortisation	(14)	(14)	-	(55)	(55)	(55)
Other Expenses	(546)	(546)	0	(728)	(728)	(728)
Internal Charges	(55)	(55)	(0)	(233)	(233)	(233)
Overhead Allocation	(112)	(112)	-	(450)	(450)	(450)
<b>Total Expenses from Operations</b>	<b>(1,973)</b>	<b>(2,073)</b>	<b>100</b>	<b>(7,237)</b>	<b>(7,455)</b>	<b>(7,455)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(1,401)</b>	<b>(1,441)</b>	<b>39</b>	<b>(5,689)</b>	<b>(5,908)</b>	<b>(5,908)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(1,401)</b>	<b>(1,441)</b>	<b>39</b>	<b>(5,689)</b>	<b>(5,908)</b>	<b>(5,908)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	1,441	1,441	-	5,281	5,281	5,281

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$1.4)m is lower than forecast by \$0.0m at the end of the quarter.

Total Income from Operations of \$0.6m is lower than forecast by (\$0.1)m.

User Charges and Fees are lower by (\$0.1)m as a result of a lower level of planning activity.

Total Expenses from Operations of (\$2.0)m are lower than forecast by \$0.1m.

Materials and Services are lower by \$0.1m as a result of timing differences associated with land use planning services.

### **Annual Forecast**

For the full financial year, the Total (Deficit) from Operations forecast remains (\$5.9)m.

# Development Assessment

## HIGHLIGHTS

This quarter 376 Development Applications, 144 Modifications of Consent and 6 Review of Determination Applications were lodged for assessment. A total of 497 applications were determined and 26 Pre-Lodgement meetings were held.

Following a review and public consultation on the *Council-related Development Applications Policy* which came into effect in April 2023, a number of internal processes have been streamlined and amendments to the policy have been proposed. This policy provides transparency on how Council related applications (Council as landowner or proponent) will be managed throughout the assessment process to address conflicts of interest as landowner/applicant and consent authority.

The third anniversary of the operation of Council's Design and Sustainability Advisory Panel took place in August. There has recently been three new members appointed to the panel, including a new Chairperson. The Panel provides an advisory service for applicants, Council, and determination Panels to improve the final design outcomes of larger developments.

Work is progressing on the implementation of integration between Council's core systems and the NSW Planning Portal DA Online service and should be finalised in the next quarter.

Performance measures – Development Assessment	Target	September quarter
Average determination time of 90% of Development applications, modifications and reviews (days)	≤ 75	64
Outstanding applications, modifications and reviews older than 100 days (since application received)	≤ 20%	26%*

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

### Notes on results:

\* The business unit was under resourced for an extended period this quarter. The team are still working through the backlog of older applications. This number is slowly decreasing and will be a focus this financial year.

## FINANCIALS - Development Assessment

### Income and Expenditure Statement 01 July 2023 to 30 September 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	1,087	922	166	3,688	3,688	3,688
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>1,087</b>	<b>922</b>	<b>166</b>	<b>3,688</b>	<b>3,688</b>	<b>3,688</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(1,246)	(1,329)	83	(5,757)	(5,757)	(5,757)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(200)	(198)	(2)	(764)	(714)	(714)
Depreciation and Amortisation	(22)	(22)	-	(87)	(87)	(87)
Other Expenses	-	-	-	-	-	-
Internal Charges	(44)	(44)	-	(191)	(191)	(191)
Overhead Allocation	(170)	(170)	-	(681)	(681)	(681)
<b>Total Expenses from Operations</b>	<b>(1,682)</b>	<b>(1,763)</b>	<b>80</b>	<b>(7,480)</b>	<b>(7,430)</b>	<b>(7,430)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(595)</b>	<b>(841)</b>	<b>246</b>	<b>(3,791)</b>	<b>(3,741)</b>	<b>(3,741)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(595)</b>	<b>(841)</b>	<b>246</b>	<b>(3,791)</b>	<b>(3,741)</b>	<b>(3,741)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	841	841	-	3,711	3,711	3,711

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$0.6)m is lower than forecast by \$0.2m at the end of the quarter.

Total Income from Operations of \$1.1m is higher than forecast by \$0.2m.

User Charges and Fees are higher by \$0.2m. This is a result of the value of development being greater than forecast.

Total Expenses from Operations of (\$1.7)m are lower than forecast by \$0.1m.

Employee Benefits and Oncosts are lower by \$0.1m as a result of vacant positions.

### **Annual Forecast**

For the full financial year, the Total (Deficit) from Operations forecast remains (\$3.7)m.

# Environmental Compliance

## HIGHLIGHTS

Environmental Health Officers (EHOs) have recently commenced their food inspection program for 2023/24 to assess compliance with the Food Act and Food Standards Code. To date we have completed 200 inspections which is on track to achieve our inspection target by the end of the financial year. These inspections are necessary to ensure the likelihood of food contamination, bad hygiene and food borne illnesses is eliminated or reduced and that there is no imminent risk to public and/or environmental health.

Environmental Health has sent out a Newsletter to all fixed food businesses advising them of the new Food Standard Code 3.2.2A and their obligations under this new code. These requirements are in place because unpackaged, potentially hazardous food that is ready to eat is high risk and needs careful handling to keep it safe.

Environmental Health recently confirmed to NSW Health that we will be continuing the Arbovirus (mosquito) Surveillance Program during the warmer summer months.

Rangers were instrumental to the operation to remove articles associated with persons camping in Dee Why Sand Dunes on 31 August 2023. Belongings were stored for safe keeping and have been subsequently returned.

Delivery of dog ownership education – a responsible dog ownership session held at Dee Why and presented by Steve Austin (Canine Training Behavioural Specialist) was arranged by our rangers team. Over 110 people registered to attend this session as well as ‘pop-up’ sessions held with Rangers at dog off leash areas in Curl Curl and Bayview. Council branded give aways were provided which included dog leads and waste bag holders.

Parking enforcement in school zones, Brookvale Oval (Sea Eagles home games) and sporting facilities on peak weekend periods were conducted at St Matthews Farm, John Fisher Park, and Griffith Park.

Proactive dog patrols at North Curl Curl/Dee Why Headland, Manly ocean front, Manly Fairy Bower penguin nesting, continued, with increased compliance achieved.

Environmental Compliance - Performance measures	Target	September quarter
All mandatory food inspections completed	100%	81%*
Response to public safety and environmental concerns within 24 hours for urgent/high risk requests and within 10 days for non-critical requests	100%	100%
Follow up of outstanding enforcement actions at 60 days and 90 days	100%	80%**
Response to companion animal concerns within 24 hours for urgent/high risk requests	100%	100%

- Workload measures		
No. of proactive companion animal patrols	-	23
No. of companion animal investigations	-	732
No. of swimming pool barrier inspections	-	110
No. of responses to liquor application referrals from Liquor and Gaming NSW	-	31

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

**Notes on results:**

\* This is an annual target – on track to meet KPI for the 2023/24 period

\*\* Resourcing challenges have impacted on this KPI during the quarter.

## FINANCIALS - Environmental Compliance

### Income and Expenditure Statement 01 July 2023 to 30 September 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	710	617	93	2,468	2,468	2,468
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	1,521	2,183	(662)	8,735	8,735	6,485
Grants and Contributions - Operating Purposes	(3)	-	(3)	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>2,228</b>	<b>2,800</b>	<b>(572)</b>	<b>11,203</b>	<b>11,203</b>	<b>8,953</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(2,229)	(2,473)	244	(10,716)	(10,716)	(10,716)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(389)	(512)	123	(2,023)	(2,031)	(1,653)
Depreciation and Amortisation	(42)	(42)	-	(169)	(169)	(169)
Other Expenses	(8)	(0)	(8)	(2)	(2)	(2)
Internal Charges	(176)	(176)	-	(762)	(762)	(762)
Overhead Allocation	(282)	(282)	-	(1,130)	(1,130)	(1,130)
<b>Total Expenses from Operations</b>	<b>(3,126)</b>	<b>(3,486)</b>	<b>360</b>	<b>(14,803)</b>	<b>(14,811)</b>	<b>(14,432)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(898)</b>	<b>(686)</b>	<b>(212)</b>	<b>(3,600)</b>	<b>(3,607)</b>	<b>(5,479)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(898)</b>	<b>(686)</b>	<b>(212)</b>	<b>(3,600)</b>	<b>(3,607)</b>	<b>(5,479)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	686	686	-	3,600	3,600	3,600

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$0.9)m is higher than forecast by (\$0.2)m at the end of the quarter.

Total Income from Operations of \$2.2m is lower than forecast by (\$0.6)m, primarily due to adverse resourcing impacts.

User Charges and Fees are higher by \$0.1m as a result of higher Environmental Health and Building fees.

Other Revenues are lower by (\$0.7)m as a result of lower Parking Fines revenue.

Total Expenses from Operations of (\$3.1)m are lower than forecast by \$0.4m.

Employee Benefits and Oncosts are lower by \$0.2m as a result of high vacancies in Environmental Health, Regulatory Support and Building Control.

Materials and Services are lower by \$0.1m as a result of lower processing fees.

### **Annual Forecast**

For the full financial year, the Total (Deficit) from Operations is forecast to increase by (\$1.9)m to (\$5.5)m principally due to a reduction in Parking Fines revenue and processing fees.

# Parks and Recreation

## HIGHLIGHTS

### Beach Safety

The warmer weather arrived, and our lifeguards are back patrolling more of the beaches as we progressively re-open for the summer season. The team helped beach goers this quarter, undertaking 14,865 preventative actions to keep people safe. They also undertook 32 rescues and 247 first aid services in the period.

### Business Operations and Open Space Bookings

In this quarter, the Open Space Bookings team have been able to administer more bookings for the community to enjoy the natural beauty of the Northern Beaches with small to large events such as weddings, birthday parties, picnics. You may also see more of the Northern Beaches on the big screen with increased filming activity across the area with the warmer weather and stunning shooting locations.

Winter Sports season finished at the end of August and the team finalised and sent invoicing. Summer Sports season kicked off in early September with the team busy processing allocations and bookings for Sports Clubs/Groups and community members alike.

Dinghy and Kayak storage permit holders invoicing process completed.

### Open Space and Recreation Planning

Council approved six grants from the 2023/24 Sport and Recreation Infrastructure Grants Program for these local groups:

- Manly Warringah Field Archers to install an all-weather structure over a target range, one disabled parking bay and new paths at the archery complex, JJ Melbourne Hills Memorial Reserve, Terrey Hills - \$30,000
- Northern Beaches Volleyball Association to install two dual-use seats with storage at North Steyne Reserve, Manly - \$20,000
- Allambie Heights Community Tennis Club to convert one synthetic surface tennis court to a hard-court surface at the Allambie Heights Tennis Complex - \$18,000
- Avalon Beach Pickleball Association to install six sandstone seating blocks and a path for the multi-use courts at Avalon Beach Reserve - \$12,000
- Long Reef Golf Club to redesign and improve the bunkers at the 13th hole on the Long Reef Golf Course, Collaroy - \$10,000
- Mona Vale Golf Club to redesign and rebuild an existing golf teaching and practice facility consisting of a chipping green and bunker at the Mona Vale Golf Course - \$10,000.

Strategic projects commenced include the preparation of an Indoor Sport and Recreation Strategy Needs Analysis and the preparation of Plans of Management for Seaforth Oval, Mona Vale Beach (southern end) and Refuge Cove Reserve (part of).

Community engagement was completed for these projects: Seaforth Oval Plan of Management and naming proposals for a lookout at Balgowlah and a viewing deck at Curl Curl Lagoon.

The Manly Warringah War Memorial State Park Advisory Committee met in July and September 2023 during which a range of strategic matters and operational and capital projects were discussed.

## **Park Assets - Planning Design and Delivery**

Implementation of the Freshwater Masterplan has commenced with landscaping works underway at the northern end of the beach. These works include new pathways, viewing deck and planting.

Renewal works at the Forestville shops town square are underway, including improvements to the war memorial, gardens, and paving.

Staff have been working with the community design group to prioritise and scope out improvements to the Manly Dam Mountain Bike trail. These works are commencing next quarter.

The renewal of Lillihina Playground in Cromer has been completed, with contracts awarded for the renewals of Allington Reserve Playground in Elanora Heights and Windrush playground in Belrose. These renewals are to be undertaken next quarter.

Drainage Improvements at Mike Pawley Oval in John Fisher Park have been completed. New sports lighting has also been delivered at Kitchener Park in Mona Vale.

Safety works to the sandstone cliff face at Marine Parade, Manly have been undertaken. These works include removal of loose rocks and installation of rock anchors.

Renewal of the access road between Gourlay Avenue and Forty Baskets Beach in Balgowlah are underway, with completion expected next quarter. These works will improve the drainage and safety of this section of the Manly Scenic Walkway.

## **Park Operations**

Bush regeneration within Governor Phillip Reserve spine has been extended. Primary work including weed removal has been undertaken with fencing and further bush regeneration commenced.

Various gardens have been improved with extensive planting undertaken at the B line bus stop at Warriewood, Seaforth commercial centre, and Surfrider Gardens Narrabeen. The Mulching Program delivered the installation of over 500 m<sup>3</sup> of new mulch to gardens across the northern beaches.

We have commenced a trial of using steam to control weeds around Freshwater CBD, Dee Why beach front, Mona Vale CBD, and Avalon CBD.

We have been maintaining commercial centre areas with extensive paving repairs undertaken across the LGA, installation of new bubblers in Manly Corso and four new seating and table units at Narrabeen shops.

Sportsfield playing surfaces are being renovated with aeration of 115 ha (a mix of earth quaking and slicing) undertaken, fertiliser applied across 117 ha, pre-emergent herbicides and insecticides applied across 112 ha and broadleaf weed control undertaken across 85 ha.

Seasonal Changeover of sportsfields was completed, including uncovering of cricket pitches for summer sports, swapping out of all goal posts, installation of baseball nets and lines marked for summer sports.

An area of 5,570 m<sup>2</sup> of returfing was delivered to improve turf surfaces at Cromer Park, Collaroy Plateau Park, Lionel Watts Reserve, Weldon Oval, and Manly Oval. Sand slit drainage was also installed at Mike Pawley Oval to improve the playing surface. Fertiliser was applied to 20 ha of reserve areas.

Some sportsfield facilities were improved with the run up at Lake Park cricket nets extended and all Cricket and Baseball net structures repaired in preparation for the Summer season. A new cricket wicket was installed at Passmore Reserve.

During National Tree Day 2023 over 300 volunteers planted approximately 4,000 native plants of 10 different species at Curl Curl dunes.

To improve swimming conditions across our beach rockpools we undertook repainting of Queenscliff Rockpool, lime washed Fairy Bower Rockpool and replace pumps at Dee Why, Collaroy, Narrabeen, Palm Beach, and Bilgola Beach.

## Tree Services

### Managing Urban Trees

There were 1,100 requests received from the community regarding trees on public land, eight were the result of storm events.

826 trees were planted across the Northern Beaches as part of our ongoing public open space tree planting program.

Tree Services received and processed 77 private tree applications with 50 approved for removal, and 24 approved for pruning. There were 12 applications refused and 44 applications recommended for a tree replacement.

There were 130 private property advice requests processed and 51 alleged illegal tree activity investigations carried out.

A new Canary Island Date palm was planted in the road island in Rolfe Street Manly with the communities' support, to restore the original avenue of three palms.

The Tree Canopy Plan went to public exhibitions and was adopted by Council. This document will guide an integrated approach to the management of the Northern Beaches' canopy over the next 4 years.

Parks and Recreation		Target	September quarter
<b>- Performance measures</b>			
Rockpools cleaned weekly during summer season and every two weeks outside of summer – subject to tidal conditions	95%	100%	
Sportsfields mowed weekly in summer playing season and monthly in winter – subject to weather conditions	95%	100%	
<b>- Workload measures</b>			
Number of preventative actions by professional lifeguards on patrolled beaches <sup>†</sup>	-	14,865	

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

## Notes on results:

† Preventative actions are highly seasonal and reflect the number of beach visitors.

## OPERATIONAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule

### **Finalise the Tree Canopy Plan - Executive Manager Parks & Recreation**

The Tree Canopy Plan has been adopted by Council.

### **Develop the Indoor Sport and Recreation Strategy and action plan - Executive Manager Parks & Recreation**

A consultant has been engaged to undertake stakeholder consultation and prepare a needs analysis report.

### **Install lighting and irrigation at Freshwater High School sportsfield - Executive Manager Parks & Recreation**

Community engagement on the proposed lighting at Freshwater High has concluded and Council will incorporate the feedback into the Statement of Environmental Effects.

## CAPITAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule  Not proceeding

### **Reserves and Parks improvements**

#### **Warriewood Valley - public space and recreation - Executive Manager Parks & Recreation**

Planning has commenced for upgrade of the sporting fields at Boondah Reserve, Warriewood to provide more capacity for the incoming population.

#### **Frenchs Forest Precinct park upgrades - Executive Manager Parks & Recreation**

The Brickpit bushland regeneration procurement is currently being evaluated, with a contractor anticipated to be engaged in October. The procurement for the refurbishment of the greater reserve is expected to commence in late 2023, with construction anticipated to commence in the first half of 2024.

#### **Ivanhoe Park Masterplan Implementation - Executive Manager Parks & Recreation**

The Sydney Road fencing renewal has been completed.

#### **Lynne Czinner Park, Warriewood new park - Executive Manager Parks & Recreation**

The RFQ for construction has closed and submissions assessed. Construction works are anticipated to commence in November for completion in 2024.



### **Beverly Job Reserve, Narrabeen youth space - Executive Manager Parks & Recreation**

The concept plan for the youth space at Beverly Job Park is currently out for community engagement until the 20 October.



### **Manly Dam Memorial shelter and accessibility works - Executive Manager Parks & Recreation**

Community engagement period has concluded, and Council is currently assessing the feedback with a view to finalise the plans and issue a request for quotation prior to the end of 2023.



### **Reserves renewal program - Executive Manager Parks & Recreation**

Light pole renewals at Shearwater Reserve, Warriewood are in progress with the footings completed, poles and lights are being installed in October. Fabrication is continuing for Tyagarah Reserve, Cromer bridge with installation expected in October.

## **Sportsgrounds improvements**



### **Sports Club Capital Assistance Program - Executive Manager Parks & Recreation**

Council has approved the awarding of Grants at its meeting August and successful clubs have been notified. It is expected that funding agreements will be executed in October 2023.



### **Warringah Recreation Centre, North Manly upgrades - Executive Manager Capital Projects**

Procurement for design and demolition works ongoing.  
Swale Relocation design nearing completion.



### **Aquatic Reserve, Frenchs Forest sportsfield lighting - Executive Manager Parks & Recreation**

Project is scheduled to start in October



### **Seaforth Bike Park - Executive Manager Parks & Recreation**

Project is scheduled to start in October



### **New basketball facilities - Executive Manager Parks & Recreation**

Council has started the procurement process for the dual use hardcourt posts for Melwood Oval, Forestville and Lionel Watts, Frenchs Forest. Investigation stage for new hardcourts at Killarney Heights Oval and Winnererremy Bay, Mona Vale has commenced.



### **Sportsfield renewal program - Executive Manager Parks & Recreation**

The drainage improvements at Mike Pawley Reserve, Curl Curl have been completed. It is anticipated that the contract for the upgrade of the lighting at Abbott Road fields will be executed in early October for delivery in December.

## **Foreshore and Building improvements**



### **Freshwater Beach masterplan implementation - Executive Manager Parks & Recreation**

Work on the northern pathway connection has commenced. Quotes have been received for the southern landscaping works; these works are expected to commence in early 2024.



### **Manly Life Saving Club - Executive Manager Property**

In consultation with the community and stakeholders, this project will develop 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.

Schematic design options for location and potential size of building/s occurred and consultation with the Community Working Group and Surf Club members have been completed, with concept designs now underway.



### **Clontarf masterplan implementation - Executive Manager Parks & Recreation**

Procurement is in progress for a lead consultant to prepare the detailed design to deliver the last stage of the Clontarf Beach Masterplan. It is expected that work will commence in Autumn 2025.



### **Little Manly Beach masterplan implementation - Executive Manager Parks & Recreation**

The demolition of 40 Stuart Street, Manly is expected to be undertaken in early 2024 following the finalisation of an Aboriginal Heritage Assessment.



### **Warriewood Beach foreshore upgrades - Executive Manager Parks & Recreation**

A contract has been awarded for the project and work will commence in 2024.



### **Foreshores renewal program - Executive Manager Parks & Recreation**

The Wellings Reserve, Balgowlah access road renewal and Marine Parade slope stabilisation works both commenced in September and are on schedule for completion before the end of the year. Design on the Long Reef boardwalk and bridge is continuing with community engagement to take place once the environmental and Aboriginal heritage reviews have concluded.



### **Rockpool renewal program - Executive Manager Parks & Recreation**

An onsite investigation with key internal stakeholders was held to further refine the Mona Vale pool scope of works from options report. It is anticipated that the design consultant will be given a confirmed detailed design brief for the pool in October with works planned for winter 2024.



### **Dinghy Storage - Executive Manager Parks & Recreation**

Project is scheduled to start in January



### **Tidal pools refurbishment - Executive Manager Transport & Civil Infrastructure**

Project is scheduled to start in May



### **Surf Life Saving Club minor renewal works - Executive Manager Property**

This works program delivers minor works and planning for Surf Lifesaving Clubs including Warriewood SLSC (building upgrades), North Narrabeen SLSC (renewal works), South Narrabeen SLSC (storeroom; now completed), Freshwater SLSC extension, North Steyne SLSC extensions, Newport SLSC extensions, South Curl Curl SLSC (storeroom).



### **Clontarf tidal pool refurbishment - Executive Manager Transport & Civil Infrastructure**

The works were completed in June 2023.



### **South Collaroy foreshore renewal - Executive Manager Environment & Climate Change**

Project is scheduled to start in March



### **Bayview seawall and path - Executive Manager Parks & Recreation**

Council is currently negotiating with the preferred contractor and work is expected to commence in early 2024.

## **Town centre and village upgrades**



### **Commercial centre upgrade program - Executive Manager Parks and Recreation**

Landscape works are progressing well at Forestville Commercial Centre memorial square. Completion is anticipated in November.



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

Works commenced September and expected to finish December 2023



### **Commercial centre renewal - Executive Manager Parks & Recreation**

Project is scheduled to start in March

## **Playground improvements**



### **Griffith Park playground upgrade - Executive Manager Parks & Recreation**

A contractor has been appointed to deliver the upgrade to the playground at Griffith Park, Collaroy. Work is expected to commence in late 2023.



### **Trafalgar Park, Newport playground upgrade - Executive Manager Parks & Recreation**

Council is currently reviewing feedback on the concept plan with a view to finalising the design for procurement. It is expected work will commence in the first quarter of 2024.



### **Dee Why Beach (Michaela Howie) Playground Upgrade - Executive Manager Parks & Recreation**

Procurement documentation is currently being prepared. Construction expected to commence in early 2024 after the nearby gross pollutant trap works have been completed.



### **Fielding Reserve, Collaroy new playground - Executive Manager Parks & Recreation**

The contract for the playground construction has been awarded. Works are expected to commence in early 2024.



### **Playground renewal program - Executive Manager Parks & Recreation**

Weeroona Reserve, Fairlight playground renewal is currently in procurement. Allington Reserve, Elanora Heights and Windrush Reserve, Belrose playground renewals have had contracts awarded, with construction commencement dates to be confirmed. The fencing works at Bert Payne Park have been completed.

## **Recreational trails**



### **McKillop Park, Freshwater boardwalk - Executive Manager Parks & Recreation**

The design of McKillop Park Boardwalk is nearing completion. The tender for construction will be advertised in late 2023 for commencement of works in 2024.

It is anticipated due to construction prices for this type of structure being much higher than inflation that the tender prices will be higher than expected when the concept plan was publicly exhibited, and Grant awarded.



### **Manly Dam Boardwalk - Executive Manager Parks & Recreation**

Construction contract to be executed in early October with commencement of works to follow.



### **Manly Dam mountain bike trail upgrade - Executive Manager Parks & Recreation**

Trail works near the golf course are to commence in October. The Manning street realignment design has been reviewed by the Design Group, with construction to follow post completion of the golf course section. Procurement is in progress for design work to address other technical sections of the trail.



### **Recreational trails renewal program - Executive Manager Parks & Recreation**

Investigation work is progressing on Fisher Bay Bridge, with a survey and Geotech investigation currently in procurement.

## **FINANCIALS - Parks and Recreation**

Income and Expenditure Statement

Year to date

Annual

01 July 2023 to 30 September 2023

	YTD Actual \$'000	YTD Forecast \$'000	YTD Variance \$'000	Annual Budget \$'000	Approved Forecast \$'000	Current Forecast \$'000
<b>Income from Operations</b>						
User Charges and Fees	851	480	371	2,465	2,465	2,465
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	137	140	(3)	560	560	560
Grants and Contributions - Operating Purposes	81	100	(19)	662	695	2,345
Other Income	-	-	-	3	3	3
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>1,069</b>	<b>720</b>	<b>349</b>	<b>3,690</b>	<b>3,723</b>	<b>5,374</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(2,689)	(2,744)	55	(14,241)	(14,241)	(14,241)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(3,583)	(3,617)	33	(15,260)	(15,293)	(16,003)
Depreciation and Amortisation	(1,765)	(1,846)	81	(7,387)	(7,387)	(7,387)
Other Expenses	(10)	-	(10)	(256)	(256)	(256)
Internal Charges	(394)	(398)	3	(1,649)	(1,649)	(1,649)
Overhead Allocation	(999)	(999)	-	(3,999)	(3,999)	(3,999)
<b>Total Expenses from Operations</b>	<b>(9,441)</b>	<b>(9,604)</b>	<b>163</b>	<b>(42,792)</b>	<b>(42,826)</b>	<b>(43,536)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(8,372)</b>	<b>(8,884)</b>	<b>512</b>	<b>(39,102)</b>	<b>(39,102)</b>	<b>(38,162)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	463	881	(418)	12,674	13,256	11,521
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(7,909)</b>	<b>(8,003)</b>	<b>94</b>	<b>(26,428)</b>	<b>(25,847)</b>	<b>(26,642)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	8,956	8,956	-	38,936	38,936	38,936

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$8.4)m is lower than forecast by \$0.5m at the end of the quarter.

Total Income from Operations of \$1.1m is higher than forecast by \$0.3m.

User Charges and Fees are higher by \$0.4m as a result of the timing of fees from sporting facilities.

Total Expenses from Operations of (\$9.4)m are lower than forecast by \$0.2m.

Employee Benefits and Oncosts are lower by \$0.1m as a result of vacancies in Parks Operations.

Depreciation and Amortisation is lower by \$0.1m as a result of adjustments reflecting the impact of accelerated depreciation on open space assets.

Grants and Contributions for Capital Purposes are lower by (\$0.4)m primarily due to the timing of Bayview Seawall and Path and South Collaroy foreshore renewal projects.

### **Annual Forecast**

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$0.9m to (\$38.2)m principally due to expected natural disaster grant income for Condoover Reserve.

Capital grants and contributions is forecast to decrease by (\$1.7)m to (\$11.8)m as funded projects have been rephased to the next financial year - Frenchs Forest Precinct Park Upgrades (\$2.0)m and Recreational Trails Renewal Program transfer to Foreshores Renewal Program (\$0.2)m. This has been offset with an additional grant for Freshwater Beach masterplan implementation \$0.2m.

# ECONOMIC

## Economic Development, Events and Engagement

### HIGHLIGHTS

#### Place and Economic Development

##### **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**

Council adopted its first Economic Development Strategy '*Business on the Beaches*' on 22 August 2023. The Strategy sets directions to help local businesses recover from the impact of COVID and plan for a more sustainable and resilient economy in 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 was exhibited between 30 January and 26 March and 23 submissions were received. A key action of the Strategy is the establishment of a Northern Beaches Business and Industry Stakeholder Committee to monitor delivery of the five year action plan. An Expression of Interest will be released on 9 October 2023 inviting application for persons wishing to participate on the Stakeholder Committee.

##### **2023 Small Business Month**

Council was successful in obtaining a grant for Small Business month which is being held during October. Planning is underway for a 'recruitment and retention' seminar to be held on 11 October 2023. This seminar will feature key industry experts to support local businesses to 'Grow a strong team for growth'.

##### **Activating local places**

Council continued to support the activation of local spaces through a variety of initiatives across the Northern Beaches. Over the last three months, key activations have included:

- Decal displayed on hoarding at 691 Pittwater Road, Dee Why of Beacon Hill public school student drawings, which were inspired by Aboriginal and Torres Strait Islander's stories and artworks about the night sky.
- Decal on hoarding at Newport – 355 Barrenjoey Road, (site of fire) promoting "shop local" and #2106.
- Display of history of Mona Vale erected on hoarding at Pittwater Plaza opposite Mona Vale public school.
- Continue to support community groups to activate their centres.
- Planning for next quarter activation and Christmas Decoration program.

A small Placemaking Grant program was developed and released in July to assist our community in developing and delivering on activations across the Northern Beaches, that support our local centres.

## **Citizenship Ceremonies**

Council ran six ceremonies with 1,410 people becoming citizens. One of these ceremonies was run to promote National Citizenship Day in September.

## **Picnic in the Park**

Picnic in the Park was held at Lakeside Park, Narrabeen. The event featured PAW Patrol live show along with Dora the Explorer. 2,295 tickets were sold. The event was targeted at local families who could bring their own picnic along and enjoy a fun, entertaining event. Local food vendors provided offerings to attendees as well as having Waste Education and libraries providing an interactive zone along with a reptile zone, colouring corner, and bubble lady.

## **Vietnam Veterans Day**

A service was held at Manly War Memorial, Manly Corso to commemorate Vietnam Veteran's Day and VP Day. The service is held on the anniversary of the Battle of Long Tan when 108 young Australians held out against overwhelming odds in a Vietnamese rubber plantation. 200 people were in attendance to mark the occasion including representatives from the National Servicemen and Affiliates.

## **Battle for Australia Day**

A service was held at the Dee Why War Memorial, The Strand to commemorate the Battle for Australia. The service reflects on the bravery of those who served on Australia's home front, and the islands, the seas and in the skies to the north. It's an important reminder of a challenging time for Australians between 1942 and 1945. 30 people were in attendance including the NASHO's.

## **Manly Jazz**

Manly Jazz returned to The Corso, surrounding laneways and beachfront on September 22 – 24. More than 50 artists performed over three days and four stages with thousands of community members and visitors flocking to Manly to join in the festival. Activations included a Jazz Garden with Piano for the People, the large MANLY letters, chalk art and colouring corner. More than 10 venues were a part of the in-venue program including Hotel Steyne, Donny's Bar, The Boathouse, Manly Pavilion and Council's Art Gallery and Library.

## **Event Grants and Sponsorship Program**

Council ran the first round of the Event Grants and Sponsorship Program. 33 events received funding including Christmas Carols, Eggs by the Lake, Latin Music Festival, Sevens by the Sea, Manly Writer's Festival, Festival of Froth and Reignite Runway Fashion Show.

## **Partnerships**

One major partnership began in this quarter, Night at The Barracks (NATB). The event provided a partnership with marketing benefits across Council's assets at Manly along with integration into our marketing and social channels and a financial contribution. NATB runs from 15 September through to 8 October with performances 2 to 3 times per week at North Head. The lineup includes Hoodoo Gurus, Missy Higgins, Tina Arena and Bjorn Again.

Performance measures – Economic Development, Events, Engagement	Target	September quarter
High level projects with a Community Engagement Plan and Report (level 1-3 projects)	100%	100%
Decisions on all Council project engagements are communicated to the community within 30 days	100%	100%
Average no. website visits/month	330,000	451,274

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

## OPERATIONAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule



### Develop an annual Placemaking Activation Grants Program -

The Northern Beaches Placemaking Grants program was developed in response to increasing interest from local groups and businesses wanting to contribute to the activation and vibrancy of their local centres. The Placemaking Grants program was incorporated into the operational budget 2023/24 and applications opened from 29 June 2023.



### Continue rollout of Community Engagement Training Program - Executive Manager Community Engagement & Communications

Work has commenced on identifying any training gaps and resources required. We are actively researching best practices and relevant content to shape the training program.

## CAPITAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule

### Town and Village Centre Activations



### Dee Why Town Centre – construction phase 1 - Executive Manager Capital Projects



### Avalon Place Plan implementation - Executive Manager Parks & Recreation

Work has commenced on the detailed design for priority actions from the Avalon Place Plan.

## FINANCIALS - Economic Development, Events and Engagement

### Income and Expenditure Statement

01 July 2023 to 30 September 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	16	1	14	121	121	127
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	141	68	73	626	626	723
Grants and Contributions - Operating Purposes	3	-	3	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>159</b>	<b>69</b>	<b>89</b>	<b>747</b>	<b>747</b>	<b>850</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(1,541)	(1,553)	13	(6,758)	(6,758)	(6,835)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(717)	(797)	80	(3,404)	(3,404)	(3,476)
Depreciation and Amortisation	(18)	(18)	-	(73)	(73)	(73)
Other Expenses	(44)	(85)	42	(462)	(462)	(537)
Internal Charges	(54)	(42)	(12)	(207)	(207)	(210)
Overhead Allocation	(284)	(284)	-	(1,137)	(1,137)	(1,137)
<b>Total Expenses from Operations</b>	<b>(2,658)</b>	<b>(2,779)</b>	<b>121</b>	<b>(12,040)</b>	<b>(12,040)</b>	<b>(12,268)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(2,499)</b>	<b>(2,710)</b>	<b>211</b>	<b>(11,293)</b>	<b>(11,293)</b>	<b>(11,418)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(2,499)</b>	<b>(2,710)</b>	<b>211</b>	<b>(11,293)</b>	<b>(11,293)</b>	<b>(11,418)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	2,699	2,699	-	11,293	11,293	11,293

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$2.5)m 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.

Other Revenues are higher by \$0.1m as a result of Manly Visitor Information Centre marketing revenue and merchandise sales.

Total Expenses from Operations of (\$2.7)m are lower than forecast by \$0.1m.

Materials and Services are lower by \$0.1m as a result of reduced agency personnel requirement and timing differences associated with the payment of tourism marketing contract and streetscape expenditure.

### **Annual Forecast**

For the full financial year, the Total (Deficit) from Operations is forecast to increase by (\$0.1)m to (\$11.4)m principally due to higher casual staffing costs, merchandise purchased for resale costs and grants and subsidies expenses offsetting increased marketing and merchandise sales revenue.

# Transport Traffic and Active Travel

## HIGHLIGHTS

### Restoring our tidal pools and wharves

Council manages 6 operational tidal swimming enclosures across the Northern Beaches, giving 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.

A new tidal pool inspection regime utilising Council lifeguards proactively identifies any priority maintenance issues. Specialist contractors completed a comprehensive pool inspection in August.

Condition reports have been completed for all 39 Council wharves and this will now allow Council to plan maintenance and renewal works for all wharves in an effective manner.

### Making travel on our roads safer

Council's road resurfacing program has commenced with 55 sections of street in this year's program. Our list includes several regional roads, partly funded by Transport for New South Wales (TfNSW), as well as local roads funded by the Federal Government's 'Roads to Recovery' program and Local Road and Community Infrastructure Program.

12 sections of road were resurfaced this quarter, spanning 2.32 km of the road network.

Other major works completed in the September quarter include traffic calming and safety improvement works in:

- Old Pittwater Road Brookvale – raised pedestrian crossing
- Darley Street Mona Vale – raised pedestrian crossing
- McCarrs Creek Road Church Point – safety upgrade
- Lismore Avenue Dee Why – traffic calming

Council has been advised that it has been successful in obtaining Blackspot Program funding from TfNSW to address road safety issues at several locations. Council will be implementing the following changes in 2023/24:

- Ocean Street Narrabeen – traffic calming
- Ryan Place Beacon Hill – traffic calming
- Fitzpatrick Avenue Frenchs Forest – traffic calming
- Kitchener Street North Balgowlah – traffic calming
- Whale Beach Road Palm Beach – traffic calming
- Anzac Avenue Collaroy Plateau – traffic calming
- Alfred Street Narrabeena – traffic calming
- Crescent Road Newport – safety improvements
- Cabbage Tree Road Bayview – safety improvements

Council repaired and resurfaced Raglan Street carpark in Manly.

## **Expanding our active travel network**

The Freshwater to Curl Curl separated cycleway project is currently in final design development, prior to the last round of engagement being undertaken.

The shared user bridge project adjacent to Pittwater Road Queenscliff is progressing through the initial design and investigation process. The survey and geotechnical assessment have been completed and a request for a proposal for the REF is currently under development.

Connecting our community to local destinations, public transport and schools offer walking as a viable means of active travel. In the September quarter, five new footpath projects have been completed with designs completed and contracts awarded for a further nine footpath projects. An additional package of footpath projects for Mona Vale have been designed.

A Council initiative to install secure bike storage at Dee Why beach has been on public consultation with a review of submissions currently underway. We anticipate construction will begin in the new year after the summer peak.

The Pipeline Active Transport Corridor is progressing with key stakeholder engagement ongoing.

## **Kerb ramps**

Improvement works are progressing at 20 sites across the LGA to improve kerb ramps, which is particularly helpful for the elderly, those who rely on walking frames, wheelchairs and prams. This work includes a low cost / high benefit program at 14 sites to improve kerb ramps which have lip edges and make them more manageable for users of prams, mobility scooters and electric wheelchairs.

## **Bus stop work**

Planning has commenced for works at eight bus stops across the LGA to improve accessibility. This assists bus patrons including the elderly and users of wheelchairs.

## **Road safety matters**

- E-bike Safety – A decision of Council has been made to develop educational resources and a behavioural change awareness campaign. We will also commence a review into our Bike Plan in light of the rapid uptake of e-bikes and determine both feasibility and a delivery plan for moving to a separated cycleways design for regional and district bike routes and upgrading infrastructure to improve safety.
- School road safety – we engaged with 35 of the approximate 80 schools in our LGA. For each of these schools, with collaboration between the schools and the Transport Team, we addressed both infrastructure and behavioural issues, including providing educational resources for the schools.
- Driving off to a good start - Online workshops are arranged for supervisors of learner drivers to help them understand their responsibilities, including the use of the learner driver logbook and the laws and conditions for learner and provisional drivers. There are three online workshops: September 2023, February and May 2024 and also one to be arranged in person with Tibetan community.
- Drink / Driving – Through participating in the Northern Beaches Liquor Accord Meetings we have opportunities to understand what and where the concerns are, and to work with venues and Police.
- Periodically we target education programs to Council staff, since many live on the Northern Beaches and all are travelling here for work. During Road Rules Awareness Week we

challenged them with a road safety quiz and have plans to promote awareness of the effects of drink driving through a simulation activity.

- Bus safety is an area we are monitoring for the potential of involvement.
- Motorcycle Safety – we have distributed ‘Crash Cards’ to two local motorcycle groups. They are a tool to assist safety of riders.
- Pedestrian Safety – 12 people participated in an education session to raise awareness on issues that can assist them.
- Community awareness – The team has held educational pop-up stalls at two local market days. These are an opportunity to engage one on one with community members on any questions they have in relation to road safety. 116 people engaged with us on these market days.

### **Parking services and technology**

The installation of parking sensors in the Manly Ward pilot project has been completed and the rollout of the Accessible Parking Space sensors is currently at approximately 60% installed. New signage rollout for the areas is currently underway as well.

Work is underway on the digital parking permit project to improve accessibility to the resources and provide a customer focussed system to reduce the inappropriate use of some types of permits across the beaches. This will include a review of all the permit policies to provide a more uniform customer experience across all permit types.

Electric Vehicle Charging infrastructure is proposed at a range of sites across the Northern Beaches. Community engagement has been undertaken on behalf of two providers, Jolt and Intellihub with submissions currently being reviewed.

### **Caring for our public places**

Council’s Public Place Officer (PPO) team has been meeting with business owners and shopkeepers and continues to provide ongoing assistance, answer enquiries, and maintain strong lines of communication with Council. The team liaises with Council’s Place Coordinators to provide a direct contact for issues that are raised by our business owners and shopkeepers. With Spring in the air and warmer months ahead, the Team has been conducting regular inspections of beaches, parks, reserves, and public places and being busy assisting the Events team with inspections and support leading up to Picnic in the Park, Narrabeen; Vietnam War Memorial, Manly; Manly Jazz Festival, Manly; Battle for Australia Day, Dee Why and Enjoy Freshie at Freshwater.

As well as inspecting our footpaths, fixing trip points and reporting potholes on our roads, the PPOs have been assisting with the movement of VMS boards to various locations, reporting graffiti damage to local utilities and ensuring shopping trolleys are returned, thereby ensuring Council’s local government areas are free from hazards and able to be enjoyed by all residents and visitors.

### **Parking Operations**

Council operates five paid parking stations and 36 pay and display reserve car parks. During the September quarter there were 272,300 visits to the Manly parking stations and 19,082 visits to the PCYC parking station in Dee Why.

The Hop Skip Jump buses provided a daily service with nearly 45,000 commuters travelling between July and September 2023. This bus service links Seaforth, Balgowlah Heights, Clontarf, Manly Vale, Fairlight, Manly and Fairy Bower.

Performance measures – Transport, Traffic and Active Travel	Target	September quarter
No. community road safety events/ sessions held	10	17

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

## OPERATIONAL PROJECTS

**Key:** ✓ Complete 🔄 Progressing ! Behind schedule



### **Implement the Regional and Local Roads Repair Program - Executive Manager Transport & Civil Infrastructure**

Work is on track.



### **Undertake a review of the community transport service - Executive Manager Transport & Civil Infrastructure**

Investigations underway to fit tap payment terminals on buses.

Quotes for new accessibility buses have been received. Procurement process to commence shortly.



### **Develop a Parking Plan to support the Transport Strategy - Executive Manager Transport & Civil Infrastructure**

Plan has been drafted and is under review. Awaiting approval to report to Council.



### **Plan and deliver parking technology and infrastructure across the area - Executive Manager Transport & Civil Infrastructure**

233 disability parking sensors have been installed and are live on the Park 'n Pay app.

Manly parking sensors completed with signage and line marking to be completed this week.



### **Create an Active Transport Corridor between Beacon Hill and Davidson - Executive Manager Transport & Civil Infrastructure**

We are actively working with our key stakeholders to progress this project. At this time community engagement activities are paused.

## CAPITAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule

### Active Travel – cycleways and footpaths



#### **New footpaths - Executive Manager Transport & Civil Infrastructure**

The new footpath program is on track with works complete for five new footpaths.



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

Addiscome Road works complete.



#### **Connecting Communities - footpaths program - Executive Manager Capital Projects**

Further round of consultation to be completed commencing October.



#### **Connecting Communities - cycleways program - Executive Manager Capital Projects**

Further round of consultation to be completed commencing October.



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



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

Construction on Fern Creek Bridge is nearing completion with works expected to finish in October.



#### **Shared path from Bline Stop to Boondah Road Warriewood - Executive Manager Capital Projects**

Project is scheduled to start in December



#### **Queenscliff headland access ramp - Executive Manager Transport & Civil Infrastructure**

Structural consultant engaged and detailed design now in progress.



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

Submissions from the recently closed community engagement process are currently being reviewed. The outcome of the consultation will be available in the coming months.



#### **Pedestrian and cyclist bridge Pittwater Road Queenscliff - Executive Manager Transport & Civil Infrastructure**

Planning and investigations for this project are continuing.



### **Footpath renewal works - Executive Manager Transport & Civil Infrastructure**

Program on track with works completed on 13 streets.

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### **Road and related infrastructure upgrades**



### **New traffic facilities - Executive Manager Transport & Civil Infrastructure**

Construction completed on raised pedestrian crossings on Old Pittwater Road, Brookvale and Darley Road, Mona Vale.

Approvals being progressed for other projects.

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

Preparation of program in conjunction with other projects and funding requirements is in progress.

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### **Warriewood Valley - Traffic and Transport Infrastructure - Executive Manager Transport & Civil Infrastructure**

This program is on track with works complete on the Orchard Road roundabout and median upgrade.

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### **Church Point - new infrastructure - Executive Manager Transport & Civil Infrastructure**

Project is scheduled to start in February

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

Program not yet started.

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### **Traffic facility delivery - accelerated - Executive Manager Transport & Civil Infrastructure**

Traffic Committee approvals for each project finalised. Works to be programmed to commence early next year

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### **Safer Schools Infrastructure - Executive Manager Transport & Civil Infrastructure**

The Freshwater cycleway design will be finalised and the revised design will be exhibited to the community, prior to construction resuming in late 2023.

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### **Bus stop renewal - Executive Manager Transport & Civil Infrastructure**

Construction works expected to commence first week of October 2023.

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

Kerb and gutter renewal works are in progress in conjunction with the road resheeting program.

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

Procurement of contractors is in progress for works at Park Street, Avalon and Florida Road, Palm Beach.



### **Road Resheeting program - Executive Manager Transport & Civil Infrastructure**

Road resheeting program on track with works underway on site.



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

Works commenced on site in September for the Oxford Falls Road Bridge replacement. Works are current on track.

## **Wharf upgrades**



### **Church Point commuter wharf expansion - Executive Manager Transport & Civil Infrastructure**

Project is scheduled to start in January



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

Procurement of a contractor is in progress for Mackerel Beach / Currawong Wharf upgrades. Environmental reviews and design preparations are continuing for Taylors Point Wharf. Submissions from Geotechnical consultants for investigations at Bayview Wharf are being assessed.

## **Car parks and parking stations**



### **Smart Parking infrastructure project - Executive Manager Transport & Civil Infrastructure**

All the smart sensors are now installed. Signage and some line marking are being installed this week.



### **Accessible Parking Infrastructure - Executive Manager Transport & Civil Infrastructure**

233 sensors have been installed and are live on the Park 'n Pay app. Remainder of program on track.



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

Design of reconstruction of the Rostrevor Reserve, Church Point carpark with drainage improvement is in progress.



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

This program allows for fire safety upgrades, lift works and air handling replacements at Council's car parks.

## **Plant and Fleet**



### **Major plant renewal - Executive Manager Transport & Civil Infrastructure**

Project running on time and within budget. Still waiting on equipment to be delivered from last year's program.



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

2023/24 program for vehicle replacement is on track

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## FINANCIALS - Transport Traffic and Active Travel

### Income and Expenditure Statement 01 July 2023 to 30 September 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	4,512	3,645	866	18,418	18,418	18,418
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	136	30	105	991	991	991
Grants and Contributions - Operating Purposes	2,247	4,066	(1,819)	12,661	12,608	12,661
Other Income	3	3	-	10	10	10
Gains on disposal of Assets	443	99	344	395	395	395
<b>Total Income from Operations</b>	<b>7,339</b>	<b>7,843</b>	<b>(503)</b>	<b>32,475</b>	<b>32,421</b>	<b>32,475</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(2,883)	(3,153)	271	(13,664)	(13,664)	(13,664)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(5,630)	(7,970)	2,340	(23,836)	(25,027)	(24,780)
Depreciation and Amortisation	(3,487)	(4,195)	708	(16,786)	(16,786)	(16,786)
Other Expenses	(0)	-	(0)	-	-	-
Internal Charges	2,085	2,086	(0)	8,632	8,632	8,749
Overhead Allocation	(953)	(953)	-	(3,813)	(3,813)	(3,813)
<b>Total Expenses from Operations</b>	<b>(10,867)</b>	<b>(14,185)</b>	<b>3,318</b>	<b>(49,466)</b>	<b>(50,658)</b>	<b>(50,294)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(3,528)</b>	<b>(6,342)</b>	<b>2,815</b>	<b>(16,992)</b>	<b>(18,237)</b>	<b>(17,819)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	1,194	1,034	160	11,400	12,192	19,328
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(2,333)</b>	<b>(5,308)</b>	<b>2,975</b>	<b>(5,591)</b>	<b>(6,045)</b>	<b>1,509</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	5,590	5,590	-	16,822	16,822	16,822

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$3.5)m is lower than forecast by \$2.8m at the end of the quarter.

Total Income from Operations of \$7.3m is lower than forecast by (\$0.5)m.

User Charges and Fees are higher by \$0.9m as a result of timing differences associated with the receipt of parking fee and road restoration revenues together with increased road permit fee income.

Other Revenues are higher by \$0.1m as a result of the timing of receipts from advertising on Council's structures.

Grants and Contributions for Operating Purposes are lower by (\$1.8)m as a result of timing differences to do with the drawdown of funding of Natural Disaster funded reconstruction works.

Gains on Disposal of Assets are higher by \$0.3m as a result of lower written down values on fleet assets disposed of in the period under review.

Total Expenses from Operations of (\$10.9)m are lower than forecast by \$3.3m.

Employee Benefits and Oncosts are lower by \$0.3m as a result of vacant positions and staff leave taken within the Service.

Materials and Services are lower by \$2.3m as a result of the timing of Natural Disaster funded reconstruction expenditure.

Depreciation and Amortisation is lower by \$0.7m due to the timing of depreciation on roads and footpath assets and capitalisation.

Grants and Contributions for Capital Purposes are higher by \$0.2m as a result of receipts of monies for Council's footpath, traffic facilities and road resheeting works.

### **Annual Forecast**

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$0.4m to (\$17.8)m principally due to increased financial assistance grant funding, increased internal fleet revenue and reduced assets and planning contract expenditure. In addition, there has been reduced matching grant funding and contract expenditure on the Active Transport Corridor project.

# Property and Facilities

## HIGHLIGHTS

### **Sydney Lakeside Holiday Park**

Several cabins have been given a make-over, upgrading them to improve the visitor experience at the site, and to maintain the overall asset in good condition. Materials have been purchased for upgrades to the Splash Play area with work programmed to be completed in time for the main summer holidays.

### **South Narrabeen Surf Club storeroom**

The new storeroom addition to the South Narrabeen SLSC has been completed and is being used by the club.

### **Avalon Beach Bowling Club**

The women's toilets have been upgraded and new accessible amenities have been built in preparation for the much-anticipated new lift which is on order with the building works planned for towards the end of the financial year.

### **North Avalon Surfriders Association storage**

Following their success in securing grant funding, work has commenced on the storage space for the North Avalon Surfriders Association. The new area has been designed to blend in with the existing building and will allow the club operations to be organised much more efficiently.

### **Manly Cemetery Columbarium**

Work has been completed on the new Columbarium Wall at Manly Cemetery with the facility having a classic feel that fits seamlessly into its location.

### **Little Manly Point Amenities**

The tender for the planned Little Manly Point Public Amenities has closed and a report will be presented to the October Council meeting. The building has been designed to reflect the history of the site and will provide a much-anticipated facility to meet the needs of families using the nearby playground and other park users.

### **Shelly Beach Amenities**

Work is progressing well with the Shelly Beach Amenities with the new facility due to open prior to the summer holidays. The block will include toilets, showers and change areas and will be fully accessible, while blending into the landscape.

### **South Narrabeen Surf Club**

A new storeroom has been built at South Narrabeen. The space will allow the club to operate more effectively and has already been occupied. This completes the work on the overall project which has provided new external stairs, a new foyer and lift, a new training room and improved access to the café.

## Freshwater Surf Club

Council has been working with Freshwater Surf Club to assist with the planning for upgrades to the building. The club has now lodged a Development Application.

## Aquatic centres

The facilities achieved combined attendances of 211,092, comprised of 57,462 at Warringah Aquatic Centre plus 153,630 at Manly Andrew Boy Charlton (MABC); the highest combined attendances for the first quarter since the opening of MABC in 2016.

Learn to Swim enrolments and Gym memberships continue to achieve good community support that is anticipated to continue throughout the 2023/24 financial year.

Performance measures – Property and Facilities	Target	September quarter
Availability of Council buildings for use by the community (not currently programmed for maintenance)	100%	99.8%*
Total visitation to swim centres (Manly and Warringah Aquatic Centres)	184,300	211,092

**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 facilities - Executive Manager Property

This year continues Council's focus on improving surf life saving club facilities. Works on Warriewood, North Narrabeen, South Narrabeen, South Curl Curl and design progression at North Steyne are major parts of this program, as well as the design works for the complete renewal and upgrade of the Manly Life Saving Club.



### Implement priority accessibility improvements to property assets - Executive Manager Property

This year's program continues Council's focus on improving accessibility to our facilities, with projects including the proposed new amenities at Rowland Reserve, at Little Manly Point and at Brick Pit (Frenchs Forest) including accessible amenities, the toilet and lift installations at Avalon Bowling Club as well as improvements to Palm Beach Pavilion toilets.



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

The focus on amenities provision and cleanliness continues this year. As with previous years, additional day teams will be progressively added to the schedule based on seasonal demand.

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## CAPITAL PROJECTS

**Key:**  Complete  Progressing  Behind schedule

### Emergency buildings program



#### Terrey Hills Emergency Services Headquarters - Executive Manager Property

This project will deliver new facilities at the Emergency Services HQ building off Mona Vale Road.

A needs brief has been received from NSW RFS. A review of the needs is ongoing.



#### Emergency Buildings Works Program - Executive Manager Property

This program delivers renewal works on Council owned building assets occupied by emergency services organisations. This financial year the program will deliver improvements to facilities at Duffy's Forest Rural Fire Brigade, Scotland Island Rural Fire Brigade and Manly SES, Balgowlah.

### Cemetery Works



#### Manly Cemetery Columbarium new works - Executive Manager Property

This project sees the delivery of a new columbarium and associated paths and gardens at Manly Cemetery, Fairlight.

Building works and landscaping works have now been completed. An initial maintenance period is underway to ensure new lawns and gardens become well established.



#### Mona Vale Cemetery Works Program - Executive Manager Property

Program dedicated to renewal works at Mona Vale Cemetery.

A concept design has been prepared for a proposed new courtyard shelter at the cemetery office and amenities building. The proposal will provide shelter for visitors to the cemetery and improve access to existing toilet facilities.

Additional grant funding will be sought for the project works through the NSW Government under the Crown Reserves Improvement Fund.

### Civic building and compliance works



#### 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 with an emphasis this year on air conditioning renewals.

### **Civic building and compliance works**

This year additional funds have been allowed for roof membrane upgrade at Dee Why Civic Centre.



#### **Sport buildings works program - Executive Manager Property**

This works program includes for improvements to a number of sports amenities buildings. This year, the projects include the major refurbishment and minor extension to the Frank Gray Sports Amenities, construction of female friendly facilities at Pittwater Rugby Park, design of the sports amenities at Boondah Reserve fields 2, 3 and 4 and refurbishment of the amenities at Collaroy Tennis Club.

Substantial external funding has been received for the Frank Gray and Pittwater Park projects.



#### **Beach Buildings Works Program -**

This program is for minor renewal works to beach buildings.

Projects this year include the construction of store rooms at South Curl Curl SLSC and adjacent to the Avalon Beach North Public Amenities.

The development application for the proposed store room at South Curl Curl SLSC has been determined and approved.

The contractor for the Avalon Beach North Public Amenities is engaged and works started on 26 September.

Grant funding for the Avalon project has been secured by the North Avalon Surfriders Association.



#### **Disability access compliance works (DDA) - Executive Manager Property**

This program aims to provide accessibility improvements to Council buildings and include works at Avalon Bowling Club. The lift was procured early due to the long lead time and delivery is expected in March/April 2024 for installation. The works to build the new accessible amenities is in progress and scheduled for completion in late September; the female amenities refurbishment has been completed.



#### **Building Code of Australia compliance works (BCA) -**

This works program is to improve building compliance in accordance with the National Construction Code (BCA).

The works this year will include the upgrade of the main switchboard at the Dee Why Library and minor works to the North Narrabeen Community Centre. Subject to funding availability, other works may include updates to roof access systems to various buildings, a cooling tower upgrade at Civic Centre and some compliance works at Bungan Lane Carpark.



#### **Sydney Lakeside Holiday Park, North Narrabeen renewal works - Executive Manager Property**

### **Civic building and compliance works**

This program sees the renewal of building assets within Sydney Lakeside Holiday Park, North Narrabeen. This financial year the program will deliver flooring, painting, and replacement outdoor units for air conditioning to a number of holiday cabins along with renewal of fixtures and play surface at the splash park.

Works are well progressed and ahead of the anticipated stage.



#### **Pittwater Golf Driving Range, Warriewood renewal works - Executive Manager Property**

Improvement works are proposed for the driving range and putt putt assets.

This year's focus will be on upgrading the car park surfacing and drainage.

### **Public Amenities improvements**



#### **West Esplanade, Manly accessible amenity - Executive Manager Property**

This project will complete the design works for an improved accessible amenity at West Esplanade, Manly.



#### **Little Manly Point Amenity - Executive Manager Property**

This project will deliver a new public amenity at Little Manly Point. The new amenities will sit at the top of the reserve and cater for families and the public visiting the area.

The new bespoke amenities will consist of an Ambulant unisex WC, Unisex Accessible WC with baby change and a unisex WC with change table.

New electrical and sewer services will be installed and during these works there may be some changes in parking and access which will be managed by contractors and traffic control.

The Tender for the construction closed on 7 September 2023, evaluation of the Tender Responses is currently ongoing with the hope to award contract at the end of October or November Council meeting, with works expected to start in either November or December 2023.

The project should take approximately 5 months to complete once contractors start onsite.



#### **Freshwater Beach amenities - Executive Manager Property**

This project is to develop plans for a new Public Amenities building in the park near the surf club at Freshwater Beach.



#### **Public Amenities works program - Executive Manager Property**

This budget delivers a renewal program of Council's public amenities. Shelly Beach amenities and Rowland Reserve Bayview amenities have renovations in 2023/24 (including accessible toilets being added), with designs commencing for other future years projects.

### **Aquatic Centre improvements**



### **Warringah Aquatic Centre renewal works - Executive Manager Property**

This budget will deliver pool equipment renewals throughout the year.

The First Aid Room renovation underway.



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### **Manly Aquatic Centre renewal works - Executive Manager Property**

Works include proposed improvements to the group class space within the gym and replacement of pool equipment.

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## FINANCIALS - Property and Facilities

### Income and Expenditure Statement 01 July 2023 to 30 September 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	5,654	4,547	1,107	20,700	20,700	21,015
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	1,354	1,241	112	4,196	4,396	4,396
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	2,490	2,466	23	9,560	9,560	9,561
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>9,497</b>	<b>8,255</b>	<b>1,243</b>	<b>34,456</b>	<b>34,656</b>	<b>34,972</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(2,985)	(3,027)	42	(13,174)	(13,174)	(13,174)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(6,088)	(6,186)	98	(23,077)	(23,077)	(23,188)
Depreciation and Amortisation	(2,089)	(2,144)	54	(8,578)	(8,578)	(8,578)
Other Expenses	(34)	(62)	28	(246)	(246)	(246)
Internal Charges	(79)	(79)	(0)	(353)	(353)	(353)
Overhead Allocation	(1,235)	(1,235)	-	(4,941)	(4,941)	(4,941)
<b>Total Expenses from Operations</b>	<b>(12,510)</b>	<b>(12,732)</b>	<b>222</b>	<b>(50,370)</b>	<b>(50,370)</b>	<b>(50,480)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(3,013)</b>	<b>(4,478)</b>	<b>1,465</b>	<b>(15,913)</b>	<b>(15,713)</b>	<b>(15,508)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	100	0	100	139	339	339
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(2,912)</b>	<b>(4,477)</b>	<b>1,565</b>	<b>(15,774)</b>	<b>(15,374)</b>	<b>(15,169)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	4,478	4,478	-	16,044	16,044	16,044

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$3.0)m is lower than forecast by \$1.5m at the end of the quarter.

Total Income from Operations of \$9.5m is higher than forecast by \$1.2m.

User Charges and Fees are higher by \$1.1m as a result of higher Cemetery fee, Swimming Pool fee, Caravan Park - Accommodation fee and Golf Course and Driving Range fee revenue.

Other Revenues are higher by \$0.1m as a result of Holiday Park miscellaneous revenue.

Total Expenses from Operations of (\$12.5)m are lower than forecast by \$0.2m.

Materials and Services are lower by \$0.1m as a result of timing differences associated with the payment of utilities expenses.

Depreciation and Amortisation is lower by \$0.1m as a result of adjustments reflecting the impact of accelerated depreciation on building assets.

Grants and Contributions for Capital Purposes are higher by \$0.1m as a result of the receipts for Council's Beach Buildings works program.

### **Annual Forecast**

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$0.2m to (\$15.5)m principally due to increased fee revenue projections offsetting increased office equipment expenditure.

# CIVIC

## Customer Service

### HIGHLIGHTS

The September quarter has been a busy quarter with Customer Service achieving all KPIs as well as launching the CRM Business rules project and the phase 1 of the Help Portal improvements.

The CRM Business Rules project has contributed to the Customer Satisfaction score increase to 4.05/5 (81%) at the end of September meeting its target of 80% by improving communication with customers on the status of their request.

The Help Portal project has seen the conversion rate increase from approximately 28% prior to relaunch to 42% in September. The online CRM lodgement has also increased from 39.1% of all CRMs lodged online in April-June to 42.25% in this quarter.

Customer Service - Performance measures	Target	September quarter
Calls answered within 30 seconds	80%	83%
Customer requests conducted online	30%	42%
- Workload measures		
No. calls to Customer Service 1300 434 434	-	33,062
No. enquiries received at the counter and by mail, email and online requests	-	20,452

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

**Notes on results:**

### OPERATIONAL PROJECTS

**Key:** ✔ Complete ✔ Progressing ! Behind schedule



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

Sprint 1 of the Help Portal user experience improvement which focused on the landing page went live on 31 August 2023 and we have seen conversion increase by 7.5% points from article view to CRM request.

Sprint 2 is underway which aims to step residents through the request process to ensure requests get to the right areas with the right information as quickly as possible.



#### **Develop a new Customer Experience Strategy - Executive Manager Customer Experience**

First draft is nearly complete



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

Voice of the Customer (VOC) dashboards have been rolled out across the business and are being used by numerous business units. the next few months will be focusing on adoption and uptake and then we will move to including other areas of the business who do not have a VOC program in place.

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## FINANCIALS - Customer Service

### Income and Expenditure Statement 01 July 2023 to 30 September 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	-	-	-	-	-	-
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	-	-	-	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>0</b>	<b>2</b>	<b>(2)</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(948)	(976)	28	(4,229)	(4,229)	(4,229)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(58)	(57)	(1)	(217)	(217)	(217)
Depreciation and Amortisation	(17)	(17)	-	(69)	(69)	(69)
Other Expenses	-	-	-	-	-	-
Internal Charges	197	197	-	783	783	783
Overhead Allocation	(153)	(153)	-	(611)	(611)	(611)
<b>Total Expenses from Operations</b>	<b>(979)</b>	<b>(1,006)</b>	<b>27</b>	<b>(4,343)</b>	<b>(4,343)</b>	<b>(4,343)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(979)</b>	<b>(1,006)</b>	<b>27</b>	<b>(4,343)</b>	<b>(4,343)</b>	<b>(4,343)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(979)</b>	<b>(1,006)</b>	<b>27</b>	<b>(4,343)</b>	<b>(4,343)</b>	<b>(4,343)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	1,006	1,006	-	4,343	4,343	4,343

### Budget commentary- year to date actuals and annual forecast

#### Year to Date Actuals

The Total (Deficit) from Operations of (\$1.0)m is slightly lower than forecast at the end of the quarter.

Total Expenses from Operations of (\$1.0)m are lower than forecast due to vacant positions and staff leave taken within the Service.

#### Annual Forecast

For the full financial year, the Total (Deficit) from Operations is forecast to remain (\$4.3m).

# Governance and assurance services

## HIGHLIGHTS

Over the reporting period two ordinary Council meetings were held, in addition to the resumption of the 27 June meeting which occurred on 1 August 2023. A meeting of the Audit, Risk and Improvement Committee was held on 12 September 2023.

At the September ordinary Council meeting, the Council re-elected Sue Heins as Mayor and elected Georgia Ryburn as Deputy Mayor.

Also at the September ordinary Council meeting, the Council adopted the model Public Interest Disclosure Policy.

Performance measures – Governance and Assurance	Target	September quarter
Council meeting minutes finalised and published within three working days of meetings	100%	100%

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

## 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 2023 to 30 September 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	-	-	-	-	-	-
Investment Fees and Revenues	-	-	-	-	-	-
Other Revenues	63	-	63	-	-	-
Grants and Contributions - Operating Purposes	-	-	-	-	-	-
Other Income	-	-	-	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>63</b>	<b>-</b>	<b>63</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(781)	(858)	77	(3,718)	(3,718)	(3,718)
Borrowing Costs	-	-	-	-	-	-
Materials and Services	(1,700)	(1,945)	245	(7,274)	(7,274)	(7,220)
Depreciation and Amortisation	(7)	(7)	-	(28)	(28)	(28)
Other Expenses	-	-	-	-	-	-
Internal Charges	7	9	(2)	30	30	(18)
Overhead Allocation	(267)	(267)	-	(1,069)	(1,069)	(1,069)
<b>Total Expenses from Operations</b>	<b>(2,748)</b>	<b>(3,068)</b>	<b>320</b>	<b>(12,059)</b>	<b>(12,059)</b>	<b>(12,052)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(2,685)</b>	<b>(3,068)</b>	<b>383</b>	<b>(12,059)</b>	<b>(12,059)</b>	<b>(12,052)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	-	-	-	-	-	-
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>(2,685)</b>	<b>(3,068)</b>	<b>383</b>	<b>(12,059)</b>	<b>(12,059)</b>	<b>(12,052)</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	3,068	3,068	-	12,059	12,059	12,059

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$2.7)m is lower than forecast by \$0.4m at the end of the quarter.

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

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

Total Expenses from Operations of (\$2.7)m are lower than forecast by \$0.3m.

Employee Benefits and Oncosts are lower by \$0.1m as a result of vacant positions and staff leave taken within Legal Services and Governance management.

Materials and Services are lower by \$0.2m as a result of timing differences associated with the payment of Legal Costs.

### **Annual Forecast**

For the full financial year, the Total (Deficit) from Operations is forecast to decrease slightly to (\$12.1)m principally due to savings against insurance premiums offsetting increased vehicle costs.

# Corporate Support Services

## HIGHLIGHTS

### IGNITE Program

The Inspiring Great New Ideas Towards Excellence (IGNITE) Program continues to be implemented across the organisation to encourage ongoing continuous improvement across Council's services. In addition to the ongoing education programs, the Performance Team have recently launched a new program to support organisational change management. A new Change Management Framework has been developed to embed enhanced change management practices in a structured and systematic way. The program offers three interactive courses intended for the roles of Sponsor, People Leaders, and Project Managers. A pilot for the Sponsor training has been scheduled for October and subsequent sessions will commence thereafter.

Council has also continued to implement its Service Review program to ensure all Council's services are efficient and effective and delivering the best outcomes for our community now and into the future. Council's current program of reviews includes Road maintenance, Open Space Maintenance and Environmental Compliance which includes the functions of Rangers, Building Control and Environmental Health. These reviews are due to be completed in early 2024 and will result in a range of improvement recommendations to be actions over the following twelve months to enhance the financial sustainability, customer experience and the resilience of the service.

Our digital offerings continue to expand with an increase in online transactional services for our customers including:

- Church point parking permits payment
- New application for Western Foreshores Parking Permits
- Applications and payments for Stormwater Management Plans
- Applications and payments for section 88b instruments
- Applications for pre-lodgement meetings with Strategic Planning
- Improved the direct debit digital form and workflow for customer efficiency benefits.
- Extended online Manly parking permits to include concession permits

A single volunteer management system (Be Collective) has been implemented across Council for the benefit of all existing and future volunteers. This system provides a better customer experience and risk mitigation for Council as well as rostering, communication, and recognition capabilities for improved management of volunteers.

A range of other improvements were also introduced including:

- Improving the customer journey for Customer Requests lodged with Council by capturing the first correspondence (all channels, phone, email) with the customer post lodgement ensuring the customer has a specific response. The customer survey results have improved since this initiative was introduced.
- Upgraded the online customer portal to guide our customers to enable them to be able to choose the most relevant request form and information regarding their query in a visual and easy to use process.

- An improved street lighting online request workflow asking a number of questions to guide customer to the correct external website and third party.
- Introduced Public WIFI to the Cromer Community Centre to enable hirers to utilise the WIFI connectivity.

### **Effective IDT tools for staff**

We continue to provide new and improved ways of working for Council staff to support better experience for our customers including:

- Enabling Council staff to visualise the Graffiti requests on an easy-to-use map.
- Enhancement to Beach Services forms, reports, workflow prompts and automatic storage into Councils Document Management System.
- Enhancements to the online customer portal feedback page (inclusion of the website banner) to enable/increase internal customer reporting.
- Improved Development and Assessment pre-lodgement Business Intelligence reports in real time for improved customer engagement
- Introduced a new online form for Family Daycare for mandated monthly site check for water hazards for compliance and reporting.
- Enhanced the HR Service Request for Reimbursement of Personal Car to meet compliance and audit requirements.
- Continue to improve Cyber and resilience by moving application to a Cloud environment (ProMaster Key Manager this quarter)
- Streamlined Manly Aquatic Centre direct debit process and enhanced privacy protection.
- Improved letter content and automated generation to advise customers when a request has been referred to an external authority (such as Ausgrid, RMS, etc). including a new external reference where appropriate.
- Improved the Manly Aquatic Centre Resilience by replacing old infrastructure (switches, cabling remediation) with new secure technology with warranty.
- Improved ways of working, our customers (staff) now have the ability to unlock their own network login accounts remotely. The new process provides ease of use, simple instructions, improves our Cyber posture and reduces downtime for customers when they are locked out of their accounts.

### **Securing grants**

Council was successful in securing \$2,315,689 from the NSW Government to undertake a range of high priority projects and a further \$1,418,332 from the Australian Government to deliver Phase 4 of the Local Roads and Community Infrastructure (LRCI) Program. The funding is for:

- \$2,000,000 from the Department of Regional NSW for the betterment of the Scotland Island's road and drainage network.

- \$1,418,332 from the Australian Department of Infrastructure, Transport, Regional Development, Communications and the Arts to improve local roads and community infrastructure.
- \$300,689 from the NSW Office of Sport for resurfacing works and the redirection of the public walkway at Warriewood Surf Life Saving Club.
- \$15,000 from the NSW Office of Energy and Climate Change to help Council transition its fleet towards electric vehicles and reduce emissions.

Corporate Support - Performance measures	Target	September quarter
Correspondence replied to within 10 working days	90%	92%
Operational projects on schedule	80%	88%
Capital projects on schedule	80%	95%
Quarterly, annual and statutory reports submitted to Council on time	100%	100%
- Workload measures		
No. service review actions implemented	-	1

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

## OPERATIONAL PROJECTS

**Key:** ✔ Complete ✔ Progressing ! Behind schedule



**Undertake a service review of the Community Engagement service - Executive Manager Community Engagement & Communications**

Project is scheduled to start in June



**Review and report on the Community Strategic Plan - Executive Manager Strategy & Performance**

A project plan is in place for the State of the Region Report, which will cover the progress against the Community Strategic Plan from 2020 to 2024. This will be reported to Council in late 2024.



**Undertake a service review of the Public and Environmental Health service - Executive Manager Environmental Compliance**

Service Review has commenced, and current state analyses is taking place to measure the services current performance. This stage of the review is due to be completed in October and will be followed by a review of the services performance compared to other NSW

Council's. The review will result in a range of improvement recommendations to be presented to the Audit, Risk and Improvement Committee in early 2024.



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**Review the Long-Term Financial Plan and options to maintain financial sustainability, such as a special rate variation - Executive Manager Financial Planning & Systems**

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



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**Build and develop future organisational workforce capabilities - Executive Manager Human Resources**

The Workforce Management Strategy moves to its second year of implementation. The deliverables and the strategy continue to be embedded in the organisation and referenced in communications to further promote the achievements that support the workforce.



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**Undertake a service review of road maintenance - Executive Manager Transport & Civil Infrastructure**

Service Review has commenced, and current state analyses is taking place to measure the services current performance. This stage of the review is due to be completed in October and will be followed by a review of the services performance compared to other NSW Council's. The review will result in a range of improvement recommendations to be presented to the Audit, Risk and Improvement Committee in early 2024.



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**Undertake a service review on the maintenance of open space - Executive Manager Parks & Recreation**

Service Review has commenced ahead of schedule to address a number of potential improvement opportunities. The objectives and inclusions for this review have been defined and this will be followed by a review of the services performance compared to other NSW Council's. The review will result in a range of improvement recommendations to be presented to the Audit, Risk and Improvement Committee in 2024.



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**Undertake a service review of the Rangers service - Executive Manager Environmental Compliance**

Service Review has commenced, and current state analyses is taking place to measure the services current performance. This stage of the review is due to be completed in October and will be followed by a review of the services performance compared to other NSW Council's. The review will result in a range of improvement recommendations to be presented to the Audit, Risk and Improvement Committee in early 2024.



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**Undertake a service review of the Building Control service - Executive Manager Environmental Compliance**

Service Review has commenced, and current state analyses is taking place to measure the services current performance. This stage of the review is due to be completed in October and will be followed by a review of the services performance compared to other NSW

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Council's. The review will result in a range of improvement recommendations to be presented to the Audit, Risk and Improvement Committee in early 2024.



**Undertake a service review of Marketing and Communications - Executive Manager Community Engagement & Communications**

Project is scheduled to start in October.



**Undertake a service review of Customer Services - Executive Manager Customer Experience**

Project is scheduled to start in June.



**Deliver an Enterprise Resource Management System - Chief Information Officer**

Direct negotiations with the preferred vendors is complete and the outcome of the procurement phase is scheduled for the October 2023 Council Meeting.

The ERP Program is now in Project Initiation, with a Steering Committee initiated and appointing and/or recruiting key roles within the Program.

**CAPITAL PROJECTS**

**Key:**  Complete  Progressing  Behind schedule

**IT improvements**



**IT Infrastructure - new works - Chief Information Officer**

Continue with planning activities in line with requirements.



**IT Software – new works - Chief Information Officer**

Upgrade to Version 4 due to go live at the end of October 2024.



**IT Infrastructure - replacements - Chief Information Officer**

Continue with planning activities associated with Phase B of switches replacement. Continue with the deployment of WIFI access points.



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

Continue planning activities per requirements.

## FINANCIALS - Corporate Support Services

### Income and Expenditure Statement 01 July 2023 to 30 September 2023

	Year to date			Annual		
	YTD	YTD	YTD	Annual	Approved	Current
	Actual	Forecast	Variance	Budget	Forecast	Forecast
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income from Operations</b>						
User Charges and Fees	125	109	16	453	453	453
Investment Fees and Revenues	2,231	1,544	687	8,966	8,966	11,874
Other Revenues	269	212	57	721	721	1,078
Grants and Contributions - Operating Purposes	32	-	32	6,238	2,876	3,472
Other Income	7	-	7	-	-	-
Gains on disposal of Assets	-	-	-	-	-	-
<b>Total Income from Operations</b>	<b>2,663</b>	<b>1,866</b>	<b>798</b>	<b>16,377</b>	<b>13,015</b>	<b>16,877</b>
<b>Expenses from Operations</b>						
Employee Benefits and Oncosts	(5,922)	(6,208)	286	(26,885)	(26,885)	(27,662)
Borrowing Costs	(183)	(182)	(0)	(724)	(724)	(724)
Materials and Services	(3,546)	(5,416)	1,870	(23,026)	(23,155)	(20,683)
Depreciation and Amortisation	(148)	(157)	9	(629)	(629)	(629)
Other Expenses	-	(1)	1	(9)	(9)	(9)
Internal Charges	176	175	2	699	699	699
Overhead Allocation	6,420	6,420	-	25,692	25,692	25,692
<b>Total Expenses from Operations</b>	<b>(3,202)</b>	<b>(5,369)</b>	<b>2,167</b>	<b>(24,883)</b>	<b>(25,012)</b>	<b>(23,317)</b>
<b>Surplus / (Deficit) from Operations</b>	<b>(539)</b>	<b>(3,504)</b>	<b>2,965</b>	<b>(8,506)</b>	<b>(11,997)</b>	<b>(6,440)</b>
<b>Income from Capital Grants and Contributions</b>						
Grants and Contributions - Capital Purposes	3,820	1,585	2,235	6,342	6,342	7,493
<b>Surplus / (Deficit) from Operations including Capital Grants and Contributions</b>	<b>3,281</b>	<b>(1,919)</b>	<b>5,200</b>	<b>(2,164)</b>	<b>(5,656)</b>	<b>1,053</b>
<b>Rates and Annual Charges</b>						
Rates and Annual Charges	142,593	142,480	113	10,114	10,114	10,114

## **Budget commentary- year to date actuals and annual forecast**

### **Year to Date Actuals**

The Total (Deficit) from Operations of (\$0.5m) is lower than forecast by \$3.0m at the end of the quarter.

Total Income from Operations of \$2.7m is higher than forecast by \$0.8m.

Investment Fees and Revenues are higher by \$0.7m, with returns stronger than the Original Budget anticipated following rising interest rates.

Other Revenues are higher by \$0.1m as a result of higher recovery of the Kimbriki site remediation liability.

Total Expenses from Operations of (\$3.2m) are lower than forecast by \$2.2m.

Employee Benefits and Oncosts are lower by \$0.3m as a result of vacant positions and staff leave taken within the Service.

Materials and Services are lower by \$1.9m as a result of timing differences associated with the payment for IT costs and the rephasing of the Enterprise Resource Planning system replacement project.

Grants and Contributions for Capital Purposes are higher by \$2.2m as a result of additional development contributions received.

Rates and Annual Charges are higher by \$0.1m.

### **Annual Forecast**

For the full financial year, the Total (Deficit) from Operations is forecast to decrease by \$5.6m to (\$6.4)m principally due to increased investment returns, development contributions, financial assistance grant monies and the rephasing of some expenditure for the ERP system replacement into the 2024/25 financial year offset by increased IT staffing costs to support projects.