



# Agenda

## Council Meeting

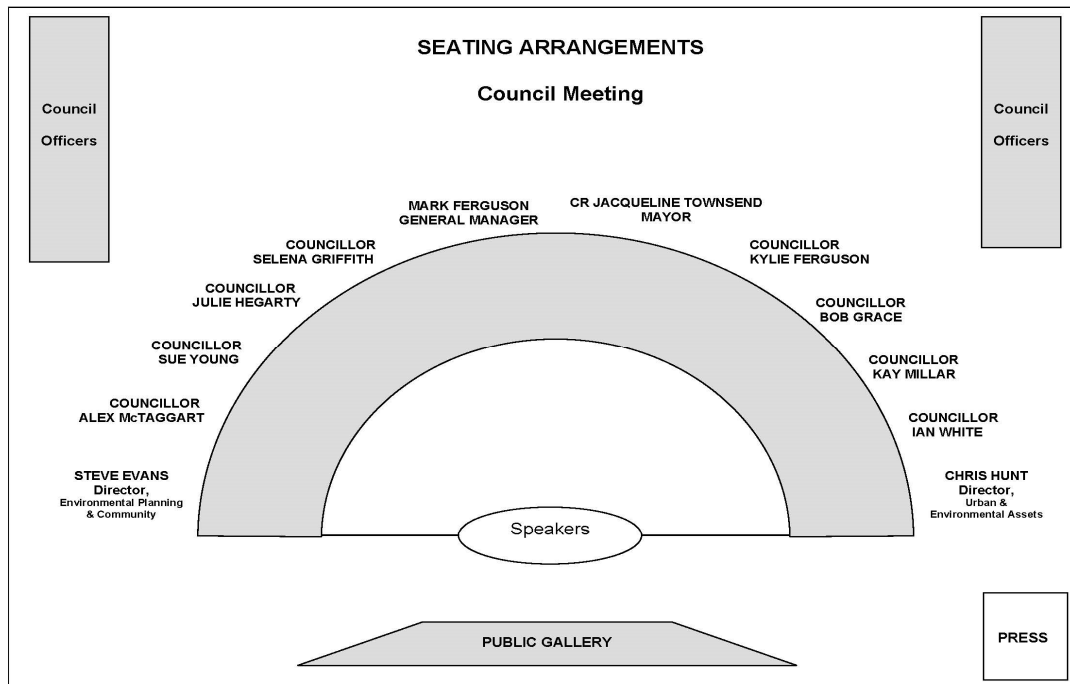
Notice is hereby given that a Council Meeting of Pittwater Council will be held at Mona Vale Memorial Hall on

**16 March 2015**

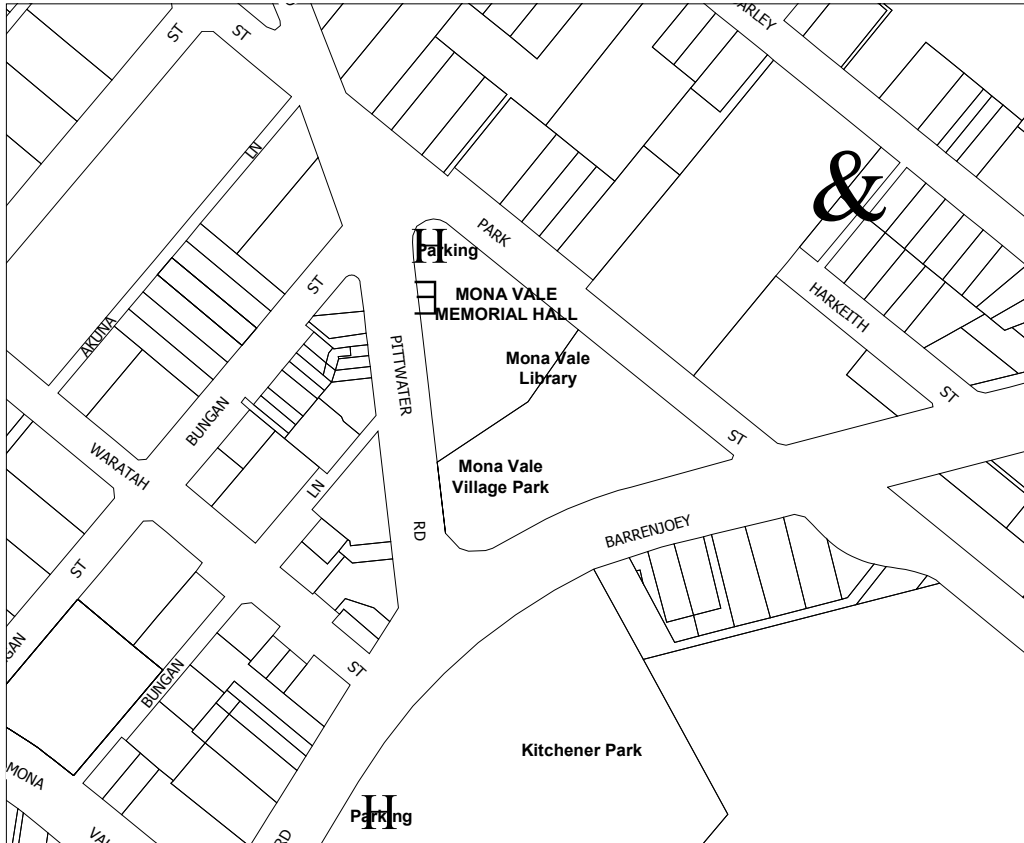
Commencing at 6.30pm for the purpose of considering the items included on the Agenda.

Mark Ferguson  
**GENERAL MANAGER**

## Seating Arrangements



## Meeting Location



All Pittwater Council's Agenda and Minutes are available on the Pittwater website at [www.pittwater.nsw.gov.au](http://www.pittwater.nsw.gov.au)

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## **Acknowledgement of Country**

**Pittwater Council honours and respects the spirits of the  
Guringai people.**

**Council acknowledges their traditional custodianship of  
the Pittwater area.**

## **Statement of Respect**

**Pittwater Council promotes and strives to achieve a climate of respect  
for all and endeavours to inspire in our community shared civic pride by  
valuing and protecting our unique environment, both natural and built,  
for current and future generations.**

**We, the elected members and staff of Pittwater Council, undertake to  
act with honesty and integrity, to conduct ourselves in a way that  
engenders trust and confidence in the decisions we make on behalf  
of the Pittwater Community.**

# Council Meeting

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**The Senior Management Team  
has approved the inclusion of  
all reports in this agenda.**

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## Council Meeting

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### 1.0 Public Forum

#### GUIDELINES FOR RESIDENTS - PUBLIC FORUM

##### Objective

**The purpose of the Public Forum is to gain information or suggestions from the community on new and positive initiatives that Council can consider in order to better serve the Pittwater community.**

- The Public Forum is not a decision making forum for the Council;
- Residents should not use the Public Forum to raise routine matters or complaints. Such matters should be forwarded in writing to Council's Customer Service Centres at Mona Vale or Avalon where they will be responded to by appropriate Council Officers;
- There will be no debate or questions with, or by, Councillors during/following a resident submission;
- Council's general meeting procedures apply to Public Forums, in particular, no insults or inferences of improper behaviour in relation to any other person/s is permitted;
- No defamatory or slanderous comments will be permitted. Should a resident make such a comment, their submission will be immediately terminated by the Chair of the Meeting;
- Up to 20 minutes is allocated to the Public Forum;
- A maximum of 1 submission per person per meeting is permitted, with a maximum of 4 submissions in total per meeting;
- A maximum of 5 minutes is allocated to each submission;
- Public submissions will not be permitted in relation to the following matters:
  - Matters involving current dealings with Council (eg. development applications, contractual matters, tenders, legal matters, Council matters under investigation, etc);
  - Items on the current Council Meeting agenda;
- The subject matter of a submission is not to be repeated by a subsequent submission on the same topic by the same person within a 3 month period;
- Participants are not permitted to use Council's audio visual or computer equipment as part of their submission. However, photographs, documents etc may be circulated to Councillors as part of the submission;
- Any requests to participate in the Public Forum shall be lodged with Council staff by 12 noon on the day of the Council Meeting. To register a request for a submission, please contact Warwick Lawrence, phone 9970 1112.

Mark Ferguson  
**GENERAL MANAGER**

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## **2.0 Resident Questions**

### **RESIDENT QUESTION TIME**

#### **Objective**

**The purpose of Resident Question Time is to provide the community with a forum to ask questions of the elected Council on matters that concern or interest individual members of the community.**

The following guidelines apply to any person addressing a Council / Committee meeting in relation to a Resident Question:

- 1. Residents Question Time is conducted at the commencement of the second Council Meeting of the month and prior to the handling of General Business.*
- 2. A maximum of 10 minutes is allocated to Residents Question Time.*
- 3. Each Resident is restricted to two (2) questions per meeting.*
- 4. All questions are to be in writing or made electronically and lodged with the General Manager no later than 6.15pm on the day of the Council meeting at which it is to be considered.*
- 5. Questions must be precise and succinct and free of ambiguity and not contain any comments that may be offensive, defamatory or slanderous in any way.*
- 6. A brief preamble may accompany the question to clarify the issue however only the actual question will be included in the minutes of the Council meeting.*
- 7. Responses to residents questions made at the meeting will also be included in the minutes of the Council meeting.*
- 8. Resident's questions taken on notice shall be the subject of a report to Council setting out both the question and response and shall be included in the agenda at the second meeting of the month following the resident's question.*
- 9. There will be no debate or questions with, or by, Councillors during / following a resident question and response.*

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## **3.0 Apologies**

Apologies must be received and accepted from absent Members and leave of absence from the Council Meeting must be granted.

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## 4.0 Declarations of Pecuniary and Conflict of Interest including any Political Donations and Gifts

Councillors are advised of the following definitions of a "pecuniary" or "conflict" of interest for their assistance:

\* Section 442 of the Local Government Act, 1993 states that a "pecuniary" interest is as follows:

- "(1) **[Pecuniary interest]** A Pecuniary interest is an interest that a person has in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to the person or another person with whom the person is associated.
- (2) **[Remoteness]** A person does not have a pecuniary interest in a matter if the interest is so remote or insignificant that it could not reasonably be regarded as likely to influence any decision the person might make in relation to the matter."

Councillors should reference the Local Government Act, 1993 for detailed provisions relating to pecuniary interests.

\* Council's Code of Conduct states that a "conflict of interest" exists when you could be influenced, or a reasonable person would perceive that you could be influenced by a personal interest when carrying out your public duty.

Councillors are also reminded of their responsibility to declare any Political donation or Gift in relation to the Local Government & Planning Legislation Amendment (Political Donations) Act 2008.

\* A reportable political donation is a donation of:

- \$1,000 or more made to or for the benefit of the party, elected member, group or candidate; or
- \$1,000 or more made by a major political donor to or for the benefit of a party, elected member, group or candidate, or made to the major political donor; or
- Less than \$1,000 if the aggregated total of the donations made by the entity or person to the same party, elected member, group, candidate or person within the same financial year (ending 30 June) is \$1,000 or more.

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## 5.0 Confirmation of Minutes

"Councillors are advised that when the confirmation of minutes is being considered, the only question that can arise is whether they faithfully record the proceedings at the meeting referred to. A member of a council who votes for the confirmation of the minutes does not thereby make himself a party to the resolutions recorded: **Re Lands Allotment Co (1894) 1 Ch 616, 63 LJ Ch 291.**"

Minutes of the Council Meeting held on 2 March 2015.

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## **6.0 Public Addresses**

The following guidelines apply to any person addressing a Council / Committee meeting in relation to an item on the Council / Committee meeting agenda:

1. *A member of the public may be granted leave to address a meeting of Council or a Committee, where such a request is received by the General Manager no later than 3.00pm on the day of the meeting. This is subject to:*
  - (a) *A maximum of up to six speakers may address on any one item, with a maximum of three speakers in support of the recommendation in the report, and three speakers in opposition.*
  - (b) *A limitation of three minutes is allowed for any one speaker, with no extensions.*
  - (c) *An objector/s to a development application is to speak first with the applicant always being given the right to reply.*

*Exceptions to these requirements may apply where:*

- (a) *The Meeting specifically requests that a person be interviewed at a meeting.*
  - (b) *The Meeting resolves that a person be heard at the meeting without having given prior notice to the General Manager*
2. *Once a public/resident speaker has completed their submission and responded to any Councillor questions, they are to return to their seat in the public gallery prior to the formal debate commencing.*
3. *No defamatory or slanderous comments will be permitted. Should a resident make such a comment, their address will be immediately terminated by the Chair of the meeting.*
4. *Council's general meeting procedures apply to Public Addresses, in particular, no insults or inferences of improper behaviour in relation to any other person is permitted.*
5. *Residents are not permitted to use Council's audio visual or computer equipment as part of their address. However, photographs, documents etc may be circulated to Councillors as part of their address.*

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## **7.0 Councillor Questions with Notice**

Nil.

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## **8.0 Mayoral Minutes**

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## **C8.1 Mayoral Minute - Shopping Trolley Containment System**

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**Meeting:** Council

**Date:** 16 March 2015

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### **MAYORAL MINUTE**

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#### **BACKGROUND**

Abandoned shopping trolleys continue to cause concern around our town centres and larger shopping precinct. They are unsightly, costly to remove and hazardous to the environment.

Although there are systems currently available for the identification and removal of abandoned shopping trolleys such as “trolley tracker” it is evidenced by the current reports of abandoned trolleys still polluting our waterways and parks that more needs to be done.

In early 2014 Council Officers undertook a blitz on abandoned trolleys in Pittwater waterways and parks focusing around Warriewood Shopping Centre and Mona Vale Town Centre. Several abandoned trolleys were removed from our waterways during this time.

In the past, council staff have approached local businesses in a bid to better manage the drain on council resources that retrieval of abandoned shopping trolleys cause. An impound fee included in Councils Fees and Charges has helped to manage this to some extent. However, not all businesses have been as responsive as council would like.

Councils such as Ipswich, Waverley and The Hills Shire Council have implemented automatic wheel lock systems on shopping trolleys which restricts movement of the shopping trolleys to within a pre-determined radius of the shop/shopping centres in question. The cost associated with the implementation of these systems is born by the relevant business.

In Ipswich Council all shopping centres with more than 20 trolleys will be required to roll out a trolley containment system. Retailers with fewer than 20 trolleys will have to implement the system if they receive two or more infringements notices within a 12 month period. Fines of up to \$5500 will be issued for failing to comply with the new system.

It is anticipated that, should Council require local businesses to implement a suitable shopping trolley containment scheme, the number of abandoned trolleys and additional pressure on Council resources will be somewhat alleviated with a view to permanently reducing abandoned trolleys in Pittwater waterways and parklands.

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#### ***Motion***

1. That Council develop a Shopping Trolley Containment System Policy for implementation across the Pittwater LGA.
2. That Council, in the interim, review its impounding fee for shopping trolleys with a view to an increase to the current fee of \$100 per trolley.

Cr Jacqueline Townsend  
**MAYOR**

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## **9.0 Business by Exception**

Items that are dealt with by exception are items where the recommendations contained in the reports in the Agenda are adopted without discussion.

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## **10.0 Council Meeting Business**

Nil.

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## **Leading and Learning Committee**

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## **11.0 Leading and Learning Committee Business**

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## **C11.1 Investment Balances as at 28 February 2015**

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**Meeting:** Leading and Learning Committee

**Date:** 16 March 2015

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**COMMUNITY STRATEGIC PLAN STRATEGY:** Corporate Management

**COMMUNITY STRATEGIC PLAN OBJECTIVE:**

- To ensure Council's future financial sustainability

**DELIVERY PROGRAM ACTION:** To Provide Effective Investment of Council's Funds

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### **1.0 EXECUTIVE SUMMARY**

#### **SUMMARY**

- The net investment return as at 28 February 2015 is \$784,820.
  - All investments have been made in accordance with the NSW Local Government Act, 1993, the Local Government (General) Regulations and Council's Investment Policy.
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### **2.0 RECOMMENDATION**

**That the information provided in the report be noted.**

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### **3.0 BACKGROUND**

#### **3.1 PURPOSE**

A report listing Council's investments must be presented.

#### **3.2 BACKGROUND**

As provided for in Regulation 212 of the Local Government (General) Regulation, 2005, a report listing Council's investments must be presented.

#### **3.3 POLICY IMPLICATIONS**

- Council's Investment Policy (No 143)

#### **3.4 RELATED LEGISLATION**

Regulation 212 of the Local Government (General) Regulation, 2005, states that a report listing Council's investments must be presented. The responsible Accounting Officer certifies that all investments have been made in accordance with Section 625 of the NSW Local Government Act, 1993, the Local Government (General) Regulations and Council's Investment Policy (No 143).



### 3.5 FINANCIAL ISSUES

#### 3.5.1 Budget

- The net investment return as at 28 February 2015 is \$784,820
- The projected investment return budget for financial year (subject to quarterly budget review) is \$1,250,000

#### 3.5.2 Resources Implications

- Nil Implication

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## 4.0 KEY ISSUES

### 4.1 MONTHLY RETURN

Investment return for the month of February 2015:	
Term deposits interest income:	\$82,997
Net investment return for February 2015:	\$82,997

### YEAR TO DATE RETURN

Investment return year to date February 2015:	
Term deposits interest income:	\$784,820
Net investment return year to date:	\$784,820

Projected investment return budget for financial year: \$1,250,000

### 4.2 PERFORMANCE OF COUNCIL'S PORTFOLIO FOR THE LAST FIVE YEARS

Annual return of Council's portfolio for the last five years:

Year to	Net Return	Return on average funds invested
June 2011	\$1,521,223	5.9%
June 2012	\$1,679,693	6.4%
June 2013	\$1,656,908	4.8%
June 2014	\$1,227,105	3.8%
February 2015	\$784,820	3.4%
Projected Budget	\$1,250,000	3.7%

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## **5.0 ATTACHMENTS / TABLED DOCUMENTS**

### **Attachment 1: Investment Balance Table and Associated Graphs**

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## **6.0 SUSTAINABILITY ASSESSMENT**

### **6.1 GOVERNANCE & RISK**

#### **6.1.1 Community Engagement**

Not Applicable

#### **6.1.2 Risk Management**

- Investments and Interest Income form a part of Council's 2014/15 Budget. Investment risk is mitigated by Council's conservative portfolio structure and compliance with associated legislation and regulations.

### **6.2 ENVIRONMENT**

#### **6.2.1 Environmental Impact**

Not Applicable

#### **6.2.2 Mitigation Measures**

Not Applicable

### **6.3 SOCIAL**

#### **6.3.1 Address Community Need & Aspirations**

Not Applicable

#### **6.3.2 Strengthening Local community**

Not Applicable

### **6.4 ECONOMIC**

#### **6.4.1 Economic Development**

Investments and Interest Income form a part of Council's 2014/15 Budget.

Report prepared by  
Renaë Wilde, Senior Project Accountant

Mark Jones  
**CHIEF FINANCIAL OFFICER**



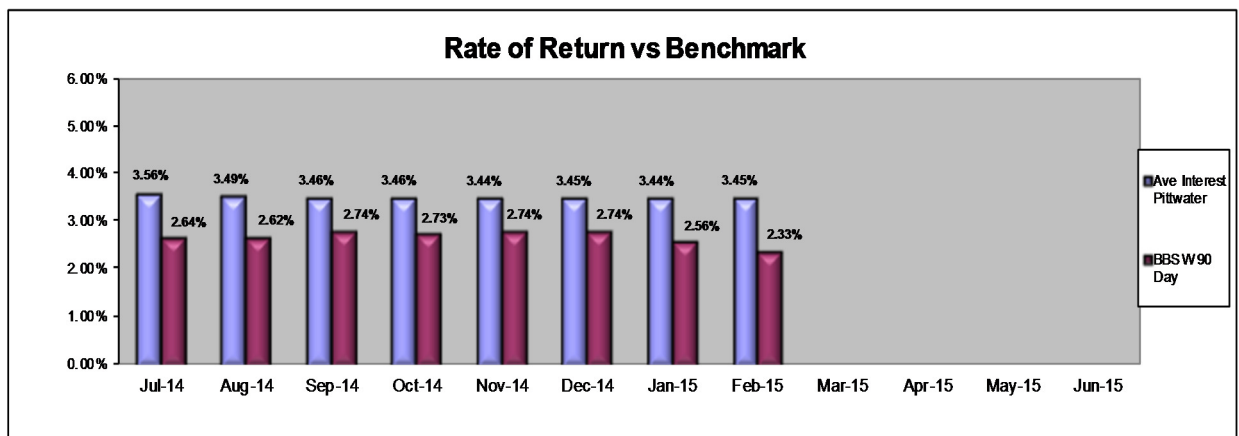
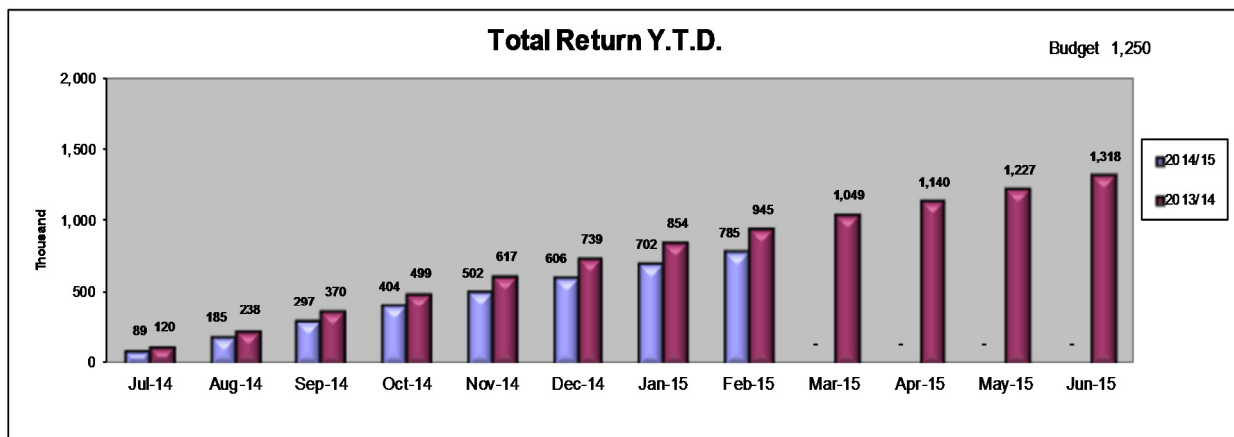
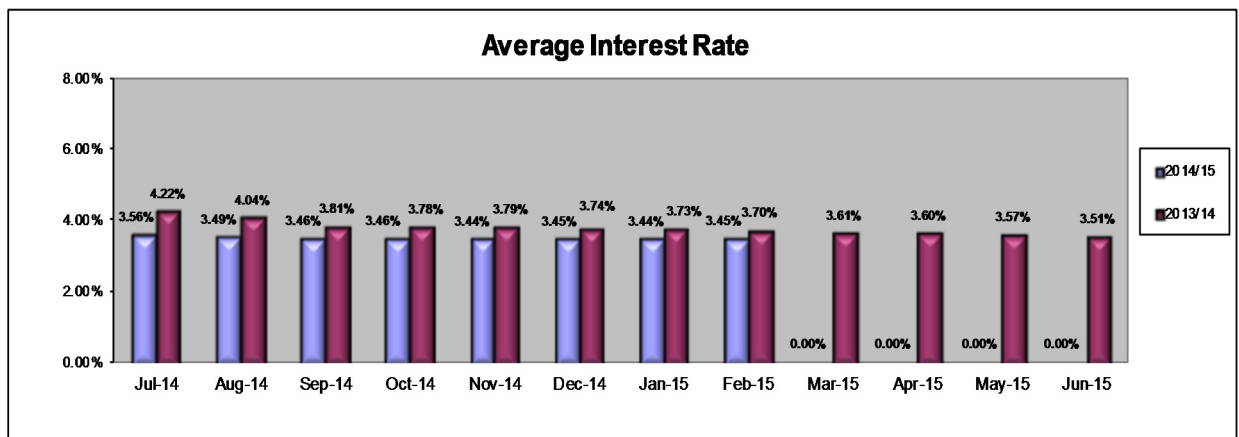
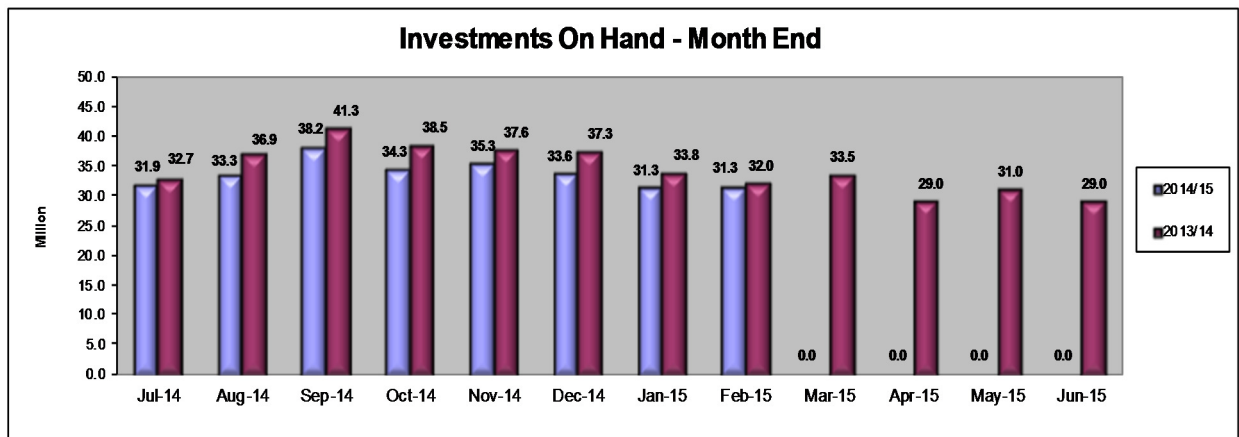
# PITTWATER COUNCIL

## INVESTMENT BALANCES

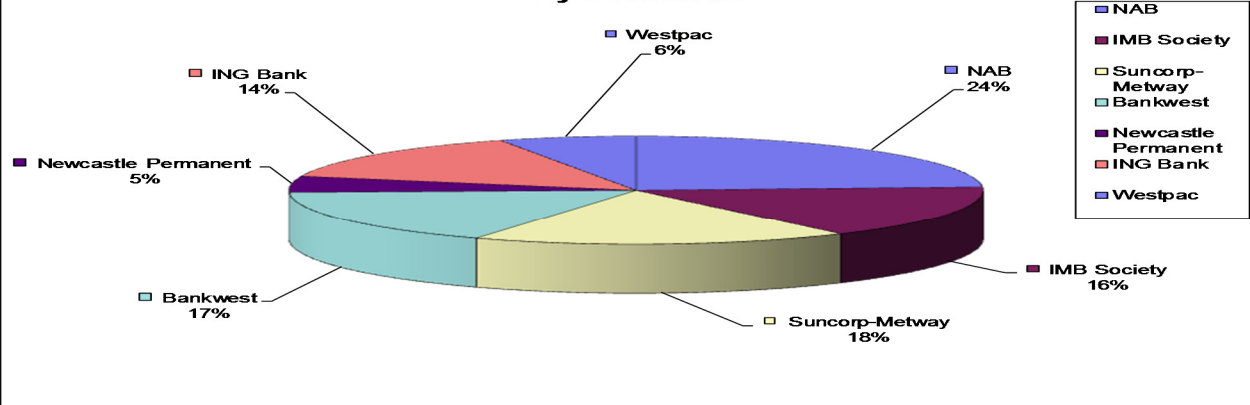
As at 28th February 2015

TYPE	INSTITUTION	Rating	AMOUNT \$	DATE INVESTED	MATURITY DATE	TERM (DAYS)	INTEREST RATE
At Call	NAB	AA-	2,500,000.00 *	At Call	At Call	1	2.75%
At Call Total			2,500,000.00				
Term Dep	IMB Society	BBB+	500,000.00	18-Sep-14	16-Mar-15	179	3.40%
Term Dep	IMB Society	BBB+	1,000,000.00	3-Nov-14	23-Mar-15	140	3.40%
Term Dep	IMB Society	BBB+	500,000.00	17-Nov-14	30-Mar-15	133	3.40%
Term Dep	IMB Society	BBB+	500,000.00	17-Nov-14	13-Apr-15	147	3.40%
Term Dep	IMB Society	BBB+	1,000,000.00	2-Dec-14	27-Apr-15	146	3.45%
Term Dep	IMB Society	BBB+	500,000.00	5-Jan-15	11-May-15	126	3.40%
Term Dep	IMB Society	BBB+	1,000,000.00	16-Feb-15	9-Jun-15	113	3.05%
Investee Total			5,000,000.00				
Term Dep	Suncorp-Metway	A+	500,000.00	1-Oct-14	23-Mar-15	173	3.50%
Term Dep	Suncorp-Metway	A+	750,000.00	24-Nov-14	25-May-15	182	3.60%
Term Dep	Suncorp-Metway	A+	1,000,000.00	28-Nov-14	20-Apr-15	143	3.50%
Term Dep	Suncorp-Metway	A+	1,000,000.00	1-Dec-14	27-Apr-15	147	3.55%
Term Dep	Suncorp-Metway	A+	750,000.00	16-Dec-14	4-May-15	139	3.50%
Term Dep	Suncorp-Metway	A+	500,000.00	19-Jan-15	15-Jun-15	147	3.45%
Term Dep	Suncorp-Metway	A+	1,000,000.00	23-Feb-15	29-Jun-15	126	3.05%
Investee Total			5,500,000.00				
Term Dep	Bankwest	AA-	1,000,000.00	10-Nov-14	11-May-15	182	3.45%
Term Dep	Bankwest	AA-	1,000,000.00	17-Nov-14	18-May-15	182	3.45%
Term Dep	Bankwest	AA-	750,000.00	24-Nov-14	25-May-15	182	3.50%
Term Dep	Bankwest	AA-	1,000,000.00	2-Dec-14	1-Jun-15	181	3.50%
Term Dep	Bankwest	AA-	1,000,000.00	28-Jan-15	22-Jun-15	145	3.40%
Term Dep	Bankwest	AA-	500,000.00	23-Feb-15	26-May-15	92	3.15%
Investee Total			5,250,000.00				
Term Dep	Newcastle Permanent	BBB+	1,000,000.00	27-Jan-15	27-Apr-15	90	3.45%
Term Dep	Newcastle Permanent	BBB+	500,000.00	9-Feb-15	12-May-15	92	3.15%
Investee Total			1,500,000.00				
Term Dep	Westpac	AA-	1,000,000.00	29-Sep-14	16-Mar-15	168	3.46%
Term Dep	Westpac	AA-	1,000,000.00	13-Oct-14	7-Apr-15	176	3.57%
Investee Total			2,000,000.00				
Term Dep	ING Bank	A-	1,000,000.00	1-Sep-14	9-Mar-15	189	3.54%
Term Dep	ING Bank	A-	1,000,000.00	15-Sep-14	13-Apr-15	210	3.50%
Term Dep	ING Bank	A-	1,000,000.00	7-Oct-14	7-Apr-15	182	3.51%
Term Dep	ING Bank	A-	500,000.00	8-Dec-14	9-Jun-15	183	3.49%
Term Dep	ING Bank	A-	1,000,000.00	9-Feb-15	4-Aug-15	176	3.13%
Investee Total			4,500,000.00				
Term Dep	NAB	AA-	1,000,000.00	1-Sep-14	2-Mar-15	182	3.60%
Term Dep	NAB	AA-	1,000,000.00	2-Sep-14	30-Mar-15	209	3.60%
Term Dep	NAB	AA-	500,000.00	24-Nov-14	20-Apr-15	147	3.45%
Term Dep	NAB	AA-	500,000.00	8-Dec-14	9-Jun-15	183	3.49%
Term Dep	NAB	AA-	500,000.00	5-Jan-15	18-May-15	133	3.46%
Term Dep	NAB	AA-	1,000,000.00	12-Jan-15	15-Jun-15	154	3.46%
Term Dep	NAB	AA-	500,000.00	2-Feb-15	20-Jul-15	168	3.30%
Investee Total			5,000,000.00				
February BBSW Close							2.33%
TOTAL INVESTMENTS			\$31,250,000.00				

Note: Investments denoted with an \* are held in Cash and Cash Equivalents in Council's Balance Sheet along with Cash at Bank and Floats.  
All other investments are held as Investment Securities in Council's Balance Sheet

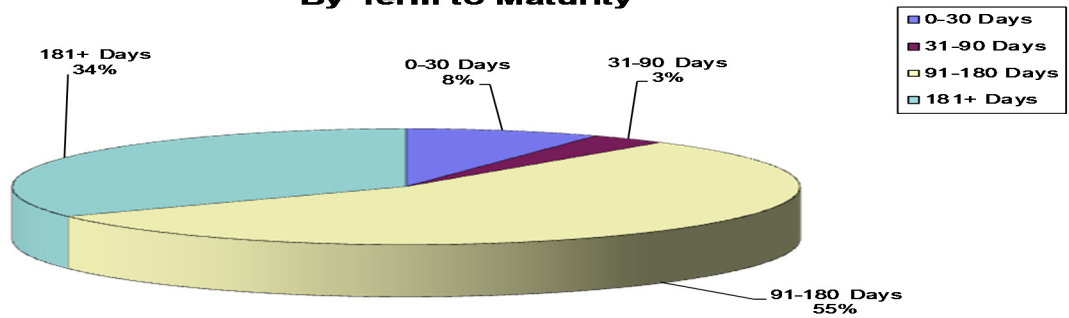


### Pittwater Council Investment Portfolio By Institution



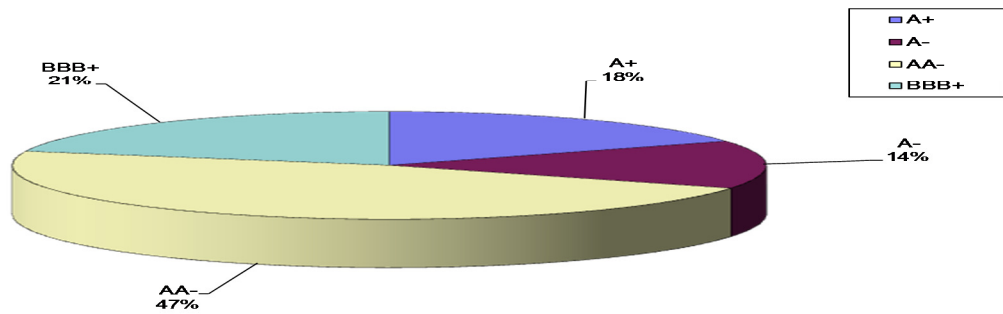
**Note: Council Policy - No Institution can hold more than 25% of Council's Total Portfolio**

### Pittwater Council Investment Portfolio By Term to Maturity

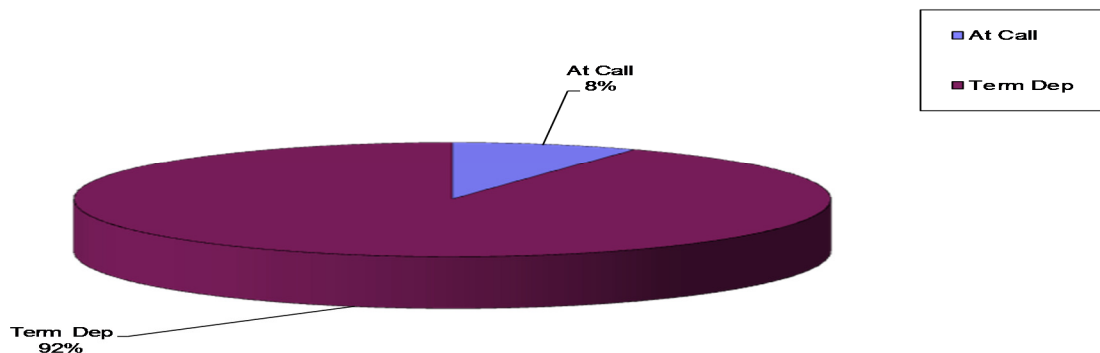


**Note: Council Policy - No Term to Maturity can be greater than two years**

### Pittwater Council Investment Portfolio By Institution Rating



### Pittwater Council Investment Portfolio Type of Investment



## Investment Information:

### Types of Investments -

**At Call** refers to funds held at a financial institution and can be recalled by Council either same day or on an overnight basis.

A **Term Deposit** is a short term deposit held at a financial institution for a fixed term and attracting interest at a deemed rate.

### Credit Rating Information -

Credit ratings are generally a statement as to the institutions credit quality.

Ratings ranging from BBB- to AAA (long term) are considered investment grade.

A general guide as to the meaning of each credit rating is as follows:

AAA	<i>Extremely strong capacity to meet financial commitments (highest rating)</i>
AA	<i>Very strong capacity to meet financial commitments</i>
A	<i>Strong capacity to meet financial commitments, but somewhat more susceptible to adverse economic conditions and changes in circumstances</i>
BBB	<i>Adequate capacity to meet financial commitments with adverse economic conditions or changing circumstances more likely to lead to a weakened capacity of the obligor to meet its financial commitments</i>
BB	<i>Less vulnerable in the near term, but faces major ongoing uncertainties and exposures to adverse business, financial, and economic conditions</i>
B	<i>More vulnerable to non-payment than obligations rated 'BB', but the obligor currently has the capacity to meet its financial commitment on the obligation</i>
CCC	<i>Currently vulnerable, and is dependent upon favourable business, financial, and economic conditions to meet its financial commitments</i>
CC	<i>Currently highly vulnerable</i>
C	<i>Highly likely to default</i>
D	<i>Defaulted</i>

The **Bank Bill Swap Rate (BBSW)** is the average mid-rate, for Australian Dollar bills of exchange, accepted by an approved bank, having regard to a designated maturity.

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<b>C11.2</b>	<b>NSW Food Authority - Scores on Doors food premises inspection program</b>
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**Meeting:** Leading and Learning Committee

**Date:** 16 March 2015

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**COMMUNITY STRATEGIC PLAN STRATEGY:** Community Education & Learning Strategy

**COMMUNITY STRATEGIC PLAN OBJECTIVE:**

To encourage a range of education programs that raise awareness of significant issues affecting the community

**DELIVERY PROGRAM ACTION:**

Continue to provide Education Programs on a range of topics

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**1.0 EXECUTIVE SUMMARY**

**1.1 SUMMARY**

The NSW Food Authority *Scores on Doors* program is a state-wide scheme designed to encourage food businesses to display onsite the results of inspections for hygiene and food safety. The NSW Food Authority and the Department of Primary Industries are encouraging all Council's to participate in the scheme.

Through the *Scores on Doors* program it is intended that Council's Environmental Health Officers would carry out existing routine food premises inspections and each premises would receive a hygiene and food safety rating based on points allocated under the NSW Food Authority *Scores on Doors* guidelines.

A certificate would be provided by Council to food premises which achieved any of the three available ratings: Good, Very Good or Excellent. The proprietor of the food business would then display the *Scores on Doors* rating certificate on the front window or near the entrance to the food premises.

The NSW Food Authority *Scores on Doors* program aims to provide food premises with a public incentive to raise food and hygiene standards.

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**2.0 RECOMMENDATION**

1. That the NSW Food Authority *Scores on Doors* program be included in the Environmental Compliance & Waste business unit service delivery, education and operational programs from 2015/2016 onwards.
2. That Council write to NSW Food Authority and the NSW Government, Minister for Primary Industries, confirming participation in the NSW Food Authority *Scores on Doors* program.
3. That implementation, promotion and launch of the *Scores on Doors* program be activated in partnership with the NSW Food Authority during the first half of the 2015/2016 financial year.

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### 3.0 BACKGROUND

#### 3.1 PURPOSE

To seek approval to implement the NSW Food Authority *Scores on Doors* program for food premises within the Pittwater local government area.

#### 3.2 BACKGROUND

Council's Environmental Health Officers currently undertake routine unannounced food premises inspections to ensure compliance with hygiene and food safety requirements. Inspections are carried out annually at high and medium risk based food premises within Pittwater. Where the inspection reveals that a food premises complies with the legislative requirements a Certificate is issued by Council to the business. The food business may choose to display the Certificate at their premises.

In an effort to provide further transparency around food premises inspections and incentives for businesses the NSW Food Authority are seeking a state-wide implementation of their *Scores on Doors* program. The inspection program is the same as Council's however a NSW Food Authority standard checklist and scoring scheme is used which then results in a star rating and issuing of a *Scores on Doors* Certificate. The *Scores on Doors* Certificate will be co-branded to include Pittwater Council's logo.

The *Scores on Doors* food premises star ratings are defined below:

- Excellent - the business has achieved the top grade means which means that it achieved the highest level of compliance with food safety standards.
- Very Good - the business has in place very good food safety practices. Some minor areas where standards were not met will need to be addressed.
- Good – the business has a good standard of food safety. A number of areas, although not serious, need to be corrected.

The NSW Food Authority have designed the *Scores on Doors* scheme to reward well-performing businesses. It is also intended to be used as an incentive for businesses to improve and maintain a high level of food hygiene without stigmatising poor performing businesses. Additionally, it has been designed to create incentives for businesses to improve their compliance with regulatory requirements.

#### 3.3 POLICY IMPLICATIONS

In circumstances where a food premises inspection reveals critical breaches or ratings below "Good" the business would not be awarded any grade or certificate. In accordance with Council's *Compliance Enforcement and Orders Policy* (Policy No 179) and the NSW Food Authority *Compliance & Enforcement Policy* alternative compliance action would be proposed which may include such actions as warning letters, Improvement Notices, Prohibition Notices and/or penalty infringement notices.

Council's existing *Compliance Enforcement and Orders Policy* (Policy No 179) will not require revision if the *Scores on Doors* program is implemented.



### 3.4 RELATED LEGISLATION

Food Legislation in NSW is governed under the Food Act 2003 and the Food Regulation 2010 and is in place to regulate the sale of food and provide for the application of the Food Standards Code.

During an inspection, food businesses participating in the *Scores on Doors* scheme are assessed against a Food Premises Assessment Report (FPAR). The content of the inspection check sheet has been developed in consultation with NSW Councils and is based on the legislative requirements of the Food Standards Code.

### 3.5 FINANCIAL ISSUES

#### 3.5.1 Budget

- This is an ongoing operational program that will be funded from the Environmental Health delivery program budget within the Environmental Compliance & Waste business unit.
- It is expected that during the 2015/2016 financial year additional funding would be required for the first year of the program to educate all food premises regarding the promotion and introduction of the *Scores on Doors* program. The NSW Food Authority have advised that they will work with Councils to provide marketing support to implement the program state-wide.

#### 3.5.2 Resources Implications

- The *Scores on Doors* program is an enhancement of the existing food premises inspection program of Council. Food premises inspections are an operational arm of the Environmental Compliance & Waste business unit.
- The *Scores on Doors* inspection program will be integrated into Council's existing annual food premises inspection system where all high and medium risk premises are inspected at least once per year.
- Following implementation of the program and completion of the first year of inspections it is not expected that future operating costs will be increased.
- The program will not provide income generation.
- There will be no impact on Council infrastructure or asset management plans.

### 4.0 KEY ISSUES

#### 4.1 Food Premises involved in the *Scores on Doors* program

The NSW Food Authority *Scores on Doors* program is focussed on retail food service businesses that process and sell food that is ready-to-eat, intended for immediate consumption, and potentially hazardous if not handled correctly and under the right conditions. These are the higher risk premises that have the greatest potential to cause foodborne illness if food is not handled correctly. These businesses include premises such as restaurants, pub bistros, hotels, cafes, bakeries, clubs, and takeaway outlets.

The NSW Food Authority have advised that the program is not intended for supermarkets, delicatessens or greengrocers, low risk food premises or businesses that serve pre-packaged food such as service stations and convenience stores, temporary markets, mobile food vending vehicles, or businesses that hold a NSW Food Authority licence and are separately audited such as butchers.

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## 5.0 ATTACHMENTS

- **Attachment 1** - Correspondence from NSW Food Authority, dated 6 January 2015, seeking Council's participation in the *Scores on Doors* program.
- **Attachment 2** - Correspondence from NSW Government, Minister for Primary Industries, dated 6 January 2015, seeking Council's support for implementation of the NSW Food Authority *Scores on Doors* program.
- **Attachment 3** – An example of Council's existing Food Premises Certificate.
- **Attachment 4** – Sample of a NSW Food Authority *Scores on Doors* Certificate.

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## 6.0 SUSTAINABILITY ASSESSMENT

### 6.1 GOVERNANCE & RISK

#### 6.1.1 Community Engagement

An initial meeting has been held with the NSW Food Authority and Council's Economic Development Coordinator to discuss the Scores on Doors Program. Following the decision of Council to participate in the program and further direction from the NSW Food Authority regarding implementation it is intended that Chambers of Commerce and food business within Pittwater be engaged and invited to participate in the launch of the program.

#### 6.1.2 Risk Management

- To promote consistency for all food businesses Council Environmental Health Officer's conducting the food premises inspections will utilise the state-wide NSW Food Authority points allocation system using the standard Food Premises Assessment Report (FPAR).
- The NSW Food Authority have included information on the rating certificate which carries an explanation of what the rating represents together with a warning about relying solely on the rating and a disclaimer from liability for the Council for any acts by the food business or about the condition of the premises.

### 6.2 ENVIRONMENT

#### 6.2.1 Environmental Impact

Not applicable

#### 6.2.2 Mitigation Measures

Not applicable

## 6.3 **SOCIAL**

### 6.3.1 **Address Community Need & Aspirations**

The role that food businesses play in the local community is becoming more important as people source their food from outside their home. Consumer expectations are rising, in particular that food premises are expected to have high levels of compliance with hygiene and food safety standards. The *Scores on Doors* program will enable consumers to have access to official information by a program that aims to improve the quality of local food premises and promote consumer trust in food businesses.

### 6.3.2 **Strengthening local community**

- The program will assist the promotion of the Pittwater area as a food destination and reliable place to do business which may increase the liveability of our villages.
- The program will provide additional opportunities for Council to educate and engage with retail food premises within the Pittwater local government area regarding the importance of food safety and hygiene.

## 6.4 **ECONOMIC**

### 6.4.1 **Economic Development**

- Council and the community benefit from the local food industry and rely on food premises and the part they play in the diverse local economy. Food businesses form an important part of the local economy by creating economic activity, employment, bringing people into the area and retaining those who live and work the area. The *Scores on Doors* program aims to further the reputation and economy of food businesses in the area.
- As an operational procedure each food business is presently required to provide a skilled food safety supervisor to assist with the management of the food premises.

Report prepared by  
Robina Bramich, Principal Environment Officer

Jeffrey Lofts  
**MANAGER, ENVIRONMENTAL COMPLIANCE & WASTE**



6 January 2015

Mr Mark Ferguson  
General Manager  
Pittwater Council  
PO Box 882  
MONA VALE NSW 1660

Dear Mr Ferguson

I seek your council's cooperation for the ongoing rollout of the "Scores on Doors" scheme, a NSW Government initiative aimed at improving safety and hygiene within retail food businesses and providing clearer choices for consumers.

Since 2008, the NSW Food Authority (the Authority) has worked with local councils to improve the effective regulation of retail food businesses through the Food Regulation Partnership (FRP). The FRP seeks to improve food safety and ensure resources are applied effectively and efficiently. The partnership has been recognised in the IPART's *Local government compliance and enforcement* report, which looks to the FRP as a model for better regulatory relationships between the State and local governments.

The IPART report also identifies a single food safety assessment report as a positive initiative that will help ensure consistency and regulatory certainty for food businesses across the State. The Authority has developed the Food Premises Assessment Report (FPAR) as a standardised assessment tool that meets the *Australia New Zealand Food Standards Code*. I note your council is amongst the 85% of councils in NSW which have already adopted the standard report.

A consistent approach in assessment will help underpin the "Scores on Doors" program, which balances the "Name and Shame" register by acknowledging complying food businesses and competitively fostering higher standards of food hygiene and safety. The "Scores on Doors" initiative reflects successful food hygiene programs both domestic and international. To date, the program has been taken up by 31 NSW Councils. The Government is presently considering strategies to ensure the complete rollout of "Scores on Doors" across the State.

The Minister for Primary Industries, the Hon. Katrina Hodgkinson MP, has written to your Mayor seeking closer consideration and uptake of the program. I have enclosed a copy of that correspondence for your information.

NSW Food Authority  
6 Avenue of the Americas | Newington NSW 2127  
PO Box 6682 Silverwater NSW 1811  
T: 02 9741 4777 | F: 02 9741 4888 | W: [www.foodauthority.nsw.gov.au](http://www.foodauthority.nsw.gov.au) | F: /nswfoodauthority | T: @nswfoodauth  
ABN: 47 080 404 416

-2-

The NSW Government has requested the Authority intensify its efforts in working with councils to identify any remaining obstacles to the state-wide rollout of the "Scores on Doors" scheme. To that end, I have asked Mr Stephen Fenn, Manager of Strategic Projects, to contact your office to arrange a meeting between senior officers of the Authority and Council.

Should you have any queries in relation to this matter, Mr Fenn can be contacted on (02) 9741 4738 or email [stephen.fenn@foodauthority.nsw.gov](mailto:stephen.fenn@foodauthority.nsw.gov)

Yours sincerely



Polly Bennett  
**Chief Executive Officer**

NSW Food Authority  
6 Avenue of the Americas | Newington NSW 2127  
PO Box 6682 Silverwater NSW 1811  
T: 02 9741 4777 | F: 02 9741 4888 | W: [www.foodauthority.nsw.gov.au](http://www.foodauthority.nsw.gov.au) | F: /nswfoodauthority | T: @nswfoodauth  
ABN: 47 080 404 416



**The Hon Katrina Hodgkinson MP**  
Minister for Primary Industries

**COPY**

M14/337

6 JAN 2015

Cr Jacqueline Townsend  
Mayor  
Pittwater Council  
PO Box 882  
MONA VALE NSW 2102

Dear Cr Townsend

I seek your Council's support for the ongoing rollout of the "Scores on Doors" program, a NSW Government initiative aimed at improving safety and hygiene practices within retail food businesses and providing clearer choices for consumers.

The NSW Food Authority (the Authority) works with councils to improve food safety and hygiene through the Food Regulation Partnership. Under the partnership, local councils have delegated authority to undertake inspections of food retail premises, with the Authority providing advice and training to ensure greater consistency across the State. The success of the partnership has been recognised by IPART in its *Local government compliance and enforcement* report as a model for better regulatory relationships in NSW.

By displaying the results of food safety inspections, the "Scores on Doors" program aims to foster greater competition amongst food businesses and increase the recognition of safe food preparation and service as a key part of operating food businesses in NSW. It also provides consumers with more information on their dining choices.

The program has already been taken up by 31 NSW councils, with a number of councils indicating readiness to implement the scheme next year. The NSW Government is presently considering strategies to ensure the complete rollout of the program, and is seeking your assistance.

To meet its commitments to safe food and informed consumer choice, the NSW Government seeks full cooperation from all councils in this initiative. I have asked Mr Kim Leighton, Director Strategic Policy and Partnerships at the Authority be available to discuss this matter further with you if required. Mr Leighton can be contacted on (02) 9741 4866 or email [kim.leighton@foodauthority.nsw.gov.au](mailto:kim.leighton@foodauthority.nsw.gov.au).

Yours sincerely

**Katrina Hodgkinson, MP**  
Minister for Primary Industries

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Level 15, 52 Martin Place, Sydney NSW 2000  
Phone: (61 2) 8574 6200 Fax: (61 2) 9339 5540 Email: [office@hodgkinson.minister.nsw.gov.au](mailto:office@hodgkinson.minister.nsw.gov.au)



Example of a current Pittwater Council food premises Compliance Certificate



**Food Act**  
**Compliance Certificate**

16 October 2014

Presented to the proprietor of

**BAKERS DELIGHT**

10 Park Street, Mona Vale

An inspection by Council's Officer on 9 October 2014 revealed that at the time of inspection, Bakers Delight complied with the Food Act 2003, the Food Regulation 2010 and the Food Safety Standards.

  
Mr Mark Ferguson  
GENERAL MANAGER

**Healthy living and environment**

 **PITTWATER COUNCIL**

Environmental Compliance  
Health

## Sample template of a NSW Food Authority Scores on Doors Certificate



## Scores on Doors

# Hygiene and food safety

# Excellent

★★★★★

Rating based on last inspection including food temperature control, food handler hygiene, cleaning and sanitation, pest control and food prepared in advance of service.

[www.foodauthority.nsw.gov.au/scoresondors](http://www.foodauthority.nsw.gov.au/scoresondors)

Business name \_\_\_\_\_

Address \_\_\_\_\_

Inspection date \_\_\_\_\_ Expiry date \_\_\_\_\_

Issuing council \_\_\_\_\_





© NSW Food Authority. Certificate remains the property of issuing council and NSW Food Authority.

The rating represented on this certificate is based on a food safety assessment carried out by an authorised officer of council on the date indicated. The rating is given in good faith but is intended as a general guide only. You should not rely solely on the general nature of the rating. The council makes no representation, gives no warranty and will not be liable for any negligent act or omission in connection with the rating, the condition of the premises, the quality of food or food safety standards of the food business on the date indicated or at any time in the future.

FR001/1311



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## **C11.3      6 Month Management Report 2014 - 2015**

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**Meeting:**      Leading and Learning Committee

**Date:**      16 March 2015

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**COMMUNITY STRATEGIC PLAN STRATEGY:**    Beach & Coastal Management, Building Communities, Catchment Management, Community Education & Learning, Integrated Planning and Reporting Framework, Disaster, Emergency & Risk Management, Economic Development, Flora & Fauna, Land Use & Development, Land Use & Development, Land Use & Development, Recreational Management, Town & Village & Traffic & Transport

**COMMUNITY STRATEGIC PLAN OBJECTIVE:**

To provide leadership through ethical, accountable and legislative decision-making processes.

**DELIVERY PROGRAM ACTION:**

Continue integration of all Council plans within the Integrated Planning and Reporting Framework.

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### **1.0      EXECUTIVE SUMMARY**

#### **1.1      SUMMARY**

The 6 month management report outlines the outcomes which have been undertaken during the July – December 2014 reporting period. These outcomes provide an overview of progress which Council have made in addressing the priorities of the Community Strategic Plan and 4 Year Delivery Program.

**Table 1 Action progress 6 month Management report (actual numbers)**

<b>Active Actions</b>	<b>Completed</b>	<b>Progressing</b>	<b>Not Progressing</b>
334	25	304	7

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### **2.0      RECOMMENDATION**

**That Council notes the progress being made within the 6 months from July – December 2014 to complete actions identified within the 2014 – 2018 Delivery Program and Budget.**

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### **3.0      BACKGROUND**

#### **3.1      PURPOSE**

Under the Local Government Act 1993 and the Local Government (General) Regulation 2005 Council undertakes a suite of planning and reporting activities which operate as part of the organisations strategic framework. These activities include the planning and delivery of the 10 year Community Strategic Plan, 4 year Delivery Program and 6 month Management Plan. Council undertakes these to ensure an integrated approach to planning and reporting which strengthens the strategic focus and responsiveness to key priority areas of the community strategic plan. The Management Plan is reported every 6 months to provide progress on the actions against the 2014-2018 Delivery Program and Budget.

### 3.2 BACKGROUND

The report management plan reports against the 5 Key Directions of the Community Strategic Plan and their corresponding 12 strategies. Detail provided by each business unit outlines Council highlights how the organisation is addressing each of the 334 actions.

Operations also form part of the performance management and goal setting process.

### 3.3 POLICY IMPLICATIONS

Nil

### 3.4 RELATED LEGISLATION

Under the Local Government Act 1993 and the Local Government (General) Regulation 2005.

### 3.5 FINANCIAL ISSUES

#### 3.5.1 Budget

Budget results per Key Direction and associated Strategies are all detailed in the Financial Report for the Period ending 31 December 2014 of the 2014-2015 Financial Year that was presented to Council on 17 February 2015. The 6 Month Management Report has been circulated separately and will be formally tabled at the meeting.

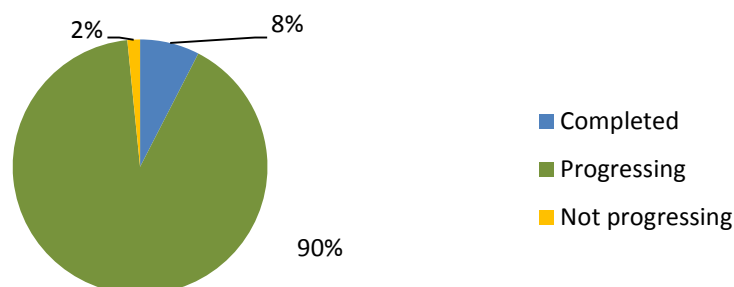
#### 3.5.2 Resources Implications

- Council is on track and well advanced in meeting actions as outlined in the 2014 – 2018 Delivery Plan and Budget.

### 4.0 KEY ISSUES

- We are on track and meeting actions as outlined in the Delivery Plan and Budget 2014 – 2018.
- The following information should be noted as a summary, there are 334 active actions for the 6 month period between July – December 2014.

Figure 1 Action progress 6 month Management report (% percentage)



- 2% of actions are not progressing due to more information required by State Government who are yet to release outline of funding streams. Additionally, initial pre- project assessments taking place with other actions.

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## **5.0 ATTACHMENTS / TABLED DOCUMENTS**

**Tabled Document** - 6 Month Management Plan Report July - December 2014.

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## **6.0 SUSTAINABILITY ASSESSMENT**

Nil

### **6.1 GOVERNANCE & RISK**

#### **6.1.1 Community Engagement**

A community survey undertaken by an independent consultant sampled at random 400 residents by telephone in July 2014. Results showed an overall figure of 91% of Pittwater residents indicating that they are satisfied with Council's overall performance. This is slightly higher than 2010 results and above NSW LGA benchmarks.

Framework for Mona Vale Place Plan established with activation projects delivered within Mona Vale town centre which engaged stakeholders ahead of the place planning process. Outcomes have included Enliven Pittwater Village Economies Summit 18-20 September – high level discussions on what makes vibrant centres: case study Mona Vale. Testing different uses of spaces and places in Mona Vale, Public art installations in Library Laneway x 3, Laneway Twilight Markets, Mona Vale Long Lunch.

Key improvements have been made to the operation of the Your Say portal and Major projects webpages on Council's website with results improving useability. An update to the major projects page on Council's website completed to provide ongoing information about key projects. A photo gallery page has also been created so that the community can see the progress being made on projects where possible and reports of large community projects are a regular feature in our monthly e-newsletter to residents.

RFS have undertaken 3 Fire Wise programs targeting high risk areas in the Pittwater LGA which provides advice to residents with ways to reduce the threat of bush fire. Fire Wise Programs were held at the RFS Open Day at Avalon Community Centre (13 Sept 2014), Dog Day by the Bay (21 Sept 2014) and at the Australia Day event at Newport Beach (26 Jan 2015). Council has delivered 10 Bush Fire Survival Guides to residents adjoining high risk areas. Educational material is provided to residents adjoining hazard reduction burns to provide advice on preparing their properties and a follow-up letter detailing post-burn requirements is also provided.

Community Centre Activities program continues to circulate each quarter and to all homes in Pittwater, council's community centres, libraries and customer service. All activities, which include education and learning programs, running in our community centres have also been promoted in Pittwater Life, local media, community noticeboards and council's website. Mona Vale Library provides spaces for private and group study, as well as collections to support student and adult learning.

Public access computers and free WiFi support distance learning. In addition the library service facilitates community-based educational programs from pre-schoolers to seniors, such as Little Bang Discovery Club and Seniors Internet training.

Council continues to promote and seek subscribers to the email newsletter *About Pittwater*, online, at events and through projects. Council continues to ensure Your Say articles of interest on policies, programs and projects during consultation are listed in this newsletter to ensure public input is sought at key stages of progression.

#### **6.1.2 Risk Management**

Council developed a sustainability assessment tool which takes into account risks, community expectations and quadruple Bottom Line. The sustainability assessment tool is being implemented through Council's Business Case and Project Management processes.

Council has full IT disaster recovery systems in place that are updated constantly as technology changes. Testing is currently being undertaken as per Council written procedures to ensure all methodologies are correct and will ensure continuity of IT operations.

E-Learning and face to face training provided to all staff on numerous behavioural areas including respectful workplace behaviour and EEO principles. EEO processes are incorporated into all recruitment practices and employment related decision making. 80% of business units attended workshops in relation to their risk management responsibilities and to identify risks within their area of expertise.

### **6.2 ENVIRONMENT**

#### **6.2.1 Environmental Impact**

Our Greenhouse Gas Reduction strategy has been implemented through the quarterly review of council energy consumption, investment of revolving energy funds into future projects and corrective actions taken where appropriate. At all Council's managed commercial assets (Currawong, Pittwater Golf Centre & Sydney Lakeside Holiday Park) energy reduction works have been completed (e.g. efficient lighting and solar hot water system). This has also improved the facilities from a social benefit and reduced overheads/costs and reduced our number of electricity meters reducing costs and staff workloads.

Sixteen events were held between July and December 2014 to promote Bushcare, retention of native vegetation and habitat on private land and weed identification and control. These ranged from five field days supporting the Deep Creek Riparian Restoration project to three National Tree Day events, a further three Floating Landcare events, two events in association with Pittwater YHA Bush Regeneration weekend and lastly three Introduction to Bushcare Workshops.

Additionally, four additional native plant giveaways were held in conjunction with local planting events. Approximately 3,000 native tubestock have been supplied to residents, Bushcare volunteers and Backyard Bushcare participants over the last six months.

Tree planting has been carried out in Woorarra Avenue, Iluka Avenue, Koorangi Avenue, Bungoona Avenue, Amaroo Avenue, Wongala Avenue, Coolangatta Avenue Maralinga Avenue in Elanora Heights. Tree planting was carried out in Myola Road, Palm Road, Trevor Road, Bardo Road and Bishop Street Newport.

Council has conducted a nestbox monitoring program for Eastern Pygmy Possum which concluded and was reported on in August 2014. A microbat survey was also undertaken by an ecological consultant looking at the current status of historical roost sites. The community volunteer bird survey which was developed in the previous year was trialed in September by volunteers and will be further refined for future roll-out. The numbers of Grey-headed Flying-foxes in the camps at Cannes Reserve and Warriewood Wetlands have been monitored on a fortnightly basis and reported to OEH. In addition fauna sightings are reported on a monthly basis as part of bush regeneration contractor reports.

#### **6.2.2 Mitigation Measures**

Considerations for extreme weather, coastline hazards and flooding under the Climate Action Plan framework are continuing to be embedded into hazard risk studies. A review of the Council's climate change risk assessment is underway with participation across all business units.

Council is continuing to complete energy saving initiatives under our SRV & REF programs. From previous years we have reduced our power costs by \$325,000. Energy efficient lighting has been retrofitted at Pittwater Golf Centre driving range, Additional LED lighting has been installed on Narrabeen Creek walk way. Solar Lighting has been installed at Patersons Lane and Palm Beach Wharf.

Council have continued their commitment to reduce energy and water consumption by installing rainwater reuse and water tanks at Currawong. New bin stands and concrete pads have been installed in all public reserves along with new solar or energy efficient lighting installations at Currawong, Pittwater Golf Centre, Sydney Lakeside and South Avalon Reserve.

To provide effective sand dune management Council continues to provide bush regeneration works at North Palm Beach, Avalon Beach, Newport Beach, Mona Vale Beach and Warriewood Beach with dune fencing work carried out at North Palm Beach and Avalon Beach.

A Review of Environmental Factors or Hazard Reduction Certificate has been completed for all medium to high priority 2014/15 hazard reduction works and is available in the RFS BRIMS (Bush Fire Risk Management System). NEEs Hazard Reduction Checklist and the RFS Bushfire Risk Information System (BRIMS) is continuously updated to show all works being completed. NEE staff represented Council at the Bushfire Management Committee meetings held on 16 September and 2 December 2014. And all Bushfire Management Committee meeting minutes are reported to Council.

Council continues to participate in the compost revolution where compost and worm farms are offered to residents at a subsidiary price for the participation in an online tutorial workshop. Three workshops were held to promote composting and worm farming.

### **6.3 SOCIAL**

#### **6.3.1 Address Community Need & Aspirations**

To celebrate Pittwater's diverse community, a number of events were held between July and December 2014. Locations included Palm Beach markets, Long lunch at Mona Vale, Twilight markets at Mona Vale, annual market day at Mona Vale and a pop up bar event at Robertson Road at Newport.

### **6.3.2 Strengthening local community**

Council continued to provide key learning activities for the community, as a gateway to quality knowledge and information. Utilising local libraries to provide access to 5 author talks; 2 movie nights; Pop-up library for Long Lunch event; Sister City event; Reading Hour event; History Week talk; 5 events for Library 10th birthday; Volunteers' Christmas party. Mona Vale Library had 102,405 visits, 139,139 loans of physical items from Mona Vale Library; 38,000 visits to Library website; 823 downloads of eAudio; 220 eJournals downloaded; 3415 information searches through online databases; 6,384 Internet hours used by public; 60 Home Library members visited.

As per the recommendation from the disability audit Council have successfully installed Bicycle racks at Avalon Beach Reserve which enhances access to infrastructure for the local community.

Council also welcomed a 110 new Australian Citizens as part of the Citizenship ceremonies in August and November of 2014. Council continues to conduct citizenship ceremonies on a quarterly basis with an average of 50 residents being welcomed as Australian citizens of Pittwater at each ceremony. Council also hosted a Mayor's Morning Tea with local retirement villages and delivered an awareness training program to seniors in collaboration with local service providers on dementia awareness and falls prevention. Council continue to lobby Government Agencies for appropriate accommodation for organisation services senior citizens in Pittwater including Easy Transport and Food Services.

Stormwater Education programs run for 10 Primary Schools with a total of 200 drain markers installed in 2014. Support is also provided to the Peninsular Community of schools through funding, providing the CEC as a venue for events and meetings and involvement in PCS initiatives including national tree day, project green sea turtle and science week.

November 3 2014 Council adopted the SHOROC regional waste and resource recovery strategy. Council participated in joint promotion of national recycling week by educating residents regarding resource recovery workshops including children's toy and clothing swap and a natural baby care workshop. In addition, Council donated two trays of tubestock to Sydney Wildlife in November for planting as browse plants at their macropod rehabilitation facility in Duffys Forest. Sydney Wildlife continues to provide support to Council's school holiday, community biodiversity and kindergarten programs by providing educators and native animals for display.

Council also held a reception for 140 volunteers December 2014 which recognised the contribution of members from a variety of sectors who provide their ongoing time and hard work to the services of their local community.

## **6.4 ECONOMIC**

### **6.4.1 Economic Development**

To promote and encourage local employment opportunities regular events held throughout 2014, included: Visual Merchandising, Designing a business, Place Making, Exporting, Doing Business with Hong Kong and the Village Economies Summit.

Biz Bus in Avalon Aug 2014, delivered a number of business seminars including PBL Marketing seminar July 2014, partnered with NSW Trade & Investment for Getting into Export, Doing Business with Hong Kong, SME Referrals to Sydney Business (Business Enterprise Centre), Paper given at Economic Development Network on Enliven Pittwater Program – Blue Mountains, Council Board representative for Pittwater Business Ltd.

Social media and on-line support provided to local businesses via a 3 part workshop series in the 3 town and village centres of Mona Vale, Newport and Avalon. Support and promotion provided to local events within each of the centres. 550 locals signed up to the Enliven Pittwater App with over 190 events and 170 specials listed

Report prepared by  
Tanja Ianošević, Corporate Planner

Jane Mulroney  
**MANAGER, COMMUNITY ENGAGEMENT & CORPORATE STRATEGY**

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## **C11.4      Review of Community Reference Groups 2015**

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**Meeting:**            Leading and Learning Committee

**Date:**      16 March 2015

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**COMMUNITY STRATEGIC PLAN STRATEGY:**      **Corporate Management**

**COMMUNITY STRATEGIC PLAN OBJECTIVE:**

- To engage proactively with the community in a way that is consistent, appropriate and effective

**DELIVERY PROGRAM ACTION:**

Ongoing review and management of Council's reference groups

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### **1.0      EXECUTIVE SUMMARY**

#### **1.1      SUMMARY**

Council's Connecting Communities, Natural Environment, Sustainable Towns & Villages and Leading and Learning reference groups have reached the end of their two-year term of appointment.

A review of has been undertaken to support the renewal of the groups for a new term. The survey results were discussed at each reference group meeting in February and further feedback was received.

The reference groups will continue for a new two-year term commencing in May 2015:

- An Expression of Interest process will be initiated so that members may be appointed in time for the May reference group meetings.
    - The EOI process will be notified in the Manly Daily, on the Your Say portal, on Council's Twitter and Facebook accounts and by email to registered groups/association, existing members and school communities.
  - Meetings will be held at the Coastal Environment Centre, continuing on the same schedule with meetings held 4-6pm for each group on respective Wednesdays of February, May, August and November
  - Each specific group will continue to consider
    - matters relating to the Challenges and Opportunities within each Strategy contained within the relevant Key Direction of Pittwater 2025
    - strategic issues affecting Pittwater
    - presentations by members themselves.
  - An extra meeting to welcome all the groups will be held prior to the first meetings in May and additional extraordinary meetings will continue to be considered during the term for issues that pertain to all groups.
- 

### **2.0      RECOMMENDATION**

1. **Note the summary of evaluation results provided**
2. **Note the renewal of the Community Reference Groups for a new two-year term recommencing in May 2015**
3. **Note that a public Expression of Interest process will be undertaken and that existing members are encouraged to reapply.**
4. **Establish a panel (including one Councillor from each ward and the two directors) to review the nominations received and appoint a new term of reference groups.**



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### **3.0 BACKGROUND**

Council wishes to strengthen the partnership between Council and the community through continuing the reference groups in combination with other methods of community engagement. As a result of the evaluation survey and the discussion at the February meetings Council will continue to consider how to enhance the operation of reference groups in the new term of appointment. Council acknowledges the valuable input that Reference Groups contribute while decision-making power remains with elected Council.

The evaluation survey was distributed to all reference group members in December 2014 receiving a good response rate from current members of 80% (46/58). The survey included questions about:

- members' satisfaction of the operation of reference groups
- the most and least useful aspects of the groups
- suggestions to improve the reference groups
- the discussion topics that were most productive and why.

The survey indicated very high overall satisfaction with the operation of the groups. Several members queried how Council uses reference group input and others thought the reference groups could enjoy more time for thorough discussion. Some members felt the reference groups were operated too much as a "show and talk" or "tick and flick" exercise and yet over three quarters of respondents indicated an intention to renominate for the future term. Consistent with the review of the previous term of appointment, the high level of satisfaction related to feeling informed about key issues, having the opportunity to come together with other residents of diverse experience and staff to discuss topics of importance to the local area.

#### **3.1 PURPOSE**

To inform Council of the review of the Community Reference Groups undertaken and to request Council establish a panel to review the EOIs for the new term of appointment of each of the four reference groups (Connecting Communities, Natural Environment, Sustainable Towns & Villages and Leading and Learning).

#### **3.2 EVALUATION FINDINGS**

##### **3.2.1 February Reference Group Meetings**

The survey evaluation results were tabled in the agenda for the February meetings and members were involved in a group discussion seeking any further 'workshopping' of the feedback or suggestions for improvement.

Each of the reference groups:

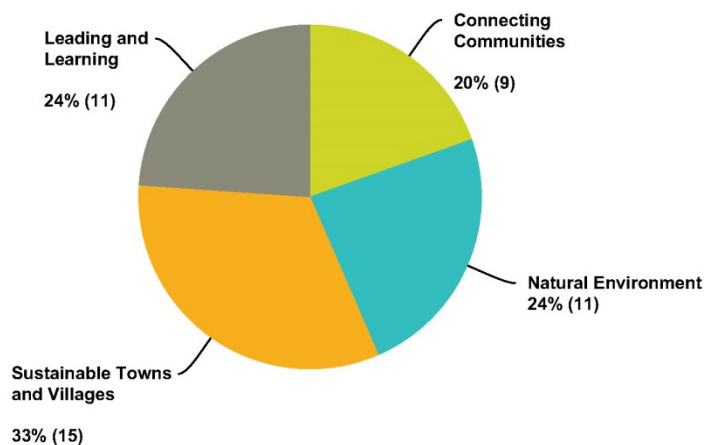
- noted the results of the survey
- supported the renewal of the reference groups for a new two-year term of appointment commencing in May 2015
- acknowledged a public Expression of Interest process would be undertaken and that existing members are encouraged to reapply.

In addition, the Connecting Communities reference group asked if short email summaries could be provided after each meeting and the Leading and Learning reference group suggested more younger people could be encouraged to apply for the new term and that Council should look to increase youth participation. The Community Engagement Officer is currently determining the viability of the email summaries and it is noted that the EOI process is open to all ages of the community and schools. Beyond the reference groups, Council recently tabled the Youth and Families Emerging Issues Paper which investigates youth participation in the community.

### 3.2.2 General Survey Findings

#### a) Survey respondents

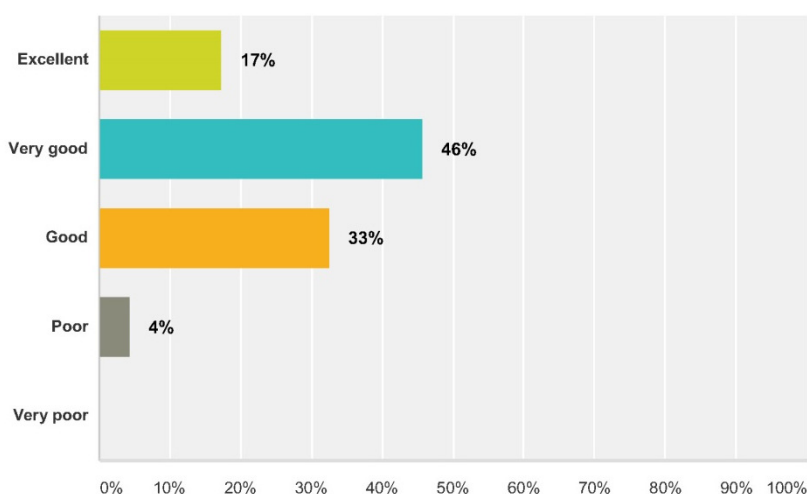
The survey received an 80% response rate with 46 responses received from emails sent to 58 people. Those responses were generally evenly spread across the reference groups. The Sustainable Towns and Villages group had the highest response of 15 and Connecting Communities the lowest with nine.



Answer Choices	#	%
Connecting Communities	(9)	20%
Natural Environment	(11)	24%
Sustainable Towns and Villages	(15)	33%
Leading and Learning	(11)	24%
	46	100

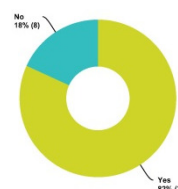
#### b) Overall satisfaction with the operation of the group?

Respondents were generally positive about the operation of the groups. Almost two thirds rating the groups as “Excellent” or “Very good”, one third finding them “Good” with two individual respondents finding them “Poor”. No respondents rated the groups “Very poor”.



**c) Intention to renominate?**

Reiterating the positive perception of the groups, over three quarters of respondents indicated an intention to renominate for the future term (36 or 82%).

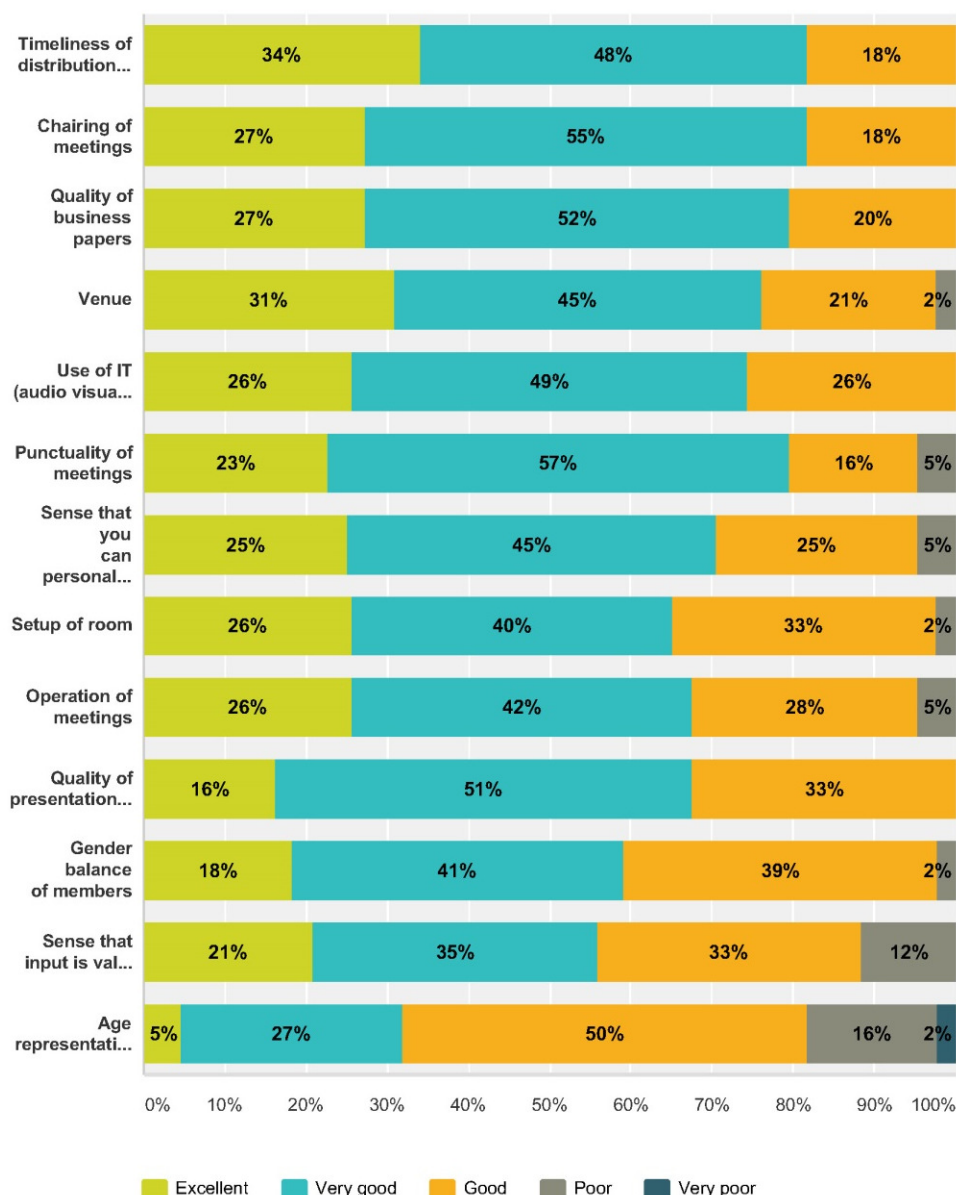


**d) Satisfaction on specific aspects of the operation of meetings**

Respondents were asked about specific elements of the operation of the group, for example about the business papers, punctuality, sense of contribution, quality of presentation and the like.

The two lowest criteria were “Age representativeness” and “Sense that input is valued by Council staff”. The thematic of how Council deals with input by community members is further discussed under 3.2.2.e/f/g. It should be noted only 5 respondents out of 43 noted this specific criteria as “Poor” with 88% of respondents choosing “Excellent”, “Very Good” or “Good”.

The most positive criteria related to “Timeliness of distribution of business papers”, “Chairing of meetings”, “Quality of business papers” and “Venue”.



e) **Most useful aspects of the groups (open text question)**

Hear Understanding Meeting Policy Group Ideas  
 Issues Able to Contribute Community  
 Operations Opportunity Relevant Sharing

**Answered: 40, Skipped: 6**

The main themes raised by respondents as positive aspects of the reference group included:

Theme	Frequency	Explanation
Good access to information	19	Access to quality information from Council and staff
Group discussion and knowledge sharing	17	Sharing, interaction and discussion among members
Learning about issues	16	Learning about and understanding issues in the area
Avenue to provide input	10	Ability to give feedback or input to Council, identify issues of concern and express opinions
Avenue to ask questions of Council and staff	4	To be able to interact with staff and ask questions of the organisation
A place to network	2	To network, learn from others and meet new people
Avenue to present to the group	1	Members being able to present projects and update the group

f) **Least useful aspects of the groups (open text question)**

Material Limited Agenda Dominance Council  
 Topic in Hand Group Instances Discussion  
 Uncertainty Matters Particular

**Answered: 38, Skipped: 8**

The main themes raised by respondents as least useful aspects of the reference group included:

Theme	Frequency	Explanation
Sometimes feels like a Council "show and tell"	8	Sometimes it feels more like a 'show and tell' with a predetermined outcome from Council rather than real discussion
Too much material for the time allocated	7	Information overload, too many discussion items, or information heavy presentations preventing more in-depth discussion and input by members
Lack of clarity in topic or role of group	7	Lack of clarity about the purpose of the group with many generic presentations not focussed enough on the specific objectives of the group or off topic discussion

Theme	Frequency	Explanation
Personal agendas or dominance by individuals		Some members seem to have specific 'agendas' that they are pushing or dominate discussion to the point of taking time from others
Input?	3	Uncertainty about what Council will do with the input given by members and how it has been actioned

**g) What changes might improve the reference group? (open text question)**

## Community Venue Council Crowded Meeting Communication Group Representation Discussion Agenda

**Answered: 38, Skipped: 8**

The main themes raised by respondents possible improvements to the reference group included:

Theme	Frequency	Explanation
"Ok"/ "No suggestions" or skipped question	22	Overall 22/46 respondents chose not to answer this question
Greater clarity of role and focus of presentations	5	Each reference group should have greater clarity of purpose and more topic differentiation specific to the individual group's focus
Feedback	5	Council should demonstrate how feedback has been used
More time	4	Meetings could be longer to allow more time for discussion
Discussion could occur earlier in the process	3	Topics could be brought to reference groups for input earlier in the process
Youth input	2	Youth input could be increased
Minutes	2	More thorough minuting of discussion would be advantageous
Presentation by members	2	More presentations should be given by members with a clearer pathway to present

### Other input

- It should be more deliberative or two-way between Council and the reference group
- Perhaps the reference groups could go on field trips
- Members skills audit could be undertaken to better leverage experience of members
- The 4pm start is too early and very difficult for workers – a later start may enable more workers to join the groups
- The venue can occasionally be too crowded
- An extra meeting per year could allow less agenda items with more time for discussion by members

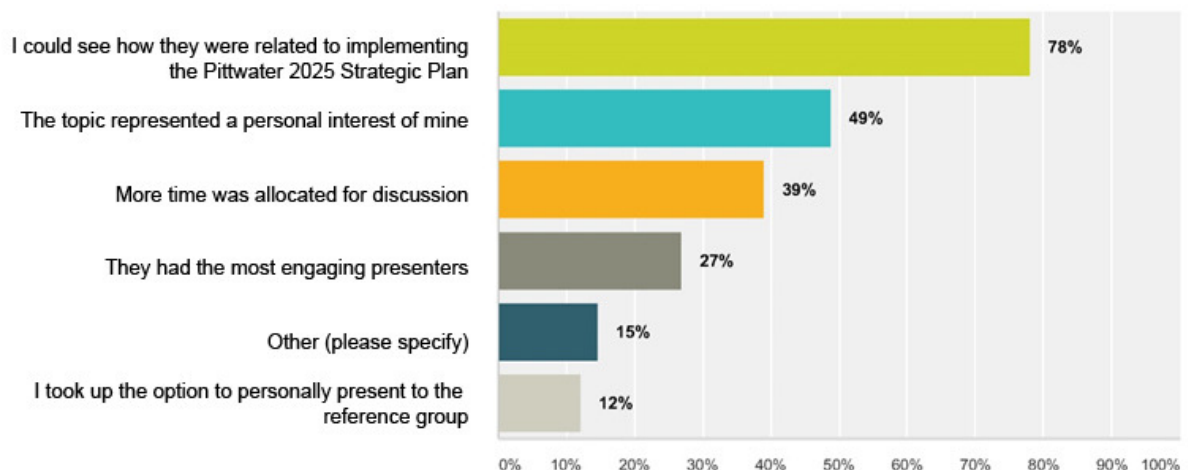
**h) From your perspective which topics generated the most productive discussion for the reference group? (open text question)**

Environment Home Owners  
 Northern Beaches Hospital  
 Redevelopment  
 Issues Ingleside Precinct Planning  
 Good to Waste Community  
 Recreation Strategy Place Management and  
 Enliven Pittwater  
 Local Government Reforms  
 Mental Health Review Topics  
 Reference Group Priorities  
 Vegetation Clearing Code

**i) Why were these topics productive for the reference group?**

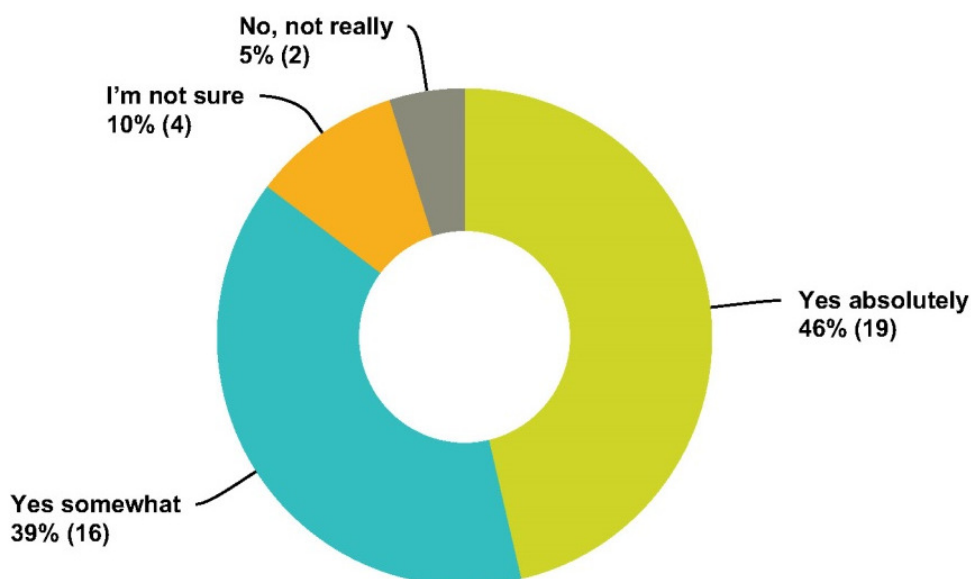
Over three quarters of respondents indicated “I could see how they were related to implementing the Pittwater 2025 Strategic Plan” and almost half indicated “The topic represented a personal interest of mine” followed by “More time was allocated for discussion” (16, 39%), “They had the most interesting presenters” (11, 27%), “Other” (6, 15%) and “I took up the option to personally present to the reference group” (5, 12%).

Open text answers identified more specific reasons about participation, level of discussion, particularly specific relevance of topics, great importance of outcome to environment and Council or would broadly impact on the community.



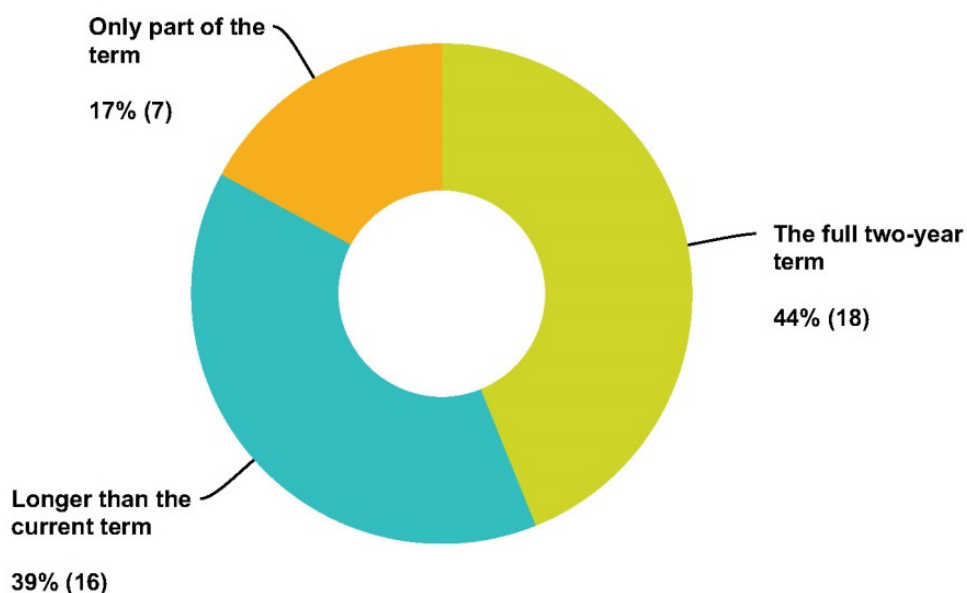
**j) Has your involvement in the reference group enabled you to develop and strengthen networks in the community?**

A vast majority of respondents found their involvement to have enabled members to develop and strengthen their networks in the community.



**k) How long have you been involved in the reference group?**

Seven respondents had served less than a full term with 18 respondents serving the full term and 16 having served longer than the current term. These statistics show the continuing interest in members in participating with the reference groups.





**I) Do you have any other feedback that you would like to contribute?  
(open text question)**

Ref Groups Valuable Opportunity Short  
Reference Group Enjoyed Council  
Continuing Meetings Resign Pittwater  
Understanding Subjects

Many respondents (17) skipped this question with 29 responses. Many of the additional comments reiterated or built upon sentiments expressed earlier in the survey. Several respondents used this as an opportunity to thank Council and in particular Jane Mulroney for the operation of the groups.

**Positive**

*"Overall the Reference Groups are a very positive thing, and I have enjoyed my time so far being involved."*

*"The Reference Groups work well in bringing together Council staff, invited guests, and community members in a forum whereby they can assimilate current information, do relevant presentations, become more involved if appropriate, and disseminate knowledge out into the wider community."*

*"It has been a privilege to be part of the group and strengthen my commitment to Pittwater."*

*"I am sure that the Reference Groups are a valuable follow on to all the work that was done by Council and the Community to develop the Vision for Pittwater and all the strategies, objectives etc. They must be continued."*

*"I think this Reference Group is worth continuing in view of the many environmental challenges facing Pittwater in the future."*

*"It is important that the agendas and accompanying information are received early enough, so that there is opportunity to discuss items with the groups that we are representing. Voluntary groups do not meet so frequently that items can be discussed in a short time and if the information is not available early the group members are only able to represent their own point of view."*

**Room for improvement**

*"I think the idea of the community reference groups are good. Just not sure of the usefulness with actions taken or how we really have that much impact on council issues."*

*"I think that the Reference Group could contribute more to inform Council decision making and while I understand that some Council staff are very supportive of this arrangement others possibly feel that it is just something to get through. I also feel that some Council staff only really communicate with Reference Group members when there is an issue on which they wish to mobilize community opinion."*

### **3.3 POLICY IMPLICATIONS**

The reference groups relate to Council policies including:

- Council's Community Engagement Policy
- Pittwater 2025



### **3.4 RELATED LEGISLATION**

Nil

### **3.5 FINANCIAL ISSUES**

#### **3.5.1 Budget**

Nil

#### **3.5.2 Resources Implications**

Nil

## **4.0 KEY ISSUES**

Council is keen to ensure that the operation of reference groups is refined and enhanced with each new term.

It is important to note that there are a number of ways in which input from reference groups inform Council decision-making processes.

Reference group members are reminded that minutes of every reference group meeting are reported to Council and reference points are brought to the attention of Council when action is required.

Reference groups provide a highly valued feedback mechanism that guides the development of Council projects.

Reference groups have enormous potential to be 'think tanks' that generate innovative ideas. To facilitate this process, thought must be given to the structure of future meetings to ensure sufficient time is given to discussion of items rather than just presentation of information.

Reference group members during the current term of appointment were invited to make presentations to their group. Few took up this opportunity. Council will consider in the coming term how reference groups can utilise the knowledge and skill sets of their members to its fullest potential.

While reference groups are an important feedback mechanism for Council they are also an important conduit to communicate to the broader community about Council initiatives and projects aimed at progressing the community strategic plan. It is expected that members will communicate effectively with their networks to ensure that messages are broadcast widely and within diverse settings in the Pittwater community.

The usefulness of reference groups also relies on the involvement of reference group members in other consultation activities of Council. Having well informed members of our community involved in matters of importance can only improve the decision-making process.

Council has been asked to establish a panel to review the Expressions of Interest received through the publicly notified EOI process. It is proposed this panel consist of three councillors (one from each ward) and the two directors. The panel will need to meet to review applications immediately after close of the EOI process to enable successful members to be emailed prior to the welcome meeting in late April.

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## **5.0 ATTACHMENTS**

**Attachment 1** - Online Community Reference Group Evaluation Survey

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## **6.0 SUSTAINABILITY ASSESSMENT**

### **6.1 GOVERNANCE & RISK**

#### **6.1.1 Community Engagement**

Council has undertaken a review of the community reference groups to ensure they remain an effective and valuable mechanism to support the identified strategic objective.

The proposed EOI process will include a public notice in the Manly Daily, coverage in the About Pittwater Community Noticeboard, website updates and emails to existing Community Reference Group members and registered community groups.

Integration of community perspectives via community engagement processes (including the reference groups) is a key strategy to ensure Council remains responsive to the perspectives of our community.

#### **6.1.2 Risk Management**

Nil

### **6.2 ENVIRONMENT**

#### **6.2.1 Environmental Impact**

The Natural Environment Reference Group provides a focus for discussing initiatives to conserve and protect Pittwater's natural environment.

#### **6.2.2 Mitigation Measures**

Nil

### **6.3 SOCIAL**

#### **6.3.1 Address Community Need & Aspirations**

The community reference groups allow thorough discussion and input by registered groups / associations and general residents to Council's plans and activities. Each reference group focuses on particular key direction/s and include Connecting Communities Reference Group, Natural Environment Reference Group, Sustainable Towns and Villages Reference Group and Leading and Learning Reference Group.

#### **6.3.2 Strengthening local community**

The reference groups build social capital within our community and are an important tool to facilitate engagement with the community across Council's activities.

### **6.4 ECONOMIC**

#### **6.4.1 Economic Development**

Nil

Report prepared by  
David Bremner, Community Engagement Officer

Jane Mulroney  
**MANAGER, COMMUNITY ENGAGEMENT & CORPORATE STRATEGY**

## Community reference groups evaluation survey

### Introduction

Thank you for your attendance and contributions to Pittwater Council's community reference groups.

- This survey should take about 15 minutes to complete
- Only a few questions are required and most questions can be skipped if you choose
- Your answers are anonymous unless you choose to leave your name
- Findings will be used to evaluate the reference groups and help plan improvements for the upcoming term (2015 to 2016)
- Results will be presented at the upcoming reference group meetings in February

**\*1. Please select the main reference group you have been involved in?**

- ☐ Connecting Communities
- ☐ Natural Environment
- ☐ Sustainable Towns and Villages
- ☐ Leading and Learning

**\*2. Overall, what is your level of satisfaction with the operation of the group?**

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Poor
- ☐ Very poor

**3. At this stage do you intend on renominating for another two-year term?**

- ☐ Yes
- ☐ No

## Community reference groups evaluation survey

### Feedback

#### 4. Please rate your level of satisfaction for each of the following:

	Excellent	Very good	Good	Poor	Very poor
Venue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Setup of room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of IT (audio visual equipment)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of distribution of business papers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of business papers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operation of meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sense that you can personally be involved in the discussion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sense that input is valued by Council staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gender balance of members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age representativeness of members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of presentations overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chairing of meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Punctuality of meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 5. What do you find **MOST** useful about the reference group?

#### 6. What do you find **LEAST** useful about the reference group?

#### 7. What changes might improve the reference group?

## Community reference groups evaluation survey

### Reference group topics

**8. From your perspective which topics generated the most productive discussion for the reference group? (Hint: there are lists of the main topics for each group below). Please note there further questions and you will need to scroll to the bottom of the page to continue.**



**Peruse the list below for the reference group that you were involved in to help jog your memory about the main discussion topics each group has covered during this term.**

#### **Connecting Communities**

- Bus rapid transit and road upgrades
- Community safety and policing
- Local government reforms
- Northern Beaches Hospital Redevelopment
- Mona Vale Hospital master plan
- Place Management and Enliven Pittwater
- Draft Public Space and Recreation Strategy
- Community Drug Action
- Footpath strategy
- Mental health & Headspace
- Alcohol free zones
- Volunteer expo
- Reference group priorities
- Arts paper (Social Plan)
- Aquatic centre
- Reference group review

#### **Natural Environment**

- Sand dunes
- Place Management and Enliven Pittwater
- Woodsmoke reduction
- Local government reform
- Annual Report and Community Survey
- 10/50 Vegetation Clearing Code
- Northern Beaches Hospital Redevelopment
- Mona Vale Hospital master plan
- Too Good to Waste
- SHOROC Regional Waste Strategy
- Draft Public Space and Recreation Strategy

## Community reference groups evaluation survey

- Warriewood Sewerage Treatment Plant
- Delivery program and budget
- Coastal Environment Centre
- Narabeen Lagoon dredging
- Bushfire management
- NSW planning legislation review
- Floodplain risk management
- Reference group priorities
- Reference group review

### **Sustainable Towns and Villages**

- Local government reforms
- Steps to a sustainable home
- Community-based heritage study
- Amendments to Pittwater Local Environmental Plan
- Subdivision control review
- Ingleside precinct planning
- Annual report and community survey
- Northern Beaches Hospital Redevelopment
- Mona Vale Hospital master plan
- Place Management and Enliven Pittwater
- Reference group priorities
- NSW planning legislation
- Reference group review
- Forward directions following Warriewood Valley Strategy Review
- Draft Metropolitan Strategy for Sydney
- Draft Pittwater Local Environmental Plan
- Village Centre and Industrial Lands Audit

### **Leading and Learning**

- Engaging about GHG emissions
- Sustainability in Council
- Local government reform
- Annual report and community survey
- Northern Beaches Hospital Redevelopment
- Mona Vale Hospital master plan
- Too Good to Waste
- Place Management and Enliven Pittwater
- 10/50 Vegetation Clearing Code
- Draft Public Space and Recreation Strategy
- EcoMarker trial
- Improving Council communications
- Community engagement policy and communications
- Reference group priorities

## Community reference groups evaluation survey

- Council's financial reporting framework
- NSW planning legislation review

### 9. Why were these topics productive for the reference group?

- ☐ I could see how they were related to implementing the Pittwater 2025 Strategic Plan
- ☐ They had the most engaging presenters
- ☐ More time was allocated for discussion
- ☐ The topic represented a personal interest of mine
- ☐ I took up the option to personally present to the reference group
- ☐ Other (please specify)

## Community reference groups evaluation survey

Last page

**10. Has your involvement in the reference group enabled you to develop and strengthen networks in the community?**

- ☐ Yes absolutely
- ☐ Yes somewhat
- ☐ I'm not sure
- ☐ No, not really

**11. How long have you been involved in the reference group?**

- ☐ The full two-year term
- ☐ Longer than the current term
- ☐ Only part of the term

**12. Name (optional)**

**13. Do you have any other feedback that you would like to contribute?**