

ATTACHMENT BOOKLET 1

ITEMS 9.5, 9.6, 9.7 & 10.2

ORDINARY COUNCIL MEETING

TUESDAY 28 AUGUST 2018

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C15. Child Protection Policy

Title: Child Protection Policy

Policy No: C15

Keywords: Child Protection, Young People, Equal Rights

Responsible Officer: Divisional Manager - Human Services and Facilities Division

1. PURPOSE AND AUTHORITY

The purpose of this policy is to provide clear guidelines and procedures for Council staff engaged in child related employment, and ensure that the correct balance between protecting children and allowing people who work with children to do so, without fear of unwarranted allegations of child abuse. To achieve the correct balance, it is necessary to be clear about what is or is not appropriate when dealing with children.

This policy has been authorised by the Council and is available to all Council Officials and the community. It has been developed in consultation with staff and will be revised on a regular basis. Ownership of the policy rests with the Divisional Manager, Human Services and Facilities who is responsible for its implementation.

2. POLICY STATEMENT

Manly Council believes that all children and young people have equal rights to protection from abuse and exploitation regardless of their gender, race, religion, disability, social or cultural background, or any other distinguishing characteristic.

Protecting children is a shared responsibility of individuals, families, communities, government and non-government agencies and corporations. Preventative aspects of child protection will be addressed by Council by providing community education, parent education and support to ensure that the shared responsibility of child protection within the Manly community is upheld.

The Manly community has a right to expect that when using any services of Manly Council, that Council will ensure a safe, caring and nurturing environment, and that their children and young people are protected from all forms of abuse, including sexual, physical and emotional abuse and neglect.

Manly Council as a public authority is duty bound to maintain child protection in the workplace and ensure systems are in place for recording and responding to all allegations and convictions against employees that relate to physical assault, neglect, sexual misconduct and psychological harm of children.

Manly Council as a public authority is required to report to the NSW Ombudsman, any allegations or convictions of child abuse by employees, regardless of where the alleged incident occurred.

3. PRINCIPLES

Manly Council Child Protection Principles

Child Protection is an underlying principle in all Council services and in particular where child related work is conducted. To ensure that child protection principles are upheld, there will be guidelines, processes and policies in place to ensure:

- Strict observance of Manly Council's Code of Conduct by all employees.
- Strict adherence to Children (Education and Care Services) National Law (NSW), Education and Care Services National Regulations 2011.
- All permanent employees engaged in child related work must undertake Child Protection training within 12 months of commencing employment.
- Clear guidelines and policies for Behaviour Management in all Council operated child care services.

- There is appropriate supervision by maintaining maximum visibility at all times. Maximum visibility would be ensuring all child/adult interactions are clearly visible to other adults and not withdrawn to unobservable areas.
- Where possible there should always be a minimum of 2 staff present when a service is being provided for children.
- Employees must be aware that it is not permitted to socialise with a child or young person outside of the workplace.
- Employees must be aware that it is not permitted to purchase gifts or pay special attention to a child or young person.
- Employees must be aware that it is not permitted to take a child or young person to their home, or transport a child without parental consent, and then only if it is within the provision of the service.
- Employees must be aware that it is not permitted to touch or make suggestive comments that may be deemed inappropriate. These may not be sexual in nature, but can elicit a level of discomfort from the child or from others who observe the behaviour.
- Employees must be aware that it is not permitted to provide alcohol or drugs to children or young people.
- Children and Young People with Additional Needs present a particular concern in relation to Child Protection. Therefore as well as the above protective practices all employees should be kept informed of any child's requirements regarding relevant medical and care needs, or any other information available, in order they may appropriately and sensitively plan for a child or young person's individual needs.

4. SCOPE

This policy covers all Council officials and any person or organisation who is employed to work at a Manly Council child related service or facilities and any other such activities undertaken by Council.

This policy covers all Council employees (see definition) engaged in the management or provision of services primarily for children and young people.

All Manly Council Staff working in a child related services have been provided a copy of this Policy and have read and signed an acknowledgement that they have read and understood this Policy. The record of this acknowledgement has been placed on the employees personnel file.

Additionally, families and community members accessing Council's child related services will be provided information on Council's child protection measures

5. DEFINITIONS

Employee:	Any person who is employed by the agency, whether or not they are employed to work directly with children, as well as individuals engaged by the agency to provide services to children such as contractors, foster carers, volunteers, students on placement and instructors of religion.
Child:	Under the <i>Children and Young Persons (Care and Protection) Act 1998</i> a child is a person under the age of 16 years.
Head of Agency:	Under the Ombudsman Act 1974 and the Commission for Children and Young people Act 1998, a child is a person under the age of 18 years. The chief executive or other principal officer of the agency. The head of agency will usually be the most senior officer in the organisation.
Prohibited person:	A person convicted of a serious sex offence, the murder of a child or a child-related personal violence offence.
Designated government agency:	The Department of Education and Communities; Community Services; NSW Health; Sport and Recreation; Juvenile Justice; Ageing, Disability and Home Care; or Corrective Services.

Designated non-government agency:	An approved children's service within the meaning of the <i>Children and Young Persons (Care and Protection) Act 1998</i> .
Approved screening agency:	Commission for Children and Young People or an employer approved by the Minister for Community Services.
Reportable allegation:	An allegation of reportable conduct against an 'employee' or an allegation of misconduct that may involve reportable conduct.
Reportable Conduct:	<ul style="list-style-type: none"> a) any sexual offence or sexual misconduct, committed against, with or in the presence of a child (including child pornography), or b) any assault, ill treatment, or neglect of a child, or c) any behaviour that causes psychological harm to a child, whether or not, in any case with the consent of the child.
Relevant employment proceedings:	Where an investigation into an allegation of reportable conduct has made a finding of either 'sustained' or 'not sustained insufficient evidence'.

6. IMPLEMENTATION

This Policy will be implemented without delay once adopted by Council. Upon adoption this Policy will be entered into Council's Policy Register, made available online and provided to all staff and any other people directly affected by this policy.

Council and/or the General Manager may during a civil emergency only, set aside any policy terms to ensure public safety.

7. MONITORING AND BREACHES

Regular monitoring of compliance with this policy, relevant legislation and Manly policies and procedures will be undertaken and documented by the responsible officer for this policy.

Breaches of this policy are considered to be breaches of Manly Council's Code of Conduct and therefore invoke the relevant sanctions outlined in that Code. Persons in breach of any legislation may be subject to relevant criminal action.

8. REPORTING

No compliance reporting is required under this Policy.

Any allegations or convictions of child abuse by employees, regardless of where the alleged incident occurred will be reported to the NSW Ombudsman, as required under the Act.

9. POLICY REVIEW

This policy is subject to regular review at a maximum interval of two years.

For the purposes of carrying out and giving effect to this policy, the General Manager may from time to time prepare, adopt or vary, and otherwise issue to Council staff, guidelines and directions relating to any aspect of this policy.

Any recognised change to relevant legislation; or directives or guidelines issued by agencies including the NSW Ombudsman and the Department of Local Government; or to Manly Council's related guidelines and procedures will activate an immediate review of this policy to ensure it remains current and aligned to best practice policies.

10. RELEVANT REFERENCES AND LEGISLATION

Ombudsman Act 1974

Relates to the NSW Ombudsman's child protection jurisdiction and its conduct of investigations, the ability

to compel the production of documents, the ability to interview witnesses, and the ability to respond to complaints that have been notified or that may be notifiable under the Act and secrecy provisions.

Children and Young Persons (Care and Protection) Act 1998

Prescribes the role of the NSW Government, Community Services and their lead responsibility under this Act. The Act defines a child as 'a person who is under the age of 16 years'.

Commission for Children and Young People Act 1998

Establishes the Commission for Children and Young People and gives it functions that include, but are not limited to, monitoring the safety, welfare and well-being of children, and policy making and advocacy for children and young people. For the purpose of this Act a child means 'a person under the age of 18 years.'

Children (Education and Care Services) National Law (NSW)

Education and Care Services National Regulations 2011

Spot It, Help Stop It – Preventing Child Abuse and Neglect, NSW Department of Community Services May 2005

Child Protection in the Workplace, NSW Ombudsman, 3rd edition, June 2004.

Protecting Children is Everyone's Business – National Framework for Protecting Australia's Children 2009-2020, Commonwealth of Australia 2009

<http://www.kids.nsw.gov.au/Working-with-children/New-Working-With-Children-Check/apply> (website of NSW Commission for Children and Young People - For "accessing information and online application for Working with Children Check"

www.keepthemsafe.nsw.gov.au (website for Keep Them Safe, A shared approach to child wellbeing, NSW Government- For accessing information on Mandatory Reporting)

http://www.keepthemsafe.nsw.gov.au/information_sharing (For information sharing for Mandatory Reporters)

11. RELEVANT COUNCIL POLICIES

Manly Council Child Protection Procedure
Manly Council Code of Conduct

12. REVISION SCHEDULE

Minute No	Date of Issue	Action	Author	Checked by
166/10	6 September 2010	Draft Policy to P&S Committee Meeting	K Fayle	Key Personnel
222/10	8 November 2010	Adopted	K Fayle	
	September 2013	Placed in new policy template and minor amendments made	Divisional Manager, Human Services & Facilities	Governance, Legal & Risk
PS16/14	3 March 2014	Periodic Review	OM CSS	Manager Governance



Policy – No 168	Adopted:	OM: 16.07.2007
	Reviewed:	OM: 05.08.2013
	Amended:	OM: 17.10.2011
	Revoked:	

TITLE:	CHILDREN'S SERVICES
STRATEGY:	BUILDING COMMUNITIES
BUSINESS UNIT:	COMMUNITY, LIBRARY AND ECONOMIC DEVELOPMENT
RELEVANT LEGISLATION:	NONE
RELATED POLICIES:	NONE

Objectives

- To ensure a range of quality services for children and families are available to meet the diverse needs of families and communities.
- To provide leadership in identifying families' and children's needs and coordinate community and government response to these needs.
- To develop strong and effective linkages between the range of children's and family services and between all levels of government, the community and the private sector.
- To provide an environment that enhances children's opportunities to develop positive relationships with their family and with the community at large.

Policy Statement

Background

For the purpose of this document children are defined as 0 to 12 years.

Philosophy

Pittwater Council endorses a vision for the future that acknowledges that:

- Children's best interests are a primary consideration in the provision of services for children and families.
- Children have the right to services and spaces that assist them to develop strong relationships and confidence in their abilities.
- Children have a right to care, education and recreation which promotes individual development.

- High quality children's services are an investment which develops and enhances social, cultural and economic wellbeing of the entire community.
- Community participation in decisions about children and families is essential for the development of services that meet local needs.

Principal Strategies

Provision:

- Council will examine options to develop childcare services where gaps exist and other options for delivery are not available.

Resourcing and supporting other providers:

- Assistance will be provided to other childcare services to share knowledge and experiences through the facilitation of networks for all childcare providers in the area.
- As an advocate for the whole community, Council will actively pursue options to increase access to services that are appropriate for the children in need of services.

Supporting families:

- Council will provide information and advice to families on the selection of quality childcare and the range of childcare options.
- Council will provide families with information on other services available to them e.g. health and child development service, local schools, parks and playgrounds, playgroups and recreation activities.
- In developing community land, for example parks, playgrounds, community centres etc the needs of children and families of children will be a consideration.

Partnerships:

- By supporting and developing services and through community partnerships, Council will seek to improve access for all children, especially for children with special needs.
- Council will look for opportunities to work with Federal and State Governments to provide families of Pittwater with access to additional services.

E10. Election Campaigning - Federal, State and Local Government Elections

Title: Election Campaigning – Federal, State and Local Government Policy

Policy No: E10

Keywords: Election, Campaigning, Candidates

Responsible Officer: Executive Manager, Corporate Services

1. PURPOSE AND AUTHORITY

The objective of this policy is to control the campaigning by candidates within public areas for Federal, State and Local Government Elections.

2. POLICY STATEMENT

Council is committed to the orderly, fair, and transparent conduct of all elections

3. PRINCIPLES

The underlying principle of this policy is that the public interest demands that all public elections are conducted in an orderly, fair, and transparent process.

To that end, the following conditions are to apply to candidates campaigning in public areas leading up to Federal, State and Local Government Elections.

General

1. Pedestrian access must be maintained and not obstructed at any time.
2. No more than two standard "A" frames/display equivalent to be erected and appropriately secured at any one time and be placed within 5 metres of the campaigner and where practicable against any fence or wall.
3. No election material is to be affixed to any structure, building, tree, fixture or the like in public space, (other than that attached to the "A" frame/display equivalent or card table).
4. No spruiking or amplifiers are to be used.
5. Pamphlets/leaflets are to be contained and not left unattended.
6. All materials including "A" frames/display equivalent, card tables and chairs, and pamphlets/leaflets must be removed when vacating the area.
7. Area must be kept in a clean and tidy condition during and after campaigning.
8. Any material dropped on the ground must be immediately picked up and retained by the campaigners.
9. No banners or posters are to be erected within public areas, except for one small banner no larger than the approved size for an election poster, which must be attached to the standard "A" frames / display equivalent or card table.
10. That the General Manager be authorised to approve candidates placing a small card table or table of similar size in shopping centres within the Manly Council area on the Saturday prior to Election Day.

Pre Poll Voting

An area in front of/adjacent to the Pre Poll Voting Booths will be identified by Council staff indicating where each candidate is entitled to place a card table or a table of similar size and 2 chairs, for campaigning purposes.

This policy is subject to the provisions of relevant legislation

*(Confirmed 20.10.1997)
(Amended OM 05.11.2001)*

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4. SCOPE

This policy applies to all premises within the Manly local government area that are used, or are to be used, either generally or in a particular case, for the conduct of a public election, whether Federal, State, or Local Government.

5. DEFINITIONS

For the definitions of salient terms and expressions used in this policy see the relevantly applicable legislation.

6. IMPLEMENTATION

This policy will be implemented without delay once adopted by Council. Upon adoption this policy will be entered into Council's policy register, made available online and provided to all staff and any other people directly affected by this policy.

Council and/or the General Manager may, during a civil emergency only, set aside any policy terms to ensure public safety.

7. MONITORING AND BREACHES

Regular monitoring of compliance with this policy, relevant legislation and Manly policies and procedures will be undertaken and documented by the responsible officer for this policy.

Breaches of this policy are considered to be breaches of Manly Council's Code of Conduct and therefore invoke the relevant sanctions outlined in that Code. Persons in breach of any legislation may be subject to relevant criminal action.

8. REPORTING

No specific reporting is required by this policy.

9. POLICY REVIEW

This policy is subject to regular review at a maximum interval of Insert the review period as required by legislation, generally every two (2) years.

For the purposes of carrying out and giving effect to this policy, the General Manager may from time to time prepare, adopt or vary, and otherwise issue to Council staff, guidelines and directions relating to any aspect of this policy.

Any recognised change to relevant legislation; or directives or guidelines issued by agencies including the NSW Ombudsman and the Division of Local Government; or to Manly Council's related guidelines and procedures will activate an immediate review of this policy to ensure it remains current and aligned to best practice policies.

10. RELEVANT REFERENCES AND LEGISLATION

Commonwealth Electoral Act 1918 (Cth)
Parliamentary Electorates and Elections Act 1912 (NSW)
Local Government Act 1993 (NSW)

11. RELEVANT COUNCIL POLICIES

Nil.

12. REVISION SCHEDULE

Minute No	Date of Issue	Action	Author	Checked by
PS53/11	2 May 2011	Periodic Review	Secretariat, Corporate Services	Manager, Administration
	June 2013	Comprehensive Review		General Counsel
PS16/14	3 March 2014	Periodic Review	OM CSS	Manager Governance



Council Policy – No 187	Adopted:	OM: 04.10.2011
	Reviewed	OM: 03.06.2013
	Amended:	
	Revoked:	

TITLE:	Internal Reporting Policy
STRATEGY:	Business Management
BUSINESS UNIT:	Administration and Governance
RELEVANT LEGISLATION:	Public Interests Disclosures Act 1994
RELATED POLICIES:	Code of Conduct

Objective

To provide an internal reporting mechanism to encourage and protect persons that report incidents of corrupt conduct by Council staff, councillors or any other person who perform official functions as appointed or contracted by the Council.

Policy Statement

Council is committed to providing a corrupt free work environment and encourages staff and councillors to report corrupt conduct, maladministration, serious and substantial waste of public money, government information contravention or any other wrong doing.

Council will provide full confidentiality for any person that makes a protected disclosure of such wrong doing and will ensure that that person will be fully protected against reprisal in any form for making such a disclosure.

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1. Purpose and context of the policy

Pittwater Council does not tolerate corrupt conduct, maladministration or serious and substantial waste of public money.

Pittwater Council is committed to the aims and objectives of the Public Interest Disclosures Act. It recognises the value and importance of contributions of staff to enhance administrative and management practices and strongly supports disclosures being made by staff which disclose corrupt conduct, maladministration, or serious and substantial waste of public money.

Pittwater Council will take all reasonable steps to provide protection to Councillors and staff who make such disclosures from any detrimental action in reprisal for the making of the disclosure.

Staff who come forward and report wrongdoing are helping to promote integrity, accountability and good management within the council.

This Policy supports Council's Code of Conduct. It also reinforces Council's Values, they being:

Respect, Quality, Ethics and Communication.

This Policy and all related Policies are available on either Council's website or Intranet. The Internal Reporting Policy is provided to staff at induction.

2. Organisational commitment

This Policy establishes an internal reporting system for the reporting of disclosures of corrupt conduct, maladministration or serious and substantial waste of public money by Pittwater Council, Councillors or its staff. The system enables such internal disclosures to be made to the disclosure Coordinator or a nominated Disclosure Officer or the Mayor, as an alternative to the General Manager.

This Policy is designed to complement normal communication channels between supervisors and staff. Staff are encouraged to continue to raise appropriate matters at any time with their supervisors, but as an alternative have the option of making a protected disclosure in accordance with this Policy.

Pittwater Council is committed to:

- *creating a climate of trust, where staff are comfortable and confident about reporting wrongdoing*
- *encouraging staff to come forward if they have witnessed what they consider to be wrongdoing within the council*
- *keeping the identity of the staff member disclosing wrongdoing confidential, wherever possible and appropriate*
- *protecting staff who make disclosures from any adverse action motivated by their report*
- *dealing with reports thoroughly and impartially and if some form of wrongdoing has been found, taking appropriate action to rectify it*
- *keeping staff who make reports informed of their progress and the outcome*
- *encouraging staff to report wrongdoing within the council, but respecting any decision to disclose wrongdoing outside the council – provided that disclosure outside the council is made in accordance with the provisions of the PID Act*
- *ensuring managers and supervisors at all levels in the council understand the benefits of reporting wrongdoing, are familiar with this policy, and aware of the needs of those who report wrongdoing*
- *providing adequate resources, both financial and human, to:*
 - *encourage reports of wrongdoing*
 - *protect and support those who make them*
 - *provide training for key personnel*
 - *investigate allegations*
 - *properly manage any workplace issues that the allegations identify or create*
 - *correct any problem that is identified*

The process for handling reports will be in accordance with this Policy and any associated guidelines developed by the Council or issued by the NSW Ombudsman from time to time. Council will also report to other agencies any wrongdoing in accordance with this Policy and the relevant legislation.

3. Roles and responsibilities of staff

This Policy will apply to:

- both council staff and Councillors
- permanent employees, whether full-time or part-time
- temporary or casual employees
- consultants
- individual contractors working for the Council.

The Policy may also apply to other people who perform public official functions and their conduct and activities could be investigated by an investigating authority. This can include volunteers and those contracted to work for the Council.

Staff are encouraged to report known and suspected wrongdoing within council. Staff are also encouraged to support those who have made disclosures, as well as protect and maintain their confidentiality. They must not victimise or harass anyone who has made a disclosure.

3.1 Nominated disclosure officers

Nominated disclosure officers are responsible for receiving, forwarding and or acting upon disclosures made in accordance with the Policy.

Nominated disclosure officers will:

- clearly explain to the person making a disclosure what will happen in relation to the information received,
- when requested by a person wishing to make a disclosure, make arrangements to ensure that disclosures can be made privately and discreetly (if necessary away from the workplace),
- put in writing and date any disclosures received orally (and have the person making the disclosure sign the document),
- deal with disclosures impartially,
- forward disclosures to the Disclosure Coordinator or the General Manager for assessment,
- take all necessary and reasonable steps to ensure that the identity of the person who has made a disclosure, and any person who is the subject of a disclosure, are kept confidential (where this is practical and reasonable), and
- support any person who has made a disclosure and protect them from victimisation, harassment or any other form of reprisal.

3.2 Disclosure Coordinator

The Disclosure Coordinator has a pivotal position in the internal reporting system and acts as a clearing house for disclosures.

The Disclosure Coordinator will:

- provide an alternative internal reporting channel to nominated Disclosure Officers and to the General Manager,
- impartially assess each disclosure to determine:
 - whether the disclosure appears to be a protected disclosure within the meaning of the Act,
 - whether the disclosure covers another agency and should therefore be referred to the principal officer of that agency;

- the appropriate action to be taken in relation to a disclosure that concerns Pittwater Council for example:
 - no action/decline,
 - the appropriate person to take responsibility for dealing with the disclosure,
 - preliminary or informal investigation,
 - formal investigation,
 - prosecution or disciplinary action,
 - referral to an investigating authority for investigation or other appropriate action, or
 - referral to the NSW Police (if a criminal matter) or the ICAC (if the matter concerns corrupt conduct).
- consult with the General Manager about all disclosures received, other than where a disclosure concerns the General Manager,
- be responsible for either carrying out or coordinating any internal investigation arising out of a disclosure, subject to any relevant directions of the General Manager,
- report to the General Manager on the findings of any investigation and recommended remedial action,
- take all necessary and reasonable steps to ensure that the identity of the person who has made a disclosure (where this is practical and reasonable), and any person who is the subject of a disclosure, are kept confidential,
- support any person who has made a disclosure and protect them from victimisation, harassment or any other form of reprisal, and
- report actual or suspected corrupt conduct to the General Manager in a timely manner to enable them to comply with the ICAC Act.

3.3 General Manager

Disclosures may be made directly to the General Manager, rather than by way of the internal reporting system established under this Policy.

In such circumstances, the General Manager will:

- impartially assess each disclosure to determine:
 - whether the disclosure appears to be a protected disclosure within the meaning of the Act,
 - whether the disclosure concerns another agency and should therefore be referred to the principal officer of that agency,
 - the appropriate action to be taken in relation to a disclosure that concerns Pittwater Council for example:
 - no action/decline,
 - the appropriate person to take responsibility for dealing with the disclosure,
 - preliminary or informal investigation,
 - formal investigation,
 - prosecution or disciplinary action,
 - referral to an investigating authority for investigation or other appropriate action, or
 - referral to the NSW Police (if a criminal matter) or the ICAC (if the matter concerns corrupt conduct),
- receive reports from the Disclosure Coordinator on the findings of any investigation and any recommendations for remedial action, and determine what action should be taken,
- take all necessary and reasonable steps to ensure that the identity of the person who has made a disclosure, and any person who is the subject of a disclosure, are kept confidential (where this is practical and reasonable),
- have primary responsibility for protecting any person who has made a disclosure, or provided information to any internal or external investigation of a disclosure, from victimisation, harassment or any other form of reprisal,
- be responsible for implementing organisational reform identified as necessary following investigation of a disclosure, and
- report criminal offences to the NSW Police and actual or suspected corrupt conduct to ICAC (under s.11 of the ICAC Act).

3.4 The Mayor

The Mayor may receive internal disclosures from any member of staff of the council or any councillor concerning the General Manager or a councillor.

The Mayor will:

- impartially assess each disclosure made to them about the General Manager or a councillor to determine:

- whether the disclosure appears to be a protected disclosure within the meaning of the Act,

Note: In making this assessment the Mayor may seek guidance from the Disclosure Coordinator, General Manager (if appropriate) or an investigating authority (i.e. the Ombudsman, ICAC or the Chief Executive of the DLG).

- the appropriate course of action to be taken in relation to the disclosure (in consultation with the General Manager, if appropriate), for example:
 - no action/decline,
 - the appropriate person to take responsibility for dealing with the disclosure,
 - preliminary or informal investigation,
 - formal investigation,
 - prosecution or disciplinary action,
 - referral to an investigating authority for investigation or other appropriate action, or
 - referral to the Police Service (if a criminal matter) or the ICAC (if the matter concerns corrupt conduct),
 - refer disclosures to the General Manager for appropriate action if they concern the council's administration, within the day to day responsibilities of the General Manager,
 - take all necessary and reasonable steps to ensure that the identity of the person who has made a disclosure, and any person who is the subject of a disclosure, are kept confidential (where this is practical and reasonable).

4. What should be reported?

You should report any wrongdoing you see within Pittwater Council.

Reports about the four categories of serious wrongdoing – corrupt conduct, maladministration, serious and substantial waste of public money, and government information contravention – will be dealt with under the PID Act as protected disclosures and according to this Policy.

4.1 Corrupt conduct

Corrupt conduct is the dishonest or partial exercise of official functions by a public official.

For example, this could include:

- the improper use of knowledge, power or position for personal gain or the advantage of others
- acting dishonestly or unfairly, or breaching public trust
- a member of the public influencing or trying to influence a public official to use their position in a way that is dishonest, biased or breaches public trust.

4.2 Maladministration

Maladministration is conduct that involves action or inaction of a serious nature that is contrary to law, unreasonable, unjust, oppressive or improperly discriminatory or based wholly or partly on improper motives.

For example, this could include:

- making a decision and/or taking action that is unlawful
- refusing to grant someone a licence for reasons that are not related to the merits of their application.

4.3 Serious and substantial waste in local government

Serious and substantial waste is the uneconomical, inefficient or ineffective use of resources that could result in the loss or wastage of local government money. This includes all revenue, loans and other money collected, received or held by, for or on account of the council.

For example, this could include:

- poor project management practices leading to projects running over time
- having poor or no processes in place for a system involving large amounts of public funds.

4.4 Government information contravention

A government information contravention is a failure to properly fulfil functions under the *Government Information (Public Access) Act 2009* (GIPA Act).

For example, this could include:

- destroying, concealing or altering records to prevent them from being released
- knowingly making decisions that are contrary to the legislation
- directing another person to make a decision that is contrary to the legislation.

Under the Government Information (Public Access) Act 2009, a document is exempt from release if it contains matter the disclosure of which would disclose matters relating to a protected disclosure within the meaning of the Act.

4.5 Other wrongdoing

Although reports about the previous four categories of conduct can attract the specific protections of the PID Act, you should report all activities or incidents that you believe are wrong.

For example, these could include:

- harassment or unlawful discrimination
- reprisal action against a person who has reported wrongdoing
- practices that endanger the health or safety of staff or the public.

These types of issues should be reported to a supervisor, in line with the Council's Discrimination and Harassment policies.

Even if these reports are not dealt with as protected disclosures, Council will consider each matter and make every attempt to protect the staff member making the report from any form of reprisal.

5. When will a report be protected?

Pittwater Council will support any staff who report wrongdoing. For a report to be considered a protected disclosure, it has to meet all of the requirements under the PID Act.

These requirements are:

- The person making the disclosure must honestly believe on reasonable grounds that the information shows or tends to show wrongdoing. They being:

a) **Honest belief**

A belief is more than a suspicion. This means that you are more likely to accept the idea that wrongdoing occurred than reject it. An honest belief is a belief that is genuinely held. The PID Act provides that a belief is presumed to be honest unless there is evidence it is not.

b) **Reasonable grounds**

The test applied here is whether, from an objective viewpoint, the basis for the person's belief is reasonable. That is, would a reasonable person in the circumstances believe that wrongdoing had occurred?

The belief cannot be based on personal animosity or prejudice.

c) **Shows or tends to show**

This means there must be sufficient information to indicate that the wrongdoing has happened or is happening.

This may include:

- direct observation of the wrongdoing
- corroborative observation by others
- evidence such as unbalanced accounts, missing items of value or contradictory records.

There should be no alternative explanations for the conduct or activities observed that can be easily thought of.

Taken together, an 'honest belief on reasonable grounds that information shows or tends to show' means that a protected disclosure cannot be based on a mere allegation or suspicion that is unsupported by any facts, circumstances or evidence.

The person assessing the report may need to seek further information or conduct preliminary inquiries before deciding whether a report meets the criteria. They might examine any source documentation and perhaps talk with the internal reporter.

However, it is not necessary for the internal reporter to provide sufficient information to conclusively establish or prove that the wrongdoing occurred to any investigative standard of proof. The following example could be the content of a protected disclosure.

Example

A local council worker is drinking at a pub in a small country town. He sees a police sergeant drinking and laughing with the publican. The worker knows the sergeant is the licensing officer for the region. Over the next few months, there are a number of incidents at the pub relating to extremely intoxicated patrons. Despite this, no action appears to be being taken against the pub. The worker continues to see the sergeant drinking with the publican, and overhears them talking about playing golf together on the weekend. The worker has an honest belief on reasonable grounds that he has information that tends to show wrongdoing and should report the matter to the council, the police or the ICAC.

- *The report has to be made to one or more of the following:*
 - *a position nominated in this policy – see section 9 (b), (c) & (d) below*
 - *the General Manager*
 - *one of the investigating authorities nominated in the PID Act – see section 10 below*

Reports by staff and councillors will not be considered to be protected disclosures if they:

- mostly question the merits of government policy, including the policy of the governing body of the council.
- are made with the sole or substantial motive of avoiding dismissal or other disciplinary action.

6. How to make a report

You can report wrongdoing in writing or verbally. You are encouraged to make a report in writing as this can help to avoid any confusion or misinterpretation.

If a report is made verbally, the person receiving the report must make a comprehensive record of the disclosure and ask the person making the disclosure to sign this record. The staff member should keep a copy of this record.

If you are concerned about being seen making a report, ask to meet in a discreet location away from the workplace.

7. Can a report be anonymous?

There will be some situations where you may not want to identify yourself when you make a report. Although these reports will still be dealt with by Council, it is best if you identify yourself. This allows us to provide you with any necessary protection and support, as well as feedback about the outcome of any investigation into the allegations.

It is important to realise that an anonymous disclosure may not prevent you from being identified. If we do not know who made the report, it is very difficult for us to prevent any reprisal action.

8. Maintaining confidentiality

Pittwater Council realises many staff will want their report to remain confidential. This can help to prevent any action being taken against you for reporting wrongdoing.

We are committed to keeping your identity, and the fact you have reported wrongdoing, confidential. However there may be situations where this may not be possible or appropriate. We will discuss with you whether it is possible to keep your report confidential.

If confidentiality cannot be maintained, we will develop a plan to support and protect you from risks of reprisal. You will be involved in developing this plan. You will also be told if your report will be dealt with under the council's code of conduct, as this may mean certain information will have to be tabled at a council meeting.

If you report wrongdoing, you should only discuss your report with those dealing with it. This will include the Disclosures Coordinator and the General Manager. If you discuss your report more broadly, you may affect the outcome of any investigation.

9. Who can receive a report within Pittwater Council?

You are encouraged to report general wrongdoing to your supervisor. However the PID Act requires that – for a report to be a protected disclosure – it must be made to a public official in accordance with the council's disclosure procedures. For Pittwater Council, this means this Policy and any supporting procedures.

Any supervisor who receives a report that they believe may be a protected disclosure must refer the staff member making the report to one of the positions listed below.

If you are council staff and your report involves a councillor, you should make it to the General Manager or the Mayor. If you are a councillor and your report is about another councillor, you should make it to the General Manager or the Mayor.

The following positions are the only staff within Pittwater Council who can receive a protected disclosure.

9.1 General Manager

You can report wrongdoing directly to the General Manager. The General Manager is responsible for:

- deciding if a report is a protected disclosure
- determining what needs to be done next, including referring it to other authorities
- deciding what needs to be done to correct the problem that has been identified.

The General Manager must make sure there are systems in place to support and protect staff who report wrongdoing.

The General Manager is also responsible for referring actual or suspected corrupt conduct to the Independent Commission Against Corruption.

[The General Manager is](#)

[Mark Ferguson, Administration Building, Level 3 Vuko Place, Warriewood. Ph 9970 1105](#)

9.2 Mayor

If you are making a report about the General Manager, you should make your report to the Mayor. They are responsible for:

- deciding if a report is a protected disclosure
- determining what needs to be done next, including referring it to other authorities
- deciding what needs to be done to correct the problem that has been identified.

The Mayor must make sure there are systems in place to support and protect staff who report wrongdoing.

If the report is about the General Manager, the Mayor is also responsible for referring actual or suspected corrupt conduct to the Independent Commission Against Corruption.

[The Mayor is](#)

[Clr Jacqueline Townsend, Administration Building, Level 3 Vuko Place, Warriewood. Ph 9970 1104](#)

9.3 Disclosures Coordinator

The Disclosures Coordinator has a central role in dealing with reports made by staff. They receive them, assess them, and refer them to the people within the Council who can deal with them appropriately.

[The Disclosure Coordinator is](#)

[Warwick Lawrence, Manager Administration and Governance, Level 3 Vuko Place, Warriewood 9970 1112](#)

9.4 Disclosures officers

Disclosures officers work with the disclosures coordinator, and are responsible for receiving, forwarding and/or dealing with reports made in accordance with this Policy.

[Disclosure officers are:](#)

- [Steve Evans, Director Planning and Community, 9970 1133](#)
- [Chris Hunt, Director Urban and Environmental Assets, 9970 1371](#)

10. Who can receive a report outside of Pittwater Council

Staff are encouraged to report wrongdoing within the Council, but internal reporting is not your only option. If you follow the guidance below, your report can still be a protected disclosure.

You can choose to make your report to an investigating authority. You can do this first, or at any stage after your initial report to Pittwater Council. If your report is about the General Manager or the Mayor, you should consider making it to an investigating authority.

10.1 Investigating authorities

The PID Act lists a number of investigating authorities in NSW that staff can report wrongdoing to and the categories of wrongdoing each authority can deal with.

In relation to council, these authorities are:

- the Independent Commission Against Corruption (ICAC) — for corrupt conduct
- the Ombudsman — for maladministration
- the Police Integrity Commission (PIC) — for police misconduct
- the PIC Inspector — for disclosures about the PIC or its staff
- the Division of Local Government, Department of Premier and Cabinet — for serious and substantial waste in local government (reports about serious and substantial waste in State government agencies should be made to the Auditor General)
- the ICAC Inspector — for disclosures about the ICAC or its staff
- the Information Commissioner — for disclosures about a government information contravention.

You should contact the relevant authority for advice about how to make a disclosure to them. Contact details for each investigating authority are provided at the end of this Policy.

You should be aware that it is very likely the investigating authority will discuss the case with the **Council**. We will make every effort to assist and cooperate with the investigating authority to ensure the matter is dealt with appropriately and there is a satisfactory outcome. We will also provide appropriate support and assistance to staff who report wrongdoing to an investigating authority.

10.2 Members of Parliament or journalists

To have the protections of the PID Act, staff reporting wrongdoing to a Member of Parliament (MP) or a journalist must have already made substantially the same report to one of the following:

- the General Manager
- a person nominated in this Policy
- an investigating authority in accordance with the PID Act.

Also, Pittwater Council or the investigating authority that received the report must have either:

- decided not to investigate the matter
- decided to investigate the matter, but not completed the investigation within six months of the original report
- investigated the matter but not recommended any action as a result
- not told the person who made the report, within six months of the report being made, whether the matter will be investigated.

Most importantly – to be protected under the PID Act – if you report wrongdoing to an MP or a journalist you will need to be able to prove that you have reasonable grounds for believing that the disclosure is substantially true and that it is in fact substantially true.

If you report wrongdoing to a person or an organisation that is not listed above, you will not be protected under the PID Act. This may mean you will be in breach of legal obligations or **Pittwater Council's** code of conduct – by, for example, disclosing confidential information.

For more information about reporting wrongdoing outside of the Pittwater Council, contact the Disclosures Coordinator or the NSW Ombudsman's Public Interest Disclosures Unit. Their contact details are provided at the end of this Policy.

11. Feedback to staff who report wrongdoing

Staff who report wrongdoing will be told what is happening in response to their report.

When you make a report, you will be given:

- an acknowledgement that your disclosure has been received
- the timeframe for when you will receive further updates
- the name and contact details of the people who can tell you what is happening.

This information will be given to you within two working days from the date you make your report.

After a decision is made about how your report will be dealt with, you will be given:

- information about the action that will be taken in response to your report
- likely timeframes for any investigation
- information about the resources available within Pittwater Council to handle any concerns you may have
- a copy of Council's Public Interest Disclosures Policy
- information about external agencies and services you can access for support.

This information will be given to you within 10 working days from the date you make your report.

During any investigation, you will be given:

- information on the ongoing nature of the investigation
- information about the progress of the investigation and reasons for any delay
- advice if your identity needs to be disclosed for the purposes of investigating the matter, and an opportunity to talk about this.

At the end of any investigation, you will be given:

- enough information to show that adequate and appropriate action was taken and/or is proposed to be taken in response to your disclosure and any problem that was identified
- advice about whether you will be involved as a witness in any further matters, such as disciplinary or criminal proceedings.

12. Protection against reprisals

The PID Act provides protection for people reporting wrongdoing by imposing penalties on anyone who takes detrimental action substantially in reprisal for them making the protected disclosure.

Pittwater Council will not tolerate any reprisal action against staff who report wrongdoing. The criminal penalties that can be imposed include imprisonment or fines.

Detrimental action is also misconduct that justifies disciplinary action. People who take detrimental action against someone who has made a disclosure can also be required to pay damages for any loss suffered by that person.

Detrimental action means action causing, comprising or involving any of the following:

- injury, damage or loss
- intimidation or harassment
- discrimination, disadvantage or adverse treatment in relation to employment
- dismissal from, or prejudice in, employment
- disciplinary proceedings.

12.1 Responding to reprisals

Pittwater Council will act to protect staff who report wrongdoing from reprisals.

When a report is received, we will ensure that a thorough risk assessment is conducted. This will identify any risks to the member of staff who reported the wrongdoing, as well as strategies to deal with those risks.

If you believe that detrimental action has been or is being taken against you or someone else who has reported wrongdoing in reprisal for making a report, you should tell your supervisor, the Disclosures Coordinator or the General Manager immediately.

All supervisors must report any suspicions they have that reprisal action against a staff member is occurring, or any reports that are made to them, to the disclosures coordinator or the General Manager.

If the disclosures coordinator becomes aware of reprisal action against a person who has made a disclosure, they will:

- ensure a senior and experienced member of staff, who has not been involved in dealing with the initial disclosure, will investigate the suspected reprisal
- give the results of that investigation to the General Manager for a decision
- give the results of that investigation to the Mayor for a decision if the allegation of reprisal action is about the General Manager
- if it has been established that reprisal action is occurring against someone who has made a disclosure, take all steps possible to stop that activity and protect the member of staff who made the disclosure
- take appropriate disciplinary or criminal action against anyone proven to have taken or threatened any action in reprisal for making a disclosure.

If you report reprisal action, you will be kept informed of the progress of any investigation and the outcome.

The General Manager may issue specific directions to help protect against reprisals. If the allegation of reprisal action is about the General Manager, the Mayor may issue similar directions. These may include:

- issuing warnings to those alleged to have taken reprisal action against the member of staff who made the disclosure
- relocating the member of staff who made the disclosure or the subject officer within the current workplace
- transferring the member of staff who made the disclosure or the staff member who is the subject of the allegation to another position for which they are qualified
- granting the member of staff who made the disclosure or the subject officer leave of absence during the investigation of the disclosure.

These directions will only be taken if the member of staff who made the disclosure agrees to it. The Disclosures Coordinator will make it clear to other staff that this action was taken in consultation with the staff member and with management support – and it is not a punishment.

If you have reported wrongdoing and feel that any reprisal action is not being dealt with effectively, contact the Ombudsman or the ICAC – depending on the type of wrongdoing you reported. Contact details for all these investigating authorities are included at the end of this Policy.

12.2 Protection against legal action

If you make a disclosure in accordance with the PID Act, you will not be subject to any liability and no action, claim or demand can be taken against you for making the disclosure. You will not have breached any confidentiality or secrecy obligations and you will have the defence of absolute privilege in defamation.

13. Support for those reporting wrongdoing

Pittwater Council will make sure that staff who have reported wrongdoing, regardless of whether they have made a protected disclosure, are provided with access to any professional support they may need as a result of the reporting process – such as stress management, counselling services, legal or career advice.

We also have staff who will support those who report wrongdoing. They are responsible for initiating and coordinating support, particularly to those who are suffering any form of reprisal.

All supervisors must notify the Disclosures Coordinator if they believe a staff member is suffering any detrimental action as a result of disclosing wrongdoing.

14. Sanctions for making false or misleading disclosures

It is important that all staff are aware that it is a criminal offence under the PID Act to wilfully make a false or misleading statement when reporting wrongdoing.

15. Support for the subject of a report

Pittwater Council is committed to ensuring staff who are the subject of a report of wrongdoing are treated fairly and reasonably. If you are the subject of a report, you will be:

- treated fairly and impartially
- told your rights and obligations under our policies and procedures
- kept informed during any investigation
- given the opportunity to respond to any allegation made against you
- told the result of any investigation.

16. Review

This Policy will be reviewed by Council within 12 months of a general election or at earlier timeframes as warranted. For any advice or guidance about this review, contact the NSW Ombudsman's Public Interest Disclosures Unit.

Further, delegated authority is given to the General Manager to amend the Policy if the Disclosure Coordinator or Disclosure Officers change.

17. More information

Staff can also access advice and guidance from Pittwater Council's Disclosure Coordinator and the NSW Ombudsman's website at www.ombo.nsw.gov.au

18. Resources

The contact details for external investigating authorities that staff can make a protected disclosure to or seek advice from are listed below.

For disclosures about corrupt conduct:

Independent Commission Against Corruption (ICAC)
Phone: 02 8281 5999
Toll free: 1800 463 909
Tel. typewriter (TTY): 02 8281 5773
Facsimile: 02 9264 5364
Email: icac@icac.nsw.gov.au
Web: www.icac.nsw.gov.au
Address: Level 21, 133 Castlereagh Street, Sydney NSW 2000

For disclosures about breaches of the GIPA Act:

Information Commissioner
Toll free: 1800 463 626
Facsimile: 02 8114 3756
Email: oinfo@oic.nsw.gov.au
Web: www.oic.nsw.gov.au
Address: Level 11, 1 Castlereagh Street, Sydney NSW 2000

For disclosures about maladministration:

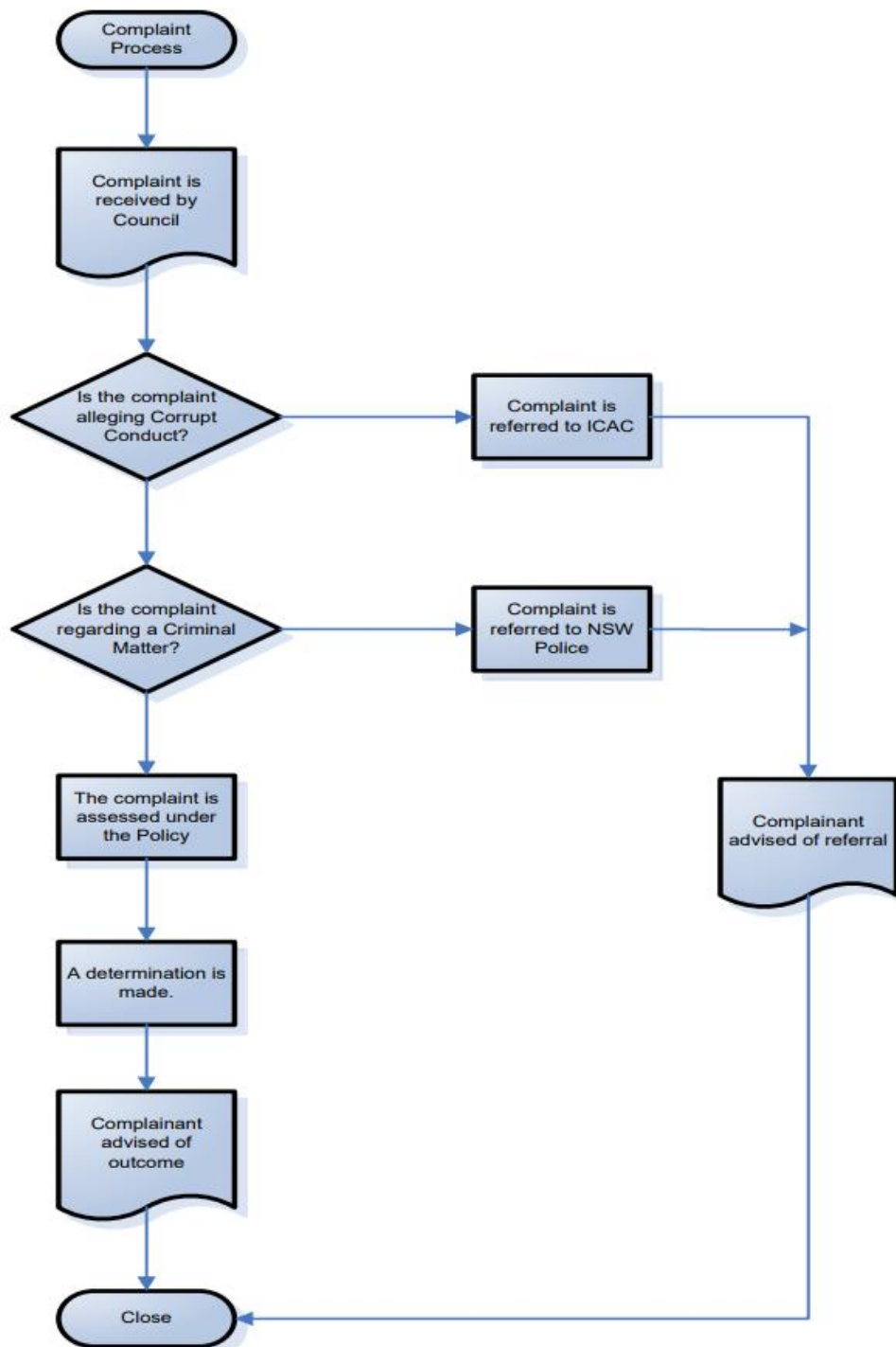
NSW Ombudsman
Phone: 02 9286 1000
Toll free (outside Sydney metro): 1800 451 524
Tel. typewriter (TTY): 02 9264 8050
Facsimile: 02 9283 2911
Email: nswombo@ombo.nsw.gov.au
Web: www.ombo.nsw.gov.au
Address: Level 24, 580 George Street, Sydney NSW 2000

For disclosures about serious and substantial waste in local government agencies:

Division of Local Government in the Department of Premier and Cabinet
Phone: 02 4428 4100
Tel. typewriter (TTY): 02 4428 4209
Facsimile: 02 4428 4199
Email: dlg@dlg.nsw.gov.au
Web: www.dlg.nsw.gov.au
Address: 5 O'Keefe Avenue, Nowra, NSW 2541

Internal Reporting Policy Flowchart

Internal Reporting Policy



118. INTERNAL REPORTING POLICY

Title: Internal Reporting Policy

Policy No: I18.

Keywords: Public Interest Disclosures, Internal Reporting, Protected Disclosures, Corrupt Conduct, Maladministration, Serious and Substantial Waste

Responsible Officer: General Manager

1. PURPOSE AND AUTHORITY

This policy establishes an internal reporting system for the reporting and protection of individuals who come forward and report wrongdoing – sometimes referred to as ‘whistle-blowers’. Manly Council is committed to high standards of ethical and accountable conduct and believes that the reporting of wrongdoing helps promote integrity, accountability and good management within our organisation. Thus, Council will not tolerate any form of wrongdoing.

This policy provides protection to any public official, including staff and councillors, who wish to make a disclosure and is aimed at ensuring that any such person(s) receive legal protection from reprisals, and that matters raised in any disclosure are properly received, assessed and dealt with in accordance with the *Public Interest Disclosures Act 1994* (the PID Act).

Individuals who come forward and report wrongdoing can play an important role in organisational accountability, integrity and good management by bringing wrongdoing to the attention of those who can effect change. The protection of individuals who report wrongdoing is fundamental to the implementation of the PID Act and to organisational integrity. Legislative provisions are however insufficient on their own to either protect or encourage the reporting of wrongdoing. An organisation-wide commitment to protecting and respecting individuals who come forward and report wrongdoing and dealing properly with valid disclosures is essential.

This policy is designed to complement normal communication channels between supervisors and staff and staff are encouraged to continue to raise appropriate matters at any time with their supervisors, but as an alternative have the option of making a public interest disclosure in accordance with this policy.

This policy should be read in conjunction with Council's Code of Conduct, Procedure for Misconduct Complaints and Complaints Handling procedures. Additionally this policy is also supported by Council's Public Interest Disclosure Guidelines which are based on the Ombudsman's guidelines. .

2. POLICY STATEMENT

The reporting of misconduct or ethical issues which do not fall within the parameters of the PID Act, should follow the existing protocols for reporting matters.

Manly Council is committed to the following principles of the PID Act and by adopting this Policy we:

- Confirm that Council and the General Manager do not tolerate corrupt conduct, maladministration, serious and substantial waste in local government, government information contraventions or local government pecuniary interest contraventions.
- Confirm that Council and the General Manager recognise the value and importance of individuals contributions to high standards of administrative and management practices and strongly support reporting of corrupt conduct, maladministration, serious and substantial waste of public money, government information contravention or local government pecuniary interest contraventions.
- State that while opportunities for reporting outside the Council are legal and valid, Council is committed to an effective response to internal disclosures in a way that will protect the identity of the individual who comes forward and reports wrongdoing, wherever possible and appropriate.

-
- Establish procedures for protecting any such individual against reprisals for making a disclosure; and
 - Supplement normal communication channel between supervisors and staff. It is not intended that all issues must be realised as public interest disclosures, rather that an option to do so is clearly available.

The provisions of the PID Act "are intended to support accountability and ethical conduct by encouraging and facilitating the disclosure in the public interest of the above.

3. ORGANISATIONAL COMMITMENT

We have total commitment to providing services to the community of Manly in an ethical and accountable manner. Corrupt conduct, maladministration, serious and substantial waste of public money, government information contravention and other wrongdoing will not be tolerated.

Manly Council is committed to acting in accordance with the spirit and letter of the PID Act by:

- creating a climate of trust, where people are comfortable and confident about reporting wrongdoing
- encouraging individuals to come forward if are aware of wrongdoing within the council
- keeping the identity of the person disclosing wrongdoing confidential, where this is possible and appropriate
- protecting the person making the disclosure from any adverse action resulting from thm making a report
- dealing with reports thoroughly and impartially and if some form of wrongdoing has been found, taking appropriate action to rectify it
- keeping the individual who makes a reports informed of their progress and the outcome
- encouraging the reporting of wrongdoing within the council, but respecting any decision to disclose wrongdoing outside the council that is made with the provision of the PID Act
- ensuring managers and supervisors at all levels in the council understand the benefits of reporting wrongdoing, are familiar with this policy, and aware of the needs of those who report wrongdoing
- providing adequate resources, both financial and human, to:
 - encourage reports of wrongdoing
 - protect and support those who make them
 - provide training for about how to make reports and the benefits of internal reports to the council and the public interest generally
 - properly investigate allegations
 - properly manage any workplace issues that the allegations identify or that result from a report
 - appropriately address any identified problems
- reassess / review this policy every two (2) years to ensure it is still relevant and effective.

Councillors and staff are encouraged to observe their duty to report all forms of wrongdoing and we will fully support any staff member or Councillor who wishes to utilise the PID Act to make disclosures within the parameters of the PID Act.

4. SCOPE

Roles and Responsibilities of staff:

This policy applies to:

- council staff and councillors
- permanent employees, whether full-time or part-time

-
- temporary or casual employees
 - consultants
 - individual contractors working for Council
 - volunteers
 - any other people or persons who perform public official functions where their conduct and activities could be investigated by an investigating authority. This can include volunteers and those contracted to work for the council.

A public official may make a public interest disclosure about a NSW agency (including a Council) even if that person has never been, or is no longer employed by that agency or Council.

All staff and councillors at Manly Council are encouraged to report known and suspected wrongdoing within the Council.

Staff and councillors are encouraged to support those who have made reports of wrong doing, as well as protect and maintain their confidentiality. They must not victimise or harass anyone who has made a report.

This policy is just one of several relating to grievances and complaints – details of which appear in section 21 below and which can be accessed on Council's intranet.

5. PRINCIPLES

What should be reported?

You should report any suspected wrongdoing you see within Manly Council. Reports about the five categories (a to e) of serious wrongdoing – corrupt conduct, maladministration, serious and substantial waste of public money, government information contravention and local government pecuniary interest contraventions – will be dealt with under the PID Act as public interest disclosures and according to this policy.

a. Corrupt conduct

Corrupt conduct is the dishonest or partial exercise of official functions by a public official.

For example, this could include:

- the improper use of knowledge, power or position for personal gain or the advantage of others
- acting dishonestly or unfairly, or breaching public trust
- a council official using their position in a way that is dishonest, biased or breaches the public trust

For more information about corrupt conduct, refer to the NSW Ombudsman's guideline on [what can be reported](#).

b. Maladministration

Maladministration is conduct that involves action or inaction of a serious nature that is contrary to law, unreasonable, unjust, oppressive or improperly discriminatory or based wholly or partly on improper motives.

For example, this could include:

- making a decision and/or taking action that is unlawful
- refusing to grant an approval for reasons that are not related to the merits of their application.

For more information about maladministration, refer to the NSW Ombudsman's guideline on [what can be reported](#).

c. Serious and substantial waste in local government

Serious and substantial waste is the uneconomical, inefficient or ineffective use of resources that could result in the loss or wastage of local government money. This includes all revenue, loans and other money collected, received or held by, for or on account of council.

For example, this could include:

- poor project management practices leading to projects running over time
- having poor or no processes in place for a system involving large amounts of public funds.

For more information about serious and substantial waste, refer to the NSW Ombudsman's guideline on [what can be reported](#).

d. Government information contravention

A government information contravention is a failure to properly fulfil functions under the *Government Information (Public Access) Act 2009* (the GIPA Act).

For example, this could include:

- destroying, concealing or altering records to prevent them from being released
- knowingly making decisions that are contrary to the legislation
- directing another person to make a decision that is contrary to the legislation.

For more information about government information contravention, refer to the NSW Ombudsman's guideline on [what can be reported](#).

e. Local Government pecuniary interest contravention

A local government pecuniary interest contravention is a failure to fulfil certain functions under the Local Government Act 1993 relating to the management of pecuniary interests. These include obligations to lodge disclosure of interests returns, lodge written declarations and disclose pecuniary interest at council and committee meetings. A pecuniary interest is an interest that a person has in a matter because of the likelihood or expectation of appreciable financial gain or loss to the person.

For example, this could include:

- a senior staff council member recommending a family member for a council contract and not declaring the relationship
- a general manager holding an undisclosed shareholding in a company competing for a council contract

For more information about local government pecuniary interest contravention, see the NSW Ombudsman's guideline on [what can be reported](#).

f. Other wrongdoing (protection may or may not be offered under the PID Act)

Although reports about the previous five categories (a to e above) of conduct can attract the specific protections of the PID Act, you should report all activities or incidents that you believe are wrong.

For example, these could include:

- harassment or unlawful discrimination
- reprisal action against a person who has reported wrongdoing
- practices that endanger the health or safety of staff or the public.

These types of issues should be reported to a supervisor, in line with the appropriate Council policies, including, but not limited to:

- | | |
|----------------------------------|---|
| • Workplace Grievances | • Human Resources Policies and Procedures |
| • Occupational Health and Safety | • Equal Employment Opportunity |

If the wrongdoing is suspected to be a breach of Council's Code of Conduct then this should be reported to the **General Manager only** (refer Part 8 of Council's Code of Conduct for further information.)

Even if these reports are not dealt with as protected disclosures, Manly Council will consider each matter and make every attempt to protect the staff member making the report from any form of reprisal.

6. WHEN WILL A REPORT BE PROTECTED?

Manly Council will support any staff who report wrongdoing. For a report to be considered a public interest disclosure, it has to meet all of the requirements under the PID Act.

A disclosure will only be protected by the PID Act if it is information that the person making the disclosure honestly believe, on reasonable grounds is information that shows or tends to show wrongdoing of one or more of the kinds referred to in **a, b, c, d** and **e** above (namely, 'corrupt conduct', 'maladministration', and 'serious and substantial waste in local government', 'government information contravention' or 'local government pecuniary interest contravention').

A disclosure with respect to wrongdoing of the kinds referred to in **f** above (namely, 'other wrongdoing') is only capable of protection under the PID Act to the extent, if any, to which the conduct is of one or more of the kinds referred to in **a, b, c, d** and **e** above (namely, 'corrupt conduct', 'maladministration', and 'serious and substantial waste in local government', 'government information contravention' or 'local government pecuniary interest contravention').

Any report in relation to corrupt conduct, maladministration, serious and substantial waste in local government, government information contravention or local government pecuniary interest contraventions have to be made to one or more of the following:

- a position nominated in this policy – see section 10 below
- the general manager
- one of the investigating authorities nominated in the PID Act – see section 10 below

Reports by staff and councillors **will not** be considered to be public interest disclosures if they:

- mostly question the merits of policy of the governing body of the council.
- are made with the sole or substantial motive of avoiding dismissal or other disciplinary action.

The person assessing the report may need to seek further information or conduct preliminary inquiries before deciding whether a report meets this criteria. They might examine any source documentation and perhaps talk with the internal reporter. However, it is not necessary for the internal reporter to provide sufficient information to conclusively establish or prove that the wrongdoing occurred to any investigative standard of proof. The following example could be the content of a PID.

Example

A council worker is drinking at a pub in The Corso. He sees a police sergeant drinking and laughing with the publican. The worker knows the sergeant is the local licensing officer. Over the next few months, there are a number of incidents at the pub relating to extremely intoxicated patrons. Despite this, no action appears to be being taken against the pub. The worker continues to see the sergeant drinking with the publican, and overhears them talking about playing golf together on the weekend. The worker has an honest belief on reasonable grounds that he has information that tends to show wrongdoing and should report the matter to Council, the police or the Independent Commission Against Corruption.

7. HOW TO MAKE A REPORT

You can report wrongdoing in writing or verbally. You are encouraged to make a report in writing as this can help avoid any confusion or misinterpretation.

If a report is made verbally, the person receiving the report must make a comprehensive record of the disclosure and ask the person making the disclosure to sign this record. The individual making the report should keep a copy of this record.

If you are concerned about being seen making a report you are able to ask to meet in a discreet location away from the workplace.

8. CAN A REPORT BE ANONYMOUS?

There will be some situations where you may not want to identify yourself when you make a report. Although these reports will still be dealt with by Manly Council, it is best if you identify yourself. This allows us to

provide you with any necessary protection and support, as well as feedback about the outcome of any investigation into the allegations.

It is important to realise that an anonymous disclosure may not prevent you from being identified. If we do not know who made the report, it is very difficult for us to prevent any reprisal action.

9. MAINTAINING CONFIDENTIALITY

Manly Council realises many staff will want their report to remain confidential. This can help to prevent any action being taken against you for reporting wrongdoing.

We are committed to keeping your identity, and the fact you have reported wrongdoing, confidential. However there may be situations where this may not be possible or appropriate. We will discuss with you whether it is possible to keep your report confidential.

If confidentiality cannot be maintained, we will develop a plan to support and protect you from risks of reprisal. You will be involved in developing this plan. You will also be told if your report will be dealt with under Council's Code of Conduct, as this may mean certain information will have to be tabled at a council meeting.

If you report wrongdoing, it is important that you only discuss your report with those responsible for dealing with it. This will include the disclosures coordinators and the general manager. In the case of a report about the general manager, you should only discuss your report with the disclosures coordinators and the Mayor. Where your complaint is made under the council's code of conduct and relates to the general manager or a councillor, you may be required to discuss it with a conduct reviewer.

If you discuss your report more broadly, you may affect the outcome of any investigation.

10. WHO CAN RECEIVE A REPORT WITHIN MANLY COUNCIL?

You are encouraged to report general wrongdoing to your supervisor. However the PID Act requires that for a report to be a public interest disclosure it must be made to a public official in accordance with council's disclosure procedures. For Manly Council, this means this policy and any supporting procedures.

Any supervisor who receives a report that they believe may be a public interest disclosure must refer the individual making the report to one of the positions listed below. The broader responsibilities of these positions will be outlined in Council's Internal Reporting Guidelines which support this policy.

If your report involves a councillor, you should make it to the general manager. If your report relates to the general manager, you should make it to the Mayor.

The **following positions are the only people** within Manly Council who can receive a public interest disclosure.

General Manager

You can report wrongdoing directly to the general manager. The general manager is responsible for:

- deciding if a report is a public interest disclosure
- determining what needs to be done next, including referring it to other authorities
- deciding what needs to be done to correct the problem that has been identified
- ensuring that there are systems in place to support and protect people who report wrongdoing
- dealing with disclosures made under Council's Code of Conduct in accordance with the adopted Code of Conduct Procedures
- referring any actual or suspected corrupt conduct to the Independent Commission Against Corruption.

The General Manager can be contacted on 9976 1501 or via email HTWong@manly.nsw.gov.au.

Mayor

If you are making a report about the general manager, you should make your report to the Mayor. They are responsible for:

- deciding if a report is a public interest disclosure
- determining what needs to be done next, including referring it to other authorities
- deciding what needs to be done to correct the problem that has been identified
- Dealing with disclosures made under Council's Code of Conduct in accordance with the adopted Code of Conduct Procedures.

The Mayor must make sure there are systems in place in Manly Council to support and protect people who report wrongdoing.

If the report is about the general manager, the Mayor is also responsible for referring actual or suspected corrupt conduct to the Independent Commission Against Corruption.

The Mayor can be contacted on 9976 1750 or via email on Jean.Hay@manly.nsw.gov.

Disclosures coordinators

The disclosures coordinators have a central role in dealing with reports made by staff and councillors. They receive them, assess them, and refer them to the people within or contracted by Council to deal with them appropriately.

The Disclosure Coordinators are:

- Council's Public Officer, Principal Analyst – Corporate Performance and Strategy who can be contacted on 9976 1603 or via email on Kathryn.Parker@manly.nsw.gov.au; and
- Council's Manager Corporate Governance can be contacted on 9976 1521 or via email on Melinda.Aitkenhead@manly.nsw.gov.au.

Disclosures officer

Disclosures officers work closely with the disclosures coordinators, and are responsible for receiving and forwarding and/or dealing with reports made in accordance with this policy.

The Disclosure Officer (Council's Organisational Development Manager) and can be contacted on 9976 1645 or via email on Ray.Bannister@manly.nsw.gov.au.

11. WHO CAN RECEIVE A REPORT OUTSIDE OF MANLY COUNCIL

Staff and councillors are encouraged to report wrongdoing within Manly Council, but internal reporting is not your only option. If you follow the guidance below, your report can still be a public interest disclosure.

You can choose to make your report to an investigating authority. You can do this first, or at any stage after your initial report to Manly Council. If your report is about the general manager or the Mayor, you may wish to consider making it to an investigating authority.

You can also choose to make a report to a Member of Parliament or a journalist, **but only in limited circumstances**.

Investigating authorities

The PID Act lists a number of investigating authorities in NSW that staff and councillors can report wrongdoing to and the categories of wrongdoing each authority can deal with.

In relation to council, these authorities are:

- the Independent Commission Against Corruption (ICAC) — for corrupt conduct
- the Ombudsman — for maladministration
- the Director- General of the Division of Local Government, Department of Premier and Cabinet — for disclosures about local government agencies
- the Information Commissioner — for disclosures about a government information contravention.

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You should contact the relevant authority for advice about how to make a disclosure to them. Contact details for each investigating authority are provided at the end of this policy.

You should be aware that it is very likely the investigating authority will discuss the case with Council. We will make every effort to assist and cooperate with the investigating authority to ensure the matter is dealt with appropriately and there is a satisfactory outcome. We will also provide appropriate support and assistance to individuals who report wrongdoing to an investigating authority.

Members of Parliament or journalists

To have the protections of the PID Act, a person reporting wrongdoing to a Member of Parliament (MP) or a journalist **must** have already made substantially the same report to one of the following:

- the general manager
- a person nominated in this policy
- an investigating authority in accordance with the PID Act.

Also, Manly Council or the investigating authority that received the report must have either:

- decided not to investigate the matter
- decided to investigate the matter, but not completed the investigation within six months of the original report
- investigated the matter but not recommended any action as a result
- not told the person who made the report, within six months of the report being made, whether the matter will be investigated.

Most importantly – to be protected under the PID Act – if you report wrongdoing to an MP or a journalist you will need to be able to prove that you have reasonable grounds for believing that the disclosure is substantially true and that it is in fact substantially true.

If you report wrongdoing to a person or an organisation that is not listed above, you will not be protected under the PID Act. This may mean you will be in breach of legal obligations or Council's Code of Conduct – by, for example, disclosing confidential information.

For more information about reporting wrongdoing outside of Council, contact Council's disclosures coordinators on 9976 1757 or 9976 1521 or the NSW Ombudsman's Public Interest Disclosures Unit. Their contact details are provided at the end of this policy.

12. THE INVESTIGATION PROCESS

All disclosures will be promptly and thoroughly assessed. Decisions as to the most appropriate action to be taken on the disclosure will also be made promptly. The basis for these decisions will be properly documented.

The principles of procedural fairness (natural justice) will be observed for all investigations. In particular, where adverse comment about a person is to be included in a report, the person affected will be given an opportunity to comment beforehand and any comments will be considered before the report is finalised.

More information on Council's investigation process is contained in Council's Internal Reporting guidelines and Council's Guidelines for Conducting an Investigation.

13. FEEDBACK TO STAFF WHO REPORT WRONGDOING

The individual who reported wrongdoing will be told what is happening in response to their report.

When you make a report, you will be given:

- an acknowledgement that your disclosure has been received
- the timeframe for when you will receive further updates

- the name and contact details of the people who can tell you what is happening.

The PID Act requires that you are provided with an acknowledgement letter and a copy of this policy **within 45 days** after you have made your report. Council will attempt to get this information to you within two working days from the date you make your report.

After a decision is made about how your report will be dealt with, you will be given:

- information about the action that will be taken in response to your report
- likely timeframes for any investigation
- information about the resources available within Council to handle any concerns you may have
- information about external agencies and services you can access for support.

This information will be given to you **within 10 working days** from the date you make your report.

During any investigation, you will be given:

- information on the ongoing nature of the investigation
- information about the progress of the investigation and reasons for any delay
- advice if your identity needs to be disclosed for the purposes of investigating the matter, and an opportunity to talk about this.

At the end of any investigation, you will be given:

- enough information to show that adequate and appropriate action was taken and/or is proposed to be taken in response to your disclosure and any problem that was identified
- advice about whether you will be involved as a witness in any further matters, such as disciplinary or criminal proceedings.

Behaviour of all people involved in the PID process needs to adhere to Council's Code of Conduct. A breach of the Code of Conduct could result in disciplinary action.

14. PROTECTION AGAINST REPRISALS

The PID Act provides protection for people reporting wrongdoing by imposing penalties on anyone who takes detrimental action substantially in reprisal for them making the public interest disclosure. It may also be a breach of the Council's Code of Conduct.

Manly Council will not tolerate any reprisal action against staff who report wrongdoing. The criminal penalties that can be imposed include imprisonment or fines. Detrimental action is also misconduct that justifies disciplinary action. People who take detrimental action against someone who has made a disclosure can also be required to pay damages for any loss suffered by that person.

Detrimental action means action causing, comprising or involving any of the following:

- injury, damage or loss
- intimidation or harassment
- discrimination, disadvantage or adverse treatment in relation to employment
- dismissal from, or prejudice in, employment
- disciplinary proceedings.

Responding to reprisals

Manly Council will act to protect those who report wrongdoing from reprisals.

When a report is received, we will ensure that a thorough risk assessment is conducted. This will identify any risks to the member of staff or councillor who reported the wrongdoing, as well as strategies to deal with those risks.

If you believe that detrimental action has been or is being taken against you or someone else who has reported wrongdoing in reprisal for making a report, you should tell your supervisor, the disclosures coordinators or the general manager immediately, or in the case of an allegation of reprisal by the general manager, to the Mayor.

All supervisors must report any suspicions they have that reprisal action against a staff member is occurring, or any reports that are made to them, to the disclosures coordinators or the general manager, or in the case of an allegation of reprisal by the general manager, the Mayor.

If the disclosures coordinators becomes aware of or reasonably suspects reprisal action is or has been taken against a person who has made a disclosure, they will ensure that the matter is reported under Council's Code of Conduct and dealt with in accordance with the Council's.

If you report reprisal action, you will be kept informed of the progress of any investigation and the outcome.

The general manager may issue specific directions to help protect against reprisals, including:

- issuing warnings to those alleged to have taken reprisal action against the individual who made the disclosure
- relocating the member of staff who made the disclosure or the subject officer within the current workplace
- transferring the member of staff who made the disclosure or the staff member who is the subject of the allegation(s) to another position for which they are qualified
- granting the member of staff who made the disclosure or the subject officer leave of absence during the investigation of the disclosure.

In relation to staff who make reports, such directions will only be taken if the member of staff who made the disclosure agrees to it. The disclosures coordinators will make it clear to other staff that this action was taken in consultation with the staff member and with management support – and it is not a punishment.

If you have reported wrongdoing and feel that any reprisal action is not being dealt with effectively, contact the NSW Ombudsman, the ICAC or the Chief Executive of the Division of Local Government – depending on the type of wrongdoing you reported. Contact details for all these investigating authorities are included at the end of this policy.

Protection against legal action

If you make a disclosure in accordance with the PID Act, you will not be subject to any liability and no action, claim or demand can be taken against you for making the disclosure. You will not have breached any confidentiality or secrecy obligations and you will have the defence of absolute privilege in defamation.

15. SUPPORT FOR THOSE REPORTING WRONGDOING

Manly Council will make sure that staff who have reported wrongdoing, regardless of whether they have made a public interest disclosure, are provided with access to any professional support they may need as a result of the reporting process – such as stress management, counselling services, legal or career advice.

Council also has staff who will support those who report wrongdoing. They are responsible for initiating and coordinating support, particularly to those who are suffering any form of reprisal.

Council's support officer – Manager Customer Service and Special Projects can be contacted on 02 9976 1757.

All supervisors must notify the disclosures coordinators if they believe a staff member is suffering any detrimental action as a result of disclosing wrongdoing.

16. SANCTIONS FOR MAKING FALSE OR MISLEADING DISCLOSURES

It is a criminal offence under the PID Act to wilfully make a false or misleading statement (disclosure) when reporting wrongdoing. It may also be a breach of Council's Code of Conduct and may result in disciplinary action. In the case of Councillors, such disciplinary action may be taken under the misconduct provisions of the Local Government Act 1993 and may include suspension or disqualification from civic office.

17. SUPPORT FOR THE SUBJECT OF A REPORT

Manly Council is committed to ensuring staff who are the subject of a report of wrongdoing are treated fairly and reasonably. If you are the subject of a report, you will be:

- treated fairly and impartially
- told your rights and obligations under our policies and procedures
- kept informed during any investigation
- given the opportunity to respond to any allegation made against you
- told the result of any investigation.

18. MONITORING AND BREACHES

Regular monitoring of compliance with this policy, relevant legislation and Manly policies and procedures will be undertaken and documented by the responsible officer for this policy.

Breaches of this policy are considered to be breaches of Manly Council's Code of Conduct and therefore invoke the relevant sanctions outlined in that Code. Persons in breach of any legislation may be subject to relevant criminal action.

19. REPORTING

Council will report to the NSW Ombudsman all disclosures as required under the PID Act, currently every six months. Reports are due to the NSW Ombudsman by 14 February (for period ending 31 December) and 30 July (for period ending 30 June) each year. Additionally, an annual report will be provided to the NSW Ombudsman and the Minister for Local Government by 31 October each year.

20. POLICY REVIEW

This policy will be reviewed by Council every two (2) years.

For the purposes of carrying out and giving effect to this policy, the General Manager may from time to time prepare, adopt or vary, and otherwise issue to Council staff, guidelines and directions relating to any aspect of this policy.

Any recognised change to relevant legislation; or directives or guidelines issued by agencies including the NSW Ombudsman and the Department of Local Government; or to Manly Council's related guidelines and procedures will activate an immediate review of this policy to ensure it remains current and aligned to best practice policies.

21. MORE INFORMATION

More information around public interest disclosures is available from Council's Disclosures Coordinators and/or from the NSW Ombudsman's website at www.ombo.nsw.gov.au.

22. RESOURCES

The contact details for external investigating authorities that can deal with disclosures from public officials or who can provide advice are listed below:

For disclosures about corrupt conduct:

Independent Commission Against Corruption (ICAC)
Ph: 02 8281 5999
Toll free: 1800 463 909
Tel. Typewriter (TTY): 02 8281 5773
Fascimile: 02 9264 5364
Email: icac.nsw.gov.au
Web: www.icac.nsw.gov.au
Address: Level 21, 133 Castlereagh Street, Sydney NSW 2000

For disclosures about maladministration:

NSW Ombudsman
Ph: 02 9286 1000
Toll free (outside Sydney metro): 1800 451 524
Tel. Typewriter (TTY): 02 9264 8050
Fascimile: 02 9283 2911
Email: nswombo@ombo.nsw.gov.au
Web: www.ombo.nsw.gov.au
Address: Level 24, 580 George Street, Sydney NSW 2000

For disclosures about serious and substantial waste:

Audit-General of the NSW Audit Office
Phone: 02 9275 7100
Facsimile: 02 9275 7200
Email: mail@audit.nsw.gov.au
Web: www.audit.nsw.gov.au
Address: Level 15, 1 Margaret Street, Sydney NSW 2000

For disclosures about police misconduct:

Polic Integrity Commission (PIC)
Phone: 02 9321 6700
Toll free: 1800 657 079
Facsimile: 02 9321 6799
Email: contactus@pic.nsw.gov.au
Web: www.pic.nsw.gov.au
Address: Level 3, 111 Elizabeth Street, Sydney NSW 2000

For disclosures about serious and substantial waste in Council:

Division of Local Government in the Department of Premier and Cabinet
Phone: 02 4428 4100
Tel. Typewriter (TTY): 02 4428 4209
Facsimile: 02 4428 4199
Email: dlg@dlg.nsw.gov.au
Web: www.dlg.nsw.gov.au
Address: 5 O'Keefe Avenue, Nowra NSW 2541

For disclosures about breaches of the GIPA Act:

Information Commissioner
Toll free: 1800 463 626
Facsimile: 02 8114 3756
Email: oinfo@oic.nsw.gov.au
Web: www.oic.nsw.gov.au
Address: Level 11, 1 Castlereagh Street, Sydney NSW 2000

23. RELEVANT REFERENCES AND LEGISLATION

Manly Council Code of Conduct
Manly Council Gathering Information Procedure
Manly Council Procedure for Misconduct Complaints
Manly Council HR Policies and Procedures
Manly Council Policy - Occupational Health and Safety
Manly Council Equal Employment Opportunity Policy
Manly Council Workplace Grievance Procedure
Manly Council Manly Council Customer Service Charter
Manly Council Complaints Handling Policy and Procedures
Manly Council Correspondence Handling procedures
Manly Council Staff Guide to Ethical Behaviour
Manly Council Guidelines for Conducting an Investigation

NSW Ombudsman: Model Internal Reporting Policy (local government) 2013

NSW Ombudsman: What should be reported –
[http://www.ombo.nsw.gov.au/aboutus/PublicInterestDisclosures.html#newguidelines/PID_guideline_B2-What_should_be_reported_6June2011\[1\]](http://www.ombo.nsw.gov.au/aboutus/PublicInterestDisclosures.html#newguidelines/PID_guideline_B2-What_should_be_reported_6June2011[1])

NSW Ombudsman Guidelines and Fact Sheets <http://www.ombo.nsw.gov.au/news-and-publications/publications/guidelines/public-interest-disclosures>

Independent Commission Against Corruption and the Local Government Managers Association of NSW: Governance Health Check 2004

Division of Local Government, Department Premier and Cabinet, Circular to Councils 11–43 - Public Interest Disclosures – New Reporting Requirements (148 kb).

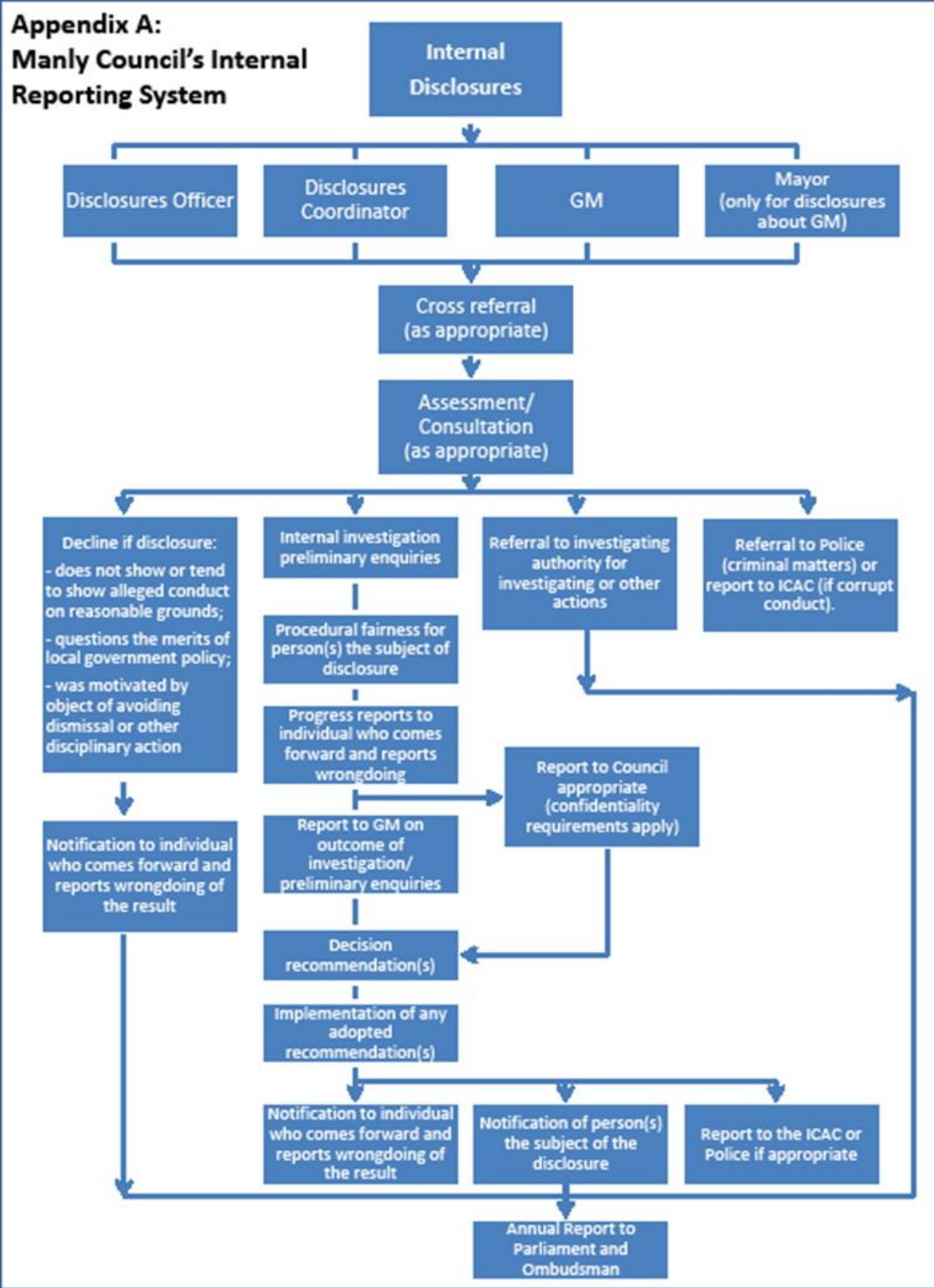
24. REVISION SCHEDULE

Minute No	Date of Issue	Action	Author	Checked by
	17 August 2011	1 st Draft prepared	Manager Corporate Governance	
	23 August 2011	2 nd Draft prepared	Manager Corporate Governance	Consultant Solicitor & Disclosures Coordinator
	5 September 2011	Presented to Council	Manager Corporate Governance	


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	5 September 2011	Adopted for immediate implementation	P&S Council Meeting (PS100/11)	
	16 September 2011	Distributed to Staff via iPolicy system	Manager Corporate Governance	
	August 2013	Revised Policy based on new Model Internal Reporting Policy Addition of 2 nd Disclosures for compliance with the Code of Conduct requirements	Manager Corporate Governance	Manager Customer Service & Special Projects, General Counsel, Manager Organisational Development & Manager Enterprise Risk & Business Development
PS16/14	3 March 2014	Periodic Review	OM CSS	Manager Governance

APPENDIX A:



APPENDIX B:

 Manly Council Council Offices 1 Belgrave Street Manly PO Box 82 MANLY NSW 1655 AUSTRALIA DX 9205 Manly www.manly.nsw.gov.au Phone 02 9976 1500 Fax 02 9976 1400 Email: records@manly.nsw.gov.au		Internal Disclosure Form (Confidential) <i>Public Interest Disclosures Act 1994</i> ABN 43 662 888 085	
Report under Public Interest Disclosures Act 1994 To a Designated Officer of Manly Council			
Date:		Name of Reporter (Councillor/ member of staff / contractor / volunteer reporting the protected disclosure):	
Contact number:			
Name of the designated officer receiving the protected disclosure:		Report Ref. No.	
Type of disclosure: (circle relevant item or items) a. Corrupt Conduct c. Substantial Waste e. Local Government Pecuniary Interest Contravention b. Maladministration d. government information contravention f. Other Wrongdoing			
Name(s) of persons(s) who is / are the subject of this protected disclosure:			
Nature and explanation of allegation. Attach any relevant supporting evidence or documents:			
Signature of reporter:		Date:	
For more information regarding public interest disclosures, please refer to Council's Internal Reporting Policy			
INTERNAL USE ONLY:			
File created:		Disclosure referred to and date:	
Assessment conducted and date:			
Internal Reporting Form			



Warringah Council Policy

Policy No. PL 840 – Difficult

Managing Difficult Behaviour - Customer Access

1 Purpose of Policy

To ensure all customers are treated fairly and reasonably and Council resources are used efficiently and effectively in responding to customers

All members of the public have a right to access services or seek advice, or assistance from Council. This right should not be deprived without very good reasons as outlined in this policy. Complaints from the public are a valued and legitimate part of the relationship between Council and our customers and provide opportunities for service improvements.

However, Council also has an obligation to use resources efficiently and effectively which may result in a decision to limit the nature and/or scope of responses to matters raised by or service provision to specific customers. Managing difficult behaviour must take account of:

- Council's obligations as an employer to provide a safe workplace
- Unreasonable invasion of privacy
- Excessive use of staff time or Council resources

2 Principles

2.1 To Whom the Policy applies

This policy applies where customers exhibit the following behaviour:

- The person is not satisfied with the action taken or service provided despite the service or complaint procedure being properly implemented and fully exhausted. This is characterised by:
 - Unwilling to accept evidence relied on or agree with the determination
 - Denying having received an adequate response answering the questions raised
 - Continuing to demand the complaint be revisited
 - Focusing on trivial issues or procedural steps to assert the determination is invalidated
- The person makes unreasonable demands that significantly and unreasonably diverts Council's resources away from other functions or creates an inequitable allocation of resources to other customers. Such demands may result from the amount of information requested, the nature or scale of services sought or the number of approaches seeking information, assistance or service.
- The person is rude, angry, harassing or aggressive to staff or third parties. This includes vulgar noises, expressions or gestures, intimidation, bullying, discrimination, verbal abuse of a personal or general nature, threatening or offensive behaviour, and physical violence against a person(s) or property.



Policy No. PL 840 - Difficult

2.2 Managing behaviour that seeks ongoing review of decisions

The General Manager or Deputy General Manager writes to the customer restating Council's position on the matter and advising that if the customer continues to contact Council regarding the matter Council may:

- (a) Require all further communication from the customer to be put in writing
- (b) Continue to receive, read and file correspondence but only acknowledge or otherwise respond to it if:
 - The customer provides significant new information relating to their complaint or concern; or
 - The customer raises new issues which in the General Manager or Deputy General Manager's opinion, warrant fresh action
- (c) Appoint a case manager who will be the customer's only point of contact at Council regarding the matter.

This initial letter will inform the person that they may request a review of the General Manager or Deputy General Manager's decision by Council's Internal Ombudsman within 21 days.

If after the expiry of 21 days the customer continues to contact Council then their access to Council will be limited in accordance with this policy and the General Manager or Deputy General Manager's restrictions will apply.

If the customer requests a review, the Internal Ombudsman will raise the matter as a formal complaint in accordance with the Complaints Management Policy and Complaint Management Procedures and Implementation Guidelines.

2.3 Managing behaviour that places unreasonable demands on the organisation

The General Manager or Deputy General Manager writes to the customer advising that their request(s) are considered unreasonable and Council may:

- (a) Not respond to any future correspondence and only take action where, in the opinion of the Director the correspondence raises specific, substantial and serious issues; or
- (b) Only respond to a certain number of requests on this matter in a given period
- (c) Appoint a case manager as the only point of contact at Council regarding the matter.

This initial letter will inform the person that they may request a review of the General Manager or Deputy General Manager's decision by Council's Internal Ombudsman within 21 days.

If after the expiry of 21 days the customer continues to contact Council then their access to Council will be limited in accordance with this policy and the General Manager or Deputy General Manager's restrictions will apply.

If the customer requests a review, the Internal Ombudsman will raise the matter as a formal complaint in accordance with the Complaints Management Policy and Complaint Management Procedures and Implementation Guidelines.



Policy No. PL 840 - Difficult

2.4 Managing Rude; Angry; Harassing or Aggressive Behaviour

In the event that the customer displays a consistent pattern of rude; angry; harassing or aggressive behaviour towards a member of Council or another customer, the staff member may:

- (a) Advise the customer that such behaviour is unacceptable
- (b) End the contact with the customer if the behaviour continues
- (c) If on Council premises request the customer to leave the premises

In all cases, the staff member must report the incident to their immediate Manager.

Nothing in the Policy prevents further action being taken including referring the matter to external agencies (eg Police) or commencing legal action where appropriate. For example any criminal behaviour will immediately be referred to Police and criminal prosecution may occur, similarly if the customer's actions cause damage to property restitution may be pursued via legal means.

2.5 Managing Threats of Physical Harm

In the event that the customer makes a threat of physical harm towards a staff member, either face to face, verbally or via other media, Council will report the incident to the local Police in order to have a public record of the incident. The customer will be informed in writing of the unacceptable behaviour and the incident report to the Police. The customer will be informed that they cannot directly contact the staff member, and initially only be able to contact the staff members' supervisor.

Consideration will be given as to whether the person will be appointed a case manager for all future contact, based upon the severity and likelihood of the threat.

2.6 Internal review

The customer may request an internal review by the Internal Ombudsman if their access to Council has been restricted. Nothing in this policy removes the rights of the customer to seek an external review by such agencies as the NSW Ombudsman

2.7 Reviewing Administrative Controls

To ensure consistency and fairness, administrative controls applied through application of this policy and associated guidelines, will remain in place for a maximum period of 6 months (26 weeks), or a lesser nominated period if applicable, effective from the date of written notification from Council to the affected customer of an incident occurring.

At the conclusion of the 6 months or lesser period, whichever applies, and (in consultation with the affected customer) on the basis the controls have been adhered to thus good behaviours exhibited, the administrative controls should be withdrawn. Written notification of such should be provided by Council to the affected party. In the event the controls have not been adhered to, a decision to implement further administrative controls may be deemed appropriate for a further period as per above.

The review of controls is to be distinguished from the internal review by the Internal Ombudsman (as per 2.6 of the policy) requested by the customer regarding a ruling made under the policy.



Policy No. PL 840 - Difficult

2.8 Internal Ombudsman Clients

The Office of the Internal Ombudsman maintains its own internal procedure in relation to dealing with difficult clients of the Office of the Internal Ombudsman.

2.9 Maintenance of the Difficult Behaviour – Customer Access Register

To ensure internal review and administrative controls are observed, the Difficult Behaviour – Customer Access Register will be maintained by the Group Manager Customer Support Services.

3 Authorisation

This policy was adopted by Council on 28 February 2006

It is effective from 25 June 2009

It is due for review on 29 May 2018

4 Amendments

This policy was amended by Council on 25 June 2009 and by EMT (minor amendments) on 29 May 2014.

5 Who is responsible for implementing this Policy?

Group Manager Customer Support Services

6 Document owner

Deputy General Manager Community

7 Related Council Policies

a) Warringah Council, *Complaints Management Policy (GM-PL 100)*

8 Legislation and references

Government Information (Public Access) Act 2009

NSW Ombudsman, *Dealing with Difficult Complainants*, May 2012.

Local Government Act (NSW) 1993, s343 – Functions of the Public Officer

Complaint Management Procedures and Implementation Guidelines (GM-OMS 150)

Warringah Council, *Managing Difficult Behaviour – Response Guidelines (STR OMS 840)*.

9.1 Definitions

“Public Officer” the Public Officer for Warringah Council is Deputy General Manager Community

“Internal Ombudsman” means the Office of the Internal Ombudsman and includes any personnel conducting activities associated with, or on behalf of, the Internal Ombudsman.



Warringah Council Policy
Policy No. PL 990 Disclosures
Public Interest Disclosures Policy

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1. Purpose and context of the policy

Warringah Council is committed to providing services to the community of Warringah and Council's customers in an ethical, accountable and transparent manner. Warringah Council will not tolerate any form of misconduct, including corrupt conduct, maladministration, or the serious and substantial waste of public money. This stance is strongly endorsed by the Mayor and the General Manager, and is reflected in Council's Code of Conduct.

Under section 6D of the *Public Interest Disclosures Act 1994* (the PID Act), public authorities are required to have a policy and procedures for receiving, assessing and dealing with public interest disclosures (PIDs). The provisions of the PID Act are intended to support accountability and ethical conduct by encouraging and facilitating the disclosure of certain types of misconduct (see section 4). The Act also provides for the protection of those making disclosures from any reprisals by Council against them for having made their disclosure.

Council strongly encourages all staff and Councillors to do their duty to report all forms of misconduct. Council is committed to protecting those who make reports of misconduct, whether as a PID or otherwise.

This policy provides the procedures for the reporting and handling of PIDs within Council and it applies to all staff and Councillors. It should be read in conjunction with the Code of Conduct, the Internal Ombudsman Guidelines, and the Complaint Management Policy and Procedures (all available on Council's intranet).

Staff and Councillors who require more information about the PID Act, or about making a report of misconduct, should contact the Internal Ombudsman for advice.

2. Organisational commitment

Warringah Council is committed to achieving a high ethical standard of conduct in all its business and in dealing effectively with misconduct. Specifically Council is committed to the following:

- creating a climate of trust, where people are comfortable and confident about reporting wrongdoing.
- encouraging individuals to come forward if they are aware of wrongdoing within Council.
- keeping the identity of the person disclosing wrongdoing confidential, where this is possible and appropriate.
- protecting the person from any adverse action resulting from them making a report.
- dealing with reports thoroughly and impartially, and if some form of wrongdoing has been found, taking appropriate action to rectify it.



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- keeping the individual who makes a report informed of the progress and the outcome.
- encouraging the reporting of wrongdoing within Council, but respect any decision to disclose wrongdoing outside Council that is made in accordance with the provisions of the PID Act.
- ensuring managers and supervisors at all levels in Council understand the benefits of reporting wrongdoing, are familiar with this policy, and aware of the needs of those who report wrongdoing.
- reviewing the policy periodically to ensure it is relevant and effective.
- providing adequate resources to:
 - encourage reports of wrongdoing.
 - protect and support those who make reports.
 - provide training about how to make reports and the benefits of internal reports to the Council and the public interest generally.
 - properly investigate allegations.
 - properly manage any workplace issues that the allegations identify or that result from a report.
 - appropriately address any identified problems.

3. Roles and responsibilities of staff

Under the PID Act, the General Manager is responsible for ensuring that:

- Council has an internal reporting policy.
- the staff of Council and Councillors are aware of the contents of the policy and the protection under the PID Act for people who make public interest disclosures.
- Council complies with the policy and Council's obligations under the PID Act.
- one or more staff are nominated as being responsible for receiving PIDs.
- there are systems in place in to support and protect people who report wrongdoing.

All staff and Councillors have a responsibility to:

- abide by this policy and Council's Code of Conduct.
- report all forms of misconduct through the established mechanisms.
- to support those who do report misconduct, and not harass or victimise those who make reports.

Specific responsibilities in relation to PIDs and complaints are detailed in section 9 of this policy.



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4. What should be reported?

You should report any suspected wrongdoing you see within Warringah Council. Reports about the five categories of serious wrongdoing [(1) corrupt conduct, (2) maladministration, (3) serious and substantial waste of public money, (4) government information contravention, and (5) local government pecuniary interest contravention] are eligible to be dealt with under the PID Act as public interest disclosures and according to this policy.

a. Corrupt conduct

Corrupt conduct is the dishonest or partial exercise of official functions by a public official.

For example, this could include:

- the improper use of knowledge, power or position for personal gain or the advantage of others.
- acting dishonestly or unfairly, or breaching public trust.
- a council official using their position in a way that is dishonest, biased or breaches public trust.
- misuse of Council resources.

For more information about corrupt conduct, see the NSW Ombudsman's guideline on what can be reported.

b. Maladministration

Maladministration is conduct that involves action or inaction of a serious nature that is contrary to law, unreasonable, unjust, oppressive or improperly discriminatory or based wholly or partly on improper motives.

For example, this could include:

- making a decision and/or taking action that is unlawful.
- refusing to grant an approval for reasons that are not related to the merits of the application.

For more information about maladministration, see the NSW Ombudsman's guideline on what can be reported.

c. Serious and substantial waste in local government

Serious and substantial waste is the uneconomical, inefficient or ineffective use of resources that could result in the loss or wastage of local government money. This includes all revenue, loans and other money collected, received or held by, for or on account of the Council.

For example, this could include:

- poor project management practices leading to projects running over time.
- having poor or no processes in place for a system involving large amounts of public funds.

For more information about serious and substantial waste, see the NSW Ombudsman's guideline on what can be reported.



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d. Government information contravention

A government information contravention is a failure to properly fulfil functions under the *Government Information (Public Access) Act 2009* (GIPA Act).

For example, this could include:

- destroying, concealing or altering records to prevent them from being released.
- knowingly making decisions that are contrary to the legislation.
- directing another person to make a decision that is contrary to the legislation.

For more information about government information contravention, see the NSW Ombudsman's guideline on what can be reported.

e. Local government pecuniary interest contravention

A local government pecuniary interest contravention is a failure to fulfil certain functions under the *Local Government Act 1993* relating to the management of pecuniary interests. These include obligations to lodge disclosure of interests returns, lodge written declarations and disclose pecuniary interests at council and council committee meetings. 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.

For example, this could include:

- a senior council staff member recommending a family member for a council contract and not declaring the relationship
- a general manager holding an undisclosed shareholding in a company competing for a council contract

For more information about local government pecuniary interest contravention, see the NSW Ombudsman's guideline on what can be reported.

f. Other wrongdoing

Although reports about the previous five categories of conduct can attract the specific protections of the PID Act, you should report all activities or incidents that you believe are wrong.

For example, these could include:

- workplace bullying.
- harassment or unlawful discrimination.
- reprisal action against a person who has reported wrongdoing.
- practices that endanger the health or safety of staff or the public.

These types of issues should be reported to the Internal Ombudsman or a supervisor, in line with Warringah Council's policies, including but not limited to the following:

- Code of Conduct
- Internal Ombudsman Guidelines
- Workplace Bullying & Harassment OMS
- Gifts & Benefits Policy



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- Conflict of Interest Policy
- Recruitment OMS

(Note: All of these policy and OMS documents are available on Council's intranet.)

Even if these reports are not dealt with as public interest disclosures, Warringah Council will consider each matter and make every attempt to protect the staff member making the report from any form of reprisal.

5. When will a report be protected?

Warringah Council will support any person that reports wrongdoing. For a report to be considered a public interest disclosure, it has to meet all of the requirements under the PID Act. These requirements are:

- The person making the disclosure must honestly believe on reasonable grounds that the information shows or tends to show wrongdoing.
- The report has to be made to a position nominated in this policy (see section 9) or an investigating authority (see section 10).

Reports by staff and councillors will not be considered to be public interest disclosures if they:

- mostly question the merits of the policy of the governing body of the council.
- are made with the sole or substantial motive of avoiding dismissal or other disciplinary action.

6. How to make a report

You can report wrongdoing in writing or verbally. You are encouraged to make a report in writing as this can help to avoid any confusion or misinterpretation.

If a report is made verbally, the person receiving the report must make a written record of the disclosure and ask the person making the disclosure to acknowledge this record, either by signature or by email. The individual making the report should keep a copy of this written record.

Reports of wrongdoing can be made as a PID to any of the Nominated Disclosure Officers listed in section 9 of this policy.

Any reports, whether made as a PID or not, can be made directly to the Office of the Internal Ombudsman.

The Office of the Internal Ombudsman can be contacted via the IO Hotline (ph. 9942 2105) or via email, internalombudsman@warringah.nsw.gov.au

7. Can a report be anonymous?

There will be some situations where you may not want to identify yourself when you make a report. Although these reports will still be dealt with by Warringah Council, it is best if you identify yourself.



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This allows us to provide you with any necessary protection and support, as well as feedback about the outcome of any investigation into the allegations.

It is important to realise that an anonymous disclosure may not prevent you from being identified. Also, if we do not know who made the report, it is very difficult for us to prevent any reprisal action.

8. Maintaining confidentiality

Warringah Council realises many staff will want their report to remain confidential. This can help to prevent any action being taken against you for reporting wrongdoing.

We are committed to keeping your identity, and the fact you have reported wrongdoing, confidential. However there may be situations where this may not be possible or appropriate. We will discuss with you whether it is possible to keep your report confidential.

If confidentiality cannot be maintained, we will develop a plan to support and protect you from risks of reprisal. You will be involved in developing this plan. You will also be told if your report will be dealt with under Council's Code of Conduct, as this may mean certain information and/or a report will have to be provided to the General Manager and relevant senior management, or tabled at a Council meeting where the matter involves a councillor or the General Manager.

If you report wrongdoing, it is important that you only discuss your report with the staff of Warringah Council responsible to deal with it. This will include the Disclosure Coordinator (the Internal Ombudsman) and the General Manager. In the case of a report about the General Manager, you should only discuss your report with the Disclosure Coordinator and the Mayor.

Where your complaint is made under Council's Code of Conduct and relates to the General Manager or a councillor, you may be required to discuss it with a Conduct Reviewer.

The Internal Ombudsman can provide more detailed advice around confidentiality provisions for a PID.

9. Who can receive a report within Warringah Council?

You may make a report of misconduct directly to the Internal Ombudsman or to your supervisor or manager. However the PID Act requires that for a report to be a public interest disclosure, it must be made to a public official in accordance with Council's disclosure procedures, namely this policy.

This policy sets down certain positions within Council to be Nominated Disclosure Officers and the Disclosure Coordinator for the purposes of the PID Act (see list below).

Any supervisor who receives a report that they believe may be a public interest disclosure must immediately refer the individual making the report to a Nominated Disclosure Officer.

Disclosure Coordinator:

- Internal Ombudsman (ph. 9942 2508 – direct line)

Nominated Disclosure Officers:



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- Internal Ombudsman (ph. 9942 2508, or c/- 9942 2105)
- Assistant Internal Ombudsman (ph. c/- 9942 2105)
- Mayor (ph. c/- 9942 2422)
- General Manager (ph. c/- 9942 2430)
- Executive Corporate Lawyer (ph. c/- 9942 2219)
- Legal Officer (ph. c/- 9942 2219)

A disclosure concerning the Mayor or a councillor should be made to the Internal Ombudsman or the General Manager. A disclosure concerning the General Manager should be made to the Internal Ombudsman or the Mayor.

Nominated Disclosure Officers have the following specific responsibilities:

- Assessing if a matter reported to them is a PID.
- Ensuring the person making the report has the PID Act provisions explained to them.
- Recording the report in a written format.
- Forwarding the report without delay to the Disclosure Coordinator for it to be dealt with pursuant to Council's Code of Conduct and Internal Ombudsman Guidelines.

The Disclosure Coordinator has the following specific responsibilities:

- Ensuring all reports, once received in the Office of the Internal Ombudsman, are handled according to the PID Act.
- Establishing operational protocols or procedures within the Office of the Internal Ombudsman to handle PIDs.
- Ensuring that all necessary external referrals are carried out, subject where applicable to sign off from the General Manager or the Mayor.
- Compiling any statutory reports relating to PIDs.

10. Who can receive a report outside of Warringah Council?

Staff and councillors are encouraged to report wrongdoing within Warringah Council, but internal reporting is not your only option. If you follow the guidance below, you can make a public interest disclosure to:

- an investigating authority. If your report is about both the General Manager and the Mayor, you may wish to consider making the report to an investigating authority.
- a Member of Parliament or a journalist, but only in limited circumstances outlined below.

a. Investigating authorities

The PID Act lists a number of investigating authorities in NSW that staff and councillors can report wrongdoing to and the categories of wrongdoing each authority can deal with.

In relation to council, these authorities are:



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- the Independent Commission Against Corruption (ICAC) — for corrupt conduct.
- the NSW Ombudsman — for maladministration.
- the Director-General of the Division of Local Government, Department of Premier and Cabinet — for disclosures about local government agencies.
- the Information Commissioner — for disclosures about a government information contravention.

You should contact the relevant authority for advice about how to make a disclosure to them. Contact details for each investigating authority are provided at the end of this policy.

You should be aware that it is very likely the investigating authority will discuss the case with Warringah Council. We will make every effort to assist and cooperate with the investigating authority to ensure the matter is dealt with appropriately and there is a satisfactory outcome. We will also provide appropriate support and assistance to individuals who report wrongdoing to an investigating authority.

b. Members of Parliament or journalists

To have the protections of the PID Act, a person reporting wrongdoing to a Member of Parliament (MP) or a journalist must have already made substantially the same report to one of the following:

- the Disclosure Coordinator.
- a Nominated Disclosure Officer (as per this policy).
- an investigating authority in accordance with the PID Act.

Also, Warringah Council or the investigating authority that received the report must have either:

- decided not to investigate the matter.
- decided to investigate the matter, but not completed the investigation within six months of the original report.
- investigated the matter but not recommended any action as a result.
- not told the person who made the report, within six months of the report being made, whether the matter will be investigated.

Most importantly – to be protected under the PID Act – if you report wrongdoing to an MP or a journalist you will need to be able to prove that you have reasonable grounds for believing that the disclosure is substantially true and that it is in fact substantially true.

If you report wrongdoing to a person or an organisation that is not listed above, you will not be protected under the PID Act. This may mean you will be in breach of legal obligations or our Code of Conduct – by, for example, disclosing confidential information.

For more information about reporting wrongdoing outside Warringah Council, contact Council's Disclosure Coordinator. Alternatively contact the NSW Ombudsman's Public Interest Disclosures Unit (their contact details are provided at the end of this policy).

11. Feedback to the individual who reported wrongdoing

The individual who reported wrongdoing will be told what is happening in response to their report.



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When you make a report, you will be given:

- an acknowledgement that your disclosure has been received.
- the timeframe for when you will receive further updates.
- the name and contact details of the people who can tell you what is happening.

The PID Act requires that you are provided with an acknowledgement letter and a copy of this policy within 45 days after you have made your report. We will attempt to get this information to you within two working days from the date you make your report.

After a decision is made about how your report will be dealt with, you will be given:

- information about the action that will be taken in response to your report.
- likely timeframes for any investigation.
- information about the resources available within Warringah Council to handle any concerns you may have.
- information about external agencies and services you can access for support.

This information will be given to you within 10 working days from the date you make your report.

During any investigation, and with due regard for the integrity of the investigation, you will be given:

- information on the ongoing nature of the investigation.
- information about the progress of the investigation and reasons for any delay.
- advice if your identity needs to be disclosed for the purposes of investigating the matter, and an opportunity to talk about this.

At the end of any investigation, you will be given:

- enough information to show that adequate and appropriate action was taken and/or is proposed to be taken in response to your disclosure and any problem that was identified.
- advice about whether you will be involved as a witness in any further matters, such as disciplinary or criminal proceedings.

Behaviour of all people involved in the PID process needs to adhere to Council's Code of Conduct. A breach of the Code of Conduct could result in disciplinary action.

12. Protection against reprisals

The PID Act provides protection for people reporting wrongdoing by imposing penalties on anyone who takes detrimental action substantially in reprisal for them making the public interest disclosure. It may also be a breach of Council's Code of Conduct.

Warringah Council will not tolerate any reprisal action against a person who reports wrongdoing. The criminal penalties that can be imposed include imprisonment or fines. Detrimental action is also misconduct that justifies disciplinary action. People who take detrimental action against



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someone who has made a disclosure can also be required to pay damages for any loss suffered by that person.

Detrimental action means action causing, comprising or involving any of the following:

- injury, damage or loss.
- intimidation or harassment.
- discrimination, disadvantage or adverse treatment in relation to employment.
- dismissal from, or prejudice in, employment.
- disciplinary proceedings.

a. Responding to reprisals

Warringah Council will act to protect those who report wrongdoing from reprisals.

When a report is received, we will ensure that a risk assessment is conducted. This will identify any risks to the member of staff or councillor who reported the wrongdoing, as well as strategies to deal with those risks.

If you believe that detrimental action has been or is being taken against you or someone else who has reported wrongdoing in reprisal for making a report, you should tell the Disclosure Coordinator (the Internal Ombudsman) or the General Manager immediately. In the case of an allegation of reprisal action by the General Manager, you should tell the Disclosure Coordinator or the Mayor immediately.

All supervisors must report any suspicions they have that reprisal action against a staff member is occurring, or any reports that are made to them, to the Disclosure Coordinator or the General Manager, or in the case of an allegation of reprisal by the General Manager, to the Disclosure Coordinator or the Mayor.

If the Disclosure Coordinator becomes aware of, or reasonably suspects that, reprisal action is or has been taken against a person who has made a disclosure, they will ensure that the matter is reported under Council's Code of Conduct and dealt with in accordance with Council's Code of Conduct procedures.

If you report reprisal action, you will be kept informed of the progress of any investigation and the outcome.

The General Manager may issue specific directions to help protect against reprisals, including:

- issuing warnings to those alleged to have taken reprisal action against the individual who made the disclosure.
- relocating the member of staff who made the disclosure or an officer the subject of the allegations within the current workplace.
- transferring the member of staff who made the disclosure or the staff member who is the subject of the allegations to another position for which they are qualified.
- granting the member of staff who made the disclosure or the subject officer leave of absence during the investigation of the disclosure.



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In relation to staff who make reports, such directions will only be made if the member of staff agrees to it. The Disclosure Coordinator will make it clear to other staff that this action was taken in consultation with the staff member and with management support – and it is not a punishment.

If you have reported wrongdoing and feel that any reprisal action is not being dealt with effectively, contact the NSW Ombudsman, the ICAC, or the Chief Executive of the Division of Local Government – depending on the type of wrongdoing you reported. Contact details for all these investigating authorities are included at the end of this policy.

b. Protection against legal action

If you make a disclosure in accordance with the PID Act, you will not be subject to any liability and no action, claim or demand can be taken against you for making the disclosure. You will not have breached any confidentiality or secrecy obligations and you will have the defence of absolute privilege in defamation.

13. Support for those reporting wrongdoing

Warringah Council will make sure that staff who have reported wrongdoing, regardless of whether they have made a public interest disclosure, are provided with access to any professional support they may need as a result of the reporting process – such as stress management, counselling services, legal or career advice.

We also have staff that will provide support for those who report wrongdoing. They are responsible for initiating and coordinating support, particularly to those who are suffering any form of reprisal.

The Internal Ombudsman can be contacted directly (ph. 9942 2508).

The Office of the Internal Ombudsman can be contacted via the IO Hotline (ph. 9942 2105) or via email, internalombudsman@warringah.nsw.gov.au

All supervisors must notify the Disclosure Coordinator (the Internal Ombudsman) if they believe a staff member is suffering any detrimental action as a result of disclosing wrongdoing.

14. Sanctions for making false or misleading disclosures

It is important that all staff and councillors are aware that it is a criminal offence under the PID Act to wilfully make a false or misleading statement when reporting wrongdoing. It may also be a breach of Council's Code of Conduct and may result in disciplinary action. In the case of councillors, such disciplinary action may be taken under the misconduct provisions of the Local Government Act 1993 and may include suspension or disqualification from civic office.

15. Support for the subject of a report

Warringah Council is committed to ensuring people who are the subject of a report of wrongdoing are treated fairly and reasonably. If you are the subject of a report, you will be:

- treated fairly and impartially.



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- told your rights and obligations under our policies and procedures.
- kept informed during any investigation.
- given the opportunity to respond to any allegation made against you.
- told the result of any investigation.

16. Ownership & Implementation

As per the provisions of the PID Act, the General Manager is the owner of this policy and is responsible for its implementation.

17. Review & Amendments

This policy will be reviewed by Council every two years. The next review is due in June 2016.

There are no amendments to this policy as this version is the first iteration.

18. More information

Staff and councillors can also access advice and guidance from Council's Disclosure Coordinator and the Office of the Internal Ombudsman.

Also, advice can be accessed from the NSW Ombudsman's website at www.ombo.nsw.gov.au.



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19. Resources

The contact details for external investigating authorities that staff and councillors can make a public interest disclosure to or seek advice from are listed below.

For disclosures about corrupt conduct:

Independent Commission Against Corruption
(ICAC)
Phone: 02 8281 5999
Toll free: 1800 463 909
Tel. typewriter (TTY): 02 8281 5773
Facsimile: 02 9264 5364
Email: icac@icac.nsw.gov.au
Web: www.icac.nsw.gov.au
Address: Level 21, 133 Castlereagh Street,
Sydney NSW 2000

For disclosures about maladministration:

NSW Ombudsman
Phone: 02 9286 1000
Toll free (outside Sydney metro): 1800 451 524
Tel. typewriter (TTY): 02 9264 8050
Facsimile: 02 9283 2911
Email: nswombo@ombo.nsw.gov.au
Web: www.ombo.nsw.gov.au
Address: Level 24, 580 George Street, Sydney
NSW 2000

For disclosures about breaches of the GIPA Act:

Information Commissioner
Toll free: 1800 463 626
Facsimile: 02 8114 3756
Email: oiinfo@oic.nsw.gov.au
Web: www.oic.nsw.gov.au
Address: Level 11, 1 Castlereagh Street,
Sydney NSW 2000

For disclosures about council:

Director-General, Division of Local Government
in the Department of Premier and Cabinet
Phone: 02 4428 4100
Tel. typewriter (TTY): 02 4428 4209
Facsimile: 02 4428 4199
Email: dlg@dlg.nsw.gov.au
Web: www.dlg.nsw.gov.au
Address: 5 O'Keefe Avenue, Nowra, NSW 2541

S180. Stalls - Constituent interviewing by Local Members

Title: Stalls – Constituent interviewing by Local Members Policy
Policy No: S180
Keywords: Campaign, Election, Stall, Local Members
Responsible Officer: Executive Manager, Corporate Services

1. PURPOSE AND AUTHORITY

The purpose of this policy is to set out Council's adopted policy position with respect to the Local Member being afforded the opportunity of providing a stall in a public place for constituent interviewing, other than in an election campaign, subject to certain conditions set out in the policy.

2. POLICY STATEMENT

That the Local Member be afforded the opportunity of providing a stall in a public place for constituent interviewing, other than in an election campaign, subject to:-

1. Details of public liability insurance to the value of \$5,000,000 indemnifying Council be submitted to Council's satisfaction.
2. That free pedestrian movement being maintained at all times.
3. This authority being subject to review, should any circumstance arise which in the opinion of Council warrants such review.
4. A location being approved by the General Manager or such officer delegated by the General Manager.
5. That the area of the stall be in the nature and dimensions of a card table.
6. That the Local Member be in attendance at all times.

(O.M. 28.1.92)
(Confirmed 20.10.97)

3. PRINCIPLES

The underlying principle of this policy is the recognition that it is in the interests of the residents of Manly and the wider public that the Local Member be able to liaise with his or her constituents and that they be able to liaise and consult with the Local Member.

4. SCOPE

This policy applies to all Council officials (including Councillors and Council staff and consultants engaged by Council) who are involved, directly or indirectly, in decision-making (including preparatory and recommendatory decision-making) with respect to the subject-matter of this policy.

5. DEFINITIONS

See the Dictionary at the end of the Local Government Act 1993 for definitions of various terms and expressions used in this policy.

6. IMPLEMENTATION

This policy will be implemented without delay once adopted by Council. Upon adoption this policy will be entered into Council's policy register, made available online and provided to all staff and any other people directly affected by this policy.

Council and/or the General Manager may, during a civil emergency only, set aside any policy terms to ensure public safety.

7. MONITORING AND BREACHES

Regular monitoring of compliance with this policy, relevant legislation and Manly policies and procedures will be undertaken and documented by the responsible officer for this policy.

Breaches of this policy are considered to be breaches of Manly Council's Code of Conduct and therefore invoke the relevant sanctions outlined in that Code. Persons in breach of any legislation may be subject to relevant criminal action.

8. REPORTING

No specific reporting is required by this policy.

9. POLICY REVIEW

This policy is subject to regular review at a maximum interval of 2 years or as required by legislation.

For the purposes of carrying out and giving effect to this policy, the General Manager may from time to time prepare, adopt or vary, and otherwise issue to Council staff, guidelines and directions relating to any aspect of this policy.

Any recognised change to relevant legislation; or directives or guidelines issued by agencies including the NSW Ombudsman and the Division of Local Government; or to Manly Council's related guidelines and procedures will activate an immediate review of this policy to ensure it remains current and aligned to best practice policies.

10. RELEVANT REFERENCES AND LEGISLATION

Local Government Act 1993
Parliamentary Electorates and Elections Act 1912.

11. RELEVANT COUNCIL POLICIES

Nil.

12. REVISION SCHEDULE

Minute No	Date of Issue	Action	Author	Checked by
PS53/11	2 May 2011	Periodic Review	Secretariat, Corporate Services	Manager, Administration
	June 2013	Comprehensive Review		General Counsel
PS16/14	3 March 2014	Periodic Review	OM CSS	Manager Governance



Council Policy

Councillor Expenses and Facilities

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Policy Summary

Council is required to adopt a policy concerning the payment of expenses incurred by, and the provision of facilities to the Mayor, Deputy Mayor and Councillors. The provision of such facilities and expenses assists the Mayor and Councillors to undertake their respective roles under the *Local Government Act 1993* (the Act) and provides reasonable recompense for expenses they incur in undertaking their civic duties.

It ensures accountability and transparency and seeks to align Councillor expenses and facilities with community expectations. Councillors must not obtain private or political benefit from any expense or facility provided under this policy.

The policy has been prepared in accordance with the [Local Government Act 1993](#) and [Local Government \(General\) Regulation 2005](#), and complies with the Office of Local Government's [Guidelines for the payment of expenses and provision of facilities to Mayors and councillors in NSW](#).

The policy sets out the maximum amounts Council will pay for specific expenses and facilities. Expenses not explicitly addressed in this policy will not be paid or reimbursed. The main expenses and facilities are summarised in the table below. All monetary amounts are exclusive of GST.

Expense or facility	Maximum amount (per councillor)	Frequency
Other Expenses (include - meals, travel expenses in association with conferences, training, seminars, cost of attending official non-council functions including the cost of the Mayor's guest as an official invitee where applicable, publication subscriptions and annual memberships for professional bodies)	\$5,000	\$5,000 per annum
Professional Development and Training Seminars / Conferences (within NSW) Seminars / Conferences (excluding NSW) Registration and Accommodation (travel and meals come under Other Expenses)	\$5,000	\$5,000 per annum
Professional Development and Training Fund for Director's Courses (must be undertaken within 12 months of election)	Up to \$10,000	First 12 months following Council election
Vehicle – private use (includes mileage claims for private vehicle use for official business)	Refer to Section 7.3 Allowances for the use of a private vehicle will be reimbursed at the rate contained in the Local Government (State) Award .	
Home Office Expenses	\$1,000	Per annum
Child Care and/or Family Member Care	\$2,000	Per annum
Information Communications Technology (ICT expenses)	\$75 per month – standard domestic phone service \$70 per month – domestic internet service	Total of \$1,740 per annum
ICT equipment, including download of applications (apps)	Mobile phone and tablet (eg Ipad Air Pro) provided by Council	\$3,000 upon election

Additional costs incurred by a Councillor in excess of these limits are considered a personal expense that is the responsibility of the Councillor.

Councillors must provide claims for reimbursement within three months of an expense being incurred. Claims made after this time cannot be approved.

Detailed reports on the provision of expenses and facilities to Councillors will be publicly tabled at a Council meeting every six months and published in full on Council's website. These reports will include expenditure summarised by individual Councillor and as a total for all Councillors.

Part A – Introduction

1. Introduction

- 1.1. The provision of expenses and facilities enables Councillors to fulfil their civic duties as the elected representatives of Northern Beaches Council.
- 1.2. The community is entitled to know the extent of expenses paid to Councillors, as well as the facilities provided.
- 1.3. The purpose of this policy is to clearly state the facilities and support that are available to Councillors to assist them in fulfilling their civic duties.
- 1.4. Expenses and facilities provided by this policy are in addition to fees paid to Councillors. The minimum and maximum fee range a council may pay each Councillor is set by the Local Government Remuneration Tribunal in accordance with section 241 of the [Local Government Act 1993](#) and reviewed annually. Council must adopt its annual fees within this set range.
- 1.5. Council staff are empowered to question or refuse a request for payment from a Councillor when it does not accord with this policy.

2. Policy objectives

The objectives of this policy are to:

- enable the reasonable and appropriate reimbursement of expenses incurred by Councillors while undertaking their civic duties;
- enable facilities of a reasonable and appropriate standard to be provided to Councillors to support them in undertaking their civic duties;
- ensure accountability and transparency in reimbursement of expenses and provision of facilities to Councillors;
- ensure facilities and expenses provided to Councillors meet community expectations;
- support a diversity of representation; and
- fulfil Council's statutory responsibilities.

3. Principles

Council commits to the following principles:

- **Proper conduct:** Councillors and staff acting lawfully and honestly, exercising care and diligence in carrying out their functions;
- **Reasonable expenses:** Providing for Councillors to be reimbursed for expenses reasonably incurred as part of their role as Councillor;
- **Participation and access:** Enabling people from diverse backgrounds, underrepresented groups, those in carer roles and those with special needs to serve as a Councillor;
- **Equity:** There must be equitable access to expenses and facilities for all Councillors;
- **Appropriate use of resources:** Providing clear direction on the appropriate use of Council resources in accordance with legal requirements and community expectations; and
- **Accountability and transparency:** Clearly stating and reporting on the expenses and facilities provided to Councillors.

4. Private or political benefit

- 4.1. Councillors must not obtain private or political benefit from any expense or facility provided under this policy.
- 4.2. Private use of Council equipment and facilities by Councillors may occur from time to time. For example, telephoning home to advise that a Council meeting will run later than expected.
- 4.3. Such incidental private use does not require a compensatory payment back to Council.
- 4.4. Councillors should avoid obtaining any greater private benefit from Council than an incidental benefit. Where there are unavoidable circumstances and more substantial private use of Council facilities does occur, Councillors must reimburse Council.
- 4.5. Campaigns for re-election are considered to be a private interest. The following are examples of what is considered to be a private interest during a re-election campaign:
 - production of election material;
 - use of Council resources for campaigning;
 - use of official Council letterhead, publications, websites or services for political benefit; and
 - fundraising activities of political parties or individuals, including political fundraising events.

Part B – Annual Fees, Mayor and Councillors

5. Fees payable to Mayor and Councillors

- 5.1. The minimum and maximum fee range within which a council may pay each Mayor and Councillor is set by the Local Government Remuneration Tribunal in accordance with Section 241 of the *Local Government Act* 1993 and reviewed annually. Council must adopt its annual fees within the set range as outlined at www.remtribunals.nsw.gov.au. If a council does not fix a fee, the council must pay the minimum fee determined by the Tribunal.
- 5.2. In accordance with the Australian Taxation Office Interpretive Decision 2007/05 Council may enter into an arrangement with a Councillor under which the Councillor agrees to forgo all or part of their annual fee in exchange for the Council making contributions to a complying superannuation fund on their behalf. Any request by a Councillor must be in writing and cannot be retrospective.

Part C – Expenses

6. General expenses

- 6.1. All expenses provided under this policy will be for a purpose specific to the functions of holding civic office.
- 6.2. Expenses not explicitly addressed in this policy will not be paid or reimbursed.

7. Specific expenses

General expenses

- 7.1. All travel by Councillors should be undertaken using the most direct route and the most practicable and economical mode of transport.

- 7.2. Each Councillor may be reimbursed up to a total of \$5,000 per year for expenses incurred in association with undertaking professional development, attending approved conferences and seminars within NSW and interstate including representing Council at official meetings. This includes reimbursement:
- for public transport fares;
 - for parking costs for Council and other meetings;
 - for the cost of attendance at official non-council functions;
 - for tolls incurred on private E-tags;
 - for documented ride-share programs, such as Uber; and
 - by Cabcharge or equivalent.
- 7.3. Allowances for the use of a private vehicle to attend meetings on official business will be reimbursed at the rate contained in the [Local Government \(State\) Award](#). Such rate shall be deemed to cover and include any claims for accidental damage or repairs to the Councillor's own vehicle and any loss of no claim bonus and any excess not covered by any insurance.
- 7.4. Councillors seeking to be reimbursed for use of a private vehicle under Section 7.3 must keep a log book recording the date, distance and purpose of travel being claimed. The relevant Council claim form (*Councillor Private Vehicle for Official Events Claim*) must be completed and submitted for reimbursement to the Mayor and Councillors Office.
- 7.5. The maximum allowance payable for any one travel event (which is considered within a local or metropolitan proximity) under Section 7.3 shall be capped at \$100.

Interstate, overseas and long distance intrastate travel expenses

- 7.6. This section includes reference to long distance intrastate travel. At Northern Beaches Council long distance intrastate travel is travel that is estimated to take more than four hours from the Councillor's residence.
- 7.7. In accordance with Section 4, Council will scrutinise the value and need for Councillors to undertake overseas travel. Councils should avoid interstate, overseas and long distance intrastate trips unless direct and tangible benefits can be established for the Council and the local community. This includes travel to cities where diplomatic ties exist.
- 7.8. Councillors seeking approval for any interstate and long distance intrastate travel must submit a business case to, and obtain the approval of, the Chief Executive Officer prior to travel.
- 7.9. The maximum allowance payable for any one long distance intrastate or interstate travel event where a private vehicle under Section 7.3 is used shall be capped at \$200.
- 7.10. Councillors seeking approval for any overseas travel must submit a request to, and obtain the approval of, a full Council meeting prior to travel.
- 7.11. The request should include:
- objectives to be achieved in travel, including an explanation of how the travel aligns with current Council priorities and business, the community benefits which will accrue as a result and its relevance to the exercise of the Councillor's civic duties;
 - who is to take part in the travel;
 - duration and itinerary of travel; and
 - a detailed budget including a statement of any amounts expected to be reimbursed by the participant/s.
- 7.12. For interstate and long distance intrastate journeys by air of less than three hours the class of air travel is to be economy class.

- 7.13. For interstate journeys by air of more than three hours, the class of air travel may be premium economy where it is available.
- 7.14. For international travel, the class of air travel is to be premium economy if available. Otherwise, the class of travel is to be economy.
- 7.15. Bookings for approved air travel are to be made by the Mayor and Councillors Office on behalf of the Councillor.
- 7.16. Councillors shall not be entitled to claim frequent flyer or other loyalty points relating to air travel or other expenses incurred by them under this policy. In circumstances where the Mayor or a Councillor has no option but to incur any expenditure for which loyalty points accrue to his/her personal account, the Mayor or Councillor must surrender the points to the airline or service provider before reimbursement of the expense by the Council.

Travel expenses not paid by Council

- 7.17. Council will not pay any traffic or parking fines or administrative charges for toll road accounts.

Professional development

- 7.18. Council will set aside \$5,000 per Councillor annually in its budget to facilitate professional development of Councillors through programs, training, education courses, conferences, seminars and membership of professional bodies.
- 7.19. Within the first 12 months of a new Council term, Council will provide a comprehensive induction program for all Councillors which consider any guidelines issued by the Office of Local Government (OLG). Council will cover the cost of the induction program and it will be in addition to ongoing professional development funding allocated to Councillors.
- 7.20. Within the first 12 months of a new Council term, Council will allocate funds up to \$10,000 under Professional Development and Training for Director's Courses offered by Local Government NSW or equivalent. As with all applications for training and development, the Mayor and the Chief Executive Officer must give approval.
- 7.21. Annual membership of professional bodies will only be covered where the membership is relevant to the exercise of the Councillor's civic duties, the Councillor actively participates in the body and the cost of membership is likely to be fully offset by savings from attending events as a member. This will be deducted from the Councillor's general expenses budget.
- 7.22. Approval for professional development activities is subject to a prior written request to the Chief Executive Officer outlining the:
 - details of the proposed professional development;
 - relevance to Council priorities and business; and
 - relevance to the exercise of the Councillor's civic duties.
- 7.23. In assessing a Councillor request for a professional development activity, the Chief Executive Officer must consider the factors set out in clauses 7.21 and 7.25 of this Policy, as well as the cost of the professional development in relation to the Councillor's remaining budget.

Conferences and seminars

- 7.24. Council is committed to ensuring its Councillors are up to date with contemporary issues facing Council, the community and local government in NSW.
- 7.25. Provision for attendance at conferences and seminars is provided as part of Professional Development.
- 7.26. Approval to attend a conference or seminar is subject to a written request to the Mayor and Chief Executive Officer by way of the *Councillor Request to Attend Conference Form*. In

assessing a Councillor request, the Mayor and Chief Executive Officer must consider factors including the:

- relevance of the topics and presenters to current Council priorities and business and the exercise of the Councillor's civic duties; and
- cost of the conference or seminar in relation to the total remaining budget.

7.27. Council will meet the reasonable cost of registration fees, transportation, out of pocket expenses and accommodation associated with attendance at conferences approved by the Mayor and Chief Executive Officer, and such expenses will be deducted from the Councillor's general expenses budget.

Conference Costs, Councillors/ Delegates or Accompanying Persons

- 7.28. Where a Councillor is accompanied at a conference all costs for, or incurred by, the accompanying person, including travel, any additional accommodation costs, breakfast, meals, registration and/or participation in any conference programs, are to be borne by the Councillor/accompanying person and not by the Council. Council may by resolution, and in exceptional circumstances, pay the expenses of a spouse/partner/carer while travelling on Council business. Exceptional circumstances would only be where the Councillor is prevented by health reasons from travelling alone.
- 7.29. The registration and program fees of the accompanying person are to be paid directly to the conference organiser and paid at time of registration. The Council is prepared to receive reimbursement for such registration and payments and to forward them on to the conference organiser, etc. with any Council delegates' registration.
- 7.30. Where the Council meets, on account, any expenditure or cost on behalf of an accompanying person attending a conference, such expenditure must be repaid to the Council by the Councillor/accompanying person within seven (7) days of being invoiced for such expenditure following the conclusion of the conference.
- 7.31. In-house program expenses, including a Councillor induction program will be borne by Council outside of the allocated budget for Councillors outlined in this Policy.
- 7.32. On occasion Council will engage external providers (as appropriate) to undertake specific training in-house as part of Councillor's ongoing professional development program. Councillors will be invited to attend and the cost of engaging the provider will be covered by Council outside of the allocated budget for Councillors outlined in this Policy.
- 7.33. The only exception is for the Mayor who is also allowed to attend and represent Council at the Local Government NSW (LGNSW) and the Australian Local Government Association (ALGA) Conferences each year. The costs associated with attending both conferences will be covered by Council over and above the allocated \$5,000 per Councillor budget.

Accommodation and meals while attending conferences, seminars and training courses

- 7.34. Reasonable out-of-pocket or incidental expenses incurred by Councillors associated with attendance at a conference, seminars, training courses shall be reimbursed upon presentation of the appropriate claim form and original receipts within three (3) months of their attendance under general expenses for the following:
- any hotel/motel conference related charges associated with conferences/ seminars, other than accommodation;
 - all telephone, internet or facsimile calls related to Council business;
 - reasonable lunches, dinners and other meals incurred whilst travelling to or from the conferences, seminars, training courses and other lunches, dinners or meals occurring

during the conference but not included in the conference registration fee up to a daily limit of \$100.00;

- incidental expenses including taxi fares, parking fees, bridge tolls, refreshments, newspapers, laundry and dry cleaning and
- any optional activity in a conference program, but excluding any pre or post conference activities.

7.35. Where requested by a Councillor, consideration will be given to the provision of an advance payment of up to \$200 to cover anticipated out-of-pocket expenses. Following attendance at a conference (and no more than one (1) month after the conference concludes) the advance payment must be fully reconciled with receipts for costs associated as above.

7.36. Councillors will not be reimbursed for the purchase of alcoholic beverages.

Refreshments for Council related meetings

7.37. Appropriate refreshments will be available for Council meetings, Council Committee meetings, Councillor briefings, approved meetings and engagements, and official Council functions as approved by the Chief Executive Officer.

7.38. As an indicative guide for the standard of refreshments to be provided at Council related meetings, the Chief Executive Officer must be mindful of Part B Monetary Rates of the *NSW Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009*, as adjusted annually.

ICT expenses

7.39. Council will provide, or reimburse Councillors for expenses associated with appropriate ICT devices and services up to a limit of \$1,740 per annum for each Councillor. This includes:

- \$75 per month – standard domestic phone service
- \$70 per month – domestic internet service

7.40. In addition, Council will provide a mobile phone and tablet/iPad which will both be on a standard monthly plan as arranged by Council for the purposes of receiving communications and business papers from Council by electronic means.

7.41. Council may provide appropriate ICT equipment up to a limit of \$3,000 per Councillor upon the commencement of their term of office (this is inclusive of tablets/iPads issued under 7.39 and **inclusive of the download of applications directly related to their civic duties**). The determination as to what equipment will be provided will be made by the Chief Executive Officer based upon Council's general ICT program and identified business needs.

7.42. Reimbursements will be made only for communications devices and services used for Councillors to undertake their civic duties, such as receiving and reading Council business papers and relevant phone calls and correspondence.

7.43. Councillors may seek reimbursement for applications on their mobile electronic communication device that are directly related to their duties as a Councillor, within the maximum limit.

7.44. Council may from time to time provide Councillors with upgraded equipment or new facilities where doing so will result in efficiencies and aligns to Council's general ICT program.

7.45. All equipment provided to Councillors by Council shall remain in the possession of the Councillor during their term of office, and shall remain the property of Council and returned in good operational order and condition upon ceasing to be an elected member of Northern Beaches Council.

Special requirements and Child Care and/or Family Member Care

- 7.46. Council encourages wide participation and interest in civic office. It will seek to ensure Council premises and associated facilities are accessible, including provision for sight or hearing impaired Councillors and those with other disabilities.
- 7.45 Transportation provisions as outlined in this policy, such as access to Cabcharge, will also assist Councillors who may be unable or unwilling to drive a vehicle.
- 7.46 In addition to the provisions above, the Chief Executive Officer may authorise the provision of reasonable additional facilities and expenses in order to allow a Councillor with a disability to perform their civic duties.
- 7.47 Councillors who are the principal carer of a child or other elderly, disabled and/or sick immediate family member will be entitled to re-imbursement of carer's expenses up to a maximum of \$2,000 per annum for attendance at official business, plus reasonable travel from the principal place of residence.
- 7.48 Child care expenses may be claimed for children up to and including the age of 16 years where the carer is not a relative.
- 7.49 In the event of caring for an adult person, Councillors will need to provide suitable evidence to the Chief Executive Officer that reimbursement is applicable. This may take the form of advice from a medical practitioner.

Home office expenses

- 7.50 Each Councillor may be reimbursed up to \$1000 per year for costs associated with the maintenance of a home office, such as minor items of consumable stationery and printer ink cartridges and furniture.

Health and Wellbeing Services

Council aims to provide a working environment that promotes and supports the health and wellbeing of both staff and councillors.

- 7.51 Councillors will have access to Council's relevant Employee Assistance Program.
- 7.52 Councillors are also entitled to services and reimbursement under Northern Beaches Council's Health and Wellbeing Policy.

8. Insurances

- 8.1 In accordance with Section 382 of the [Local Government Act 1993](#), Council is insured against public liability and professional indemnity claims. Councillors are included as a named insured on the relevant insurance policies.
- 8.2 Insurance protection is only provided if a claim arises out of or in connection with the Councillor's performance of his or her civic duties, or exercise of his or her functions as a Councillor. All insurances are subject to any limitations or conditions set out in the policies of insurance.
- 8.3 Council shall pay the insurance policy excess in respect of any claim accepted by Council's insurers, whether defended or not.
- 8.4 Appropriate travel insurances will be provided for any Councillors traveling on approved interstate and overseas travel on Council business.

9. Legal assistance

- 9.1. Council may, if requested, indemnify or reimburse the reasonable legal expenses of:
 - a Councillor defending an action arising from the performance in good faith of a function under the [Local Government Act 1993](#);

- a Councillor defending an action in defamation, provided the statements complained of were made in good faith in the course of exercising a function under the Act; and
 - a Councillor for proceedings before an appropriate investigative or review body, provided the subject of the proceedings arises from the performance in good faith of a function under the [Local Government Act 1993](#) and the matter has proceeded past any initial assessment phase to a formal investigation or review and the investigative or review body makes a finding substantially favourable to the Councillor.
- 9.2. In the case of a conduct complaint made against a Councillor, legal costs will only be made available where the matter has been referred by the Chief Executive Officer to a conduct reviewer or conduct review panel to make formal enquiries into that matter in accordance with Council's [Code of Conduct](#).
- 9.3. Legal expenses incurred in relation to proceedings arising out of the performance by a Councillor of his or her functions under the [Local Government Act 1993](#) are distinguished from expenses incurred in relation to proceedings arising merely from something that a Councillor has done during his or her term in office. For example, expenses arising from an investigation as to whether a Councillor acted corruptly would not be covered by this section.
- 9.4. Council will not meet the legal costs:
- of legal proceedings initiated by a Councillor under any circumstances;
 - of a Councillor seeking advice in respect of possible defamation, or in seeking a non-litigious remedy for possible defamation; and
 - for legal proceedings that do not involve a Councillor performing their role as a Councillor.
- 9.5. Reimbursement of expenses for reasonable legal expenses must have Council approval by way of a resolution at a Council meeting prior to costs being incurred.

Part D – Facilities

10. General facilities for all Councillors**Facilities**

- 10.1. Council will provide the following facilities to Councillors to assist them to effectively discharge their civic duties:
- a Councillor common room appropriately furnished that includes telephone, photocopier, printer, meeting space, letterboxes and appropriate refreshments (excluding alcohol);
 - Each councillor will receive security cards which provide access at the three central offices of Mona Vale, Dee Why and Manly, allowing them appropriate access as determined by the Chief Executive Officer.
 - free parking access to shared car parking spaces while attending Council offices on official business at both the Manly and Dee Why offices; and
 - a name badge which may be worn at official functions, indicating that the wearer holds the office of a Councillor and/or Mayor or Deputy Mayor; and
 - appropriate meeting spaces to allow Councillors to meet with community members as determined by the Chief Executive Officer. Meeting rooms can be booked through the Office of the Mayor and Councillors.
 - Daily media reports and updates on media releases issued by Council by email.
- 10.2. The provision of facilities will be of a standard deemed by the Chief Executive Officer as appropriate for the purpose.
- 10.3. Council may from time to time provide additional facilities for Councillor use such as protective equipment for use during site visits.

Stationery

- 10.4. Council will provide the following to Councillors:
- Electronic letterhead template, to be used only for correspondence associated with civic duties; and
 - Electronic Christmas or festive message
 - Business cards (cost will be deducted from the Councillor's general expenses)
- 10.5. Council may from time to time provide additional stationery or branded items for Councillor use.

Administrative support

- 10.6. Council will provide administrative support to Councillors to assist them with their civic duties only. Administrative support may be provided by staff in the Mayor and Councillor's office.
- 10.7. As per Section 4, Council staff are expected to assist Councillors with civic duties only and not assist with matters of personal or political interest, including campaigning.

Glen Street Theatre Complimentary Tickets

- 10.8. Tickets to productions at Glen Street Theatre will be issued to Councillors in accordance with the Glen Street Theatre Complimentary Tickets Policy.

11. Additional facilities and/or expenses for the Mayor

Provision & Use of a Mayoral Vehicle

- 11.1. The Mayor has the option of using and maintaining a private vehicle in accordance with the provisions of clauses 7.3 to 7.5 of this policy or Council may provide the option to the Mayor of a suitable and appropriate vehicle for use by the Mayor for all official, executive and social duties connected with the Office of Mayor and for occasional or full private use.
- 11.2. The Council cannot make a motor vehicle, owned or leased by the Council, available for the exclusive or primary use or disposition of a particular Councillor other than a Mayor.
- 11.3. The Council will:
 - provide servicing, maintenance, registration and insurance of a suitable vehicle,
 - provide all fuel, which may be charged against fuel card, whilst the vehicle is used for Council business
- 11.4. The vehicle will be registered and comprehensively insured by the Northern Beaches Council.
- 11.5. Special accessories where required, shall be provided, fitted, installed and removed at Council's cost.
- 11.6. The vehicle shall be available for the exclusive use of the Mayor, and where available by any Councillor attending council business and as approved by the Mayor subject to the conditions of this Policy.
- 11.7. Where private or personal use is on an occasional basis, the Mayoral Allowance will be reduced on a per kilometre basis, by the rate set by the Local Government (State) Award, and in accordance with a log submitted by the Mayor on a monthly basis. Where full private or personal use is chosen, the Mayoral Allowance will be reduced, in accordance with Council's *Management Standard for Provision of Private and Take Home Use Vehicles (amended)*.
- 11.8. The following restriction shall apply to the use of the Mayoral vehicle:
 - (a) The vehicle shall only be driven by a properly licensed person, being:
 - The Mayor
 - Council employee
 - a Councillor of the Northern Beaches, with the Mayor's consent
 - a member of the Mayor's immediate family or nominated person so long as the Mayor is a passenger in the car.
 - (b) The Mayor shall not use, or allow the vehicle to be used, to compete in any car rally or competition.
 - (c) The vehicle is not to be used for any trading undertaking or for any activity where remuneration is received which is not directly related to Council business or activities of the office of Mayor.
- 11.9. The Mayor, if he/she intends to drive the vehicle, must show evidence of a current New South Wales driver's licence of an appropriate class, or equivalent, and be the holder of a licence for the duration of their use of the vehicle. If the Mayor loses his/her licence or is suspended from driving, they must immediately forfeit use of or access to the Mayoral vehicle, or provide evidence of a properly licensed person who will be the driver of the vehicle whenever used by the Mayor during such period.
- 11.10. Whenever the Mayor has the control of the vehicle, the Mayor must ensure that it is driven only by a responsible properly licensed person.

- 11.11.If the Mayor drives, or allows another person to drive the vehicle without a current driver's licence, or whilst disqualified for any reason, the Council may withdraw the vehicle from access by the Mayor.
- 11.12.All traffic fines and penalties incurred by the Mayoral vehicle will be paid by the driver. The Mayor must keep a record of any drivers of the vehicle, other than the Mayor, whom the Mayor permits to drive the vehicle.
- 11.13.If the Mayor or a properly licensed person, by their action, negates any motor vehicle insurance, that person will be responsible for the payment of costs as a consequence thereof.
- 11.14.The Mayor always remains responsible for ensuring proper and adequate care and usage of the vehicle at all times including garaging and vehicle maintenance
- 11.15.The Mayor must ensure all accidents /maintenance/repair issues are reported to Fleet Management without delay,
- 11.16.If the Mayor or a properly licensed person, whilst driving the vehicle, is convicted of drink-driving or an offence leading to licence suspension or loss in association with an accident involving the Mayoral vehicle, the Mayor will be required to pay the cost of associated repairs in the event that Council's insurers disclaim responsibilities on the grounds of such conviction, suspension or loss.

Accommodation and office support

- 11.17.A parking space at Council's offices will be reserved for the Mayor for use on official business, professional development and attendance at the Mayor's office.
- 11.18.Council will provide the Mayor with a furnished office incorporating a computer configured to Council's standard operating environment, telephone and a meeting room.
- 11.19.In performing his or her civic duties, the Mayor will be assisted by a small number of staff providing administrative and secretarial support, as determined by the Chief Executive Officer.
- 11.20.The number of exclusive staff provided to support the Mayor and Councillors will not exceed the number of full time equivalents identified in the adopted organisational structure and as provided in the adopted budget.
- 11.21.As per Section 4, staff who are appointed to the Mayor and Councillor's office are required to work on official business only, and not for matters of personal or political interest, including campaigns.

Attendance at Official Events

- 11.22.Where an official invitation is extended to the Mayor and spouse or partner, the cost of the additional ticket for the spouse or partner will be covered under the Mayor's general expenses. This applies to attending dinners, non-council functions, charity and fundraising events, community and corporate or industry events which are relevant to Council's interest and where Council's representation would be expected.

Subscriptions

- 11.23.The Mayor is entitled to digital subscriptions to two daily newspapers and/or delivery of those same newspapers to the Council office. Any additional subscriptions requested by the Mayor will be met within the Councillor budget for general expenses.

Part E – Processes

12. Approval, payment and reimbursement arrangements

- 12.1. Expenses should only be incurred by Councillors in accordance with the provisions of this policy.

- 12.2. Approval for incurring expenses, or for the reimbursement of such expenses, should be obtained before the expense is incurred where possible.
- 12.3. Up to the maximum limits specified in this policy, approval for the following may be sought after the expense is incurred:
- local travel relating to the conduct of official business;
 - carer costs; and
 - ICT expenditure.
- 12.4. Final approval for payments made under this policy will be granted by the Chief Executive Officer or their delegate.
- 12.5. All requests for reimbursement will be reviewed by two staff members and payment will be authorised by a staff member with the appropriate financial delegation.
- 12.6. The Chief Executive Officer will provide a system for the request of reimbursements for Councillors. This will include appropriate forms whereby Councillors will be required to provide the relevant details required.

Direct payment

- 12.7. Council may approve and directly pay expenses. Requests for direct payment must be submitted through the appropriate system for assessment against this policy using the appropriate Council forms, with sufficient information and time to allow for the claim to be assessed and processed.

Reimbursement

- 12.8. All claims for reimbursement of expenses incurred must be made on the prescribed forms, supported by relevant information, appropriate receipts and/or tax invoices and be submitted to the Mayor and Councillors Office for processing.

Advance payment

- 12.9. Council may pay a cash advance for Councillors attending approved conferences, seminars or professional development.
- 12.10. The maximum value of a cash advance is \$200 per day of the conference, seminar or professional development to a maximum of \$600
- 12.11. Requests for advance payment must be submitted to the Chief Executive Officer for assessment against this policy with sufficient information and time to allow for the claim to be assessed and processed.
- 12.12. Councillors must fully reconcile all expenses against the cost of the advance within one month of incurring the cost and/or returning home. This includes providing to Council:
- a full reconciliation against the provisions of this policy of all expenses including appropriate receipts and/or tax invoices; and
 - reimbursement of any amount of the advance payment not spent in attending to official business or professional development.

Notification

- 12.13. If a claim is approved, Council will make payment directly or reimburse the Councillor through accounts payable.
- 12.14. If a claim is refused, Council will inform the Councillor in writing that the claim has been refused and the reason for the refusal.

Reimbursement to Council

- 12.15. If Council has incurred an expense on behalf of a Councillor that exceeds a maximum limit, exceeds reasonable incidental private use or is not provided for in this policy:

- Council will invoice the Councillor for the expense; and
- the Councillor will reimburse Council for that expense within 14 days of the invoice date.

12.16. If the Councillor cannot reimburse Council within 14 days of the invoice date, they are to submit a written explanation to the Chief Executive Officer. The Chief Executive Officer may elect to deduct the amount out of the Councillor's allowance.

Timeframe for reimbursement

12.17. Unless otherwise specified in this policy, Councillors must provide all claims for reimbursement within three months of an expense being incurred. Claims made after this time cannot be approved.

13. Disputes

- 13.1. If the Councillor disputes a determination under this policy, the Councillor should discuss the matter with the Chief Executive Officer.
- 13.2. If the Councillor and the Chief Executive Officer cannot resolve the dispute, the Councillor may submit a notice of motion to Council seeking to have the dispute resolved.

14. Return or retention of facilities

- 14.1. All unexpended facilities or equipment supplied under this policy are to be relinquished immediately upon a Councillor or Mayor ceasing to hold office.

15. Publication

- 15.1. This policy will be published on Council's website.

16. Gifts and Benefits

- 16.1. A Councillor must not:
 - seek or accept a bribe or other improper inducement
 - by virtue of his or her position, acquire a personal profit or advantage which has a monetary value, other than one of a token value.
- 16.2. A Councillor must not seek or accept any payment, gift or benefit intended or likely to influence, or that could be reasonably perceived by an impartial observer as intended or likely to influence a Councillor or staff member to:
 - act in a particular way (including making a particular decision)
 - fail to act in a particular circumstance
 - otherwise deviate from the proper exercise of his or her official duties.
- 16.3. A Councillor may accept gifts or benefits of a nominal or token value that do not create a sense of obligation on his or her part or that may not be perceived to be intended or likely to influence him or her in carrying out their public duty.
- 16.4. A Councillor must never accept an offer of money, regardless of the amount.
- 16.5. No matter the value, all gifts and benefits must be declared and the appropriate Gifts and Benefit Form associated with this is to be completed and returned to the Manager, Governance.

For further information Councillors should consult Council's Code of Conduct

17. Reporting

- 17.1. Council will report on the provision of expenses and facilities to Councillors as required in the [Local Government Act 1993](#) and [Local Government \(General\) Regulation 2005](#).

- 17.2. Detailed reports on the provision of expenses and facilities to Councillors will be publicly tabled at a Council meeting every six months and published in full on Council's website. These reports will include expenditure summarised by individual Councillor and as a total for all Councillors.

18. Auditing

The operation of this policy, including claims made under the policy, will be included in Council's audit program with a regular audit to be scheduled within the Northern Beaches Council Strategic Internal Audit Plan.

19. Breaches

- 19.1. Suspected breaches of this policy are to be reported to the Chief Executive Officer.
- 19.2. In accordance with the Northern Beaches Council Code of Conduct this Councillor Expenses and Facilities Policy is a policy of Council and must not be contravened.
- 19.3. Alleged breaches of this policy shall be dealt with by the following processes outlined for breaches of the Northern Beaches Council Code of Conduct as detailed in the Code and in the Procedures for the Administration of the Code.

PART F – Appendices

Appendix I: Related legislation, guidance and policies

Relevant legislation and guidance:

- [Local Government Act 1993](#), Sections 252 and 253;
- [Local Government \(General\) Regulation 2005](#), Clauses 217 and 403;
- Office of Local Government's [Guidelines for the payment of expenses and provision of facilities to Mayors and councillors in NSW](#).
- Office of Local Government Circular 09-36 Guidelines for Payment of Expenses and Facilities; and
- Office of Local Government Circular 05-08 legal assistance for Councillors and Council Employees.

Related Council policies:

- Northern Beaches Council Code of Conduct
- Northern Beaches Council Management Standard for Provision of Private and Take Home Use Vehicles (amended)
- Northern Beaches Council Glen Street Theatre Complimentary Tickets Policy
- Northern Beaches Council Health and Wellbeing (Operational) Policy

Appendix II: Definitions

The following definitions apply throughout this policy.

Term	Definition
accompanying person	a spouse, partner or de facto or other person who has a close personal relationship with or provides carer support to a Councillor
appropriate refreshments	food and beverages, excluding alcohol, provided by Council to support Councillors undertaking official business
Act	the Local Government Act 1993 (NSW)
Annual Conference	Local Government NSW Annual Conference
clause	Unless stated otherwise, a reference to a clause is a reference to a clause of this policy
Code of Conduct	the Code of Conduct adopted by Council or the Model Code if none is adopted
Councillor	a person elected or appointed to civic office as a member of the governing body of Council who is not suspended, including the Mayor
Chief Executive Officer	the person referred to in the <i>Local Government Act 1993</i> as the general manager of a council and, in the case of the Northern Beaches Council, means the person referred to as the Chief Executive Officer of the Northern Beaches Council and includes their delegate or authorised representative
ICT	telecommunications and Information Communications and Technology
incidental personal use	use that is infrequent and brief and use that does not breach this policy or the Code of Conduct
long distance intrastate travel	travel to other parts of NSW of more than four hours duration by private vehicle
maximum limit	the maximum limit for an expense or facility provided in the text and

	summarised in Appendix 1
NSW	New South Wales
Nominated Person	the holder of a current NSW driver's licence who is nominated by the Mayor, in writing to the Chief Executive Officer, as a person who may regularly drive the Mayoral Vehicle whilst the Mayor is a passenger in the vehicle.
official business	functions that the Mayor or Councillors are required or invited to attend to fulfil their legislated role and responsibilities for Council or result in a direct benefit for Council and/or for the local government area, and includes: <ul style="list-style-type: none"> meetings of Council and committees of the whole; meetings of committees facilitated by Council; civic receptions hosted or sponsored by Council; and meetings, functions, workshops and other events to which attendance by a Councillor has been requested or approved by Council.
professional development	a seminar, conference, training course or other development opportunity relevant to the role of a Councillor or the Mayor
Regulation	the Local Government (General) Regulation 2005 (NSW)
year	the financial year, that is the 12 month period commencing on 1 July each year

Version Control

Revision	Date	Version	Ref
1	22 November 2016	Northern Beaches Council Policy for Payment and Reimbursement of Expenses Incurred by, and the Provision of Facilities to the Mayor, Deputy Mayor and Councillors - adopted	2016/358418
2	26 June 2018	Draft Councillor Expenses and Facilities Policy for Public Exhibition	2018/353965
3	28 August 2018	Councillor Expenses and Facilities Policy for adoption including minor amendment to include applications in ICT expenses	2018/534619

MINUTES

TRANSPORT & TRAVEL

held in the Council Chambers, Manly Town Hall on

THURSDAY 31 MAY 2018

**Minutes of the Transport & Travel
Strategic Reference Group
held on Thursday 31 May 2018
in the Council Chambers, Manly Town Hall
Commencing at 6:10pm**

ATTENDANCE:

Committee Members

Cr Sarah Grattan (Chair)	
Cr Rory Amon	
Graeme Laughton	
Emma Tonkin	
Andrew Chivers	
Wendy Dunnet	Newport Residents Association
Keith Povah	
John Hawkins	Bicycle NSW
Victor Konijn	
Craig Smith	
Mary Whalan	RMS

Council Officer Contacts

Ben Taylor	Acting Chief Executive Officer
Andy Davies	Executive Manager Transport & Civil Infrastructure
Phillip Devon	Management Transport Network
Michelle Carter	Active Travel Officer
Nafisa Nishandar	Engineering Intern
Robynann Dixon	Road Safety Officer
Michael McDermid	Manager Corporate Strategy
Kathryn Parker	Principal Analyst Corporate Performance & Strategy
Kelley Prowse	Manager Business Operations
Annie Laing	Governance Officer

Observers

Cr Kylie Ferguson

1.0 APOLOGIES

The apologies from Mayor Michael Regan and Richard Saunders were noted.

2.0 DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST

There were no declarations of pecuniary or non-pecuniary conflicts of interest.

3.0 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS

3.1 MINUTES OF TRANSPORT & TRAVEL STRATEGIC REFERENCE GROUP MEETING HELD 5 APRIL 2018

The Minutes of the Transport & Travel Strategic Reference Group meeting held 5 April 2018, copies of which were previously circulated to all Members, are hereby confirmed as a true and correct record of the proceedings of that meeting.

4.0 AGENDA ITEMS

4.1 DEVELOPMENT OF THE NORTHERN BEACHES TRANSPORT STRATEGY - MOVE

DISCUSSION

Michael McDermid addressed the group on this item and discussed the outline of this meetings workshop.

Michelle Carter and Kathryn Parker gave a presentation (Attachment 1). The following points were covered in the presentation:

- Community Engagement Outcomes
- Transport Planning for the Region

Members participated in a workshop in two working groups. The first workshop activity was to create a vision for transport on the Northern Beaches in 2038. The group decided on the following vision statement:

Enable freedom of movement to, from and within the Northern Beaches using a safe, efficient, integrated and sustainable transport network.

The second workshop activity was to set aspirational targets for how we want the Northern Beaches to travel in the future. A summary of the workshop is attached (Attachment 2).

Question: Are the responses from the Community Engagement able to be broken down into percentages?

Answer: Yes, this will be available in the engagement report.

Question: What other measures is the government using to measure outcomes other than Journey to Work (JTW) data. As this doesn't capture all information and isn't solution based?

Answer: Unfortunately, most data is unable to be captured. Council and government rely on census data.

Councillor Rory Amon had concerns with using percentages in the groups aspirations as it is not always reflective. Andrew Davies acknowledged that Council has some work to do with statistics and collecting meaningful data. He reminded the group that this is a starting point.

Action: The group decided to hold an extraordinary meeting of the Transport and Travel Strategic Reference Group on 21 June 2018 from 6-8pm to workshop Move – Northern Beaches Transport Strategy 2036.

5.0 GENERAL BUSINESS

5.1 UPDATE FROM WORKING GROUPS ON EACH ASPECT OF STRATEGY

Councillor Grattan updated the group on discussions that had occurred since the last meeting. The working groups covered:

- Transport and Network
- Active Travel
- Parking

Discussions from the working groups will be distributed with the minutes

As a sign of respect to the traditional owners of this land, Councillor Grattan acknowledged the traditional owners of this land and pays respects to elders past and present.

SUMMARY OF ACTIONS

ITEM NO.	ACTION	RESPONSIBLE OFFICER	DUE DATE
4.1	The group decided to hold an extraordinary meeting of the Transport and Travel Strategic Reference Group on 21 June 2018 from 6-8pm to workshop Move – Northern Beaches Transport Strategy 2036.	Governance	20/06/2018

The meeting concluded at 8.06pm

This is the final page of the Minutes comprising 5 pages numbered 1 to 5 of the Transport & Travel Strategic Reference Group meeting held on Thursday 31 May 2018 and confirmed on Thursday 20 September 2018

ATTACHMENT 1

Transport & Travel SRG Workshop 1 31 May 2018

Move - Transport Strategy 2038
Vision and Aspirations

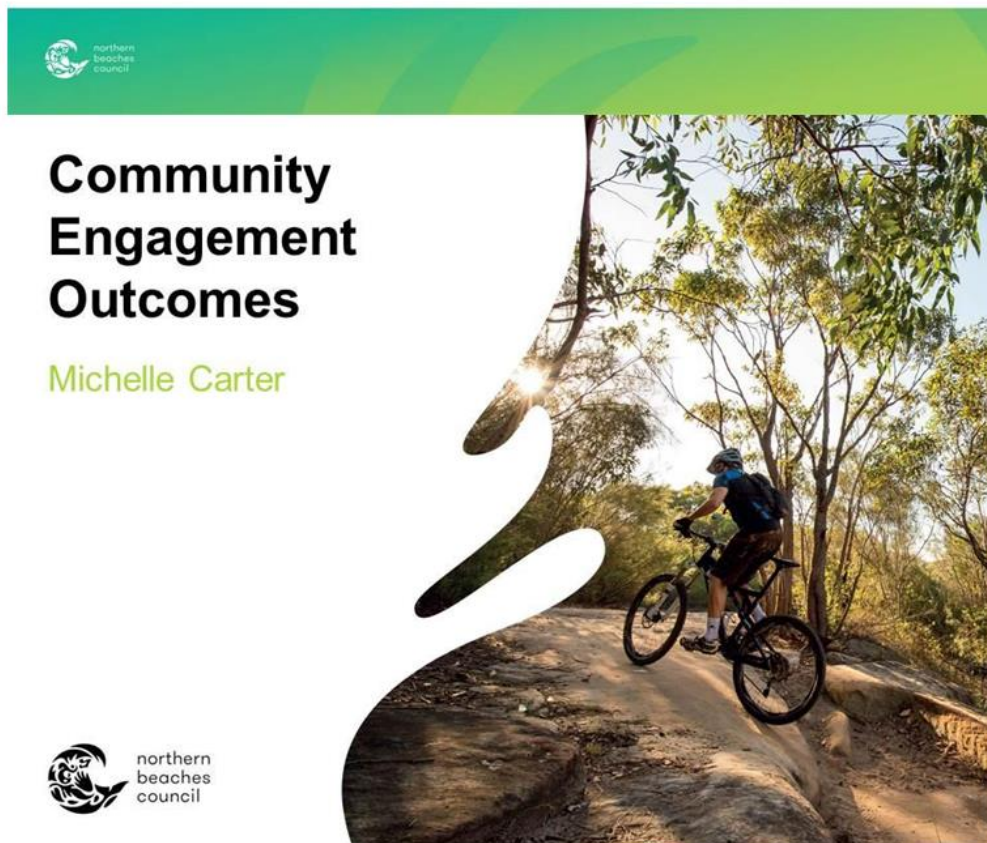


Transport Strategy Timeline



Workshop Outline

- Workshop 1: 31 May 2018
 - Community Engagement
 - Context
 - Vision Statement
 - Aspirational Targets
- Workshop 2: 21 June 2018
 - Objectives
 - Strategies



Community Engagement

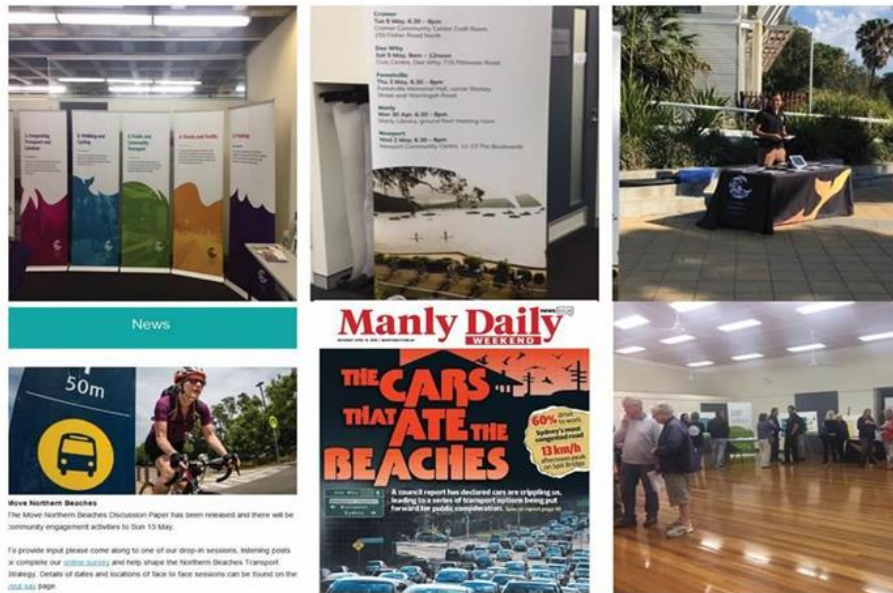
- our approach
- what we heard
- next steps



Our approach

- Footpath listening posts
- Shopping centre listening posts
- Five drop in sessions
- Social media
- Customer service displays
- Print media
- On-line video
- Your say feedback
- Targeted to stakeholders
- Youth





Integrating Transport and Landuse

- Intensification of landuse and higher densities are a great concern
- Higher density development would place stress on public transport and existing transport corridors
- Well designed urban development (not developer-driven projects) must retain and build on canopy cover
- Necessary to create car-free spaces, improve community culture and reduce reliability on cars
- Public transport NOW
- Integrate future growth and transport corridors



Walking and Cycling

- Cycling needs to be safe and away from pedestrians and traffic
- Support a walking and cycling community
- Stronger promotion of health benefits of active travel
- Council to lead the push for active travel
- Safe, connected and efficient active travel networks



Public and Community Transport

- Public transport not reliant on buses – other options
- Train/rail/metro between Brookvale and Chatswood
- Expand Hop, Skip and Jump
- Feeder services to main network
- Free, cheap and efficient public transport
- Blue harbour – ferry expansion
- Would change travel behavior if we had better public transport
- East / west connections



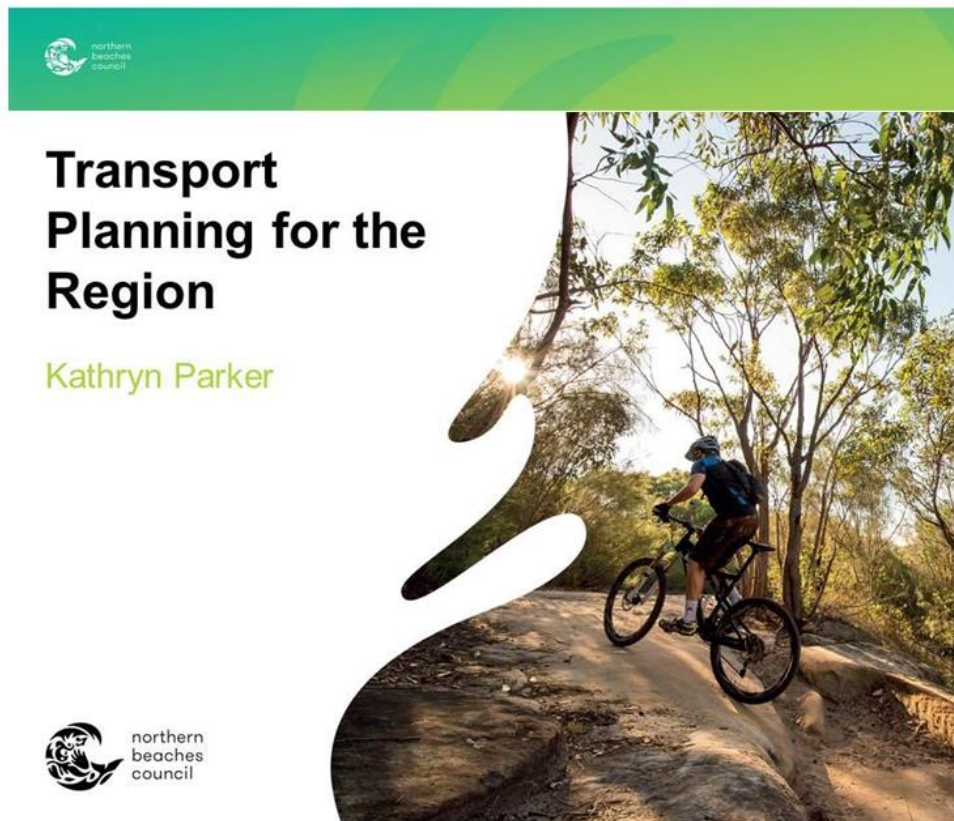
Parking

- Prioritise residents
- More motorcycle and bicycle parking
- Remove boats and trailers from kerb side parking
- Park and ride stations to integrate with public transport
- E-charging stations
- Expand car share and On Demand buses
- Better control of permits

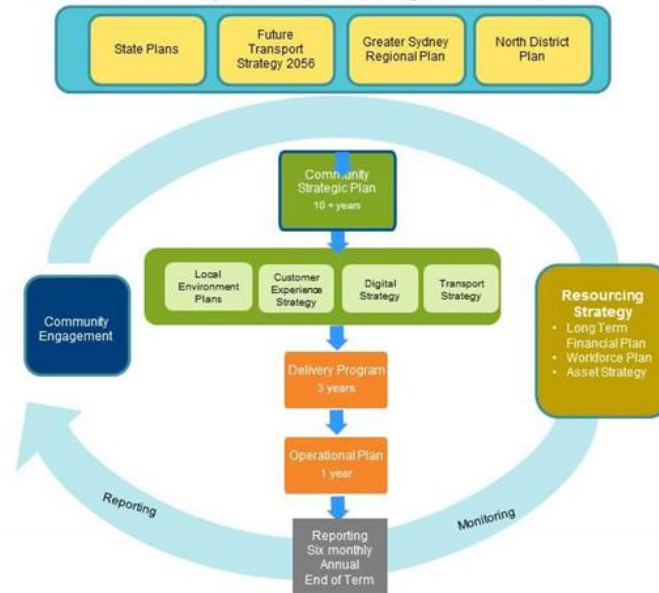


Next steps

- Engagement report underway
- Transport Strategy development
- Development of related plans and policies



Council's Planning & Reporting Framework



CSP & Transport Strategy



Future Transport Strategy 2056 – Vision NSW Government



Three Cities...within 30 minutes



Variety of Progress Measures

- Metropolitan 30 Minute City:
 - % of population within Greater Sydney with 30 minute or less access by public transport to their nearest strategic centre
- Freight movement efficiency:
 - Volumes, cost and network efficiency

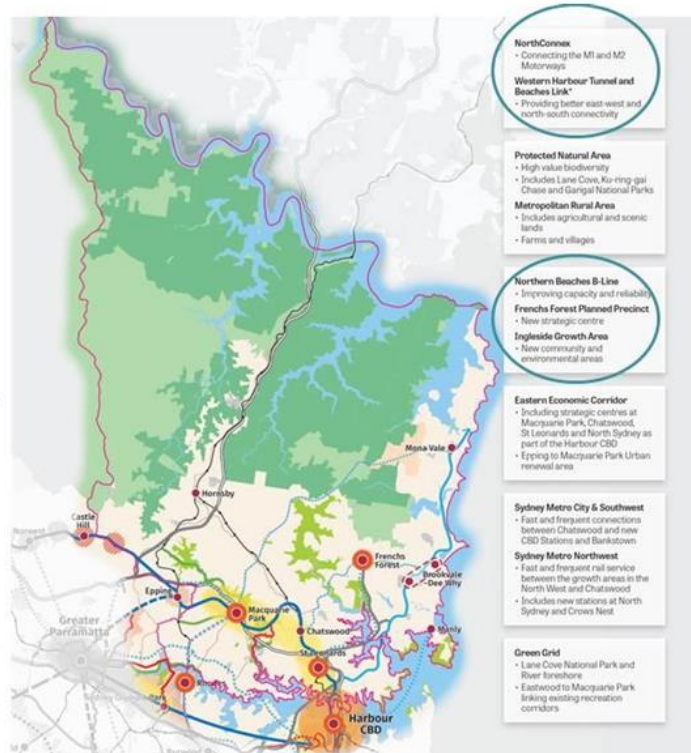


Greater Sydney Commission North District Plan

- The vision for Greater Sydney as a metropolis of three cities – the Western Parkland City, the Central River City and the Eastern Harbour City and a 30 minute city – means residents in the North District will have quicker and easier access to a wider range of jobs, housing types and activities. The vision will improve the District's lifestyle and environmental assets.

NORTH
DISTRICT
PLAN

What does it mean for our area?

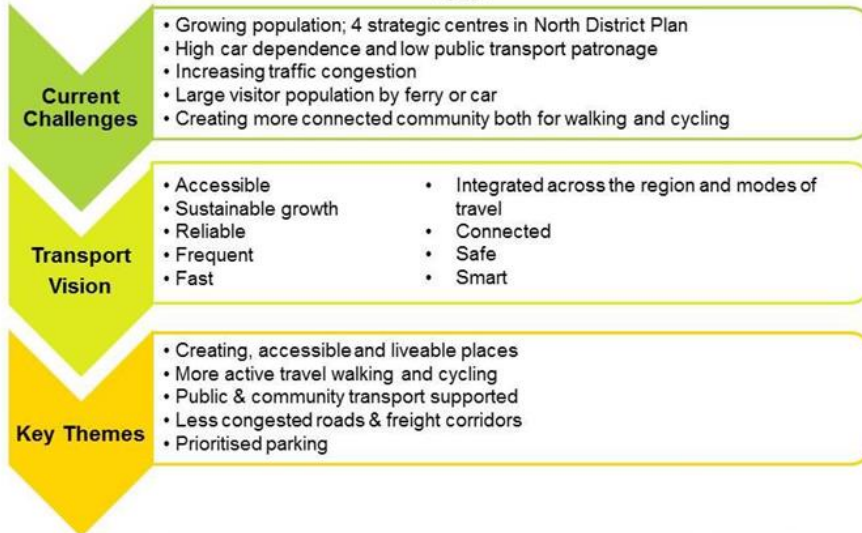


Northern Beaches' Take-outs

- Housing Targets: 3,400 new houses to 2021
- Supported jobs in 'strategic centres' e.g Frenchs Forest
- Sustaining local centres
- Fast and Efficient transport connections to achieve a 30 minute city
- Improving walking and safe cycling ways
- High Frequency public transport link
- Western Harbour Tunnel and Beaches Link



Transport Strategy Framework



Workshop Activity 1: Vision

- Every strategy should have a bold vision for what it wants to achieve over time.
- What is our vision for transport on the Northern Beaches in 2038?
- It needs to align with the CSP Vision :
*“Northern Beaches, a safe, inclusive and **connected community** that lives in **balance** with our extraordinary **coastal and bushland environment**”.*

Gold Coast City's Transport Vision

- Enjoys smart growth – ... new development ...compact, mixed use centres ...high-quality public transport
- Is a connected city – people and places are connected by an integrated, safe and efficient transport network
- Makes sustainable travel choices - ...residents and visitors choose to walk, cycle and take public transport ...their daily travel

From Gold Coast City's Transport Strategy 2031



City of Ryde's Transport Vision

- A Traffic and transport system ... supports *economic growth* and local amenity by stimulating *land development*, influencing the use of *sustainable transport* and promoting *safety and equity*. The City of Ryde will be *regionally connected* and *locally accessible*.



Northern Beaches Transport Vision



Key 10 Words - Transport Vision

- Public Transport
- Buses
- Train
- Walk
- Less Cars
- Bicycles
- Connected
- Integrated
- Safety
- Efficient



Draft Transport Vision Examples

1. Northern Beaches transport network is **integrated, efficient and convenient** for residents, visitors, businesses and workers providing sustainable choices for moving **within and beyond the Beaches.**
2. Northern Beaches' residents, visitors, businesses and workers move to, from and within the region via an integrated, efficient and convenient high quality transport network



Transport Vision?

Table Questions:

1. Thinking about what we want our community's transport to look like in 2036, what are your top 3 words to describe it?
2. Review suggested 2 Draft Visions.
 - A. Which vision statement best reflects the community's vision?
 - B. What would you change?

Group:

Review Table Visions & Agree One Vision



Northern Beaches Transport Strategy Aspirations

- Sometimes called targets in strategies
- Are aspirational, measurable, time dependent and important to change travel behaviour
- Otherwise, likelihood of maintenance of status quo
- Difficulties: data & baselines collection & projections – e. g ABC census is every 5 year period; NSW Household Travel survey details; other areas have different sources.



Mayor of London's Transport Strategy

80% of all trips in London to be made on foot, by cycle or using public transport by 2041

- 2015: 37% cars, taxi and private hire vehicles; 63% walking, cycling and public transport; 26.7 million daily trips
- 2041: 20% cars, taxi and private hire vehicles; 80% walking, cycling and public transport; 33 million daily trips



Mayor's Transport Strategy 2018

The Mayor's Transport Strategy is on the [Mayor of London's website](#)



City of Ryde's Targets

- **Target trips by residents by modal share:**
 - 20% of resident generated trips in 2031 by public transport
 - 20% of resident generated trips in 2031 by active transport
- **Target work trips to Macquarie Park :**
 - Private vehicle 60%
 - Public transport 34%
 - Active transport 6%

Integrated Transport Strategy 2016- 2031



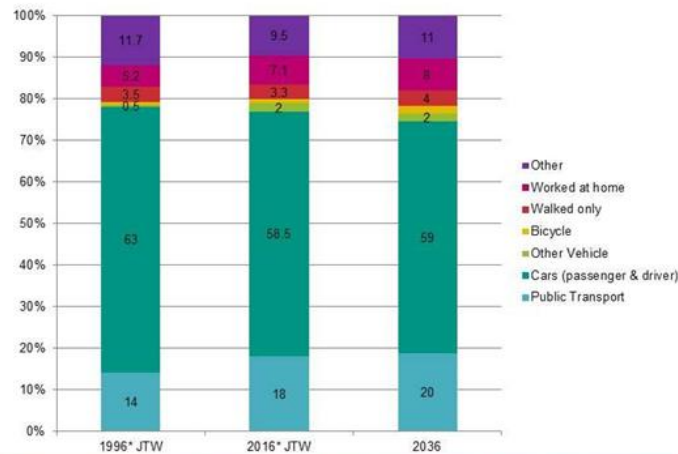
Gold Coast City's Target

By 2031:

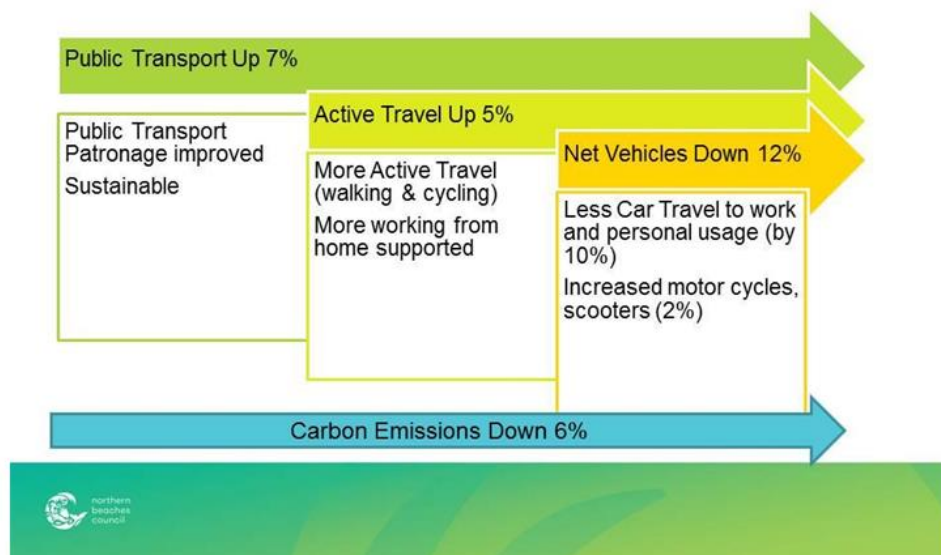
- **public transport to be 12% of all daily trips across the city (up from 3.1% in 2011)**
- **cycling to be 6% of all daily trips across the city (up from 1.9% in 2011)**
- **walking to be 8% of all daily trips across the city (up from 7.1% in 2011)**
- **car travel to be 74% of all daily trips across the city (down from 87.9% in 2011).**



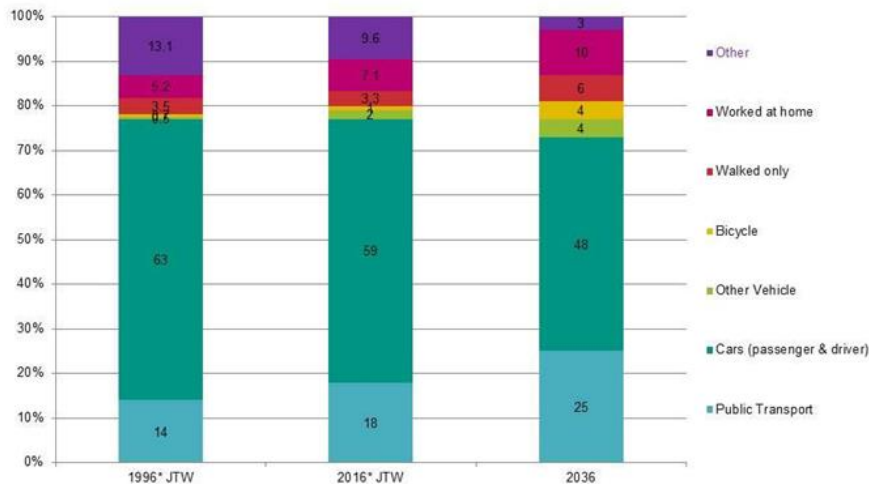
Minimal change to 2036?



Moderate Changes to 2036?



Moderate Change in JTW to 2036



Transport Aspirations?

Table:

1. How do we want to travel in the future?
2. What should change? Will this help our vision?
3. How should we measure these aspirations?
What are our 'targets'? Maximum 5 per table

Group:

Vote (sticky dots): Top 5

Concluding comments

- Vision & aspirations will assist guide future Council and community transport directions
- Workshop 2: addresses themes and strategies



ATTACHMENT 2

SRG Workshop Notes 31 May 2018

Agreed Transport Strategy Vision for 2038 (Table 2)

Enable freedom of movement to, from and within the Northern Beaches using a safe, efficient, integrated and sustainable transport network. (8 votes in the room)

Other visions discussed:

- A connected transport network which enables safe, smart, and convenient journeys across many modes of transport. (4 votes)
- A connected, smart, safe, reliable transport system for all users across all modes. (No votes)

Key Vision words discussed:

Table 1:

- Reliable; Dependable – frequent service that are so dependable you never have to think about it; convenient; efficient
- Affordable (to gov. and then to residents)
- Smart
- Prioritises active transport
- Non-polluting – air, noise, space
- Integrated; Public Transport; multi-modal; sustainable; environment preservation; cars as last resort
- Safe; Safest; inclusive; safe for all; accessible
- Enriching – transport particularly active transport can be an enriching post of life

Table 2:

- Choice
- Sustainability
- Clean
- Integrated *2; seamless connection
- Cycle ways; walk ways; adjacent to motorways; social integration; active
- Light rail;
- Driverless transport
- Efficient *2
- User focused; responsive

Agreed Top 5 Aspirations for 2038

1. Increase in public transport by x% - 11 votes
2. To increase primary school active trips by X% and high school active trips by Y% - 11 votes
3. Decrease private car usage by 20% - 10 votes
4. Reduction in carbon emission from motor vehicles by x% - 8 votes
5. To double the amount of non-car journeys (i.e all public transport & active transport /motor cycles) – 8 votes

Other aspirations:

6. Increase in Active Travel (walking and cycling) by x% - 5 votes
7. Reduction in economic cost of congestion by x% - 4 votes
8. Increase commuter parking to enable high use of Public Transport - 2 votes



Transport & Travel
Strategic Reference Group

MINUTES

EXTRAORDINARY TRANSPORT & TRAVEL STRATEGIC REFERENCE GROUP MEETING

held in the Council Chambers, Manly Town Hall on

THURSDAY 21 JUNE 2018

**Minutes of the Extraordinary Transport & Travel
Strategic Reference Group Meeting
held on Thursday 21 June 2018
in the Council Chambers, Manly Town Hall
Commencing at 6:00pm**

ATTENDANCE:

Committee Members

Cr Sarah Grattan (Chair)	
Mayor Michael Regan	
Cr Kylie Ferguson	
Graeme Laughton	
Emma Tonkin	
Wendy Dunnet	Newport Residents Association
Keith Povah	
John Hawkins	Bicycle NSW
Victor Konijn	
Peta Smith	Roads and Maritime Services

Council Officer Contacts

Ben Taylor	General Manager Environment & Infrastructure
Andy Davies	Executive Manager Transport & Civil Infrastructure
Michael McDermid	Manager, Corporate Strategy
Kathryn Parker	Principal Analyst, Corporate Performance & Strategy
Andrew Grocott	Manager, Community Engagement
Lisa Trewin	Community Engagement Officer
Phillip Devon	Manager, Transport Network
Michelle Carter	Active Travel Officer

1.0 APOLOGIES

Apologies were received from Cr Rory Amon, Andrew Chivers, Richard Saunders and Craig Smith.

2.0 DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST

There were no declarations of pecuniary or non-pecuniary conflicts of interest.

3.0 AGENDA ITEMS

3.1 TRANSPORT STRATEGY WORKSHOP PART 2: THEMES AND DIRECTIONS

Kathryn Parker and Michael McDermid facilitated a workshop with the group. The notes of the discussion during the workshop are attached to the minutes at Attachment 1.

ATTACHMENT 1

Notes of Transport and Travel Strategic Reference Group Workshop (2) – 21 June 2018, Manly Council Chambers

Topic (additions)	Discussion
Transport Strategy Vision: Enable freedom of movement to, from and within the Northern Beaches using a safe, smart , efficient, integrated and sustainable transport network.	<ul style="list-style-type: none"> The word “smart” has been omitted from the draft Vision and needs to be added in; Whether there are too many adjectives in the statement. Efficient and integrated are similar in concept.
Key vision words <ul style="list-style-type: none"> freedom of movement: choices in transport, safe, personal, all community, not dangerous, responsive, efficient, reliable, smart, convenient, dependable integrated smart, connected with other modes & other users, multi-modal sustainable transport good for environment preservation, carbon emissions reduction, healthy choices, less pollution, clean 	Summary of discussion: Unpacking the key vision words was important for understanding Add in: <i>“Smart”, new technology, innovative ways of travelling, ‘thinking outside the box’ in the way we want to move in the future</i>
Top 5 Aspirations towards 2036 <ol style="list-style-type: none"> 30% increase in public transport (Source: JTW) 35% decrease in private car usage, and 20% decrease in car travel to work (Source: JTW) 100% increase in primary and high school students use of active travel to and from school (Source: TBC for Baseline) 25% reduction in car emissions from motor vehicles (Source: Council) 100% increase in non-car journeys by households (Source: BTR Household Travel Survey) 	Summary of discussion: more work is needed to clarify the measure - percentages, baselines and source data. Specific comments included: <ul style="list-style-type: none"> Only make sense to have aspirations when they are really bold; Overall targets need to be more ambitious 100%? Is this ambitious; not possible without a baseline; What is the base line? Need to better understand current travel patterns and data Clarity of what the % applies to and what is the base needs better definition; how is it calculated? Does the measure for school students exclude kids catching buses to go to school out of the area; Kids travelling outside the area is a problem in terms of traffic congestion <ul style="list-style-type: none"> Put the word ‘local’ in front of schools – expand to public transport usage

Topic (additions)	Discussion
	<ul style="list-style-type: none"> • Split agreement on whether 100% is achievable • Non car journeys – what does that mean; define; non-car measure was a duplicate of active travel • 25% decrease in emissions is way too low - electric cars will be a game changer
<p>Theme 5. Parking</p> <ol style="list-style-type: none"> 1. Developing a Northern Beaches Parking Plan 2. Developing local parking management plans based on investigating data and the needs of towns and village centres 3. Supporting new and innovative parking technology to improve information and experiences 4. Enabling on-street and off-street dedicated parking for car share providers and charging stations for electric vehicles 5. Ensuring parking permit schemes are balanced, fair and equitable 6. Offering better parking options that support resident and visitor needs in non-peak and peak periods <p>Feedback</p> <p><i>7. Shifting travel modes to support public transport and car sharing options</i></p> <p><i>8. Investigation and delivery of additional park and ride facilities to support public transport and active travel</i></p> <p><i>9. Supporting additional bike, and motor vehicle parking</i></p>	<p>Summary of discussion: issues about parking need to be balanced with main themes and vision about reducing car based travel in the area, and linked to better public transport and active travel needs.</p> <p>Consider in the future how technology will change parking and the information available about where we travel to. Therefore, also the adaptability of parking for changes in transport modes.</p> <p>Specific comments included:</p> <ul style="list-style-type: none"> • Liked parking solutions that improved mobility: accommodate UBER and private vehicles • Why increase parking as it may not deter vehicle travel? • Education is required to discourage four wheel drives • Perception that leaving cars in the parking station may not be safe; car could possibly be damaged • Parking needs to be part of the integrated solution • Free parking leads to more congestion • Direction 3. Seed ideas on other solutions – enablers; prioritise/inform; Technology – can assist with strategy demand / needs more expertise; increase time limits across the LGA; get people out of cars • Direction 5. Don't penalise; reduce on-selling of permits; especially in the Manly area • Direction 6. Better pedestrian access between parking centres and town centres • Direction 7. Set at start; assist moving residents; pedestrian precincts encouraged to decrease cars.

Topic (additions)	Discussion
Theme 1. Integrated Transport & Landuse <ol style="list-style-type: none"> Supporting well designed and sustainable urban development that reduces the need to travel far and provides <i>frequent public transport, walking and cycling options</i> Developing new communities with sustainable integrated transport systems Encouraging the development of strong and viable centres Prioritising future urban development in centres integrated with <i>public transport corridors</i> and to <i>engage with the state and federal governments</i> to deliver the transport systems to support growth, improve quality of life and connect with services in other parts. <i>Investigating new mass transit systems (such as light rail and metro options) as part of long term landuse planning for existing and new centres, especially on East – West and North-South transport corridors</i> <i>Reviewing local development control plans to support public transport and active travel implementation in key centres, villages and new developments</i> <i>Supporting and reviewing parking development controls to support & charge electronic vehicles</i> 	<p>Summary of discussion: Generally supportive of the theme and its directions; need to consider interests of businesses, freight, visitors and other stakeholders (e.g neighbouring councils). Consider also infill transport needs as this is where there is the greatest opportunity for growth.</p> <p>Specific comments included:</p> <ul style="list-style-type: none"> Consideration of freight movements is needed and how this is protected; directions focus on people but not other things; this is missing Tunnel is missing from this theme; public transport part of the solution Should include looking at inter / intra trips for smaller shuttle services Where you locate new development is highly important Design a place for people that integrates and is aesthetically pleasing – e.g landscaping Cost effective mass transport Car free from town centres Prioritise main roads for transport – encourage clearways and local roads are for local people Wild life corridors protected Underground car park What do you/we want? Light rail, or heavy rail; level of infrastructure needs to be put in place for the long term; B line/light rail seems to be the community preference
Theme 2. Walking & Cycling <ol style="list-style-type: none"> Partnering with the State Government to deliver active travel network improvements, including missing links, accessibility and way-finding signage Prioritising and delivering network improvements via our Walk Plan and Cycle Plan Integrating and prioritising safe and active transport across all modes of travel 	<p>Summary of discussion: Generally, supportive of directions. Link to vision about zero deaths and prioritise safety. Comments noted about regional connections, lowering speeds in centres and separation of modes to encourage greater active travel.</p> <p>Specific comments included:</p> <ul style="list-style-type: none"> Bike racks on buses and greater public transport options; support electric chargers in end of trip facilities Continuing journeys across Sydney?

Topic (additions)	Discussion
<ol style="list-style-type: none"> 4. Promoting end of trip facilities to support the active transport network 5. Reduce conflict between road users 6. <i>Supporting public transport with further active travel infrastructure</i> 7. <i>Other?</i> 	<p>Regional connections need to be considered for continuation of travel; Local improvements; target schools and surf clubs; funding and destination research needed</p> <ul style="list-style-type: none"> • Separated cycleways: think about the best option for separation; is LGA diverse topography taken into account? Consider different user skills – not a homogenous group; Education around bike safety • Technology; security; rules of use – flexibility with reason; e-week • Best practise; prioritise traffic lights for pedestrians • Supporting use of active travel for daily activity; Reducing speed limits – 30km or less; • Use technology – guides to parking spaces; directions; way finder; paths • Zero deaths in Active travel
<p>Theme 3. Public and Community Transport</p> <ol style="list-style-type: none"> 1. Developing a Northern Beaches Public Transport Plan to future proof public and community transport options 2. Working with Transport for NSW to progress delivery of B-Line network expansions and improve travel times 3. Identifying and delivering fast and reliable public transport options between Brookvale, Dee Why, Frenchs Forest, Chatswood, Mona Vale and Macquarie Park 4. Continuing to review and monitor public transport requirements for the area and service <i>patronage data and travel times</i> across all transport modes (including ferries), particularly in areas with limited or infrequent services 5. Integrating <i>community bus services</i> in the wider public transport network 6. <i>Advocating for better public transport and additional feeder line connections along north-south and east-west corridors and within the area</i> 	<p>Overall public and community transport comments: this is a critical part of changing how we move on the Northern Beaches, and key advocacy is required to deliver this. Smaller feeder buses supported throughout the area and linked to major transport stops. Directions needs to be linked and supported by active travel infrastructure.</p> <p>Specific comments included:</p> <ul style="list-style-type: none"> • Flexible – not tie into one mode • What does the future look like • Infrastructure to allow for growth • Facilitate modal change • Public transport – preferred mode for town centres • Transport free flow • Aspirations: 24 hours clearways; this should be part of another strategy to improve traffic flows & journeys • Buses for students to school • Data usage for planning

Topic (additions)	Discussion
<p>7. <i>Further investigation of additional commuter parking facilities in key transport hubs</i></p> <p>8. <i>Public transport supports active travel</i></p>	<ul style="list-style-type: none"> School children – adequate service in order for a realistic alternative to private car Need appropriate infrastructure Improve roads – widen; fit for purpose (i.e B-Line to Palm Beach); 'First - Last mile' <p>(6) Maybe not necessary – better way of doing it? Needs to be considered. Suggestion - replace 'community' with smaller/shuttle/ feeder bus services; can be accommodated through on-demand to replace a community funded legacy service</p> <p>(8) Integrate Public Transport with Active Travel</p> <ul style="list-style-type: none"> The way we move needs to change – key message
<p>Theme 4. Roads and Traffic</p> <p>1. Work with NSW Government and advocate on behalf of the community in the planning of the Beaches Link Tunnel, particularly public transport patronage and dedicated lanes in this infrastructure</p> <p>2. Continue to advocate for the full delivery of the Mona Vale road upgrade</p> <p>3. Continue working with State agencies and key transport providers in improving roads and traffic network, and town and village developments</p> <p>4. Consider the delivery of infrastructure improvements for greater road network efficiency</p> <p>5. Advocating for road improvements to reduce travel times on the east-west and north-south road corridors</p> <p>6. Supporting the efficient movement of freight and deliveries within commercial areas, villages and centres to support the economic productivity of the Northern Beaches and new commercial precincts</p> <p>7. Supporting improved decision making through more accurate and up-to-date traffic information</p>	<p>Overall Theme Comments: Supportive of reducing traffic and road congestion; and greater public transport advocacy & delivery for the area. Freight traffic needs also need to be considered and balanced with the other road users and priorities of centres. Large number of directions, and possibly balance these out through the other directions.</p> <p>Specific comments:</p> <ul style="list-style-type: none"> Is the most important and must have public transport – B- Line Priority also from a safety perspective – must have dedicated public transport. Prioritise major arterial roads for transport – clearways Road improvements to prioritise active travel and public transport not cars Autonomous cars are not a solution for congestion Statement vision zero is supported Freight also needs recognition Congestion tax – financial disincentive to driving Main roads are for transport; local roads for local traffic

Topic (additions)	Discussion
<p>8. Supporting environmental improvements, research and innovation in vehicle technology, particularly safety of autonomous vehicles</p> <p>9. Continue partnering with NSW Government to deliver travel change behaviour and road safety programs</p> <p>10. Vision zero for road danger (i.e elimination of all deaths and serious injuries on the Northern Beaches transport system) (74% survey support)</p> <p>11. Development of a plan that focuses on other smaller vehicles (e.g motor cycles) safety within the road network</p> <p>12. Prioritise major road corridors for public transport and active transport, rather than private vehicles</p>	<ul style="list-style-type: none"> Freight needs to consider landuse in terms of warehousing & employment centres



Partnership and Participation
Strategic Reference Group

MINUTES

PARTNERSHIP & PARTICIPATION STRATEGIC REFERENCE GROUP

held in the Council Chambers, Dee Why on

WEDNESDAY 6 JUNE 2018

**Minutes of the Partnership & Participation
Strategic Reference Group
held on Wednesday 6 June 2018
in the Council Chambers, Dee Why
Commencing at 6:01pm**

ATTENDANCE:

Committee Members

Cr Sue Heins (Chair)	
Mayor Michael Regan	
Cr Roslyn Harrison	
Steve McInnes	Surf Life Saving Sydney Northern Beaches Inc
Ina Vukic	Northside Enterprise
Antony Biasi	
John Buggy	Belrose Open Space Corridor Association
Denice Smith	
Craig Susans	
Caroline Glass-Pattison	First Nations

Council Officer Contacts

Melanie Gurney	Executive Manager Library Services
Kath McKenzie	Executive Manager Community Engagement & Communications
Andrew Grocott	Manager Community Engagement
Michael McDermid	Manager Corporate Strategy
Olivia Greentree	Manager Communications
Jasmine Evans	Governance Officer

1.0 APOLOGIES

Apologies were received from Cr Penny Philpott, Tammy Cook, David Murray, Stacey Mitchell and Meegan Clancy.

2.0 WELCOME AND INTRODUCTIONS

Cr Sue Heins acknowledged the traditional owners of the land and paid respect to elders past and present. She also introduced and welcomed Steve McInnes and Caroline Glass-Pattison to their first meeting and advised that Vanessa Tiernan has resigned from the group.

3.0 DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST

There were no declarations of pecuniary or non-pecuniary conflicts of interest.

4.0 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS

4.1 MINUTES OF PARTNERSHIP & PARTICIPATION STRATEGIC REFERENCE GROUP MEETING HELD 28 MARCH 2018

The Minutes of the Partnership & Participation Strategic Reference Group meeting held 28 March 2018 were confirmed as a true and correct record of the proceedings of that meeting.

D Smith / Cr Heins

5.0 AGENDA ITEMS

5.1 SRG COMMUNITY STRATEGIC PLAN GOALS – MANAGER CORPORATE STRATEGY, MICHAEL MCDERMID

Note: Mayor Regan joined the meeting at 6:12pm.

Michael McDermid provided a presentation on the Goals of the Partnership and Participation Strategic Reference Group (Attachment 1).

To put the role of the group into context, Michael spoke about the development and purpose of the Community Strategic Plan (CSP) paying particular attention to the Goals and Strategies the Strategic Reference Group is focusing on:

Goal 12 – *Our community is friendly and supportive*

Goal 21 – *Our community is actively engaged in decision making process*

Goal 22 – *Our Council builds and maintains strong partnerships and advocates effectively on behalf of the community*

Throughout the development of the CSP, Council has sought feedback and comments from the community. A flavour of the comments received that are relevant to Partnership and Participation were also shared:

- Individual villages need to have their own input into the governance of their area
- Council needs to listen to what the community wants, not tell the community what it wants
- The small but vocal minority shouldn't get their way
- Council needs stronger working relationships with State Government

Following the presentation the group discussed their purpose and agreed that their role is ensuring the community is heard and that Council is working with the community so everyone can contribute.

They also discussed the Partnership and Participation measures from the CSP:

1. Delivery of key community projects with relevant government agencies:
 - Frenchs Forest Hospital precinct and roads upgrade
 - Ingleside Land Release
 - Beaches Link Tunnel
 - Projects funded from the Stronger Communities Fund.
2. Volunteering – I make a contribution to the community I live in
3. Satisfaction with:
 - Council lobbying on behalf of the community
 - Consultation with the community by Council.

The group questioned how Council could demonstrate and report on the above deliverables. Michael McDermid advised that a broad base of performance measures have been identified to evaluate progress towards the community's vision and assess whether objectives are being achieved. In relation to volunteering, lobbying and consultation with the community, this information is collected annually by Council through a satisfaction survey of 750 residents. The strength of partnerships will be measured through the effectiveness of delivery of joint projects (see above) and will be reported using a narrative style. The report can include other joint undertakings between Council and the State government not referred to in the list above.

4.2 COUNCIL COMMUNICATIONS – MANAGER COMMUNICATIONS, OLIVIA GREENTREE

Olivia Greentree provided a presentation on Council Communications and the Communications team (Attachment 2).

The presentation provided an overview of Council's:

- Communications team
- Website & social media accounts
- Earned Media

- Visual Communications
- Advertising
- Marketing Goals and Strategy.

Feedback provided by the group included:

- Council could increase engagement by including an amazing fact about the Northern Beaches in its newsletters and publications.
- Council has a number of great newsletters that members don't see advertised or promoted anywhere. Could Council link its newsletters or promote them together?
- The way Council's page in the Manly Daily is designed/formatted is very difficult to read due to the coloured background.
- Council needs to work towards providing more online services and responding to online enquiries. The group noted people are using social media pages and websites to contact organisations more and calling less.
- The group doesn't hear enough good news stories from Council and it should increase promotion of its events, wins and achievements.
- The budget for Council advertising and promotions could be more given the need for an increase in communications and promotions.

Note: Mayor Regan left the meeting at 7:15pm.

4.3 COMMUNITY ENGAGEMENT – MANAGER COMMUNITY ENGAGEMENT, ANDREW GROCOTT

Andrew Grocott provided a presentation on community engagement (Attachment 3), and distributed a copy of Council's [Community Engagement Policy](#) and [Community Engagement Matrix](#).

During the presentation Andrew briefed the group on Council's Community Engagement Strategy and team, and spoke about the different engagement projects they have run since amalgamation. Council is currently dealing with three different communities that are used to three previous methods of engagement and the team is working on developing a new community engagement framework to address this.

There was discussion about how this group can best contribute and the consensus from members was they would like Council to bring current projects to the SRG to workshop activities and approaches to be used as part of the engagement strategy, and provide feedback from their networks and communities.

Andrew noted he had planned some case studies and a workshop for this meeting however due to time constraints these would be deferred to the next meeting.

Action: Andrew Grocott to provide the group with information about "aware visitors" and information about the Council's coloured branding.

Note: Melanie Gurney left the meeting at 7:50pm

SUMMARY OF ACTIONS

ITEM NO.	ACTION	RESPONSIBLE OFFICER	DUE DATE
4.3	Andrew Grocott to provide the group with information about "aware visitors" and information about the Council's coloured branding	Andrew Grocott	12 Sept 2018

The meeting concluded at 8:05pm

This is the final page of the Minutes comprising 6 pages numbered 1 to 6 of the Participation & Partnerships Strategic Reference Group meeting held on Wednesday 6 June 2018 and confirmed on Wednesday 12 September 2018

Attachment 1

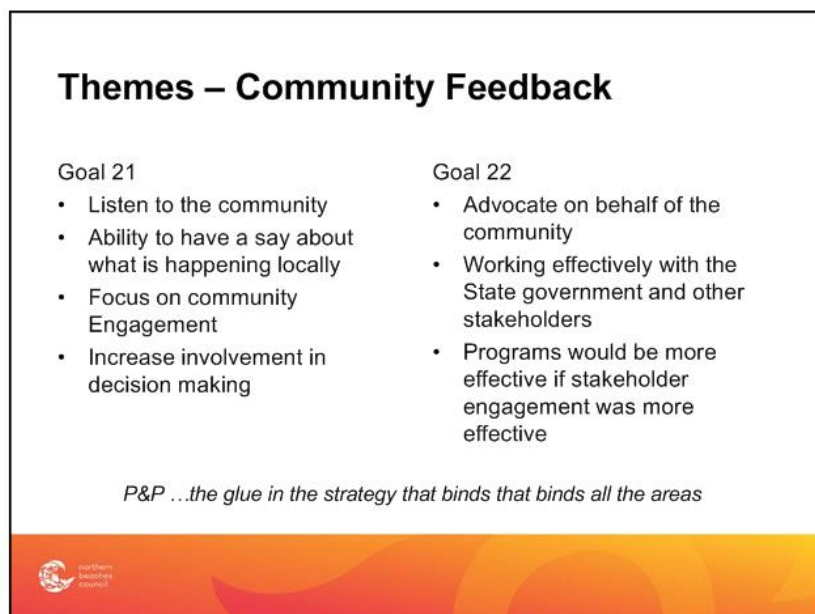


Participation and Partnership Goals

<p>Goal 21 Our community is actively engaged in decision making processes</p> <p>Strategies</p> <ul style="list-style-type: none"> a. Establish a fair and representative engagement structure that enables a diverse community to engage in local neighbourhood matters b. Enable community members to participate in decision-making by providing a broad range of engagement opportunities c. Undertake innovative and adaptive community engagement d. Improve community understanding of how decisions are made for the local area 	<p>Goal 22 Our Council builds and maintains strong partnerships and advocates effectively on behalf of the community</p> <p>Strategies</p> <ul style="list-style-type: none"> a. Develop partnerships to deliver facilities and targeted services and programs to meet community needs b. Facilitate collaboration between community groups, businesses, government and non-government organisations on projects and programs c. Advocate regionally and at NSW and Federal Government levels on behalf of the community <p>Goal 12 Our community is friendly and supportive</p> <p>Strategies</p> <ul style="list-style-type: none"> a. Support community groups and facilitate volunteer opportunities
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Attachment 1



Attachment 2



The slide features the title "What We Do" in a bold, black, sans-serif font. Below the title is a bulleted list of three items. To the right of the list is a large, stylized graphic of a hand holding a bicycle, rendered in shades of green and brown. The background of the slide is a composite image showing a person riding a bicycle on a rocky path, with trees and a sunset in the background. In the bottom left corner, there is a small logo for Northern Beaches Council.

What We Do

- Manage all external communications.
- Provide strategic support and communications advice.
- Maximise opportunities and cost effective campaigns across media, marketing and digital platforms.

Attachment 2

Our Objectives

- Communicate Council decisions, news and events in a timely, accurate and proactive manner
- Build an engaged and highly satisfied community
- Promote community engagement and connection
- Foster positive dialogue with the community.



Website

Average monthly page views:

723,652

Most viewed pages:

1. Home page
2. Library home page
3. Planning and development
4. Contact us
5. Building and renovations
6. Application search (planning & dev)
7. Parking permits
8. Bulky goods clean
9. Rubbish and recycling
10. Forms.



Attachment 2

Social media

Total reach last 30 days: 895,612



Followers: 46,017 Reach: 788,707



Followers: 10,511 Reach: 72,259



Followers: 6,772 Reach: 32,375



Followers: 1,174 Reach: 2271



Electronic Direct Mail

E-news – monthly to 56,437

What's On – monthly to 56,564

Library News – monthly to 73,113

Glen St News – monthly to 36,705

Other: topic specific



Attachment 2

Earned Media

- Proactive - media releases, photo opps, Q&As
- Reactive –10 media enquires week.



The collage features several items of earned media: a newspaper clipping from the Manly Daily with the headline 'TOXIC POND' and a photo of a pond; another clipping with the headline 'No picnic at hanging rock'; a Facebook post titled 'Sensory playgrounds offer more than to engage children'; and a photo of an older man sitting with a young child.

Visual Communications

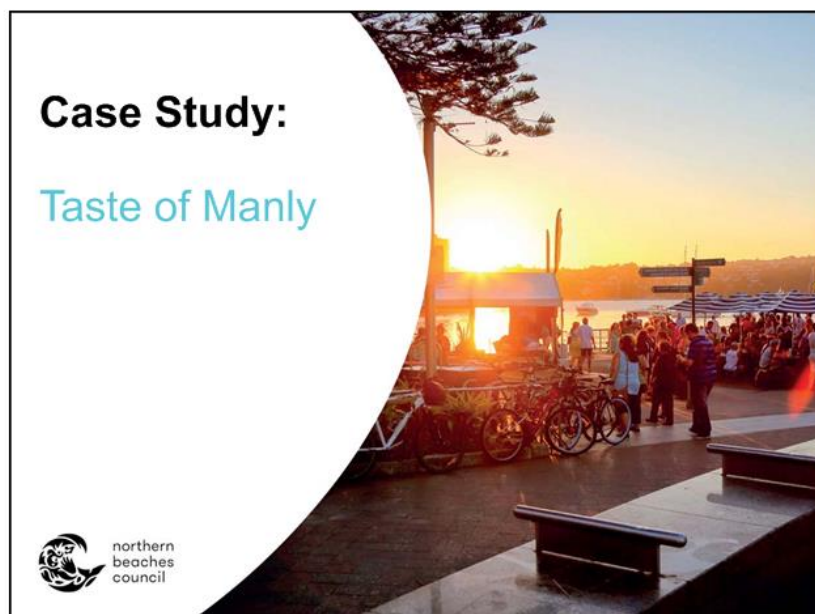
Our Finances

Where is the money spent?



The collage includes a large circular chart titled 'Where is the money spent?' showing a breakdown of the council's \$44.1m budget across various categories. Other items include the cover of the 'Northern Beaches Seniors Directory', a poster for 'The Northern Beaches' community events, and a poster for 'Building for Our Future'.

Attachment 2



Attachment 2

Marketing Goals

- Increase attendance/visitation 65K to 100K, with more non-local visitation
- Achieve ROI for Council and sponsors
- Raise profile of the Northern Beaches as 'foodie destination'.



Strategy

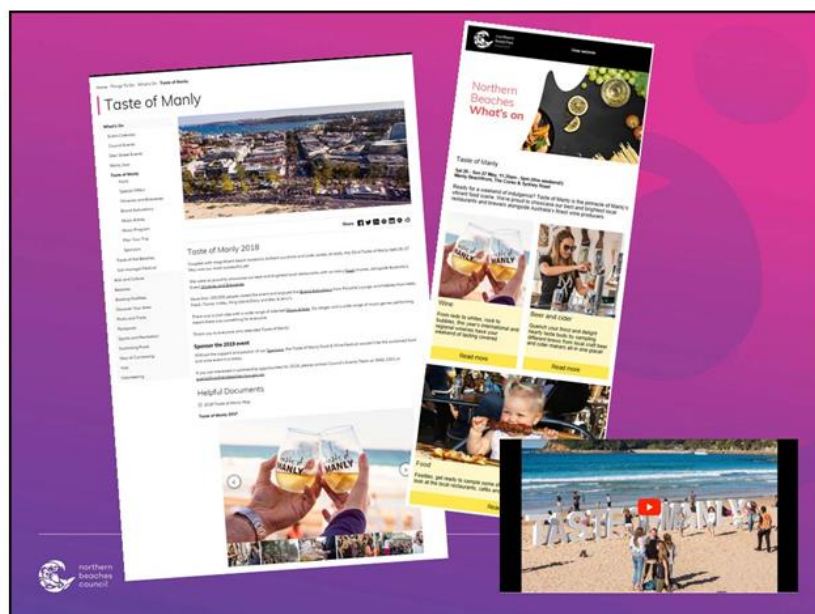
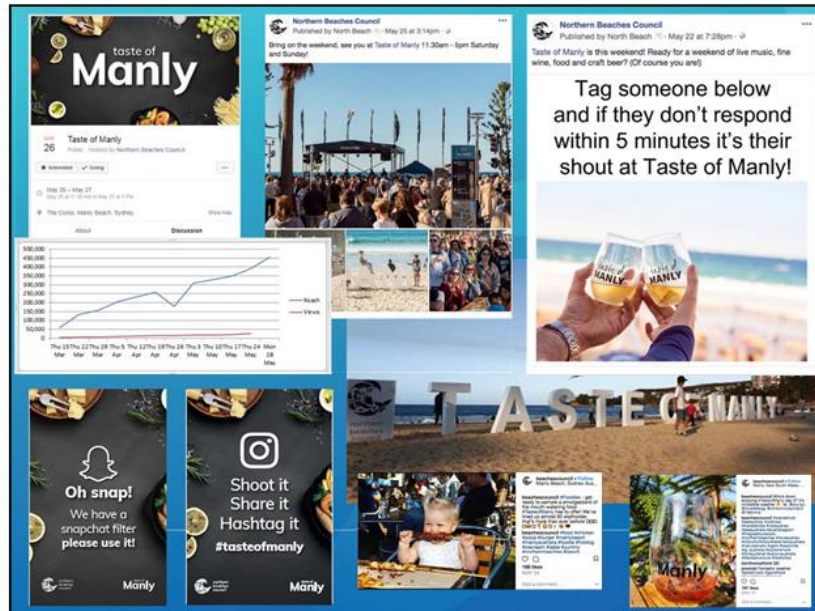
- Mix of paid advertising and earned media – across print, digital/social and radio
- Strong digital presence – Council website, EDM, online listings and social channels
- Suite of marketing collateral, bus backs, signage and banners
- Strong imagery, photography and video content .



Attachment 2



Attachment 2



Attachment 2



Marketing Results

Facebook:

- Total reach posts 622,121
- Event page 457,000 after 12 weeks

Instagram:

- 1185 photos added to # tasteofmanly, 1314 likes

Snap Chat:

- 18,200 views and 2,500 usage

Website:

- Total page views - 45,770

Visitors to Manly
over 130K

Comprehensive earned media coverage.

Attachment 2




Attachment 3



The Community Engagement Framework

The Community Engagement Framework reflects Northern Beaches Council's ongoing commitment to engaging our community.

- The CE Policy outlines the approach to CE as part of Council's decision making processes.
- The Matrix is an implementation tool of the Community Engagement Framework.



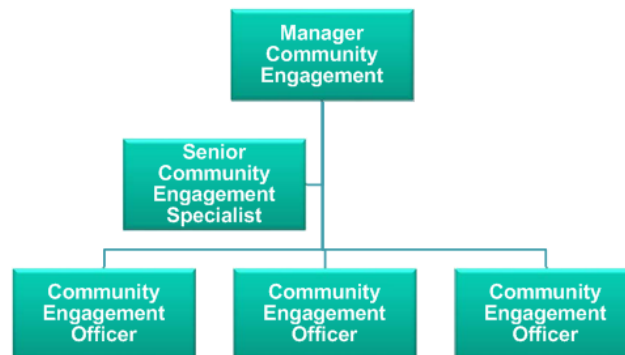
Attachment 3

Principles Underpinning Council's Approach to Community Engagement

1. Committed
2. Planned
3. Inclusive
4. Respect
5. Timely
6. Transparent
7. Engaging
8. Consideration



Our team



Attachment 3

Our objectives

Well planned and inclusive engagement process that leads to:

- better project outcomes for the community and council
- increased awareness of community views and issues that should be considered as part of the decision-making process
- increased satisfaction with council and strengthening of trust between Council and community
- potential time, resource and cost savings
- increased transparency and accountability.



What we have done

Since amalgamation:

- 150+ engagement projects.
- 250+ meetings with over 4000 people.
- 200+ drop in sessions/workshops with around 5000 attendees.
- 2000+ phone surveys completed.
- Around 10,000 online surveys/submission forms.



Attachment 3

Our current reach

- 20,000+ signed up to bulk email and project updates
- Avg: 42%+ open rate on our bulk email (eDM)
- Approx. 1000 'link clicks' per eDM (13%)

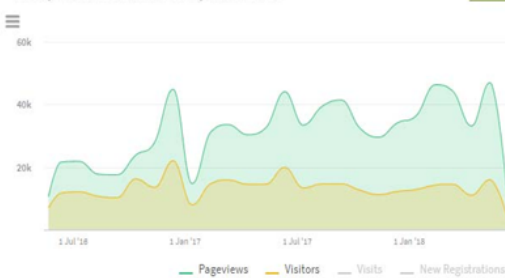


Your Say visitors (since amalgamation)

Visitors Summary

Your Say Northern Beaches from 12 May'16 to 02 Jun'18

DAILY MONTHLY



Highlights

TOTAL VISITS	MAX VISITORS PER DAY	NEW REGISTRATIONS
386.6 k	3 k	236
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
9.8 k	134.9 k	243.9 k



Attachment 3

As of today

- 64 projects currently 'published' on Your Say
- Around 20 projects currently open or recently closed
- Approx. 20 ongoing projects



Developing Community Engagement Plans



Attachment 3

IAP2 Public Participation Spectrum

INCREASING IMPACT ON THE DECISION 

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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Steps to engagement

- Step 1- Know your project
- Step 2 - Determine your level of impact
- Step 3 - Level of community participation
- Step 4 - Stakeholders
- Step 5 - Select engagement approaches
- Step 6 - Timeframes & resources
- Step 7 - Feedback, Reporting and Evaluation

Attachment 3

Step 1: Know your project

- Detail the background to the project or issue
- Purpose and scope of the engagement
- Set clear engagement objectives
- Identify any key issues
- Consider any legal or statutory requirements



Step 2: Determine your level of impact

Level of impact	Criteria (one or more of the following)	Examples
Level 1 High Impact – Whole or large part of LGA	<ul style="list-style-type: none"> • High level of real or perceived impact, interest or risk across whole or large part of LGA • Significant impact on attributes that are considered to be of high value to the whole of whole or large part of LGA, such as the natural environment or heritage • Significant impact on the health and safety of the whole or large part of LGA community • Potential high degree of controversy or conflict • Potential high impact on State or regional strategies or directions 	<ul style="list-style-type: none"> • Council's Community Strategic Plan • Local Environmental Plan • Plans of Management (district or regional) • A change to land categorisation, ie. community to operational land • Strategic Plan eg. Youth, Disability • Removal or major change of a facility or service across whole or large part of LGA, eg library services, waste management, beach services • Provision of a district or regional facility, eg. skate park, indoor sports centre • Changes to or impact on natural bush land or waterway (where the natural values could be affected)
Level 2 High Impact – Local	<ul style="list-style-type: none"> • High level of real or perceived impact or risk on a local area, small community or user groups of a specific facility or service • The loss of or significant change to any facility or service to a local community • Potential high degree of controversy or conflict at the local level 	<ul style="list-style-type: none"> • Local Environmental Plan (localised change) • Removal or relocation of a local playground • Change to or loss of valued activity or program, e.g. local youth activity • Re-development of a sports ground • Proposed removal or development of small pocket park • Local street road closure • Increase or removal of car parking
Level 3 Lower Impact – whole or large part of LGA	<ul style="list-style-type: none"> • Lower, although still some real or perceived impact or risk across whole or large part of LGA • Potential for some controversy or conflict • Potential for some although not significant impact on State or regional strategies or directions 	<ul style="list-style-type: none"> • Improvements to a whole or large part of LGA wide service, eg. Emergency Services • Minor change to a district or regional facility, eg. Aquatic Centres, Theatre • Minor changes to Customer Service processes, eg. payment of rates • Most changes to fees and charges (unless contentious) • Provision of a community wide event • Study or Review of community needs, eg. Annual Survey, recreation needs assessment
Level 4 Lower Impact – Local	<ul style="list-style-type: none"> • Lower level of real or perceived impact or risk on a local area, small community or user groups of a specific facility or service • Only a small change or improvement to a facility or service at the local level • Low or no risk of controversy or conflict at the local level 	<ul style="list-style-type: none"> • Upgrade of a local playground • Local street or streetscape upgrade • Changes to a local activity program, eg. timing or venue location



Attachment 3

Step 3: Level of Community Participation

Level of Participation	Definition	Promise to the Community
Inform	To provide the public with balanced and objective information to assist them in understanding the problems, alternatives, opportunities and/or solutions.	We will keep you informed.
Consult	To obtain feedback public on analysis, alternatives and/or decisions.	We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision.
Involve	To work directly with the community throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how the public influenced the decision.
Collaborate	To partner with the community in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.
Empower	To place final decision making in the hands of the community.	We will implement what you decide.

Step 4: Stakeholders

- Develop a comprehensive list of stakeholders.
- Internal Stakeholders
- Encouraging participation
- Matching Stakeholders and Issues

Attachment 3

Step 5: Selecting Engagement Approaches

- Northern Beaches 'Your Say' website
- Surveys
- Comment/submission forms
- Discussion/options papers
- Workshops/Forums
- Social Pinpoint (online issues mapping tool)
- Focus groups
- Online discussion forums
- Working/Advisory Groups



Beyond traditional engagement

- Values identification and testing (Place Score)
- Representative sample (surveying and workshopping)
- Capacity building (advance focus groups)
- Narrative building and SenseMaking
- Future visioning
- Partnering (partnership brokering)
- Behavioural insights
- Place Making
- Outrage management
- Delib democracy e.g. Citizens' Jury



Attachment 3

How we communicate engagements

- Written Correspondence
- Notice/ Advert
- Social Media
- Project updates
- eDM - Bulk email, Northern Beaches news
- Web Site (Your Say Page)
- On Site Sign / Display
- Banners / Posters
- Fact sheets, brochures, flyers
- Media Release
- Mail and letterbox drops
- Door knocking



Step 6: Timeframes and Resources

- Develop a timeline of the key engagement activities
- Include other factors in project and engagement plan timeline during the project.



Attachment 3

Step 7: Feedback, Reporting and Evaluation

- Feedback and Closing the Loop
- Consider outcomes and reporting
- Evaluation



Key challenges in engagement

- Knowing our community
- Engaging the disengaged and hard to reach
- Hearing through the louder voices
- Over consulting/ message saturation – cutting through the noise



Attachment 3



The future's bright

- Striving for greater **inclusion** and **accessibility**
- Collecting, managing and storing data
- How to better evaluate CE (putting metrics on effectiveness and value)

 northern
beaches
council



Places for People
Strategic Reference Group

MINUTES

PLACES FOR PEOPLE STRATEGIC REFERENCE GROUP

held in the Coastal Environment Centre, Narrabeen on

THURSDAY 7 JUNE 2018

**Minutes of the Places for People
Strategic Reference Group
held on Thursday 7 June 2018
in the Coastal Environment Centre, Narrabeen
Commencing at 6:00pm**

ATTENDANCE:

Committee Members

Cr Ian White (Chair)	
Cr Stuart Sprott	
Caroline Ghatt	Play for all Australia
Stephen Pearse	
Jim Koopman	
Merinda Rose	
Les Irwig	
Miranda Korzy	
Maryann Novakovic	
Richard Michell	Manly, Warringah and Pittwater Historical Society
Kelvin Millsom	Northern Beaches Junior AFL Association, Manly Warringah Pittwater Sporting Union

Council Officer Contacts

Steven Lawler	Acting General Manager, Environment & Infrastructure
Andrew Pigott	Executive Manager Strategic and Place Planning
Damian Ham	Acting Executive Manager, Parks and Recreation
Jenny Cronan	Senior Recreational Planner
Anne-Maree Newbery	Manager, Strategic and Place Planning
Phil Jemison	Manager, Strategic and Place Planning
Sherryn McPherson	Governance Coordinator



MINUTES OF PLACES FOR PEOPLE STRATEGIC REFERENCE GROUP

7 JUNE 2018

1.0 APOLOGIES

Cr Sprott / Les Irwig

That:

- A. Apologies were received from Mayor Regan, Councillor Bingham, David Kerr, Susan Cairns, Sita Mason and Jennifer Spencer.
- B. A resignation was received from Jennifer Spencer.

2.0 DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST

There were no declarations of pecuniary or non-pecuniary conflicts of interest.

3.0 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS

3.1 MINUTES OF PLACES FOR PEOPLE STRATEGIC REFERENCE GROUP MEETING HELD 29 MARCH 2018

Cr Sprott / Merinda Rose

The minutes of the Places for People Strategic Reference Group meeting held 29 March 2018, were confirmed as a true and accurate record of that meeting.

5.0 UPDATE ON ACTIONS FROM LAST MEETING

Meeting Date	Item No.	Responsible Person	Action	Due Date	Outcome / Comments	Status
29-Mar-18	5.2	Andrew Pigott / Steven Lawler / Sherryn McPherson	The following items be included on the June agenda: 1. Open Space Strategy Scoping Workshop (item 4.1). 2. Update on the topic of a Hub at Brookvale (item 4.3). 3. Update on the Frenchs Forest Precinct. 4. Update on the Avalon Place Plan. 5. Thematic history of the Northern Beaches.	18-May-18	Included in June Agenda	Complete

4.0 AGENDA ITEMS

4.1 NORTHERN BEACHES OPEN SPACE STRATEGY - WORKSHOP

Damien Ham and Jenny Cronan presented the Delivery Program – Roadshow to the group (Attachment 1).

The results of the questions (listed below) discussed during the workshop are attached to the minutes at Attachment 2:

1. What is your favourite local recreational space?
2. What is your vision for our recreational spaces?
3. Have you been anywhere in the world that impressed you and could be suitable here?
4. What do you think about the current state of our recreational spaces – is there anything we can do to improve them?

ACTION: The update on the Northern Beaches Open Space Strategy be included on the Agenda for the September meeting.

4.2 UPDATE ON THE FRENCHS FOREST PLANNED PRECINCT

NOTE : The group was reminded of their obligations in accordance with section 11 of the Terms of Reference, Model Code of Conduct for Strategic Reference Groups as the information being provided on this item is classified as confidential information:

- g) *Confidentiality and Privacy: Members may have contact with confidential or personal information retained by Council. If so, members are required to maintain the security of any confidential or personal information and not access, use or remove any information, unless the member is authorised to do so.*

Andrew Pigott and Phil Jemison provided an update to the group on this item.

A partial copy of the PowerPoint presentation provided to the group is attached to the minutes at Attachment 3.

In 2017, the NSW Government announced Frenchs Forest as a Planned Precinct. In the same year, Council adopted Northern Beaches Hospital Precinct Structure Plan. Council is working in partnership with the Department of Planning & Environment to deliver the direction established in the Structure Plan.

In addition, a draft Local Character Statement is being developed using the feedback from Council's extensive engagement with the community programs which were held in May 2018. The Local Character Statement will set the overarching vision for the precinct and resulting development controls.

The following items are being reviewed and are a major focus during the planning of the Frenchs Forest Precinct:

- Using an innovative approach to manage the tree canopy and create open space
- Implementing social areas with the inclusion of a urban piazza proposed, recreational open space and community buildings (Library and community buildings)
- Pedestrian linkage to the Frenchs Forest Hospital, town centre and public transport



MINUTES OF PLACES FOR PEOPLE STRATEGIC REFERENCE GROUP

7 JUNE 2018

- Investigation of streets and thoroughfares and how we can make the area permeable for the community to navigate
- Manage and mitigate noise levels through the placement and design of buildings. For example, locate the commercial buildings on Warringah Road which provides exposure for businesses and reduce the traffic noise into the new town centre
- The focus for retail will be on ground levels to activate and enliven those areas and will provide opportunities for the community to come together

ACTION: This item be included on the Places for People Strategic Reference Group meeting agenda in September.

4.3 MY PLACE AVALON

Andrew Pigott and Anne-Maree Newbery provided a brief overview of the My Place Avalon which included:

- Community workshop being held at the end of June and July 2018
- Pop Ups in Avalon
- Place Partners has been appointed to assist with the project.

Question from the group to Council: A Member raised concerns in regards to the questions included in the survey and asked how it was created?

Answer: The survey was prepared by a specified place maker contracted to Council. The survey was created generically to seek input on what the community values as their ideal centre. The aim of the feedback provided through the survey will assist council in understanding what the community values about Avalon.

Question from the group to Council: How will council ensure that we receive diversity in our response to the Avalon Plan?

Answer: Council will be targeting different demographics by invitation. This will ensure the feedback for the plan covers a wide range of diversity including all abilities, environment, heritage, arts and culture, community groups and organisations, schools etc through various platforms, workshops and online forums.

ACTION: This item be included on the Places for People Strategic Reference Group meeting agenda in September.



MINUTES OF PLACES FOR PEOPLE STRATEGIC REFERENCE GROUP

7 JUNE 2018

4.4 NORTHERN BEACHES THEMATIC HISTORY

Andrew Pigott and Anne-Maree Newbery provided a brief overview of the Thematic History however due to lack of time, this item will be included on the September Agenda.

Question from the group to Council: When will the Northern Beaches Thematic History project be completed?

Answer: Council advertised for a consultant which will be appointed within the next few weeks. The project is estimated to run for approximately 6-9 months.

Question from the group to Council: Why does the Council not include the full Aboriginal history of this area?

Answer: The Thematic History paper is aimed at bringing the whole region together and includes Aboriginal and European history and how the area was developed. Further details in regards to the Aboriginal history to be included in the project will be further discussed with the heritage consultant once appointed.

ACTION: This item be deferred and included on the agenda for the Places for People Strategic Reference Group meeting in September.

4.5 VERBAL UPDATE - HUB AT BROOKVALE

NOTE: This item was not discussed during the meeting and it was agreed that it be included in the September Places for People meeting agenda.

ACTION: This item be included on the Places for People Strategic Reference Group meeting agenda in September.

6.0 GENERAL BUSINESS

Nil

SUMMARY OF ACTIONS

ITEM NO.	ACTION	RESPONSIBLE OFFICER	DUE DATE
	The following items be included on the September agenda:		
4.1	Northern Beaches Open Space Strategy Update	Andrew Pigott / Steven Lawler / Governance	24 August 18
4.2	the Frenchs Forest Precinct		
4.3	Update on the Avalon Place Plan		
4.4	Thematic history of the Northern Beaches		
4.5	Update on the topic of a Hub at Brookvale		

The meeting concluded at 8:24pm.

This is the final page of the Minutes comprising 7 pages
numbered 1 to 7 of the Places for People Strategic Reference Group meeting
held on Thursday 7 June 2018 and confirmed on Thursday 13 September 2018



Proposed Open Space and Recreation Strategy

... to protect and enhance our natural environment and landscape settings while providing recreational, social and cultural activities that meet the community's needs.

Community Vision: A safe, inclusive and connected community that lives in balance with our extraordinary coastal and bushland environment.



Landscape settings People want to be in beautiful spaces!

852 reserves - 1,400ha of parkland , 1,700ha bushland

- Nature Conservation Areas
- Large parklands and special gardens
- Local parks / neighbourhood parks
- Village greens Linear spaces - for walking, cycling and equestrian
- Foreshore reserves and waterways - 7 catchments, 4 lagoons
- Ocean beaches - 80 km coastline, 21 beaches – more than half of all the beaches in Sydney, 15 rockpools, 8.3 million beachgoers a year.



MINUTES OF PLACES FOR PEOPLE STRATEGIC REFERENCE GROUP

7 JUNE 2018

**Objectives**

- Conserve our unique sense of place
- Provide access to a diverse range of activities that are consistent with the community's expectations
- Incorporate innovative and creative ideas
- Further investigate uses for local parks - play spaces, outdoor gyms, long picnic tables, community gardening etc.
- Outcome based, not 'motherhood' statements.

**Overlays**

- Original inhabitants and their culture
- Demographics
- Local community and visitors
- Gender
- Youth
- Fun, sense of play
- Equity -including intergenerational equity, gender, accessibility and participation
- Expectations (live-within-our means?)



Trends

The best outcomes can be the result of a creative solution to a problem

- Health – meditation, contemplation
- Time poor - escapism
- Technology: GPS 'Pokemon Go'
- Hubs - creative or activity precincts
- Extreme sports - hang gliding, mountain bikes
- Drones, drones and more drones
- Outdoor gyms
- Cycling
- Walking and running events for fund raising
- Community groups managing or helping to manage parklands
- Dogs and off-leash areas
- Sustainability
- Events – Taste of Manly



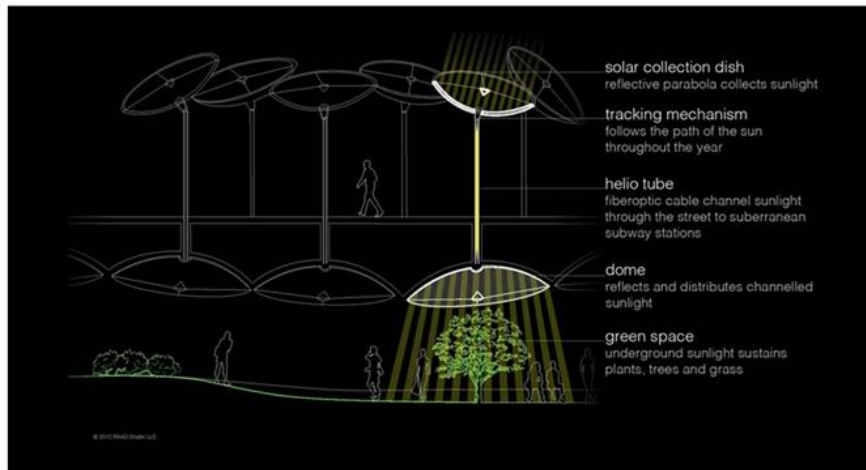
Trends – cont.

- Single households – connecting with others
- State Government's support – link between green space and public health and well-being - Greater Sydney's \$290 million – 100m to buy land and 20m for play spaces.
- Public parks on top of tall buildings, sky gardens and green walls
- Repurposing spaces – rail trails - former Wangi Power Station - community pressure for Lake Macquarie Council to develop into a rail trail.
- New York's Lowline – the world's first subterranean green space using solar technology to illuminate, planned to open in 2021.



New York's proposed 0.4ha underground park - Lower East Side. 1908 trolley passengers. Unused since 1948. Remnant cobblestones, criss-crossing rail tracks and vaulted ceilings. Remote skyline – sunlight passes through a glass shield.





Questions

1. What is your favourite local recreational space?
2. What is your vision for our recreational spaces?
3. Have you been anywhere in the world that impressed you and could be suitable here?
4. What do you think about the current state of our recreational spaces - is there anything we can do to improve them?

What's next

1. Project plan with timeline
2. Background / research
3. Review former council Strategies
4. Community engagement – broad based surveys, workshops
5. Needs and issues / analysis report
6. Discussion paper with recommendations
7. Community engagement
8. Draft Strategy developed
9. Community engagement
10. Final draft
11. Council adoption

Agenda items

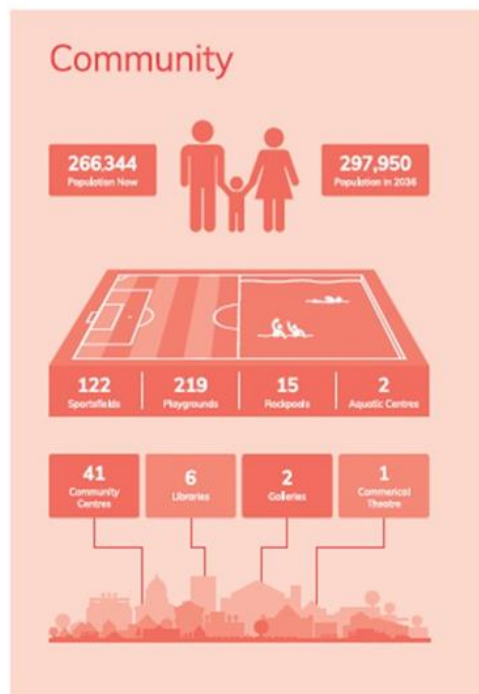
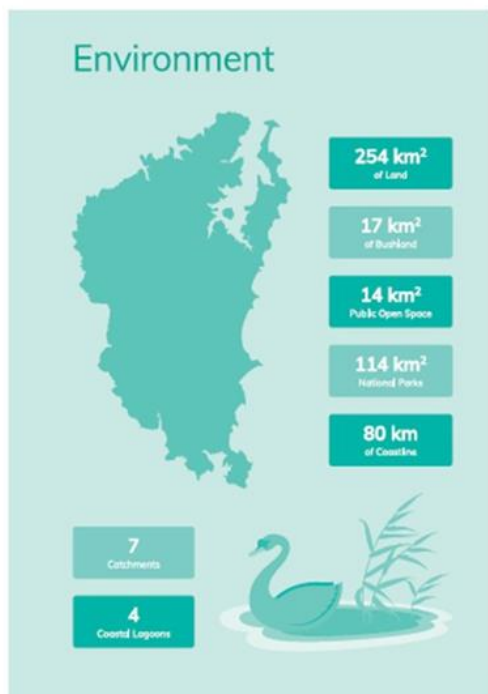
Open space – green public space that is specifically set aside for community use.

Biodiversity – natural areas are categorised as such under the LGA, 93 which contains guidelines for how to manage. The management and council is obliged to manage accordingly.

Schools – MoU with Dept of Education to agree on joint projects. NN High.

Golf courses - dealt with in the sportsground strategy.

The Northern Beaches Community



ATTACHMENT 2

Members requested that the following be **considered** for the Strategy:

- Creative artistic outdoor precincts. Artists and cultural expertise to be involved.
- Intergenerational play and recreation.
- Integration with environmental objectives, including biodiversity, mapping (Council's Natural Environment & Climate Change unit will be a key stakeholder and driver for the Strategy)
- Risky play and look at adventure playgrounds
- Integrate heritage
- Places for action and passive, unorganised play and recreation e.g. meditation, enjoying the view
- Disability, inclusion, accessibility, equity of access
- Encourage different age groups to recreate together through design e.g. older and younger people
- How to manage mountain bikes in natural spaces.
- How to manage dogs in open spaces.
- Multi-use of spaces including golf courses.
- Extend the outlook to 20 to 30 years.
- Locations are easy to walk to. Not far to travel to.
- Understand and cater for carer needs.
- Understand needs of visitors, link to tourism.
- Use of streets, car parks, school facilities.
- 'take down the fences'
- Flexible spaces, living spaces.
- Free play and occasional play.
- Trends here and overseas. Talk to other councils and seek overseas best practise too.
- Non-traditional activities.
- 'Diverse' and full range of our communities of interest.
- User centred design and outcomes.
- Tiny parks movement.
- Diverse range of enhanced experiences for all.
- Basic infrastructure, no need for complexity everywhere.
- Guide play for all.
- Community gardens, farms for socialising, recreation and for food.
- Encourage all to get off their screens.
- Fun! Amazing! Design for all.
- Encourage all to experience our natural spaces, bushland.
- Long-lasting, easy to maintain design.

Update on the Frenchs Forest Planned Precinct

Places for People SRG - 7 June 2018



Background



Technical Studies



All preliminary studies have been shared with Council for comment.



Adopted Structure Plan



Key Components

- 5,360 dwellings and 2,300 jobs
- New town centre
- Separate Masterplan for WAC and Aquatic Reserve
- FSRs capable of delivering a Strategic Centre
- 10% affordable housing throughout precinct; 15% affordable housing in town centre
- Phased delivery of Plan based on road network upgrades and new transport infrastructure



Phasing Strategy





Community & Belonging
Strategic Reference Group

MINUTES

COMMUNITY & BELONGING

held in the Council Chambers, Manly Town Hall on

WEDNESDAY 13 JUNE 2018

**Minutes of the Community & Belonging
Strategic Reference Group
held on Wednesday 13 June 2018
in the Council Chambers, Manly
Commencing at 6:08pm**

ATTENDANCE:

Committee Members

Cr Candy Bingham (Chair)	
Cr Penny Philpott	
Roslyn Marsh	Avalon Preservation Association
Simon Moriaty	
Michelle Povah	Northern Beaches Child & Family Interagency
Maria-Elena Chidzey	Community Northern Beaches Inc. (CNB)
Cathy Hockey	
Lorrie Morgan	

Council Officer Contacts

David Kerr	General Manager Planning, Place & Community
Kylie Walshe	Executive Manager Community, Arts & Culture
Robert van den Blink	Manager, Social Planning & Community Development
Justin Burke	Team Leader Youth Services
Annie Laing	Governance Officer

Observers / Presenters

Members of the Northern Beaches Council Youth Advisory Group; Tara Ellevsen, Rhiannon Marshall-Witte, Sarah Halnan and Lucie Malone

1.0 APOLOGIES

The apologies from Councillor Sarah Grattan, Councillor Kylie Ferguson, Susan Watson, Margaret Shonk, Jennifer Warton, Tamzin Lee, Dee Robbins and Samuel Wilkins were noted.

2.0 DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST

There were no declarations of pecuniary or non-pecuniary conflicts of interest.

3.0 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS

3.1 MINUTES OF COMMUNITY & BELONGING STRATEGIC REFERENCE GROUP MEETING HELD 4 APRIL 2018

Roslyn Marsh / Simon Moriarty

That the Minutes of the Community & Belonging Strategic Reference Group meeting held 4 April 2018 were confirmed as a true and correct record of the proceedings of that meeting.

4.0 AGENDA ITEMS

NOTE: Kylie Walshe chaired the meeting until Deputy Mayor Candy Bingham arrived at 7.10pm.

4.1 ARTS & CULTURE PROJECTS

Kylie Walshe provided an update to the group on this item.

An update on the following projects was provided:

- The Mona Vale Performance Space – community engagement and benchmarking has been completed for the feasibility study and the study will likely be presented to Council in August or September.
- The Northern Beaches Coastal Walkway Public Art Trail – GML Heritage consultants have been engaged and have already completed a workshop with the working group. A more detailed community engagement plan and pop up site workshops will occur around July and August 2018.

Question from the group: What are the current sites being looked at by Council for the Creative Art Space (North)?

Answer: There are currently four (4) sites being considered, these sites are; Avalon Annexe, Avalon Golf Club, Avalon Bowling Club ex-green (greenfield site) and Mona Vale Kitchener Park (greenfield site). Advice from Council's Property section indicates that the greenfield sites are not financially viable for the available budget.

Question from the group: Will this process for the creative art space (north) be held up by the Avalon Place Plan which will take up to 18 months?

Answer: No, this will be running separately.

Question from the group: Has Council defined art in relation to the Northern Beaches Coastal Walkway Public Art Trail?

Answer: Not yet, however, this will be addressed in the final strategy. The consultants GML have expertise in a wide range of fields including heritage, art, history, design and architecture. It is important that the design integrates with the environment. There will be a wide range of art included in the trail.

Question from the group: Will artwork along the Northern Beaches Coastal Walkway Public Art Trail be permanent?

Answer: There will be a variety, while some will be permanent there will also be an opportunity for temporary or ephemeral works, this could include performance art.

Question from the group: Are you working with the Garigal People?

Answer: Council will be working with local Aboriginal Groups for their input.

Kylie Walshe advised the group that more information will be provided at the next Strategic Reference Group Meeting as well as an opportunity for the Community to meet with GML Heritage.

4.2 DISABILITY INCLUSION ACTION PLAN

Robert van den Blink gave a presentation on this item, the presentation was distributed in the minutes of the Community & Belonging Strategic Reference Group meeting held on 4 April 2018.

R van den Blink discussed Council's plans to introduce Inclusion Awards and the group discussed ideas and timing of these awards. The potential to include these with the Local Business Awards or to give the Inclusion Awards their own identity, it could be tied into Disability Week which is in December.

Question from the group: Does Council engage with people who have disabilities, for example going around somewhere in a wheelchair?

Answer: Council has done this in the past and with people who have different disabilities, including mobility, sight and hearing disabilities.

Question from the group: Has disabled access to beaches been looked into?

Answer: While beach access has been looked at, it is difficult. Through the Stronger Communities Fund the Surfrider Foundation was provided with mobile roll out matting which they are trialling. Previous trials by Council have shown it can be problematic as with long beaches and soft, dry sand the matting can bunch up. Council has beach chairs (FreeWheeler) available. Ideally it would be great to look into some permanent solutions.

DIAP Action regarding Info Hub – It was discussed that staff are working with Council's IT Team to see if we can link people to all services external from Council through the webpage.

The group also discussed the benefits of looking into a mobile application (an app) that could guide people with disabilities to where access is provided or where other people have travelled safely and comfortably. Something similar to Councils already existing Capital Works Map.

NOTE: David Kerr left the meeting at 7.07pm.

ACTION

Kylie Walshe to follow up with State Transit Authority if there is disabled access onto the B-Line buses.

NOTE: Councillor Candy Bingham arrived at the meeting at 7.10pm.

4.3 YOUTH SERVICES & ACTIVITIES

Justin Burke, Youth Services Team Leader gave a presentation on this item (Attachment 2). He was joined by four members of the Northern Beaches Council Youth Advisory Group (YAG).

The Northern Beaches Council's Youth Advisory Group is made up of 25 members which includes five members from each Ward with an age range of 12 – 21.

The YAG members discussed the following:

- Youth Exchange Program to Brewarrina
- ArtDecko
- Discobility
- Benefits of being a part of the Youth Advisory Group

Question from the group to the YAG members: What is the best way to communicate to young people on the Northern Beaches?

Answer: Social media, both Instagram and Facebook while used for different things they can both be valuable for interactions.

Question from the group: For events held at the PCYC, does Council provide transport?

Answer: Yes, Council provides buses North and South, however these are not used much (50 people out of about 700 people) it is noted that younger people are getting lifts, carpooling, catching Ubers or the B-Line.

Question from the group: Is there a need for a youth space in each village/suburb?

Answer from YAG members: It depends on the individual, it could be beneficial to have a space where you could access a range of services while also providing a safe space that younger people can rely on.

Question from the group: There is no mention in the report of drugs and alcohol and how Council is tackling this issue?

Answer: These issues would be referred to more specialised community counselling services.

5.0 UPDATE ON ACTIONS FROM LAST MEETING

Nil

6.0 GENERAL BUSINESS

Kylie Walshe provided an update on what will be included in the agenda for the next meeting:

- Update on the Arts Strategy
- Update on Community Centre Strategy
- Update on Community Safety Plan (time dependent)

SUMMARY OF ACTIONS

ITEM NO.	ACTION	RESPONSIBLE OFFICER	DUE DATE
4.2	Kylie Walshe to follow up with State Transit Authority if there is disabled access onto the B-Line buses.	Kylie Walshe	22/08/2018

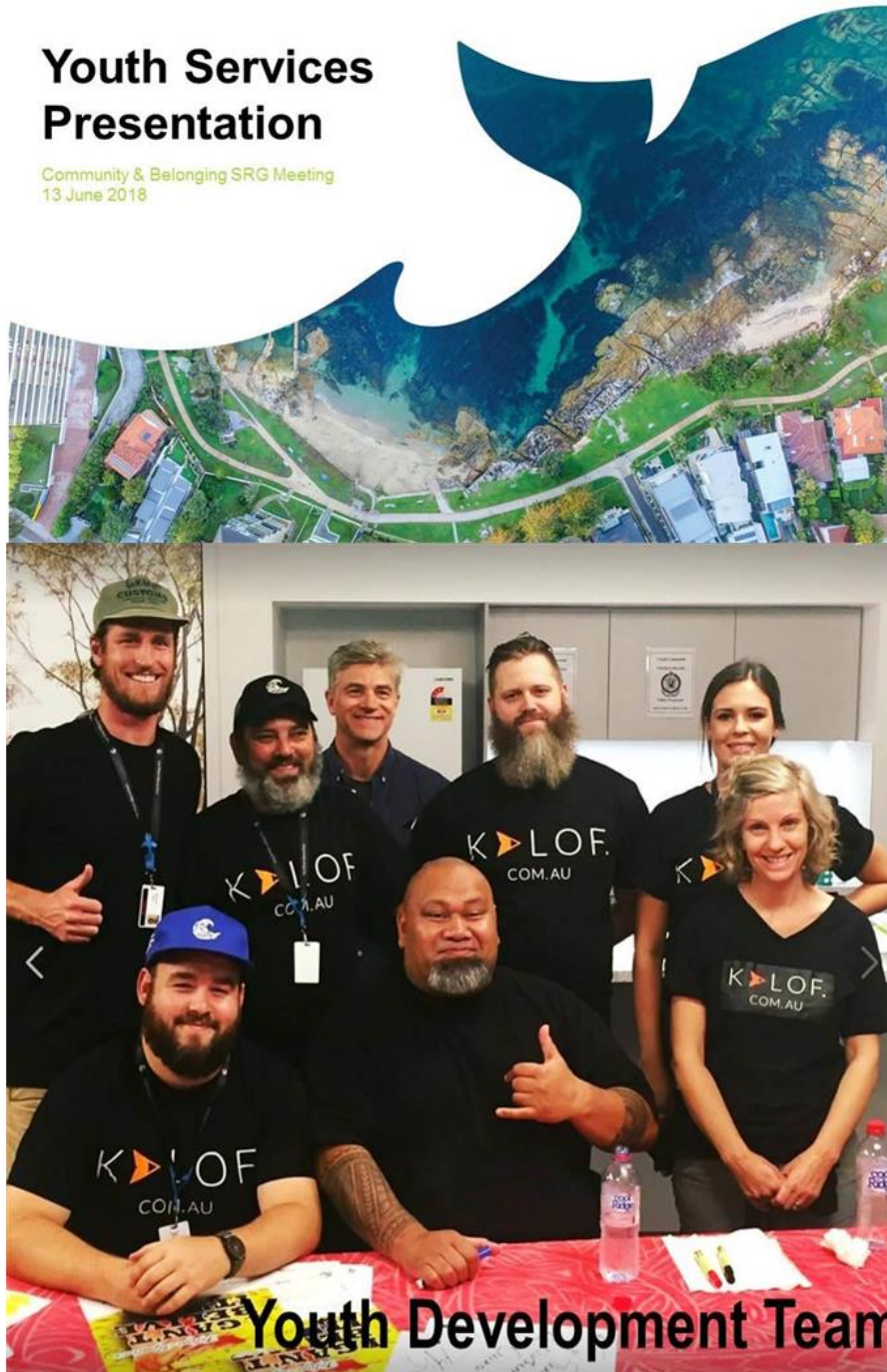
The meeting concluded at 8.11pm

This is the final page of the Minutes comprising 7 pages numbered 1 to 7 of the Community & Belonging Strategic Reference Group meeting held on Wednesday 13 June 2018 and confirmed on Wednesday 22 August 2018

ATTACHMENT 1

Youth Services Presentation

Community & Belonging SRG Meeting
13 June 2018



Direct Service Provision



ARTDECKO 2018



Discobility Dance Party



Youth Advisory Group

Partnerships & Support

Manly Art Gallery & Museum



Pasifika Northern Beaches Inc



NBYI & NBC&FI



SB NSW & Monster Skate Park

Partnerships & Support



Dam Am Australia

Avalon Youth Hub



Shoreshocked All Ages Music Festival

How We Engage with Young People

Youth Advisory Group



School Engagement



The BEN Careers Expo



How We Engage with Young People



Parent's Comments

The artwork the boys have been bringing home has been great!

Thanks for the amazing workshop you do for youth.

The boards look amazing! Thank you both..... the work you and the broader council team put into Artdecko and the skatepark launch event were much appreciated 😊



Partner and Youth Comments

We enjoy your team promoting positive community events to our students. (Narrabeen High)

No problem at all Justin, thanks for coming out, the kids really enjoyed it. Thanks for all the opportunities Kalof provides our students keep them coming - we love getting involved. (Cromer Campus)

Fantastic and thanks so much for the opportunity to be a part of your event.

It has been a success and was widely supported by the Pasifika Population in NSW. We appreciated the chance to participate in the event and thanking Mr. Burke for that, and looking forward for more of the kind in the future. We are ready to work with the Council when needed but for this one, it was more than a pleasure.

Pasifika Community Northern Beaches in its recent meeting has a review session of the above mentioned Event organised by the NBC for Youth and Pacific People. Pasifika Community got involved through Mr. Justin Burke who invited us to help in running the programme.



Looking Ahead

- YAG Training
- 4 August PCYC Event
- Business Planning Day for Youth Team
- Incorporating feedback & suggestions from tonight





Economic & Smart Communities
Strategic Reference Group

MINUTES

ECONOMIC & SMART COMMUNITIES

held in the Guringai Room, Dee Why Civic Centre on

WEDNESDAY 20 JUNE 2018

Minutes of the Economic & Smart Communities

Strategic Reference Group

held on Wednesday 20 June 2018

in the Guringai Room, Dee Why Civic Centre

Commencing at 6:03pm

ATTENDANCE:

Committee Members

Cr Sue Heins (Chair)	
Mayor Michael Regan	
Andy West	
Stuart White	Microsoft Australia
Drew Johnson	Manly Business Chamber
Peter Middleton	Newport Residents Association
Ngaire Young	Northern Beaches Campus, TAFE NSW
Lauren Hosking	
Geri Moorman	
Gordon Lang	
Alan McNamara	
Sandy Coxon	

Council Officer Contacts

Kath McKenzie	Executive Manager, Community Engagement & Communications
Mark Jones	Executive Manager Transformation & Performance
Nathan Rogers	Executive Manager, Systems & Information
Lisa Neal	Manager, Procurement
Claire Chaikin-Bryan	Project Manager, Transformation & Performance
Deb Kempe	Team Leader Economic Development & Tourism
Felicity Shonk	Economic Development Officer
Andrew Schaper	Senior Procurement & Contracts Specialist
Annie Laing	Governance Officer

Presenters

Andrew Tovey	University of Technology Sydney (UTS)
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1.0 APOLOGIES

The apologies received from Councillor Harrison, Councillor Walton, Saul Carrol and Paul Billingham were noted.

2.0 DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST

Gordon Lang declared a less than significant, non-pecuniary interest as he owns and operates a printing company and does a very minor amount of work for the Council.

Alan MacNamara declared a less than significant, non-pecuniary interest as the University of Technology Sydney is one of his clients.

Stuart White declared a less than significant, non-pecuniary interest as his work may collaborate with the University of Technology Sydney.

3.0 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS

3.1 MINUTES OF ECONOMIC & SMART COMMUNITIES STRATEGIC REFERENCE GROUP MEETING HELD 11 APRIL 2018

The Minutes of the Economic & Smart Communities Strategic Reference Group meeting held 11 April 2018, copies of which were previously circulated to all Members, were confirmed as a true and correct record of the proceedings of that meeting.

5.0 UPDATE ON ACTIONS FROM LAST MEETING

5.1 NEW PROCUREMENT TOOLS TO SUPPORT LOCAL BUSINESS

Lisa Neal provided a verbal update and gave a presentation on this item (Attachment 1).

L Neal explained that that Council is looking at ways to engage with local businesses in regards to the tendering processes of Council and is open to different approaches to further engage. These strategies are included in Attachment 1.

Question from the group: Is there any kind of directive from Council to consider a local business over another when assessing tender proposals?

Answer: Yes, one of Councils guiding principles contained in its Procurement Policy is Social Sustainability and Local Supplier Engagement which outlines Councils commitment to local businesses.

Question from the group: Is purchasing within Council centralised?

Answer: No, which can make it challenging, however, there are a range of panels and criteria that needs to be met.

4.0 AGENDA ITEMS

4.1 SMART NORTHERN BEACHES FRAMEWORK (STRATEGY) UPDATE

Mark Jones gave a verbal update on this item.

Question from the Chair: Is Council looking into what other councils are doing in the Smart Communities space?

Answer: While Council can be aware of what is going on at other Councils, we want to be a leader and not be guided with what other Councils may be doing. Council is looking around at what is in the market. This is done through Smart Communities Forum and FutureGov. We need to make sure that what we are doing and planning for is what the Northern Beaches community needs and wants.

Question from the Chair: How did Council come up with the five goals contained in the Digital Transformation Strategy?

Answer: There was three sets of engagement which involved the community, staff and vendors who had staff that lived on the Northern Beaches which was then processed to become the five goals you see in the Strategy.

4.2 FEDERAL GOVERNMENT SMART CITIES AND SUBURBS PROGRAM (GRANT - ROUND 2)

Claire Chaikin-Bryan gave an update on this the survey results for the Smart Beaches Project (Attachment 2) and introduced Andrew Tovey from University of Technology Sydney (UTS) who gave a presentation.

Andrew Tovey introduced TULIP (Technology for Urban Liveability Project) which is a UTS-led collaboration between government, industry, research, civil society, communities and citizens to harness the Internet of Things to build better, more liveable cities. Data is gathered through network of environmental sensors connected with LoRaWAN technology and powered by The Things Network.

Further information can be found at <https://www.tulipnetwork.org/>

The two goals of the Smart Beaches Project are:

- Beach safety
- Visitor experience

Question from the group to Andrew Tovey: How do you secure the LoRaWAN network?

Andrew Tovey: The Impact Platform (Nokia) and any signals passed from phones to the sensors are anonymous.

Question to Andrew Tovey: Who will control the maintenance and payment to keep it going over time?

Andrew Tovey: That is a common question for all smart city projects, depending on the infrastructure Council may have ownership and be responsible for maintenance or a private company may be responsible.

Question from the group: Will the data and information gathered be more accurate than application currently available?

Andrew Tovey: Yes, it will be more local. The ideal outcome would be that you could see car parking, weather, public transport, surf conditions (localised information) all in one place.

Question from the group: Is Council contributing money?

Andrew Tovey: As a partner Council is a cash contributor. The way the grants work, Council shows they have spent the money on the area and the funding is matched. The lead organisation is Lake Macquarie they receive the money from the Smart Cities and Suburbs Program and partners with Northern Beaches Council and UTS.

Mark Jones confirmed discussions with asset owners within Northern Beaches Council and some of the works are already proposed.

NOTE: The Mayor left the meeting at 6.41pm and rejoined the meeting at 6.51pm

4.5 UNIVERSITY EOI FOR THE NORTHERN BEACHES

Mark Jones gave a verbal update on this item.

The group discussed the benefits of having a university campus on the Northern Beaches.

Question to Council: When discussing having a campus on the Northern Beaches has Council considered tertiary or only a traditional university?

Council: Council is open to any kind of educational campus and would definitely consider all options.

4.3 DEVELOPING BUSINESS PARTNERSHIPS AND NETWORKS

Deb Kempe gave a verbal update on this item.

Question: What percentage of businesses are a member of their Chamber of Commerce?

Answer: Using Manly Chamber of Commerce as an example, there are always around 200 members at one time.

Deb Kempe asked the group for ideas for what Council can do for Small Business Month which is occurring throughout October, suggestions included:

- Events including presentations with expert presenters
- 'Speed dating' style of networking for local businesses
- One event a week during small business month up and down the beaches
- After the success of Brookvale Business Hub event, have something similar – held over lunch, use a leaflet drop to attract wide range of businesses
- Use digital to reach different people.

4.4 MANLY DESTINATION MANAGEMENT PLAN

Deb Kempe gave a verbal update on this item and asked for the groups input into the Destination Management Plan (DMP).

Question from the chair: What is the outcome of the DMP and why do we need a DMP?

Answer: It will be used both to market the area and apply for grants. At the moment Council has trouble applying for grants as we may not appear to be regional, however, this will assist in building a case that Northern Beaches Council is a regional Council.

The goal between now and the next SRG meeting is for Council to develop a Project Initiation Document (PID) and a scope.

Kath McKenzie acknowledged that she wants the group to feed into that before Council engages a consultant.

The group acknowledged the need to raise the identity of the Northern Beaches.

6.0 GENERAL BUSINESS

Mayor Regan discussed the east to west rapid transport connection. Council approached a local bus provider for a quote for five stops along Warringah Road every ten minutes, seven days a week.

The meeting concluded at 8:26pm

This is the final page of the Minutes comprising 6 pages
numbered 1 to 6 of the Economic & Smart Communities Strategic Reference Group meeting
held on Wednesday 20 June 2018 and confirmed on Wednesday 26 September 2018

ATTACHMENT 1

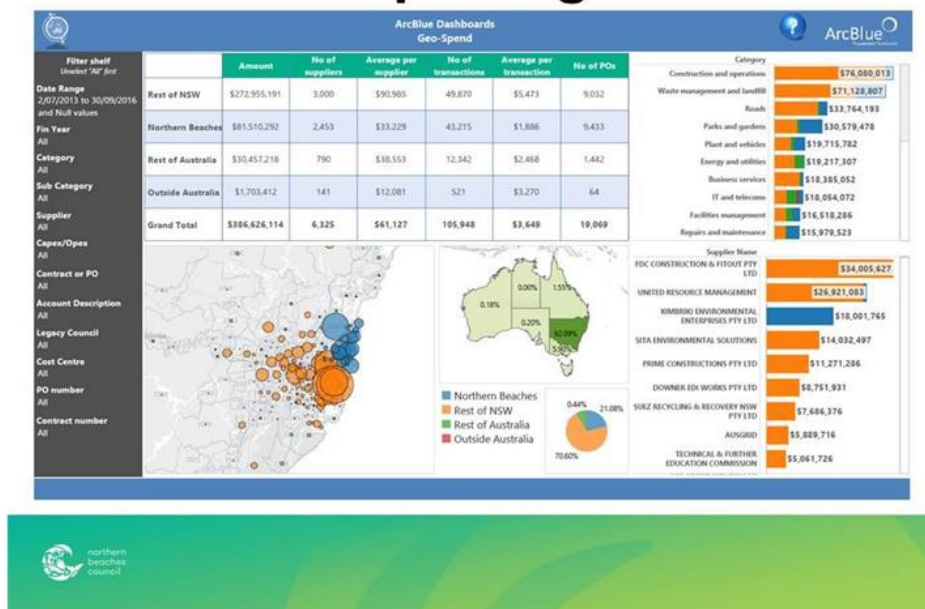
Procurement Update



Strategies

- 'Working with Council' presentations
- 'How to Tender' workshops
- Use of Vendorpanel™ Marketplace
- Targeted opportunities
- Develop the internet – dedicated page with useful information
- Staff training
- Develop reporting capability to enable identification and monitoring of local spend

Data and Reporting

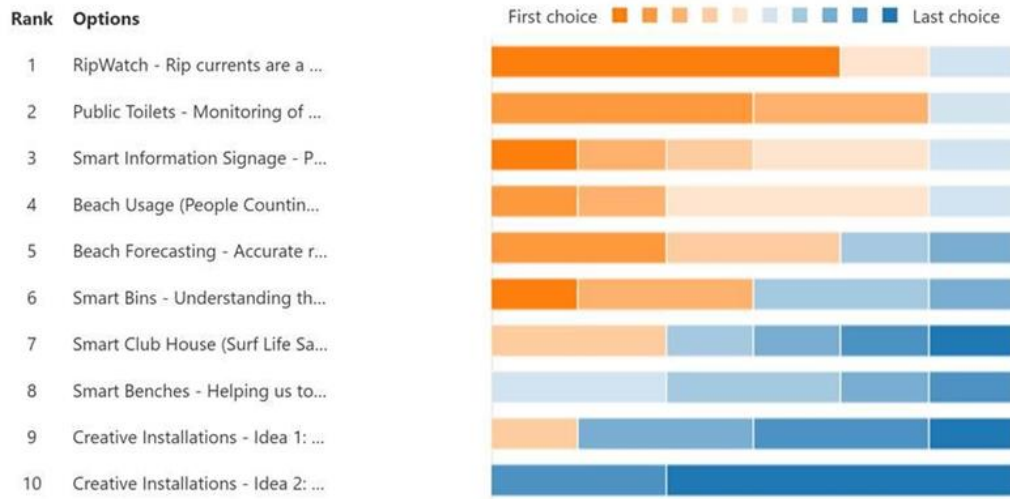


Other

- 'Working with Council' presentations – August/September
- Staff training – ongoing 70 staff attended to date
- Vendorpanel - marketplace has 261 suppliers registered within a 10km radius of Dee Why

ATTACHMENT 2

Smart Beaches Project - Survey Results



MINUTES

ENVIRONMENT STRATEGIC REFERENCE GROUP MEETING

held in the Coastal Environment Centre, Narrabeen on

THURSDAY 21 JUNE 2018

**Minutes of the Environment
Strategic Reference Group
held on Thursday 21 June 2018
in the Coastal Environment Centre, Narrabeen
Commencing at 6:04pm**

ATTENDANCE:

Committee Members

Cr Alex McTaggart (Chair)	
Sophie Scott	
Roberta Conroy	Bayview Church Point Residents Association
Alan Jones	
David Tribe	
Anthony Petrolo	
Nigel Howard	
Viktorija McDonnell	Curl Curl Lagoon Committee
Marita Macrae	Pittwater Natural Heritage Association
Jacqueline Marlow	Friends of Narrabeen Lagoon Catchment
Billy Bragg	
Scott Markich	

Council Officer Contacts

Todd Dickinson	Executive Manager Natural Environment & Climate Change
Jacqueline Grove	Manager, Environment Resilience & Climate Change
Kara Taylor	Senior Sustainability Officer
Natasha Schultz	Executive Manager Waste Management & Cleansing
Vicki Blaskett	Manager, Business Operations
Harish Moro	Data Analyst (Kinesis)
Abi Prakash	Data Analyst (Kinesis)
Emma Marshall	Governance Officer

ACKNOWLEDGEMENT OF COUNTRY

1.0 APOLOGIES

The apologies from Cr Natalie Warren, Cr Pat Daley, Cr Stuart Sprott, Ben Taylor and Tom Hazell were noted.

2.0 DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST

There were no declarations of pecuniary or non-pecuniary conflicts of interest.

3.0 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS

3.1 MINUTES OF ENVIRONMENT STRATEGIC REFERENCE GROUP MEETING HELD 12 APRIL 2018

The Minutes of the Environment Strategic Reference Group meeting held 12 April 2018 were confirmed as a true and correct record of the proceedings of that meeting.

4.0 UPDATE ON ACTIONS FROM LAST MEETING

Nil

5.0 AGENDA ITEMS

5.1 PRESENTATION - RECYCLING

Natasha Shultz, Executive Manager Waste Management & Cleansing, presented to the group on this item.

- An explanation about the China Sword Policy and how it will affect Northern Beaches' waste processing was provided.
- Northern Beaches' waste currently does not get sent overseas for processing. Container recycling is managed by PAR and paper is managed by Visy.
- The new container deposit scheme (Return and Earn) was discussed.
- Residential recycling processes were discussed.
- The issue of the over packaging of products was discussed. Council has an advocacy position in reducing packaging and a Single Use Plastics Policy.

The Environment SRG noted the presentation and thanked Natasha Schultz for attending and providing the update about waste and recycling.

5.2 PRESENTATION - STRATEGIC TREE MANAGEMENT

Vicki Blaskett, Manager Business Operations, attended the meeting on behalf of Fenton Beatty, Manager Tree Services, and presented to the group on this item (attachment 1).

- It was confirmed that the former Warringah, Manly and Pittwater Council's tree related policies were amalgamated under Administration.
- A Development Control Plan has been drafted to reflect recent legislative changes and will be on public exhibition until 15 July 2018.
- The draft Urban Forest Strategy and Policy are expected to be presented to Council in August 2018 for endorsement to publically exhibit.

The group participated in a workshop to discuss the following questions:

- What is your future vision for the Northern Beaches Urban Forest Canopy?
- What do you think are the major issues facing our Urban Forest now and into the future?
- What are some innovative ways to maintain/enhance our amazing Urban Canopy across the Northern Beaches?

A query was raised as to whether Bilarong Reserve has been changed from bushland to park and why some trees have been removed

ACTION: Todd Dickinson to follow up on the Bilarong Reserve issues raised.

ACTION: Todd Dickinson to determine if Environment SRG to will be consulted on the draft Urban Forest Strategy and Policy, prior to it going to Council in August.

5.3 NORTHERN BEACHES ENVIRONMENT STRATEGY WORKSHOP 2: FRAMEWORK, KEY THEMES AND AMBITION

Jacqui Grove, Manager, Environment Resilience & Climate Change, presented an update on the development of the framework of the Environment Strategy to the group.

There was a discussion about how prominently climate change should be placed in the strategy and how Council can have the best possible impact.

Harish Moro and Abi Prakash, from Kinesis, presented an analysis that they have undertaken about emissions and water consumption patterns across the Northern Beaches (attachment 2).

NOTE: At 8.04pm the group resolved to extend the meeting until item 5.3 was completed.

The following feedback about the analysis was provided by the group:

- Canopy cover across the Northern Beaches is desired but this will affect the use of solar panels.
- Suggestion for sensor activated streetlights in quiet streets.
- More education is needed in the community about using less power in residential areas.
- Converting rainwater to grey water can be detrimental to trees.



MINUTES OF ENVIRONMENT SRG MEETING

21 JUNE 2018

- Utilising specific types of grass on playing fields, along with utilising synthetics can reduce water consumption.

The group participated in a workshop to discuss the Northern Beaches Council level of ambition in addressing emissions and water consumption reductions, and made a recommendation of action at the national best practice and global leader level.

NOTE: A slight amendment has been made to the presentation from Kinesis around Northern Beaches' emissions and water use data. The waste to landfill total on slide 27 has been amended from ~66% to ~54%. The original figure (~66%) included our green waste as it has an emissions value, however this is significantly smaller than general landfill and therefore it has been removed

ACTION: Todd Dickinson to send the Kinesis presentation to the Environment Strategic Reference Group members (see attachment 2).

6.0 GENERAL BUSINESS

Nil

SUMMARY OF ACTIONS

ITEM NO.	ACTION	RESPONSIBLE OFFICER	DUE DATE
5.2	Todd Dickinson to follow up on the Bilarong Reserve issues raised.	Todd Dickinson	27/09/2018
5.2	Todd Dickinson to determine if Environment SRG to will be consulted on the draft Urban Forest Strategy and Policy, prior to it going to Council in August.	Todd Dickinson	27/09/2018
5.3	Todd Dickinson to send the Kinesis presentation to the Environment Strategic Reference Group members (see attachment 2).	Todd Dickinson	27/09/2018

ATTACHMENT 1

Urban tree management

Environment SRG
21 June 2018



Development Control Plans – recent changes

- DCP's - are a legislative framework to manage trees and bushland.
- 8 August 2017 Council adopted amendments to the DCPs for Trees and Bushland following community exhibition.
- This has provided a consistent set of regulations for Private Tree and bushland management for the Northern Beaches including:
 - Heights of trees
 - Distance from buildings
 - Exempt tree species
- 25 August 2017 NSW State Government introduced Vegetation SEPP (State Environmental Planning Policy).
- This required changes to adopted DCPs to ensure compliance with new SEPP.
 - Applications for removing or pruning trees now a permit – no longer a DA.
- DCPs have been drafted to reflect the legislative changes and are on public exhibition until 15 July 2018. Comments can be made via Your Say.

Urban Forest Policy and Strategy

What is an Urban Forest?

- Urban Forests consist of all the trees and plants and the soil and water that supports it within a defined area.
- It includes public land such as parks, bushland, streets and other public areas; on commercial sites such business parks, industrial sites and in retail centres; and on residential properties.
- The urban forest is recognised as a primary component of the urban ecosystem in the same way that roads, car parks, footpaths and buildings form part of the complex built environment.
- The Northern Beaches Urban Forest Policy and Strategy will provide a strategic framework and long term approach for the management of our Urban Forest. The Policy will outline the guiding principles for management of the Urban Forest and the Strategy will provide our strategic objectives and actions to achieve such objectives.



Northern Beaches Canopy Cover

LIDAR (Light Detection and Ranging) survey 2013 found the following:

- 64.2% - the entire Northern Beaches (includes National Parks)
- 56% - Council managed lands (Community Centres, playgrounds, sports fields)
- 45.5% - Council's road reserves (road corridors)
- 58.6% - private/ non council land - including residential housing, commercial premises and public buildings such as schools, TAFES and other public infrastructure
- This is high - few LGAs in Sydney Metro have canopy coverage greater than 50%. Majority have less than 20% urban tree canopy



Our Urban Tree Strategy

- 1. What is your future vision for the Northern Beaches Urban Forest Canopy?
 - What do you want to see in the future?
 - What should we be aiming for?
- 2. What do you think are the major issues facing our Urban Forest now and into the future?
 - What opportunities are there for improvement?
- 3. What are some innovative ways to maintain/ enhance our amazing Urban Canopy across the Northern Beaches?
 - Open spaces?
 - Private premises?



What next

- The draft Urban Forest Strategy and Policy are expected to be presented to Council in August 2018 for endorsement to publically exhibit
- The documents will be open for public comment for minimum of 28 days
- All feedback will be considered. It is expected the final documents will be presented to Council for adoption in November 2018



ATTACHMENT 2



Purpose



1. Understand community and corporate emissions and water consumption patterns
2. Presentation of community and corporate strategy analysis undertaken by Kinesis
3. Key questions for discussion & feedback:
 1. **What have we missed** – what strategy options should we be considering?
 2. **Level of ambition** – what should Council and the Community strive for?
 3. **Implementation** – what are potential implementation mechanisms to achieve these targets?



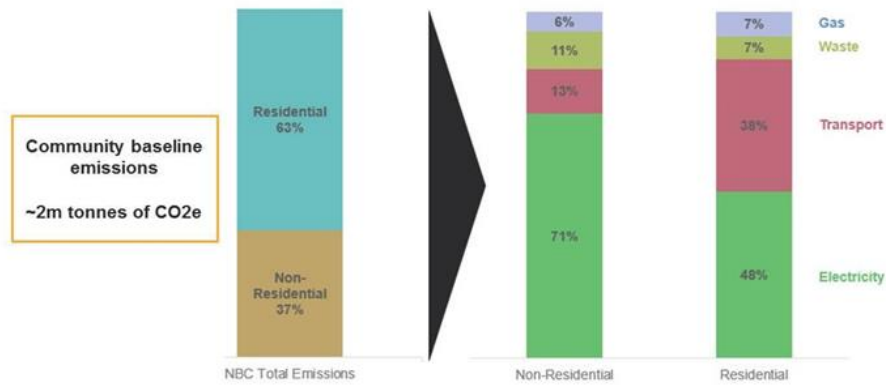
Understanding Northern Beaches Emissions & Water



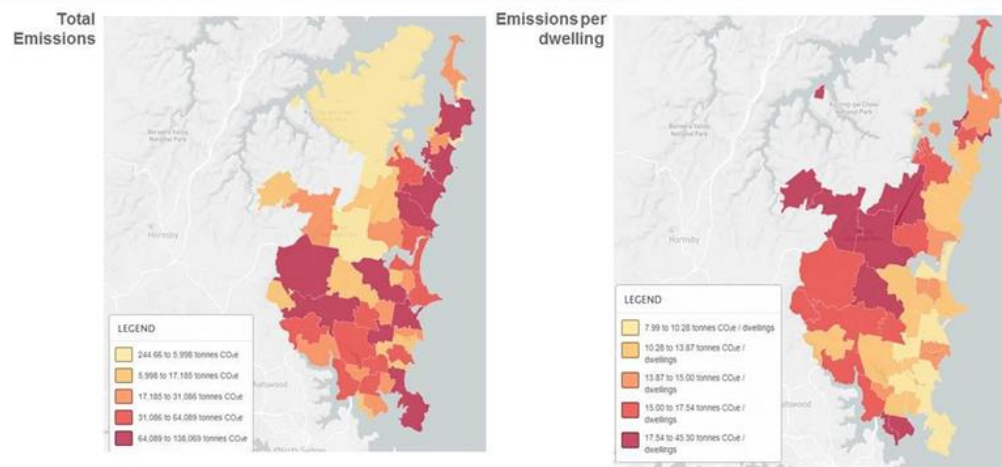
Community Emissions Baseline 2016



Baseline Emissions by Sector

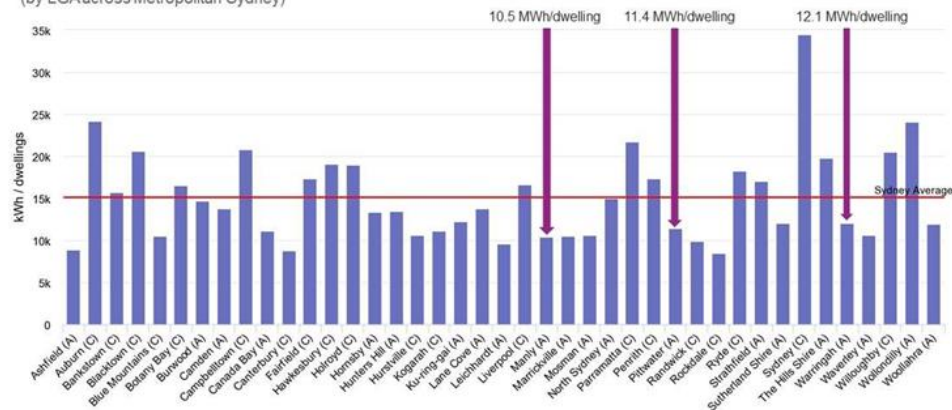


Baseline Emissions by Suburb



Res Electricity Use Across Metro Sydney LGAs

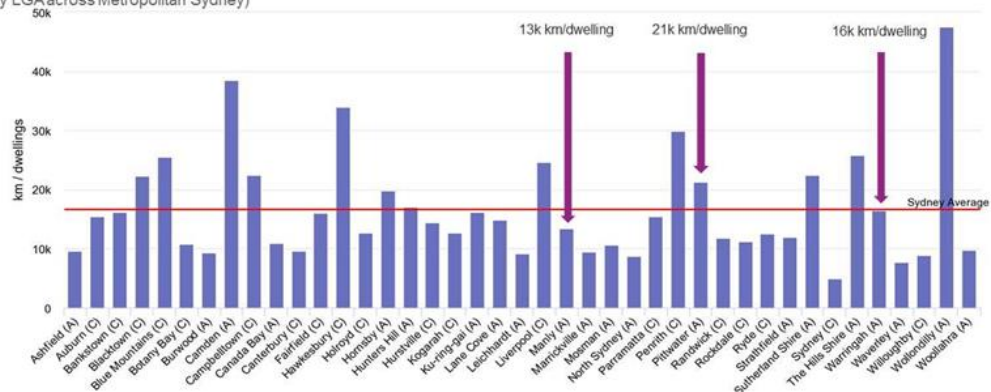
Average Residential Electricity Use (2014/15)
(by LGA across Metropolitan Sydney)



Res Car as Driver across Metro Sydney LGAs

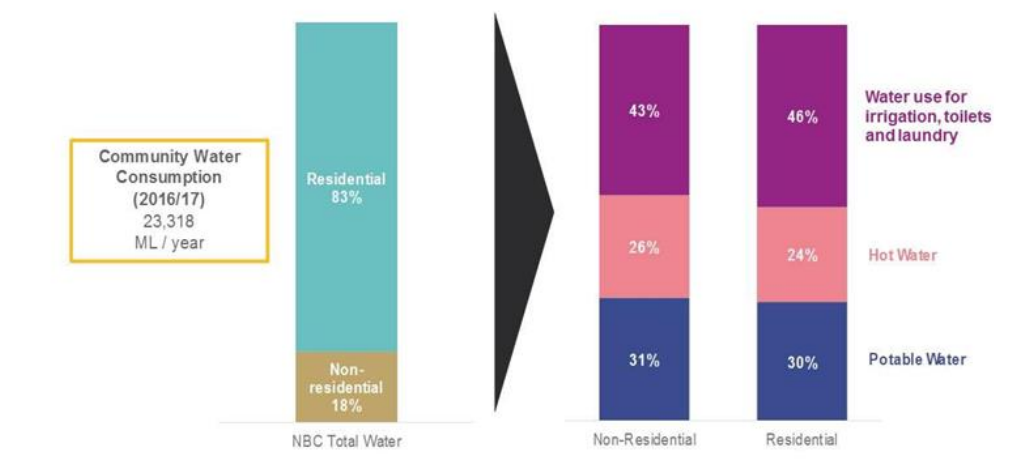
Average Annual Car as Driver Kilometres Travelled per Dwelling (2014/15)

(by LGA across Metropolitan Sydney)



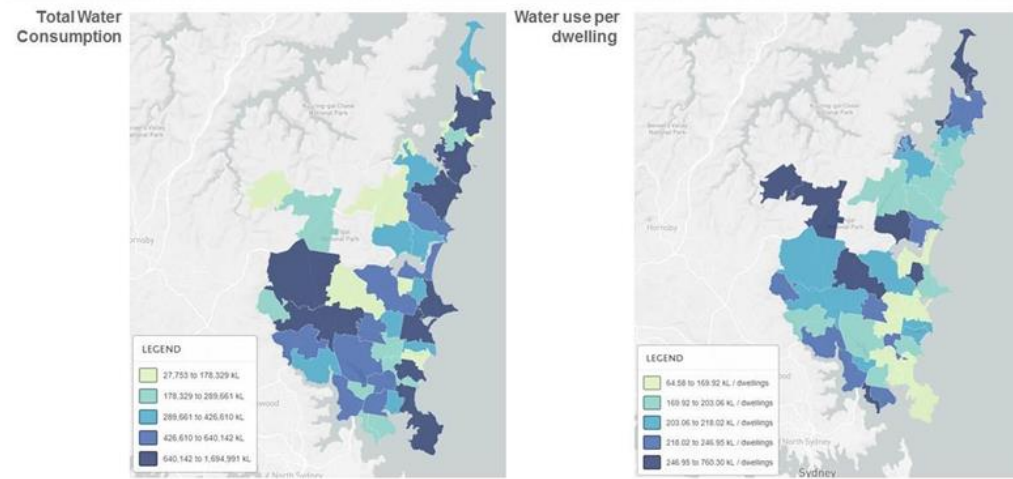
Community Water Baseline 2016

Baseline Water Consumption by Sector



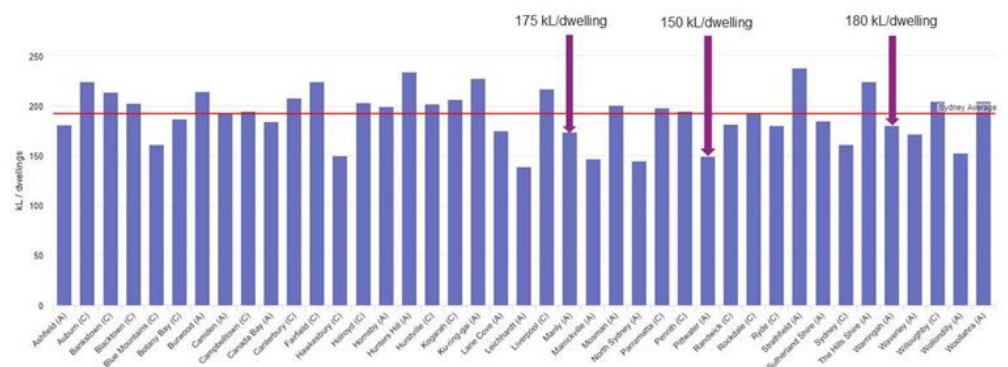



Water Use by Suburb



Res Water Use Across Metro Sydney LGAs

Average Annual Residential Water Consumption (2014/15)
(by LGA across Metropolitan Sydney)





Land Use in Northern Beaches Projections to 2036



Why is Land Use Important?



Land use informs:

1. Future growth and consumption
2. Policy and interventions that are most effective

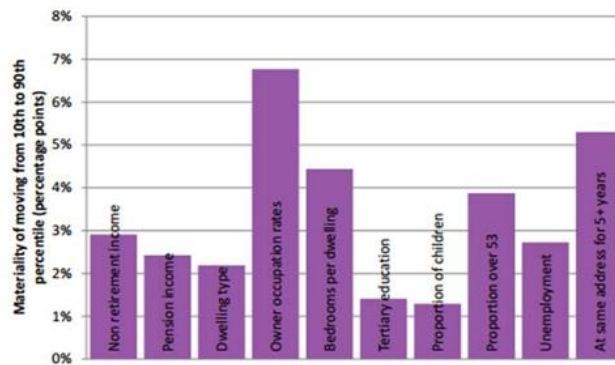
Example: Solar PV

Why is Land Use Important?

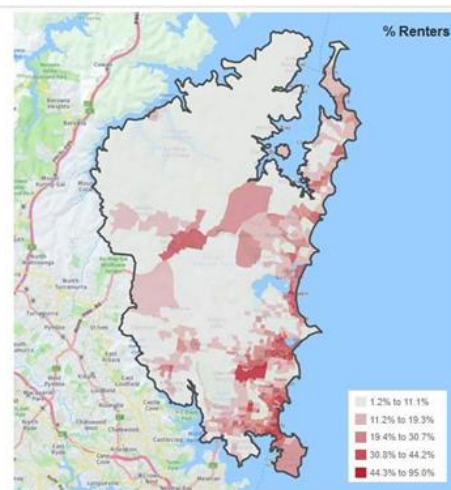
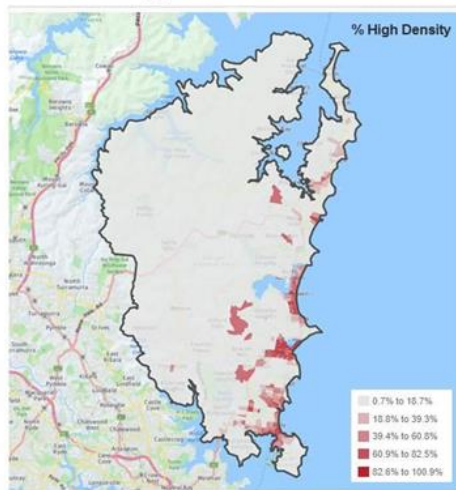
Solar PV

Studies found that a significant impact on solar PV take up is:

1. An owner living in their own home
2. Living at the same house for more than 5 years
3. Size of the house, e.g. bedrooms

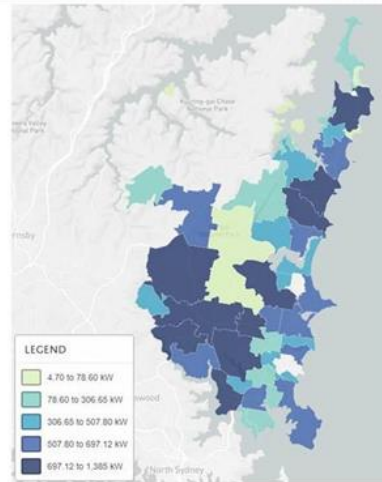
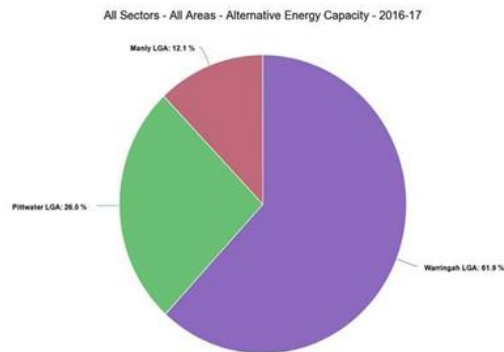


Dwelling Profile



Solar PV Uptake (Installed Capacity)

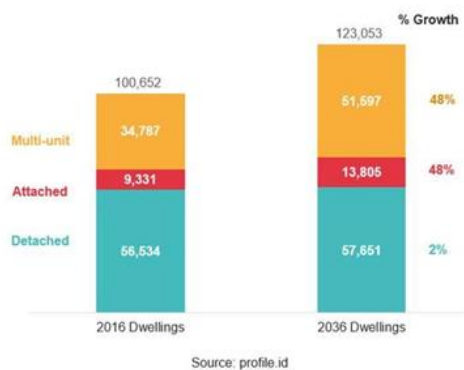
Solar PV Installed Capacity (2016/17): Total = 21, 276 kW



Land Use Projections

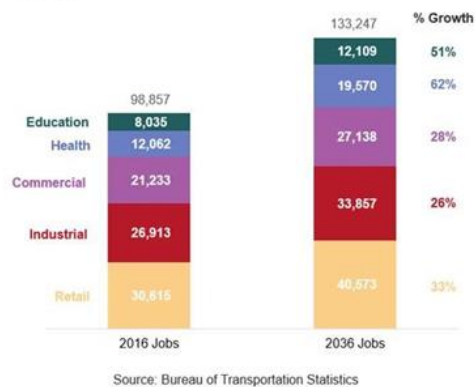
Residential Dwelling Growth


Units: Dwellings



Non-residential Jobs Growth

Units: Jobs





Community Technical Opportunities Analysis

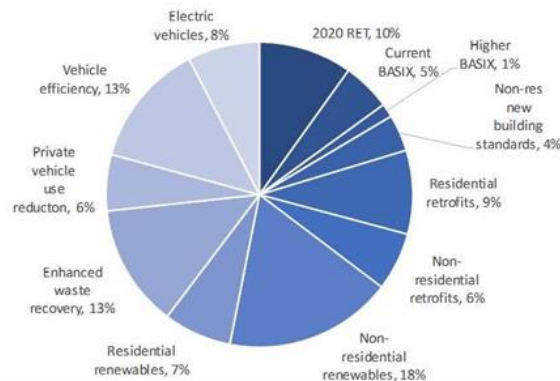


Components and Methodology

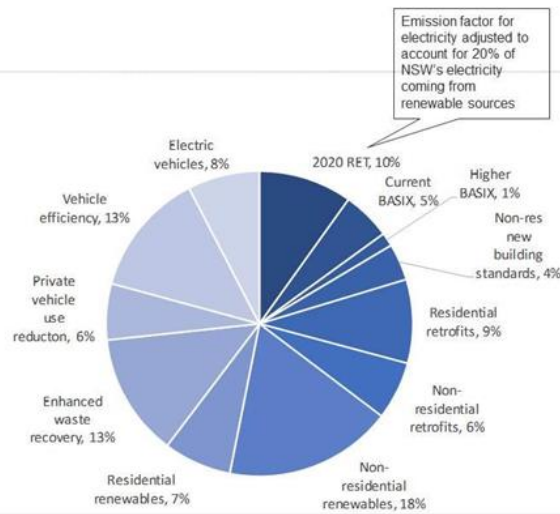
1. 2016/17 Baseline
 - How much is the Northern Beaches consuming now?
 - What are consumption patterns right now?
 2. 2036 Reference Scenario
 - Based on land use projections, how much will Northern Beaches consume in 2036?
 3. 2036 Model Scenario
 - If we implement opportunities, how much will the Northern Beaches consume in 2036?
-



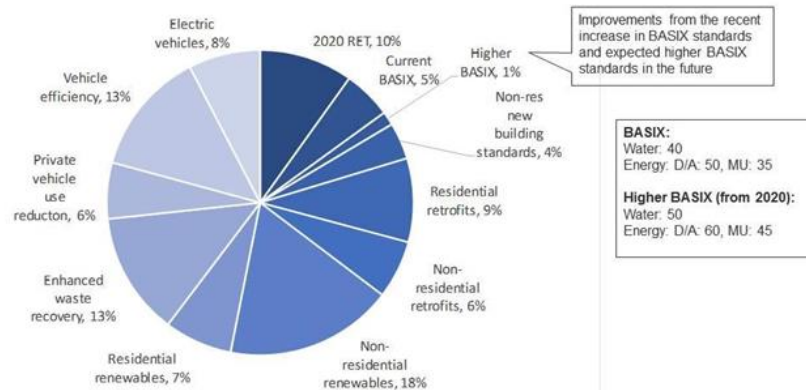
Emissions Technical Opportunities Analysis



21



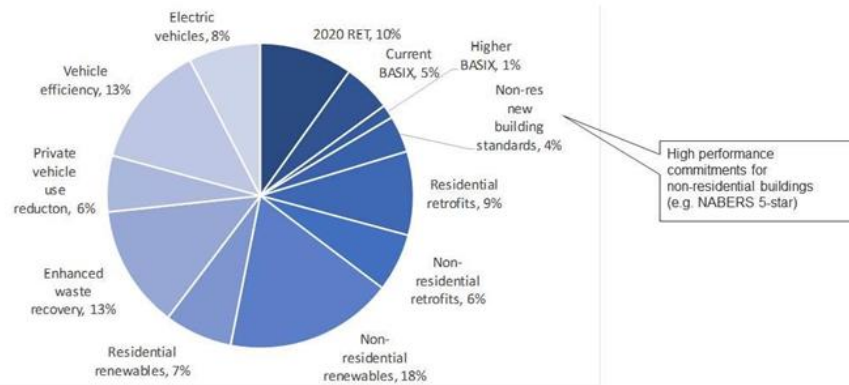
22



23

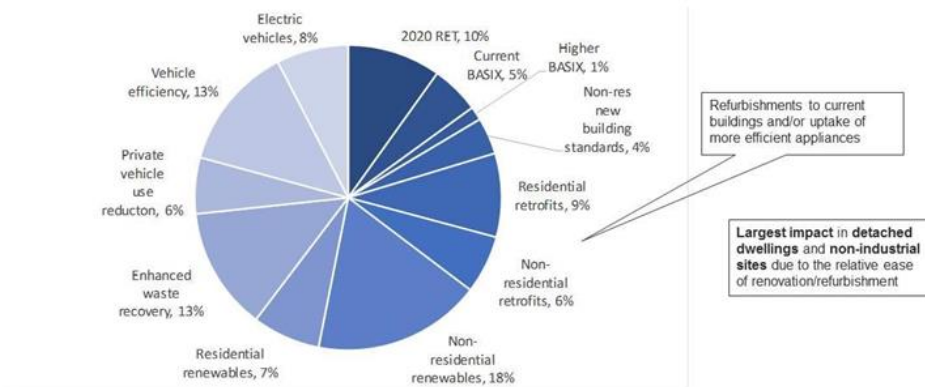


Emissions Technical Opportunities Analysis

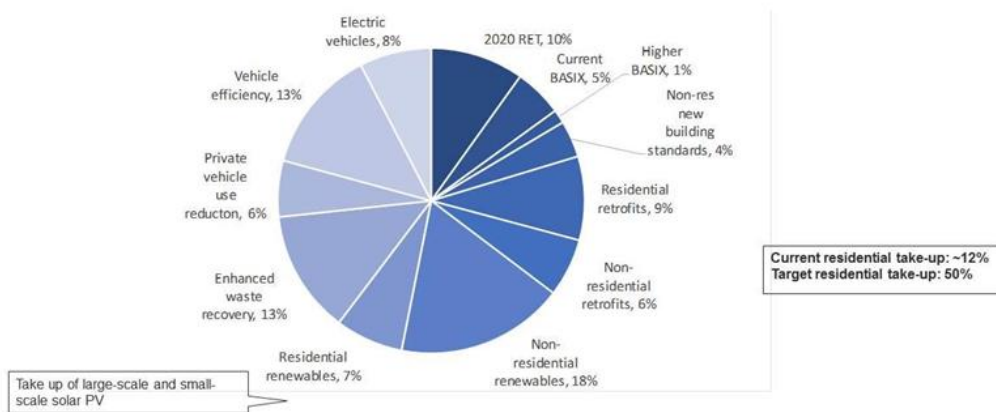




Emissions Technical Opportunities Analysis

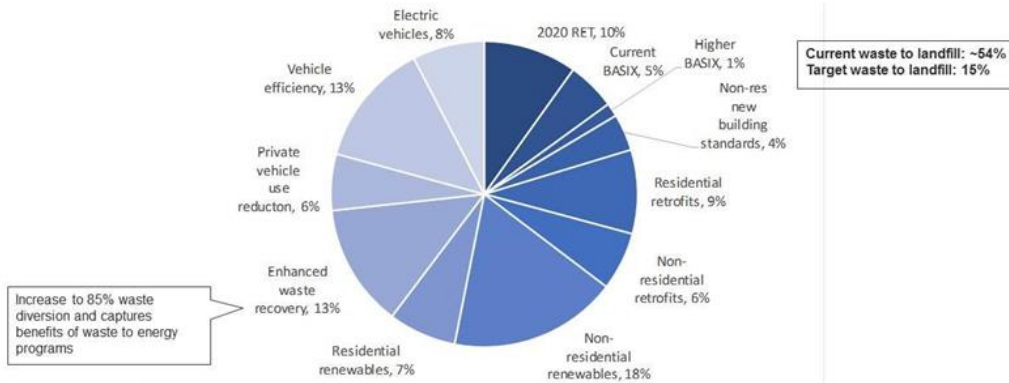


Emissions Technical Opportunities Analysis

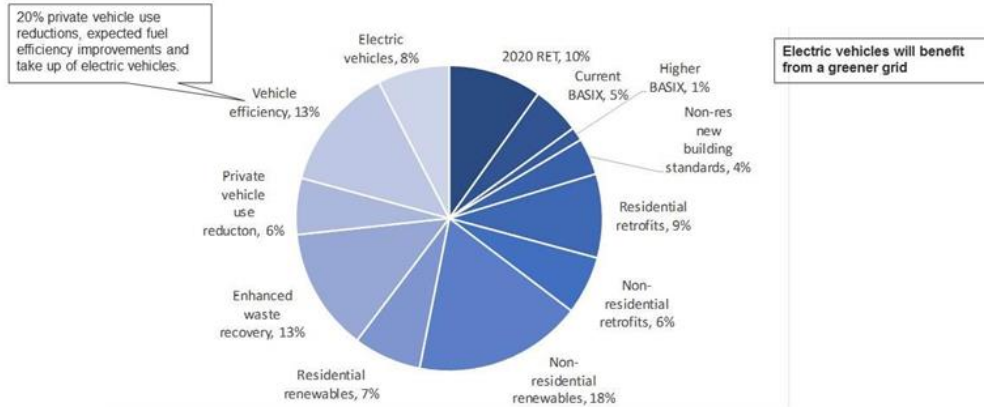




Emissions Technical Opportunities Analysis

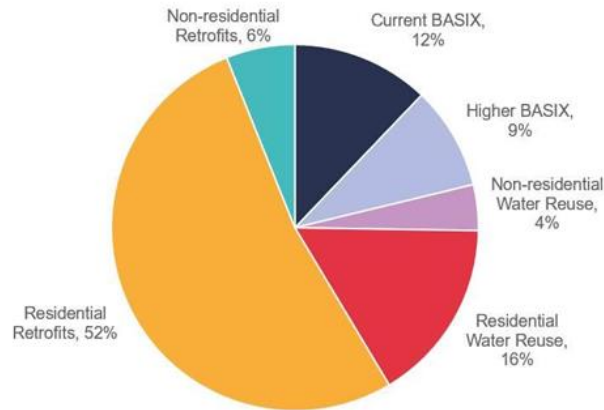


Emissions Technical Opportunities Analysis





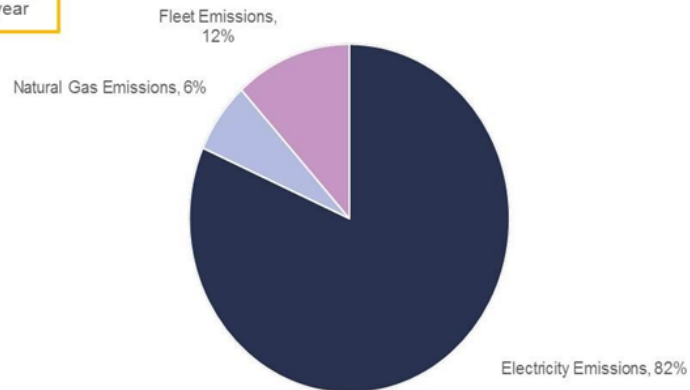
Water Technical Opportunities Analysis



Corporate 2016/17 Baseline and Opportunities

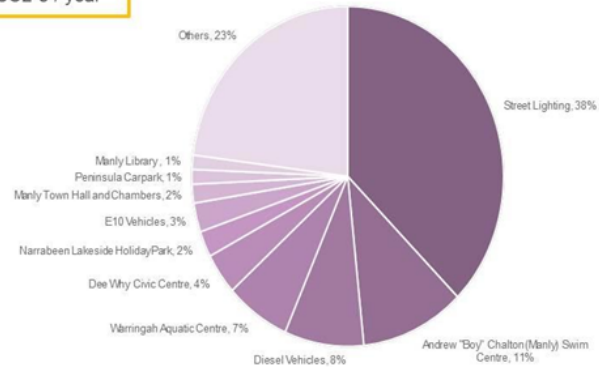
Council's Emissions Profile, 2016/17

Council Total Emissions (2016/17)
Total = 25,511 tonnes CO₂-e / year



Council's Top 10 Emissions Generators, 2016/17

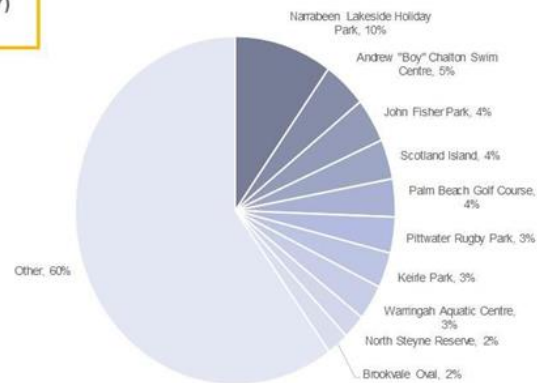
Council Emissions (2016/17)
Total = 25,511 tonnes CO₂-e / year





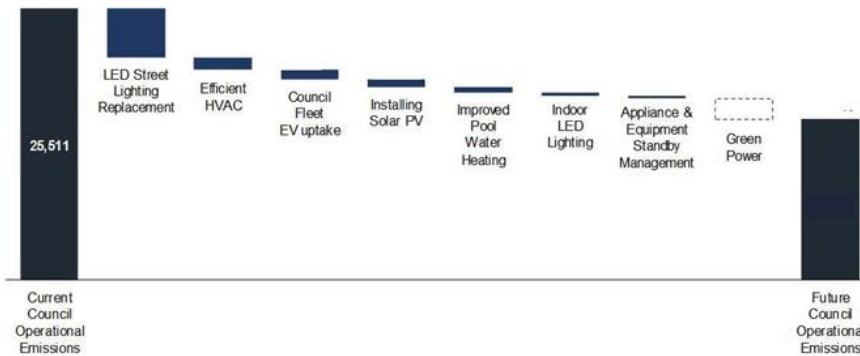
Council's Top 10 Water Users, 2016/17

Council Water Consumption (2016/17)
Total = 469,828 kL / year



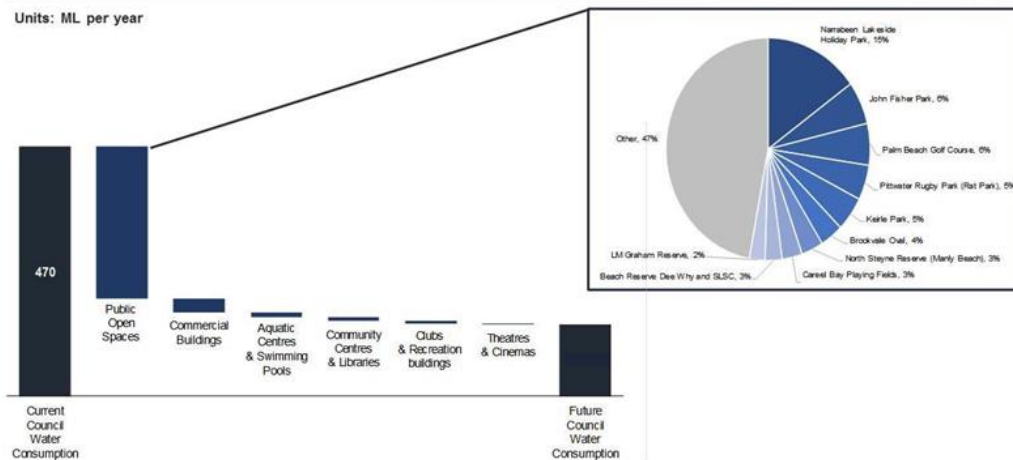
Council reduction opportunities

Council emissions reductions opportunities



Corporate water reductions opportunities

Units: ML per year



Questions + Discussion

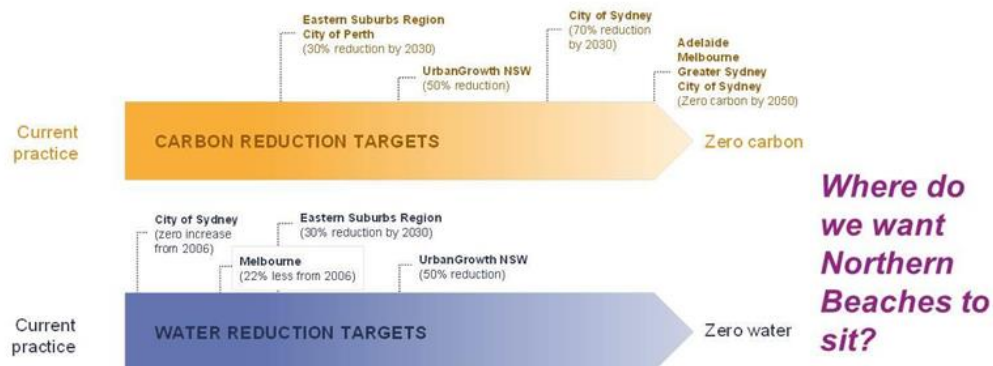


Key Questions for discussion & feedback

1. **What have we missed** – what strategy options should we be considering?
2. **Level of ambition** – what should Council and the Community strive for?
3. **Implementation** – various mechanisms and influence

Level of Ambition

Benchmarking Targets





Level of Ambition

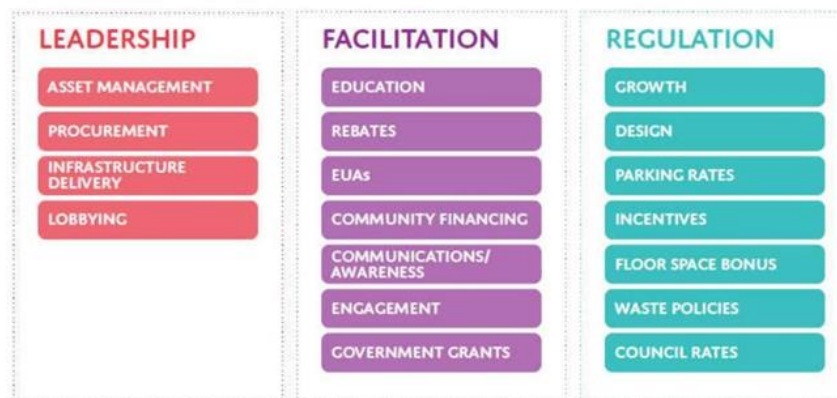
	Current Practice (BAU)	Local best practice	National best practice	Global leading
Community				
Council				Where do we want Northern Beaches to sit?

41



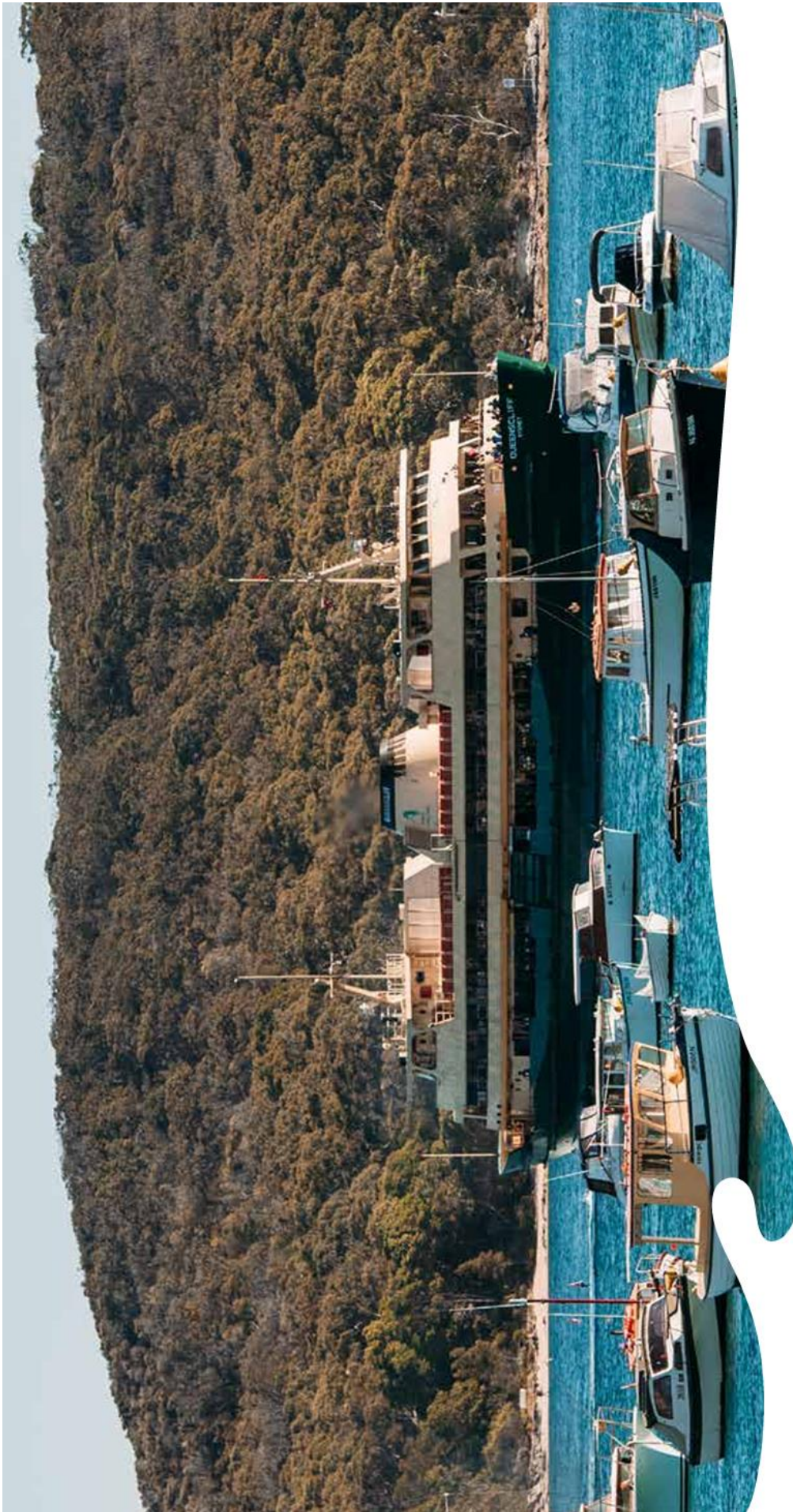


Role of Council



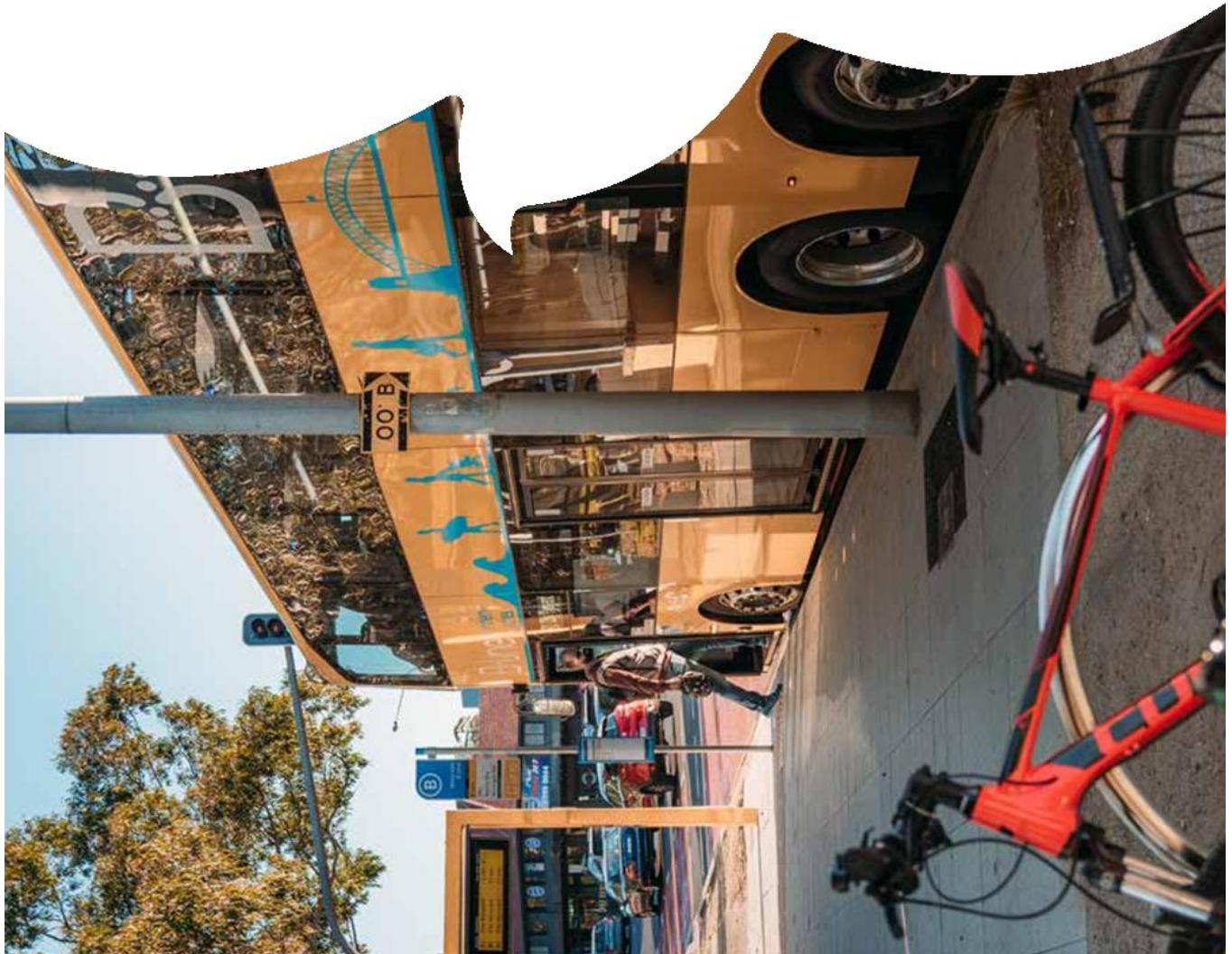
Move

Northern Beaches Transport Strategy 2038 (Draft)



Contents

Message from the Mayor	3
Summary	4
Key Transport Challenges on the Northern Beaches	10
Transport Vision	13
Aspirations by 2038	14
Theme 1. Accessible and Liveable Places	22
Theme 2. Active Travel	26
Theme 3. Public Transport	30
Theme 4. Efficient Road Network	34
Theme 5. Smart Parking Management	38
Conclusion	42



Message from the Mayor

Significant improvement is needed in the way we travel around the Northern Beaches and connect to Greater Sydney. Thanks are due to over 2,000 community members for your feedback on our *Move – Northern Beaches Transport Discussion Paper*. You wanted less congestion, convenient, fast and reliable options for public transport, and to walk and cycle safely in and around the area.



Our draft *Move - Northern Beaches Transport Strategy 2038* sets our policy directions for improving transport during the next 20 years. Our transport vision is to: '...enable freedom of movement to, from and within the Northern Beaches using a safe, smart, efficient, integrated and sustainable transport network'.

The strategy prioritises the use of rapid buses along our east-west and north-south transport corridors. It supports more options for walking and cycling between our homes, centres and recreation areas, as well as improving our regional connections beyond this area to Greater Sydney. Imagine a future where cars no longer dominate our roads, and parking and congestion are a thing of the past.

We are working in partnership with key state agencies, neighbouring councils, businesses and community groups to deliver these outcomes to radically improve our public transport, network infrastructure and regional connections.

This is *Move - Northern Beaches Transport Strategy 2038*, setting the priorities for our related transport plans for the next twenty years.



Michael Regan, Mayor

Summary

A well-functioning transport network is vital to the Northern Beaches' future. Being able to safely and efficiently move people and goods supports the liveability and economy of the Northern Beaches.

Move – Northern Beaches Transport Strategy 2038

(The Strategy) is our vision for a safe, sustainable and smart transport network. It outlines our key Future Directions on transport infrastructure, reducing congestion and changing travel behaviour.

We are committed to delivering an efficient and reliable transport network and have included targets for improved safety; increasing public and active transport trips; reducing carbon emissions and trips by car.

The Strategy is structured on five Themes with each having up to eight Future Directions. For each Theme, Council has identified one Future Direction to progress as a matter of priority (see Figure 1).

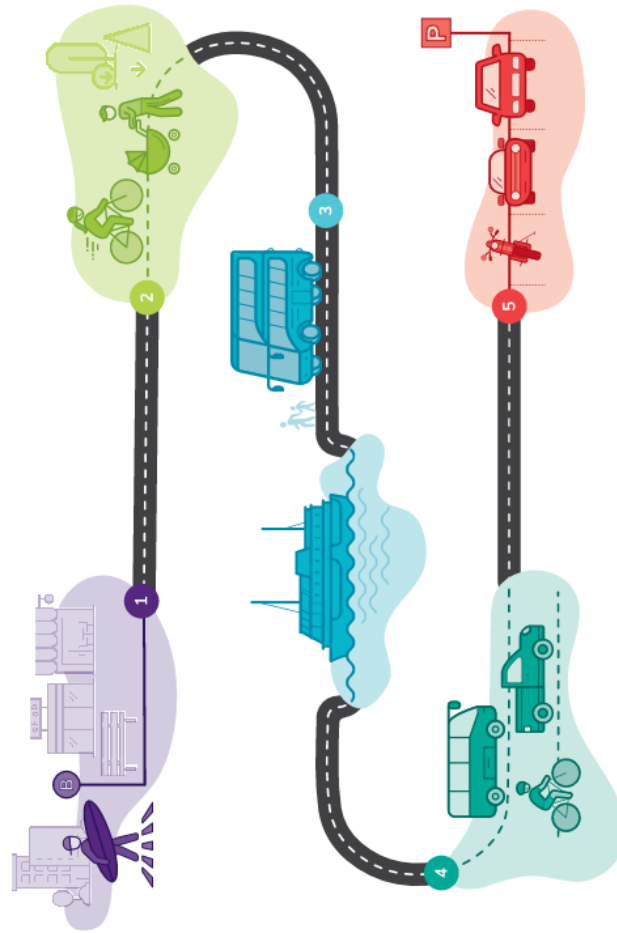


Figure 1: Key Themes and Directions

Theme	Key Directions
1 Accessible and Liveable Places	<ul style="list-style-type: none"> Create and enhance "Places for People" that are integrated with public transport, creating vibrant, connected places with wide footpaths, safe cycling options and where the car is not the first option.
2 Active Travel	<ul style="list-style-type: none"> Prioritise smart, active travel network improvements (through technology, end of trip facilities and way-finding signage). Expand footpath and shared path networks to improve connectivity and safety, making walking and cycling attractive alternatives to the car.
3 Public Transport	<ul style="list-style-type: none"> Partner with the NSW Government to implement a Bus Rapid Transit service by 2020 between Dee Why, Frenchs Forest and Chatswood; followed by services between Mona Vale and Macquarie Park. Plan for a high frequency mass transit service on the Northern Beaches in the longer term.
4 Efficient Road Network	<ul style="list-style-type: none"> Support the delivery of the Beaches Link Tunnel subject to the inclusion of public transport and minimise overall impact on our local residents.
5 Smart Parking Management	<ul style="list-style-type: none"> Develop local parking management plans for town and village centres including higher turnover parking in areas of high demand.



Our Plans

This Strategy provides a long-term vision (20 years) for transport on the Northern Beaches in response to your priorities.

It will be supported by medium-term transport plans (four years) for better integrating land use and transport, and separate plans for walking, cycling, parking, road network, public transport, freight and road safety. These plans are under development with timeframes for completion (see 'Themes').

Our planning framework provides a platform for achieving our community's vision for the Northern Beaches being - 'a safe, inclusive and connected community that lives in balance with our extraordinary coastal and bushland environment'.

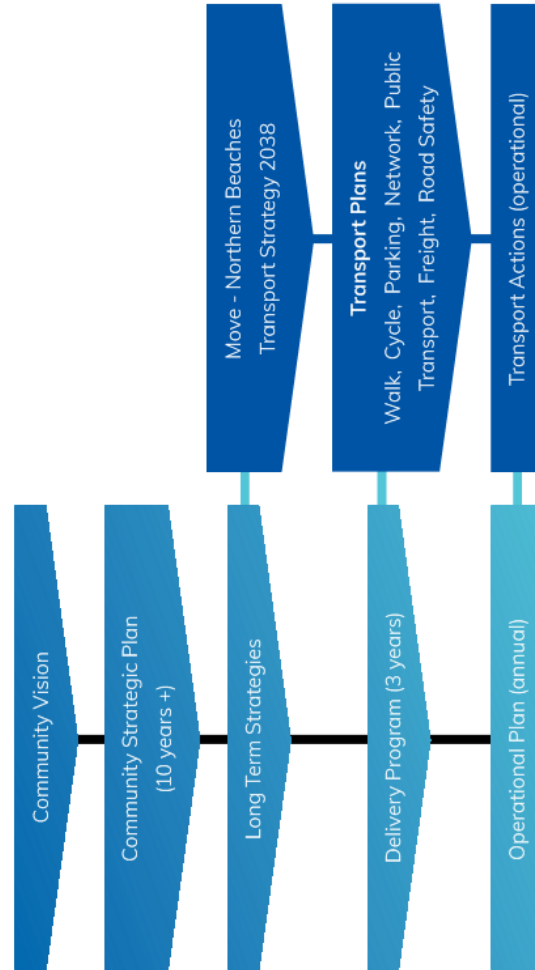


Figure 2: Community Strategic Plan and
Move - Northern Beaches Transport Strategy 2038

Figure 3: Strategy Timeline



NSW Government Plans

The Strategy also complements the NSW Government's long-term land use and transport strategies for Greater Sydney:

- North District Plan, Greater Sydney Commission (GSC), March 2018
- Future Transport Strategy 2056, NSW Government, March 2018
- Greater Sydney Region Plan, A Metropolis of Three Cities Connecting People, GSC
- Greater Sydney Services and Infrastructure Plan, NSW Government



Transport Challenges

We face unique challenges in how we move around the Northern Beaches and connect with the rest of Sydney.



^{1/2} Northern Beaches Area 2011 to 2036 Analysis, NSW Department of Planning, 2016 NSW Local Government Area Population and Household Projections, and Implied Dwelling Requirements.

³ ABS Census, Journey to Work, Northern Beaches area 2016

⁴ NSW Bureau of Transport Research, Northern Beaches Household Travel Trip Key Indicators 2015-16.

⁵ Council modelling, Kinesis data 2015-16



⁶ Infrastructure Australia 2018, Infrastructure Priority List, Australian Infrastructure Plan, Project and Initiative Summaries, March 2018, p.66

^{7/8} Northern Beaches Council, Economic Profile, Tourism Research Australia

^{9/10/11} Australian Bureau of Statistics, Census of Population and Housing, 2016 (Usual residence data)

¹² Australia's Physical Activity and Sedentary Behaviour Guidelines - Fact Sheet: Adults (18-64 years), The Department of Health Australia



“ For me, it's about lifestyle. I want to be able to get around easily and quickly. I'd welcome a variety of different options for myself to get to work, my kids to get to the beach, or to catch up with friends in the city. I want to get around quickly, not hassle with parking or sit in traffic going nowhere!¹⁵ ”

“ Prioritise active travel and public transport over cars. Recognise that business traffic (vans and tradespeople) are stimulating the economy and when they are held up in congestion it costs the economy. Getting commuters and school run traffic out of their cars and on public transport (or active) will benefit everyone.¹⁶ ”

“ Reduce car use, increase public transport use, increase bicycle use, increase awareness of residents for personal responsibility of transport mode choice and impact on community and individual.¹³ ”

“ Cheaper and more convenient public transport, safer cycling infrastructure and dis-incentives for drivers.¹⁴ ”

13-16 Community Quotations

Transport Vision

Our Transport Vision is to “enable freedom of movement to, from and within the Northern Beaches using a safe, smart, efficient, integrated and sustainable transport network”.

- **Freedom** - having options and choice in modes of transport for all levels of mobility and available 24/7
- **Safe** - personal safety on the roads including whether people feel secure when travelling on the network
- **Smart** - leveraging new technologies to improve network outcomes as well as the adaptability, responsiveness and flexibility of the network
- **Efficient** - the network being reliable, convenient, dependable and timely
- **Integrated** - connections between travel modes for users as well as how places are designed with transport in mind
- **Sustainable** - a network that is good for the environment with lower carbon emissions, and for individuals offering incidental exercise as well as value for money

This vision was developed by Council's Transport and Travel Strategic Reference Group from stakeholder and community feedback to the **Move - Northern Beaches Transport Discussion Paper**. It provides the basis for future directions, plans and actions that will be implemented during the next 20 years.

Aspirations by 2038

We have worked with our transport stakeholders to develop bold aspirations for our draft transport vision and improve outcomes for our community.

Progress towards these targets will drive the implementation of The Strategy. We also propose to report back to the community every five years with key data measuring our progress.

By 2038 on the Northern Beaches we aim for:

- A quarter of all trips by public transport
- Double the active travel trips; especially for households, commuters and school students
- Thirty percent reduction in trips by cars
- Thirty percent reduction in carbon emissions from transport
- Towards zero deaths on our roads

These aspirations are important to show how we are changing the way our community move and connect with Greater Sydney. It shows progress in achieving our transport vision and key directions in each of our themes

Reviewing the Strategy and Measuring Progress

Council will report progress towards the aspirational targets every five years in step with the release of the Australian Bureau of Statistics' Census information. Key data sources include:

- Australian Bureau of Statistics, Census and Journey To Work
- NSW Bureau of Travel Research, Household Travel surveys
- Council using Kinesis data
- Surveys

While The Strategy has a long-term planning horizon to 2038, it will be reviewed every five years to ensure it continues to reflect the community's vision and the NSW Government's policy for transport on the Northern Beaches as well as changes in the transport industry.

Trends over time for the Aspirational Targets

Figure 4: Method of travel to work 1996 to 2038



Trends over time for the Aspirational Targets

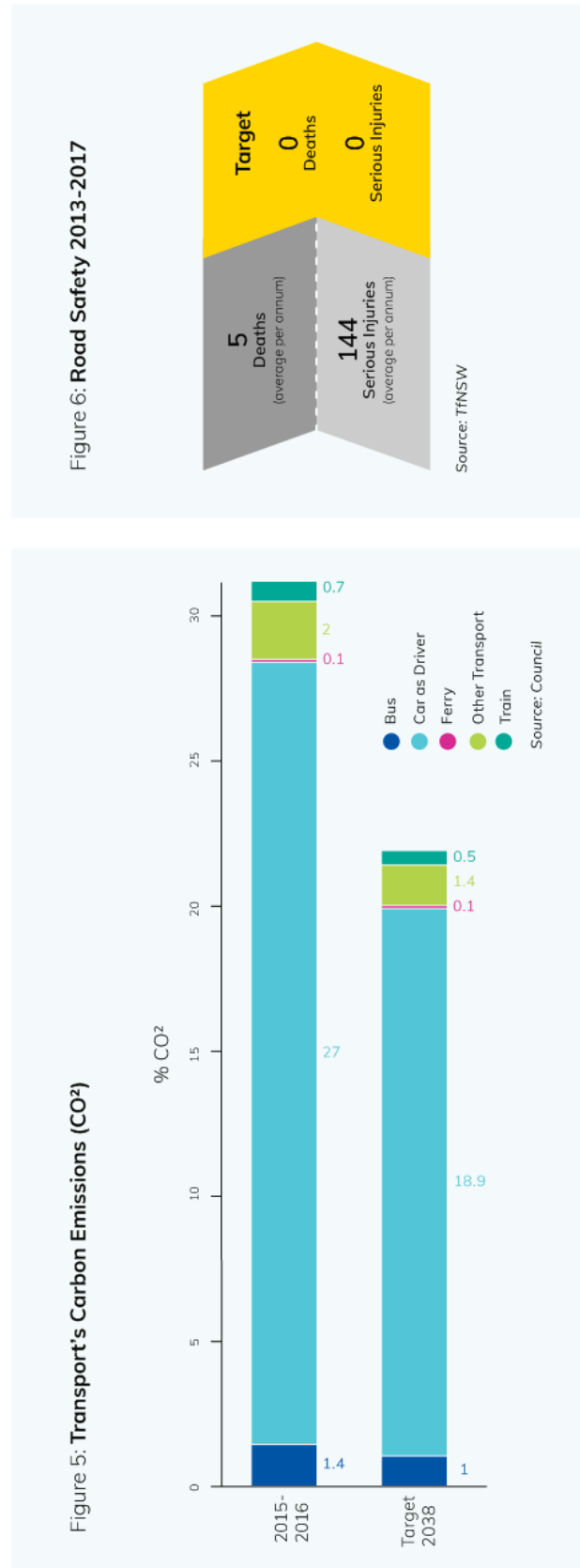
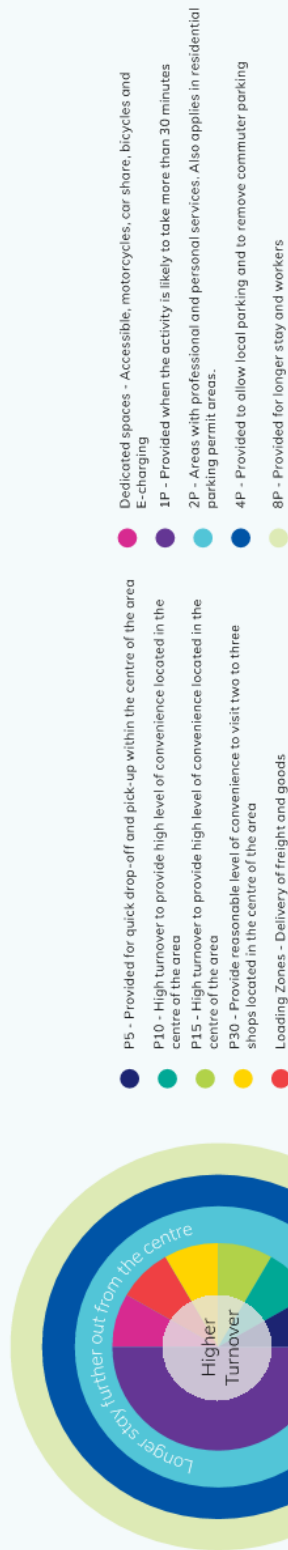
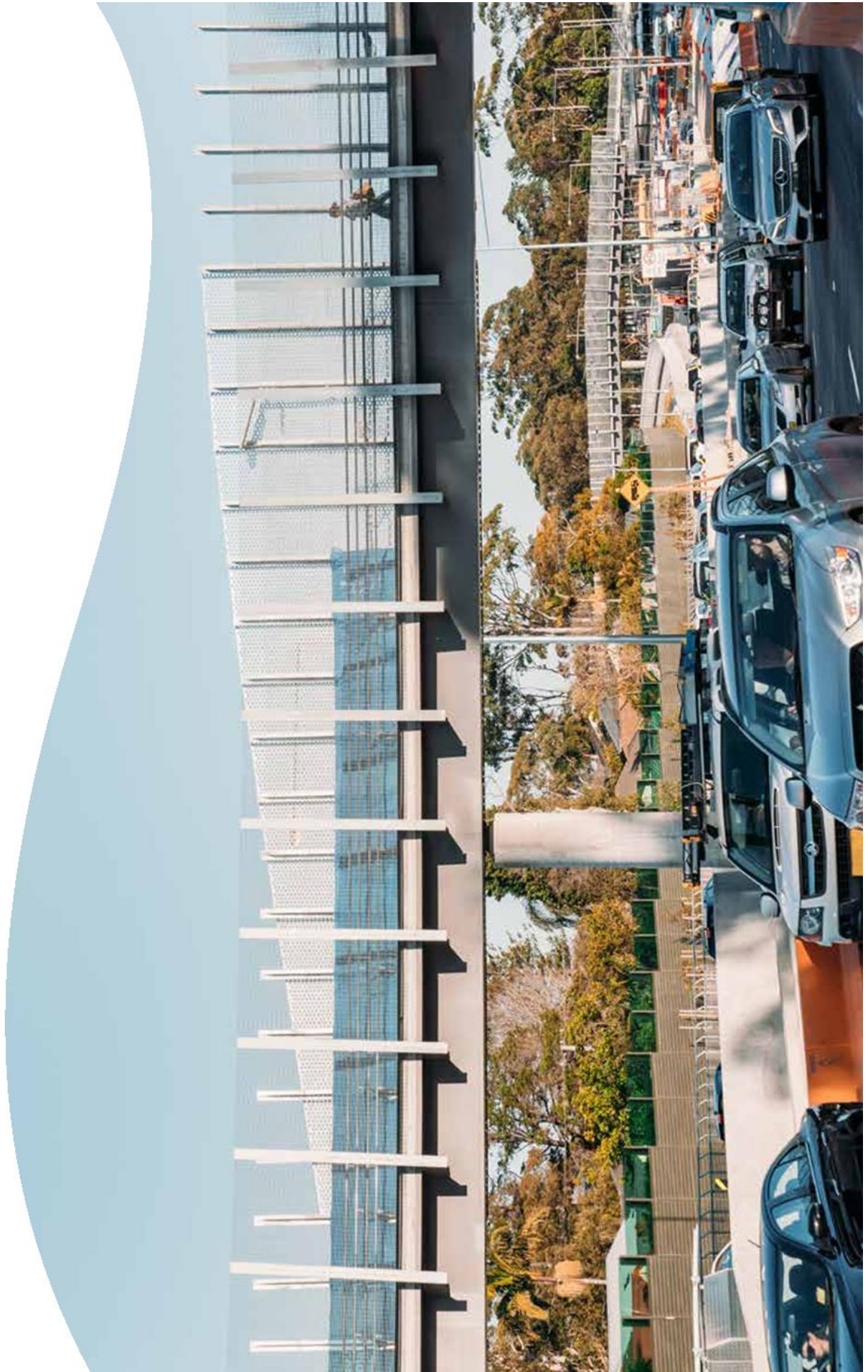


Figure 7: Future Parking Approach



18 Move - Northern Beaches Transport Strategy 2038 (Draft)



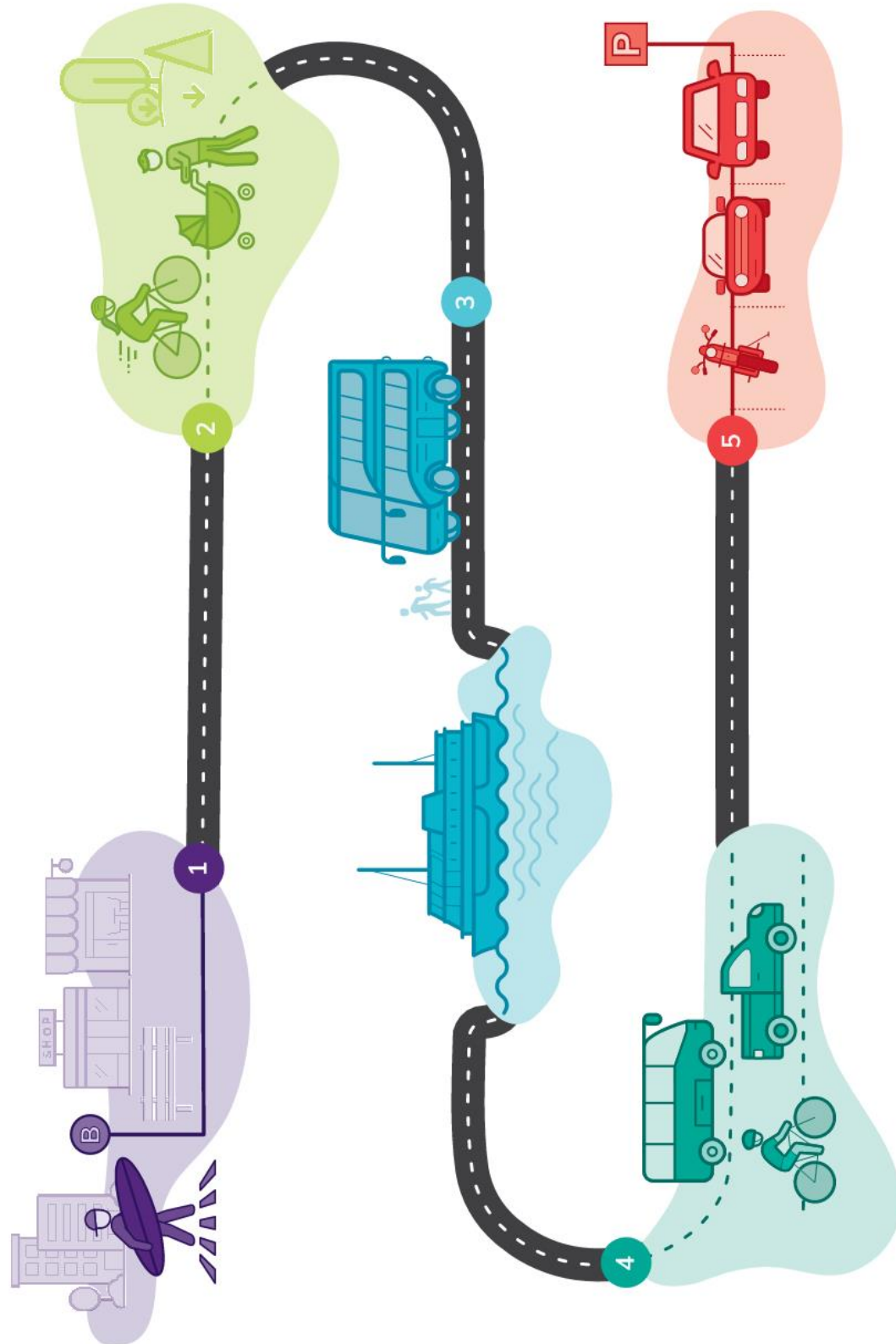
Implementing Move Transport Strategy

Move – Northern Beaches Transport Strategy 2038 will be implemented by Council in partnership with the New South Wales Government, the Commonwealth Government and the various industry and community partners.

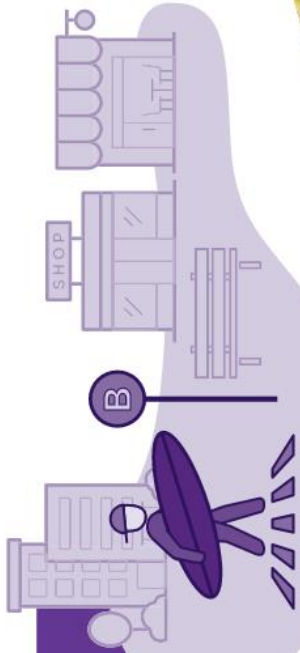
<p>The Strategy will underpin the seven plans that direct the delivery of the outcomes:</p> <ul style="list-style-type: none"> • Walk – Walking Plan • Bike – Bike Plan • Park – Parking Plan • Network – Road Network Plan • Transport – Public Transport Plan • Deliver – Freight Plan • Safety – Road Safety Plan <p>All these plans will be focused on a “Places for People First” ethos to enhance the Northern Beaches’ lifestyle.</p> <p>It will be supported by a four-year capital works program of transport projects that will be reviewed annually.</p>	<p>Costs of implementing the strategy</p> <p>The Strategy contains a balance of:</p> <ul style="list-style-type: none"> • Relatively low-cost, short-term actions such as a major bus route upgrade, improvements to footpath and cycle-way networks, allowing new transport platforms/providers entry into the network, and providing for the full integration of traffic management that effectively utilises our existing infrastructure. • Major infrastructure projects (such as new light rail and metro rail systems and major road upgrades) that require substantial investment from the State and Commonwealth Governments in the medium-to-long term. 	<p>Funding options</p> <p>Move – Northern Beaches Transport Strategy 2038 is not intended to be a fully-funded strategy. It is a vision to guide transport policy and prioritise investment in our transport network. The strategy will be used to assess funding needs and underpin bids for funding from all levels of government. New funding arrangements may be required to bridge the gap between available revenue and infrastructure investment needs.</p>
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This section presents
 the **5 Themes** and
32 Directions

- 1 Accessible and Liveable Places
- 2 Active Travel
- 3 Public Transport
- 4 Efficient Road Network
- 5 Smart Parking Management



Theme 1. Accessible and Liveable Places



Our Objective

Enhancing our existing centres and planning our new urban developments with integrated transport solutions, wide footpaths that make walking and cycling the first choice in moving around the neighbourhood, creating vibrant connected places that support sustainable growth and improved quality of life.

Background

Transport policies are developed by Council together with the State Government and influence the location and distribution of different land uses (e.g. whether residential, commercial, retail, industrial or a combination of all of these land uses occur in a local area).

By shaping the pattern of development in our existing and new centres and influencing the location, scale, design and mix of land uses, Council's integrated transport and land use planning can help deliver places that are accessible, liveable, vibrant and environmentally sustainable.

Our land-use planning decisions strongly influence where and how people live, work and play. These decisions have historically been based on car travel in the Northern Beaches. To make practical improvements we need to re-evaluate the way we plan our communities to think about how they will connect to the local area and to the rest of Sydney to make the most of opportunities in employment, services and recreation.

Through our development controls and broad strategic planning initiatives we can actively contribute to the direction of planning at a local level. Through collaboration with NSW Department of Planning and Environment and Transport for NSW, we can also influence on large scale precincts at a regional level.

Implementing The Strategy

- Housing Strategy (2020)
- Employment Strategy (2020)
- New Northern Beaches Local Environmental Plan (2021)
- Place Plans for our villages and town centres (various)

“ We need to reduce reliance on the car by providing good alternative means of transportation.”¹⁷

“ Necessary to create car-free spaces, improve community culture and reduce reliability on cars.”¹⁸

¹⁷⁻¹⁸ Community Quotes about Development and Integrating Transport

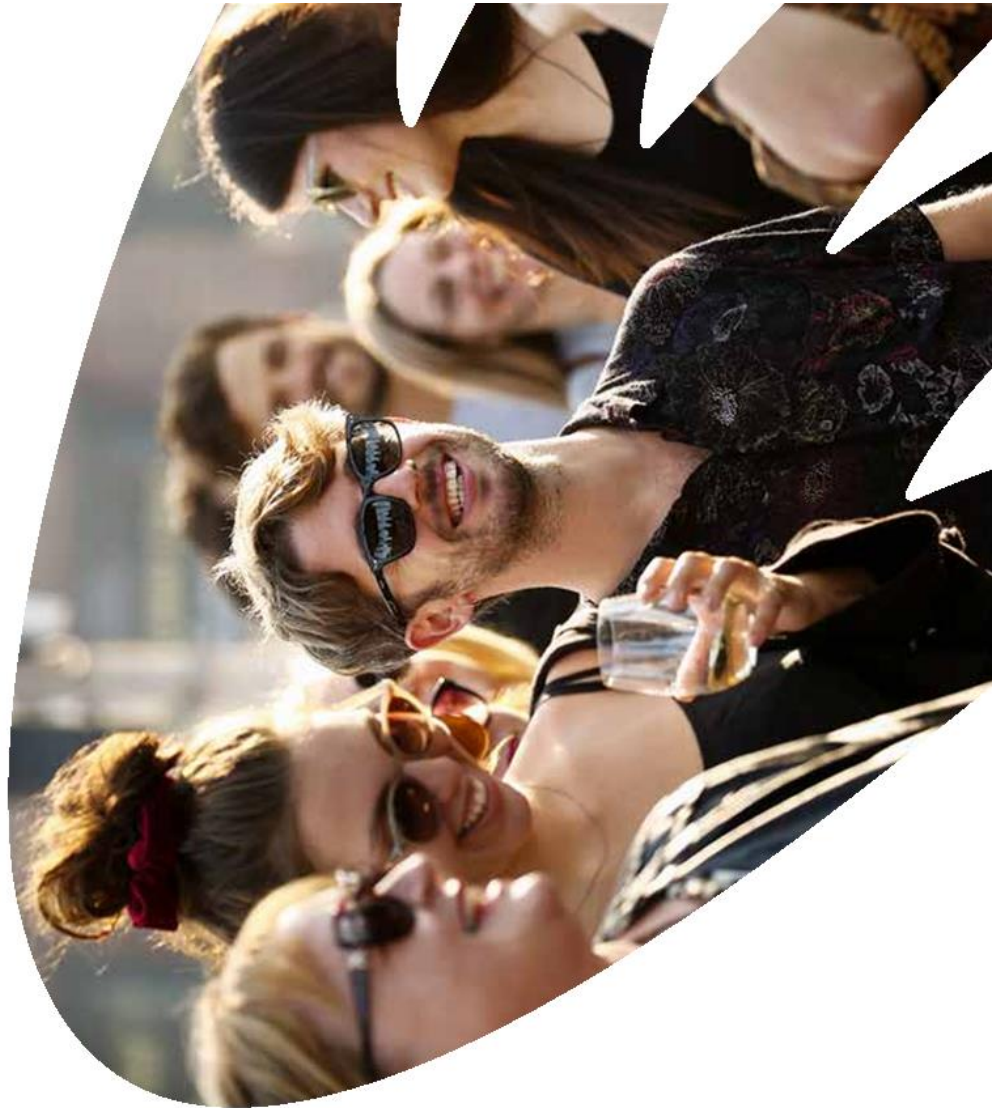


Community Attitudes about Accessible and Liveable Places

- Perceived 'over development' on the Northern Beaches and that additional housing or commercial developments will stress existing transport corridors.
- Activating town centres will provide greater local job opportunities and reduce the need to commute out of the area for work.
- Well-designed urban development integrated with different transport modes is supported.

Our Accessible and Liveable Future Directions

1. Create and enhance "Places for People" that are integrated with public transport, creating vibrant, connected places with wide footpaths, safe cycling options and where the car is not the first option.
2. Implement well designed and sustainable urban development plans for existing places and new centres, to reduce the need to travel and supporting local jobs and the economy.
3. Deliver walking links including wider paths to destinations from both residential areas and transport hubs.
4. Deliver a 30 minute connection between strategic centres or connection to the metropolitan centre.
5. Focus local development controls on supporting public transport and active travel implementation in new developments, including supporting the introduction of new technologies and infrastructure for electric vehicles.



What will this look like in 2038?

- Our villages and centres are designed for people with frequent public transport and safe walking and cycling opportunities
- We are not dependent on cars to enjoy the Northern Beaches lifestyle as what we need is close by and easier to access by public transport, walking or cycling
- More residents access jobs and services within 30 minutes of home
- We are a smart community and use technology to make it easier to move around.

“ Well-designed density delivers amenity for the community.¹⁹ ”

¹⁹ Community Quote about Development and Integrating Transport



Our Objective

Expand the footpath and shared path networks to improve connectivity and safety that makes walking and cycling attractive alternatives to the car. Provide a safe environment, both on and off-road for all users and the end of trip facilities to make it a realistic option for commuting.

Background

There are many missing links in our footpath and cycle-way networks and limited off-road connections between Northern Beaches communities.

The Coast Walk is more than a recreational or tourist attraction, it will be used by our communities for commuting, shopping and getting to other activities safely.

Walking and cycling needs to become the primary mode for short (1km) to medium (5 to 8 kms) trips and the start and finish of trips made on other transport modes.

We need to prioritise improvements to the active travel network and make it safe and easy to

travel from home to places of work, education and to access services and socialise.

Completing missing links in the network, separation of pedestrian and cyclists, expanding end of trip facilities and embracing technology will improve the user experience. We will continue to partner with the NSW Government and neighbouring Councils to deliver these improvements including programs targeted at changing travel behaviour.

New ways of funding the expansion of the active travel network are needed. This may include sale of assets or a special rate variation for transport infrastructure.

Implementing The Strategy

- Northern Beaches Walking Plan (2019)
- Northern Beaches Bike Plan (2019)
- Local Pedestrian Access and Mobility Plans (various)

“ Increase active travel options. Less reliance on cars. Increase population growth. Better transport connections. Modal changes. ²⁰ ”

“ My kids could cycle to school or ferry more. ²¹ ”

²⁰⁻²¹ Community Quotes from people supporting safer walking and cycling



Community Attitudes about Active Travel

- Prioritise active travel options; improve existing cycling and walking networks around the Northern Beaches.
- Improve safety and participation by providing more dedicated cycle-ways and pathways.
- Infrastructure upgrades, particularly end of trip facilities, appropriate signage and accessibility options supporting more active transport.
- High school students need footpath and cycling path upgrades and bike carriage spaces on buses to support more active transport.
- Targeted community education will encourage active travel and ride sharing.

Our Active Travel Future Directions

1. **Prioritise smart, active travel network improvements (through technology, end of trip facilities, and way-finding signage). Expand footpath and shared path networks to improve connectivity and safety, making walking and cycling attractive alternatives to the car.**
2. Deliver safe, active travel across all modes of transport for school aged children and young people.
3. Provide a safe environment, both on and off-road for all users and end of trip facilities to make it a realistic option for commuting.
4. Expand the on-road cycleway network to reduce conflict between road users.
5. Broaden travel change behaviour initiatives to reduce active travel barriers.
6. Develop new funding models to support the expansion of the active travel network.

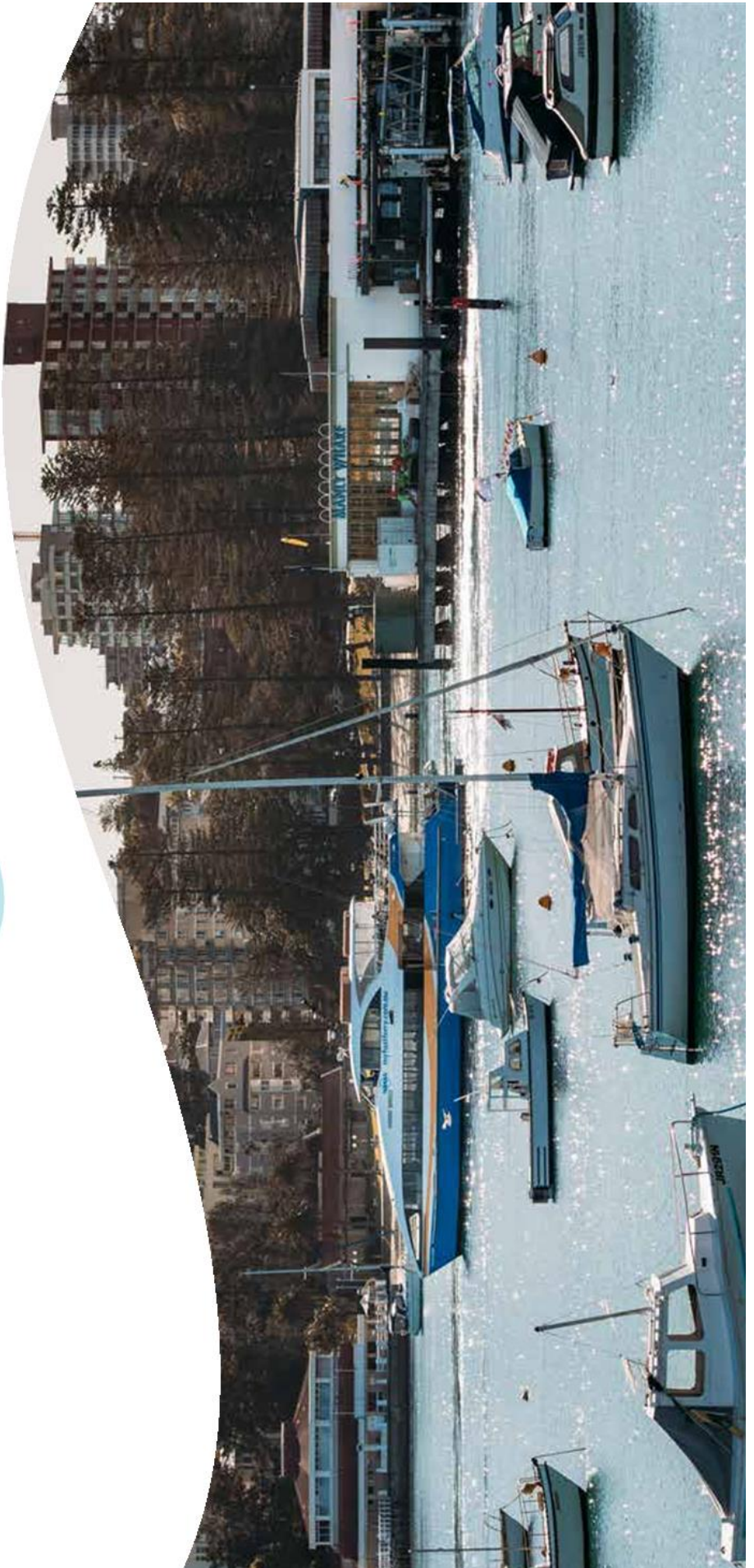
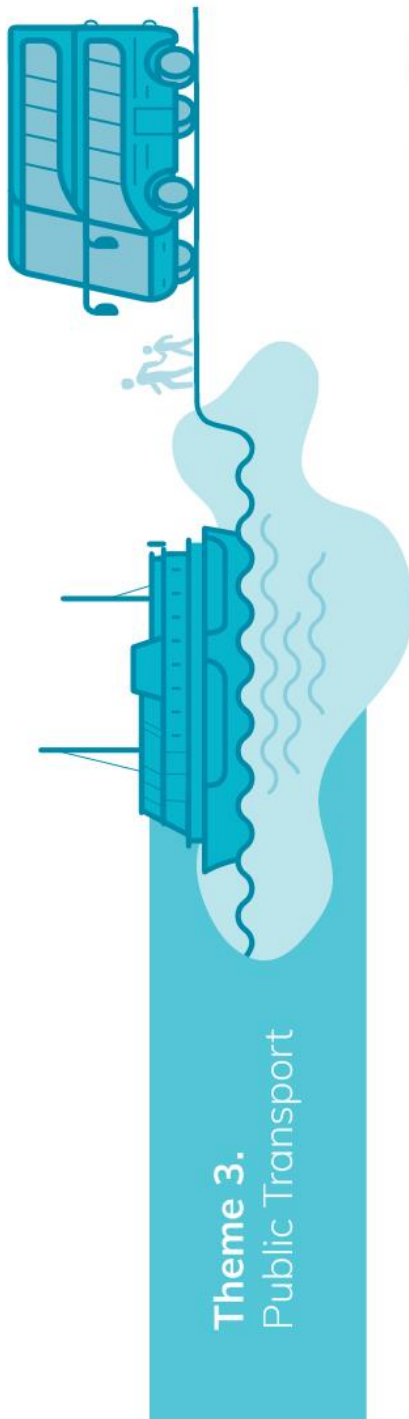


What will this look like in 2038?

- More people walking and cycling
- More end of trip facilities to park bikes safely, e-chargers, connecting with buses and ferries
- Reduced air pollution, traffic noise and healthier lifestyles
- Increased investment in active travel networks with new funding which may include land sales and a Special Rate Variation for transport infrastructure.

“ Being environmentally friendly, keeps people healthy and gets cars off the road. ”²²

²² Community Quote from people supporting safer walking and cycling



Our Objective

To improve the quality of the public transport system so it provides an attractive alternative to the car and is frequent, reliable, connected and accessible. By shifting the focus from city connections to east-west links we provide additional employment opportunities and open up the rest of Sydney to the Northern Beaches Community.

Background

Much of the Northern Beaches is not serviced effectively by public transport and there is no rail line. Increasing public transport patronage will reduce our road congestion, carbon emissions and deliver other environmental benefits. To move people out of their cars, public transport needs to be reliable, comfortable and affordable.

We will partner with the NSW Government on improving the reliability and reach of the public transport network across the region. Major transport corridors will be prioritised for public transport to improve access, including to Greater Sydney. The initial priority is a bus rapid transit service on the Dee Why, Frenchs Forest and Chatswood road corridors.

The expansion of water-based transport options is supported as is a mass transit system (metro or light rail) in the longer term to move people faster and more efficiently.

Improvements in technology and the expansion of on-demand services across the area will enable journeys to be more efficient, faster and door to door.

Implementing The Strategy

- Northern Beaches Public Transport Plan (2020)

“

More accessible, frequent and reliable public transport. More on-demand and feeder connections to main bus stations and ferries. Less cars means more public transport and active travel options and a better quality of life for all. ²³”

²³ Community Quotes from people supporting public and community transport



Community Attitudes about Public Transport

- Public and community transport options were highly supported as the best way to address current traffic congestion.
- The frequency of bus services was a concern, specifically the B-Line services, after-hours (or late night) services and feeder buses for the B-Line services.
- Extending park and ride options near transport hubs would reduce private vehicle commuting.
- New ferry services to increase connectivity between the Northern Beaches and the Sydney CBD, particularly Clontarf to CBD and other 'harbour' connections require further investigation.

- Better use of road infrastructure via clearways and dedicated lanes for public transport during peak hours were options to consider.
- Considerable support for new public transport options of light rail, metro and trains, despite concerns it will result in higher density development. There was a prevailing response that transport needed to "catch up" with population and housing growth already happening and 'get on the front foot' with its plans.

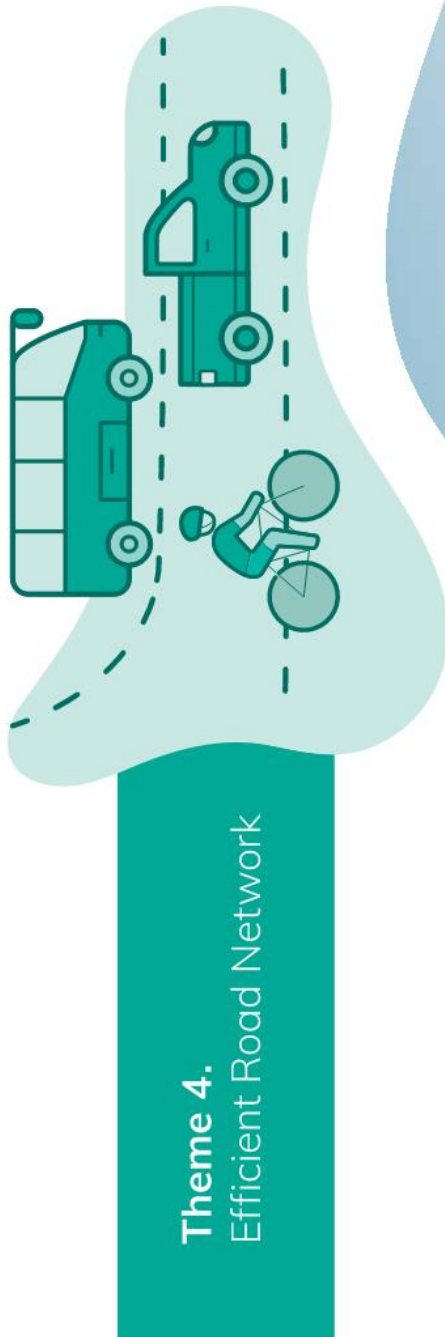
Our Public Transport Future Directions

- Partner with the NSW Government to implement a Bus Rapid Transit service by 2020 between Dee Why, Frenchs Forest and Chatswood; followed by services between Mona Vale and Macquarie Park.
- Plan for a high frequency mass transit service on the Northern Beaches in the longer term.
- Support the expansion of the public transport network, including its integration with commuter parking and active travel networks.
- Advocate for investment and expansion of ferry travel (the 'Blue Highway').
- Integrate local on-demand services into the wider public transport network.
- Support the adoption of innovative technology that improves the efficiency of the public transport network and experience for customers in terms of comfort and navigating the network.
- Use real time public transport travel data to make decisions and deliver better outcomes for the community.

What will this look like in 2038?

- Rapid Transit provides express services to Macquarie Park and Chatswood
- More public transport options are available 24/7
- More places have access to on demand services to connect to reliable public transport
- Mass transit options are delivered by the State Government for the Northern Beaches.





Theme 4. Efficient Road Network



Our Objective

To develop a one network approach that supports connectivity for the movement of people and goods within and beyond the Northern Beaches and that can be safely shared by all users.

Background

Our current road network is congested adding to delays that impact our quality of life, economic viability and the way we move around.

Our one network approach complements our public transport and active travel networks. (see Figure 8)
Supporting the Beaches Link Tunnel and other road infrastructure for public transport improves the efficiency of the network.

It also gets the balance right across all users, assisting road safety, new autonomous cars and other emerging road technologies.

Working with the NSW Government to manage roads as one network is the key to achieving these directions and improved traffic information, management, signalling and traffic light coordination.

Implementing The Strategy

- Road Network Plan (2019)
- Freight Plan (2020)
- Northern Beaches Road Safety Plan (2019)

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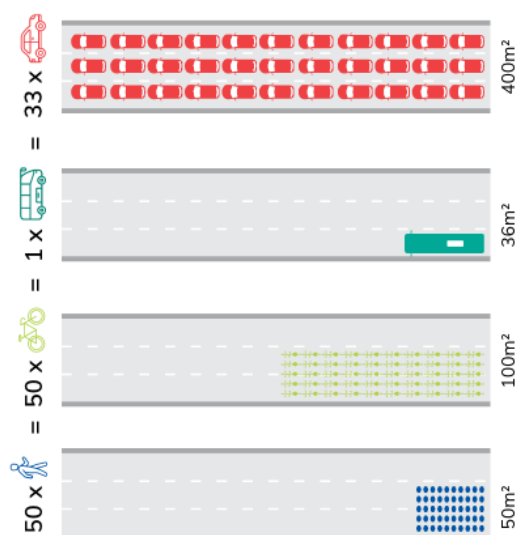
Roads should support public transport, industry and necessary private car journeys. Cars are still an important part of our transport network and have a role to play. Improving the transport network includes more sustainable upgrades to road infrastructure.”²⁴

”

²⁴ Community Quotes from people supporting public transport



Figure 7: Space Occupied by 50 people
While a bus needs three times as much space as a car, its carrying capacity per lane is unrivalled among other on-street modes. As land in urban areas becomes increasingly scarce, it will be necessary to use the space within the street more efficiently to serve the largest number of people.



Community Attitudes about Accessible and Liveable Places

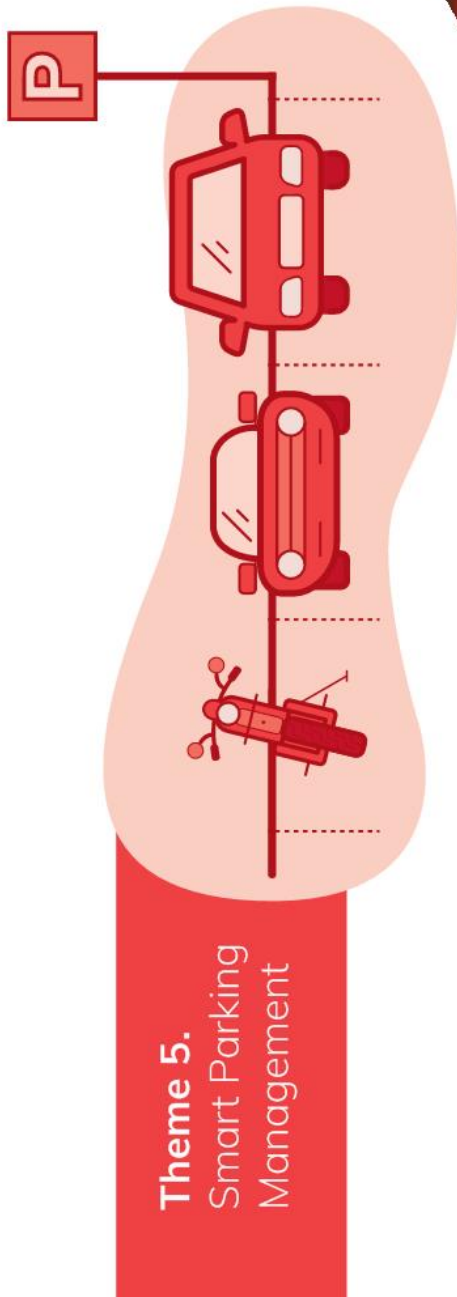
- People were prepared to switch to public transport and active travel to reduce congestion on the roads if it was safe, convenient and more efficient.
- Commuting times were a primary concern as a result of congestion and poor management of the road network.
- Build the Beaches Tunnel link and provide access for B-Line buses.
- Autonomous vehicles were supported if research demonstrates safety and efficiency concerns can be addressed.

Our Road Network Future Directions

1. Support the delivery of the Beaches Link Tunnel subject to the inclusion of public transport and minimise the overall impact on our local residents.
2. Advocate for the full delivery of the Mona Vale road upgrade by 2023.
3. Advocate for the widening and flood proofing of the Wakehurst Parkway by 2023.
4. Prioritise major road corridors for freight, public transport and active travel to support the efficient movement of people and goods, reducing the impact on local roads and residents.
5. Support programs to change road user behaviour to improve the safety and efficiency of the network.
6. Return residential streets to the local residents through better network management, including investment in technology and staff to identify opportunities to reduce congestion on the network.
7. Use real time traffic data to improve the efficiency and resilience of the road network.
8. Support smart innovations in vehicle technology and alternative car ownership models.

What will this look like in 2038?

- A fourth road connects the Northern Beaches to Sydney - Beaches Link Tunnel and includes dedicated public transport lanes
- Mona Vale Road and Wakehurst Parkway is two lanes in both directions
- Traffic flow is improved and works are better coordinated across the network
- Our road network is more efficient and supports less cars with dedicated bus lanes on major corridors.



Theme 5.
Smart Parking
Management



Our Objective

To manage car parking in a way that is equitable and supports the economic viability of centres and boosts sustainable public transport and active travel use.

Background

The management of parking needs to complement strategies to increase public transport and active travel trips and discourage car trips.

Parking at town and village centres, as well as high visitation areas such as parks, beaches and recreational areas, need to be managed smarter.

These areas are for people and local parking management plans will be developed to equitably balance the needs of all car users.

Priority will be given to short term parking, car share schemes and parking for people less mobile.

Technology will improve the efficiency of parking for all drivers. This includes providing infrastructure (electric car charging points etc.) on and off-street to support more fuel efficient vehicles. We also need to work with the NSW Government to free up local streets so they are not used to store trailers and boats.

Implementing The Strategy

- Northern Beaches Parking Plan (2020)
- Accessible Parking provided

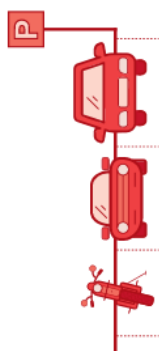
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Parking to support public transport²⁵”

“

Creating 'hubs' where people can safely leave their cars and connect to public transport options is essential.²⁶”

²⁵⁻²⁶ Community Quotes from people supporting better parking management



Community Attitudes about Parking Management

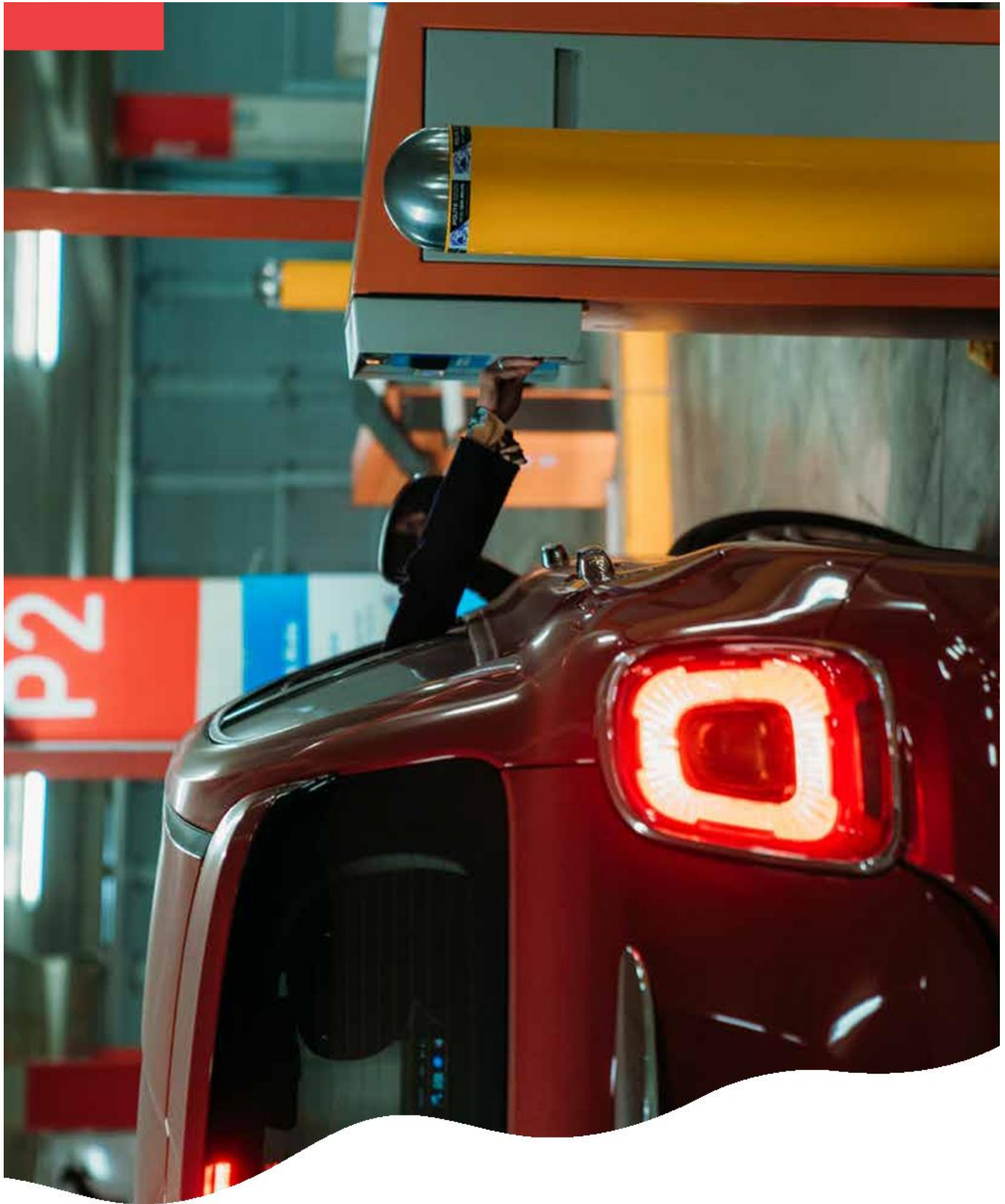
- Differentiating pricing and parking schemes are required for residents and visitors.
- Mis-use of on-street parking, particularly the parking of boats and campervans is an issue and policies should be tightened to address this.
- Providing additional Park and Ride facilities is a priority. Concerns were raised that the current B-Line carparks were at capacity during peak hours, leaving residents using their private vehicle. The provision of more feeder buses would address this.
- Supporting a shift in travel modes and car sharing is a potential way to manage high parking demand in the Northern Beaches.
- Cycle and motorcycle parking options were also highlighted as a priority.

Our Smart Parking Future Directions

1. **Develop local parking management plans for town and village centres including higher turnover parking in areas of high demand.**
Regularly review local parking management for high visitations places such as beaches, parks and recreational areas.
3. **Ensure parking management approach is balanced, fair and equitable.**
Deliver new and innovative parking, storage solutions and technology to improve information and experiences.
5. **Provide on-street and off-street dedicated parking for car share providers, cycling, motorcycles and charging stations for electric vehicles.**
Basing parking fees and charges to encourage public transport use and walking and cycling to reduce road congestion.

What will this look like in 2038?

- Easier, safe and smart parking options for scooters and cyclists (motorised and non-motorised)
- Park and ride options easing congestion
- Pedestrian only areas in villages makes shopping a pleasure
- Less on-street parking and storage of trailers and boats.



Conclusions

The future directions outlined in Move – Northern Beaches Transport Strategy 2038 will support additional job growth across the Northern Beaches.

It will also decrease the impact of congestion on the regional economic output strengthening the Northern Beaches economy and benefiting future generations.

Directions defined within this strategy will positively deliver a resilient transport system that adequately caters for the projected increase in daily trips by 2038. It will provide a fairer and more equitable transport system for all residents and visitors by protecting our quality of life, assist in making our residents healthier and protecting our unique natural environment.

By doing this we will make it easy for people to move around the Northern Beaches, now and into the future.

For more information please visit northernbeaches.nsw.gov.au

Have Your Say on the draft Move -
Northern Beaches Transport Strategy
2038 during September 2018
at yoursay.northernbeaches.nsw.gov.au



Commonwealth Government	• Funding roads and other infrastructure improvements
	• Public transport infrastructure (buses, trains, ferries and interchanges)
	• Planning of public transport networks including contracts with private transport providers, timetabling, information and service provision
	• Operation of the road network including traffic signals
	• Maintaining State and classified roads (e.g. Warringah Road, Pittwater Road, Barrenjoey Road, Condamine Street, Mona Vale Road, Forest Way, Wakehurst Parkway, Sydney Road and Manly Road)
NSW Government	• Vehicle licensing and registration
	• Funding of road safety programs
	• Manage local roads
Northern Beaches Council	• Traffic management on local roads
	• Provision of footpaths and cycle ways and associated infrastructure such as bike parking
	• Provision and regulation of on and off-street parking, including parking schemes
	• Approving the location of transport stops and providing infrastructure (e.g. seating and shelters)
	• Delivery of road safety programs
Private Transport Operators	• Advocating on behalf of the community for improvements to the network
	• Delivering services safely in accordance with NSW Government requirements
	• Improving the safety, reach, reliability and frequency of services
Community	• Using the road network safely
	• Making sustainable choices in modes of transport when moving around

