

ANNUAL REPORT



21
22

HUNTER'S HILL COUNCIL



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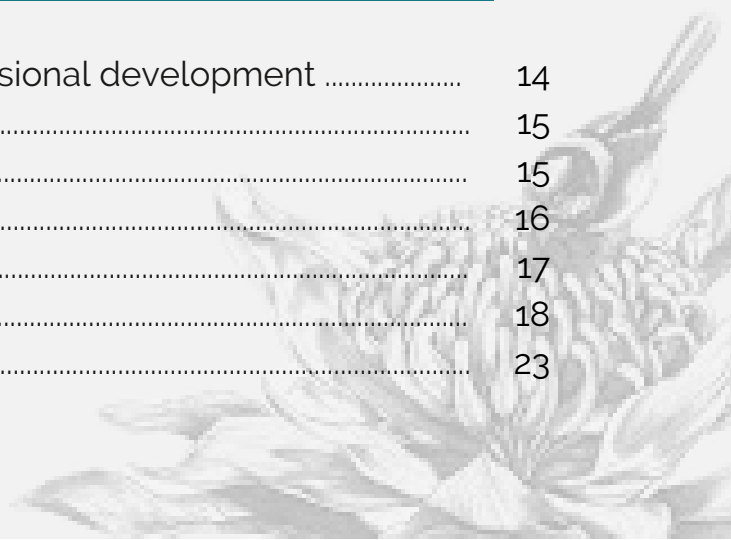


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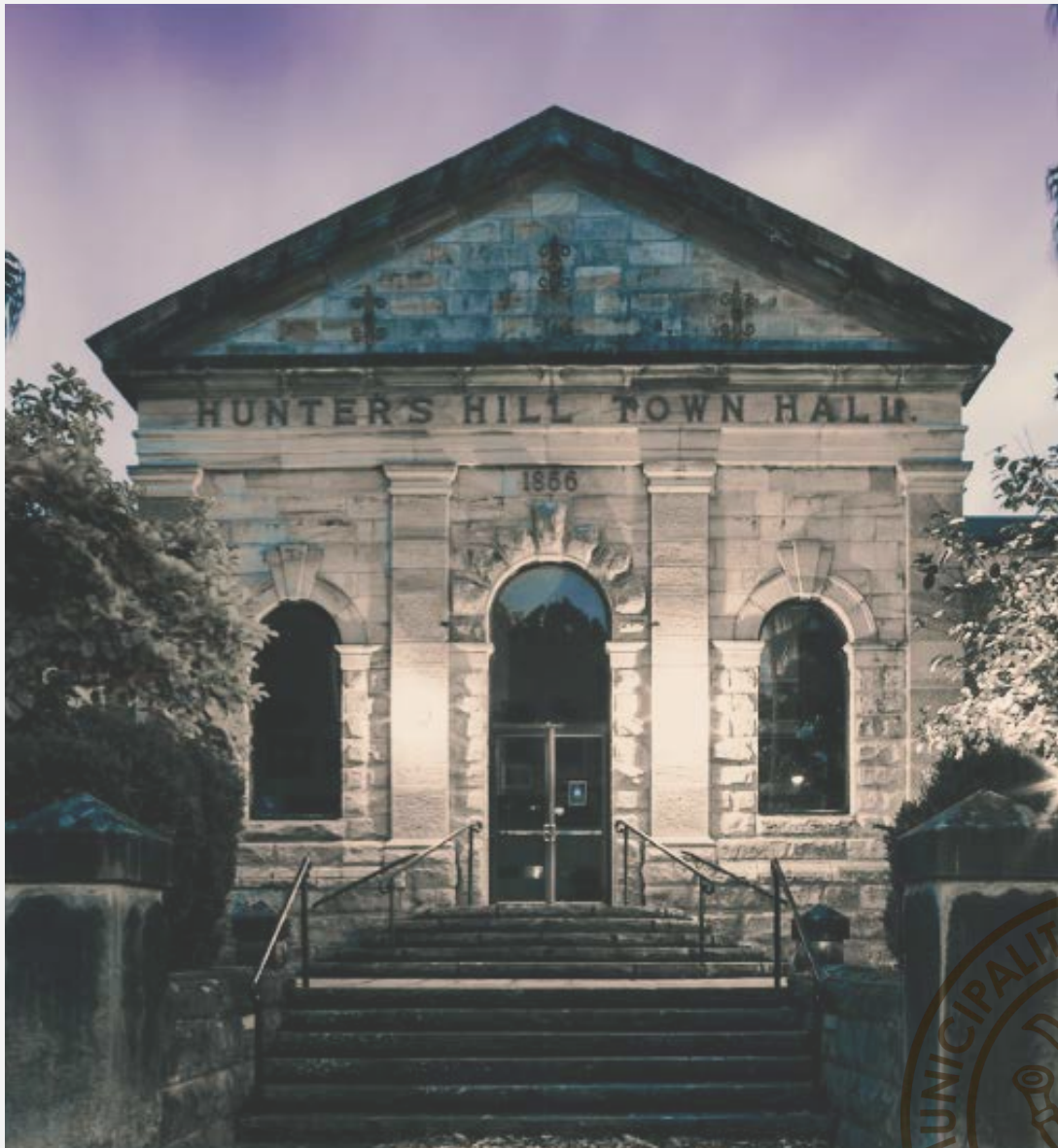
SECTION ONE

INTRODUCTION

TO HUNTER'S HILL

COUNCIL ANNUAL

REPORT



ACKNOWLEDGEMENT OF COUNTRY

Council acknowledges the Wallumedegal people of the Eora Nation as the traditional custodians of all land and water of the Hunters Hill local government area.

Council pays respect to Elders past, present and emerging, and extends this respect to all Aboriginal peoples living in, or visiting the Hunters Hill local government area.



FRONT COVER FEATURES **DAVID BIRD** IN THE WELCOME TO COUNTRY AT COUNCIL'S INTERNAL STAFF 'BIG DAY IN'

WELCOME

Welcome to the Hunter's Hill Council Annual Report for 2021-22.

This report provides a comprehensive account of Council's achievements during the year.

It also provides an overview of Council's financial position and details performance against commitments as set out in the Community Strategic Plan 2018/2028, Delivery Program and Operational Plan 2021-22.

This report demonstrates the breadth and diversity of services and operations delivered to our community and provides an insight into our financial position and decision-making processes.

Council acknowledges the commitment and hard work that staff and volunteers undertake in delivering services to the Hunters Hill community.

This report is prepared in compliance with the Local Government Act 1993.

An online version of the Hunter's Hill Council Annual Report can be viewed and downloaded at huntershill.nsw.gov.au or to request a printed copy please contact:

Customer Service Team:

T 9879 9400

E customerservice@huntershill.nsw.gov.au



Photographs throughout this publication are scenic shots of Hunters Hill that celebrate the vibrancy of some of our local businesses, parks, reserves and street scenes.

MESSAGE FROM OUR MAYOR

Hunter's Hill Council is proud to have delivered a range of services, projects and events for our community this financial year.

We've welcomed a new Council following Local Government elections held in December 2021.

Following the heavy rain periods, Council prioritised the maintenance of our roads and public spaces to ensure our residents remain safe.

After two years of pandemic-related challenges, returning to regular in-person activities has been positive for our community's wellbeing.

Our events program featured New Year's Eve, Carols in the Park, an online-version of Young in Art, our Australia Day ceremony, an open-air cinema event, Henley Garden Party, multiple citizenship ceremonies and more.

Multiple project plans have taken steps forward, including a concept to revitalise Figtree Park for greater public enjoyment and a plan to enhance participation at Boronia Park with a new Sports and Community Facility. Council also planted 110 street trees in the Hunters Hill Municipality this year.



"After two years of pandemic-related challenges, returning to regular in-person activities has been positive for our community's wellbeing."

We opened a new inclusive playspace at Riverglade Reserve, adding another great accessible facility for our community to enjoy for recreation.

As part of Council's ongoing commitment to maintaining the heritage and character of Hunters Hill, we have undertaken major planting projects in our reserves and strengthened important community partnerships with the Hunters Hill Historical Society and Bushcare groups.

We look forward to continuing the work of improving our wonderful Municipality and shaping its future together with the citizens of Hunters Hill.

MESSAGE FROM OUR GENERAL MANAGER



Connection with community is vital to the work we do as a local government organisation.

As an incoming General Manager, it has been a pleasure to get to know the proud and passionate community we have here in Hunters Hill.

Staff, Councillors, volunteers, community organisations, businesses and members of the public have provided a warm welcome and great insights to the role of our Council.

Much has been achieved during 2021-22, as this annual report attests. Our Council has delivered a capital works program to renew roads and footpaths, maintain community facilities such as the Boronia Park Grandstand and Woolwich Baths, and implement a Hunters Hill Bike Plan.

"Connection with community is vital to the work we do as a local government organisation"

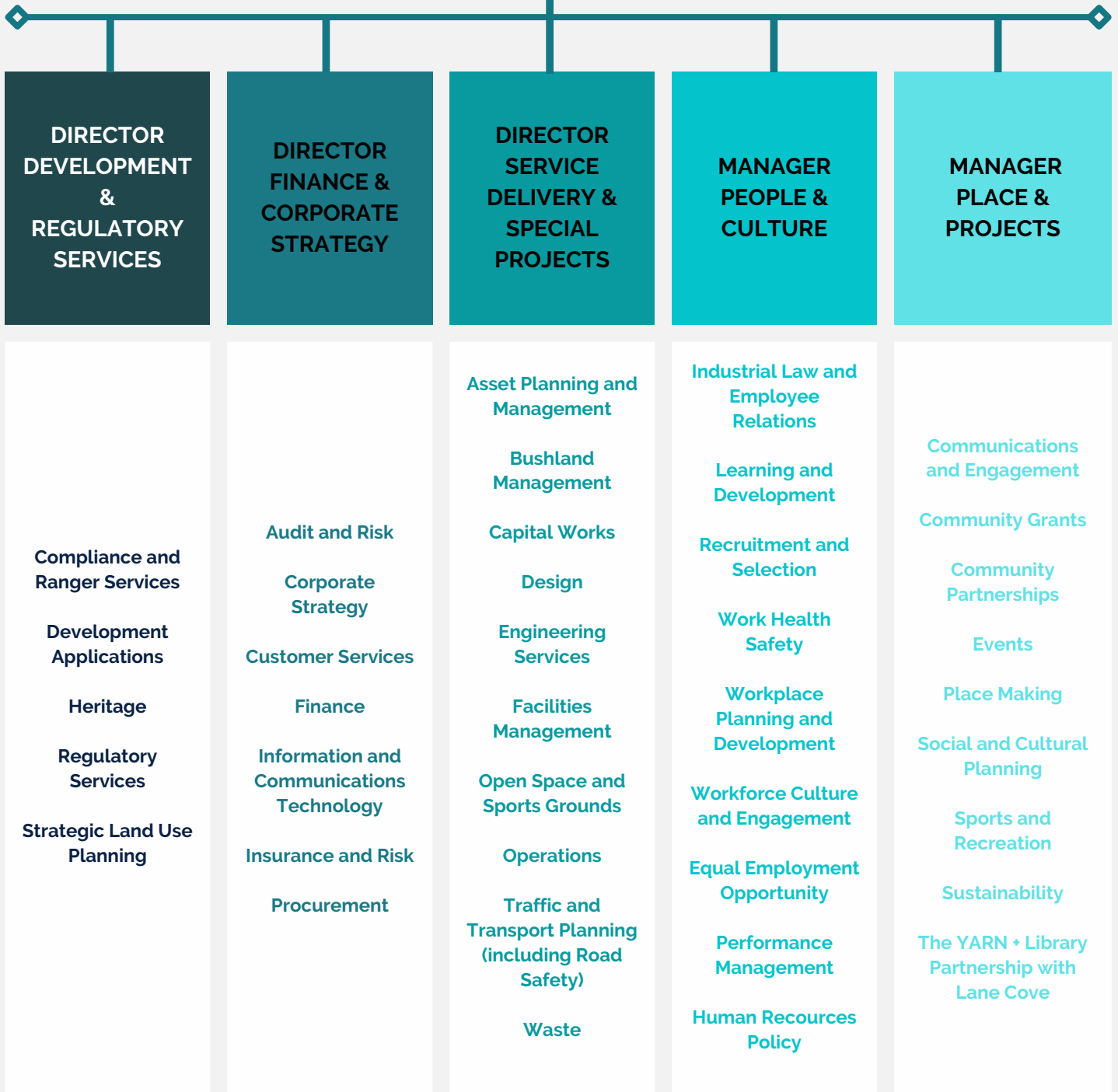
Work on parks, gardens and sporting fields has been delivered despite the challenges of severe weather and growing demand for use of outdoor areas, particularly during COVID. Community engagement has informed plans for major projects at Figtree Park, Gladesville Reserve and Boronia Park, while technology continues to enhance our customer service experience.

Our focus for the future is continuous improvement in infrastructure, projects and service delivery and building the organisation's financial fitness. We look forward to doing so in collaboration with our community.

OUR ORGANISATION

GENERAL MANAGER

Governance
 Legal Services
 Mayor and Councillor Support
 Property



OUR COUNCILLORS

UP UNTIL FRIDAY 5 NOVEMBER 2021 (CARETAKER MODE)

NORTH WARD



MAYOR OF HUNTERS HILL

Councillor Ross Williams
rosswilliams@huntershill.nsw.gov.au



Councillor Elizabeth Krassoi
elizabethkrassoi@huntershill.nsw.gov.au



Councillor Ben Collins
bencollins@huntershill.nsw.gov.au

SOUTH WARD

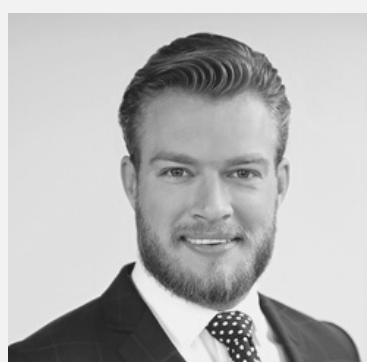


DEPUTY MAYOR

Councillor Jim Sanderson
jimsanderson@huntershill.nsw.gov.au



Councillor Justine McLaughlin
justinemclaughlin@huntershill.nsw.gov.au



Councillor Zac Miles
zacmiles@huntershill.nsw.gov.au

OUR COUNCILLORS

FROM 10 JANUARY 2022

MAYOR OF HUNTERS HILL

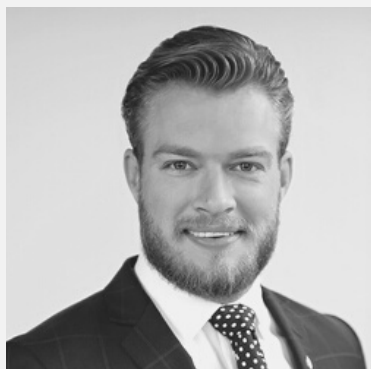
Councillor Zac Miles
mayor@huntershill.nsw.gov.au

NORTH WARD



DEPUTY MAYOR

Councillor Elizabeth Krassoi
elizabethkrassoi@huntershill.nsw.gov.au



SOUTH WARD



Councillor Jim Sanderson
jimsanderson@huntershill.nsw.gov.au



Councillor Ross Williams
rosswilliams@huntershill.nsw.gov.au



Councillor Tatyana Virgara
tatyनावirgara@huntershill.nsw.gov.au



Councillor Julia Prieston
juliaprieston@huntershill.nsw.gov.au

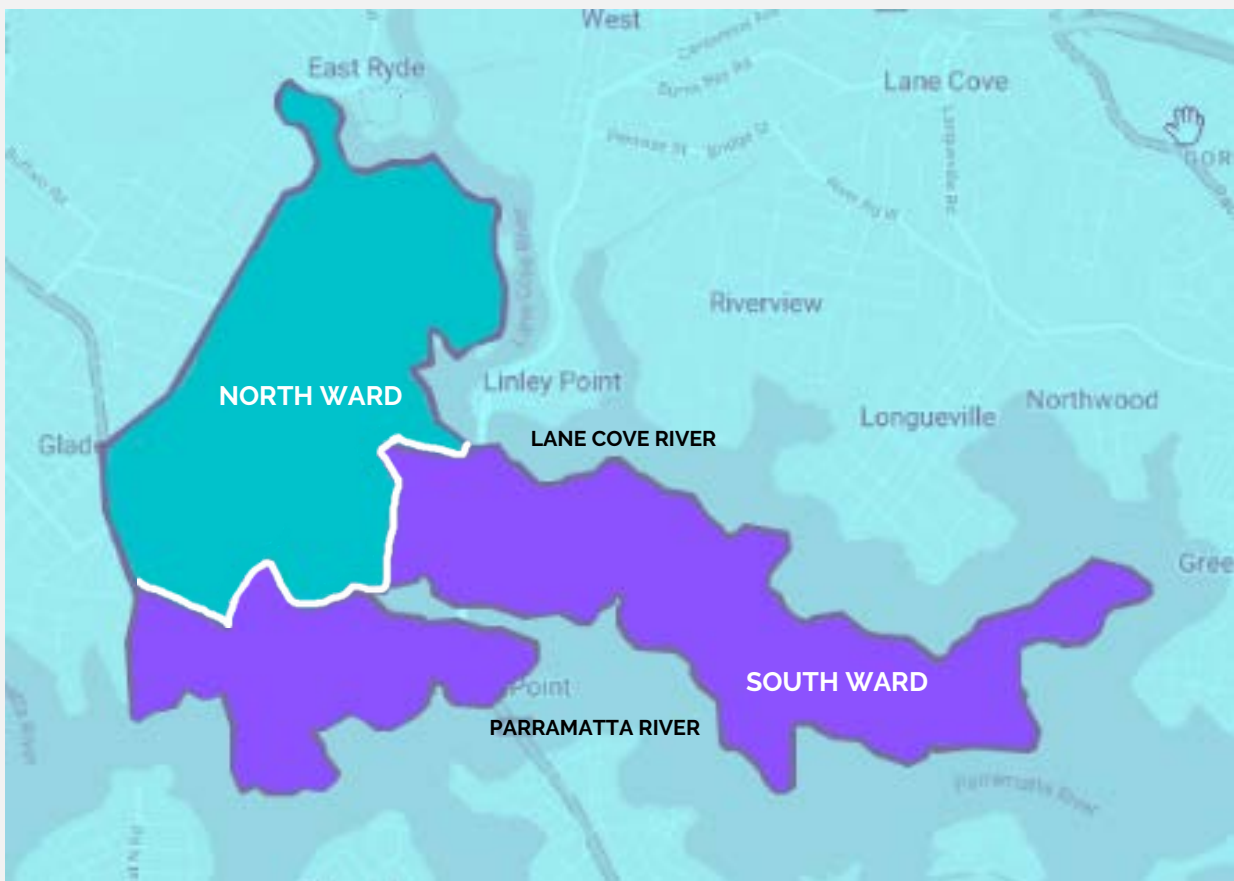


Councillor Richard Quinn
richardquinn@huntershill.nsw.gov.au

OUR WARDS

Hunter's Hill Council is divided into two wards (North and South) and is governed by the body of Councillors who are elected by residents and ratepayers.

Whilst 3 Councillors represent South Ward and 3 Councillors represent North Ward, in addition to a popularly elected Mayor, our Council is governed as one entity. Decisions, services and programs are determined for the benefit of all residents of the Hunters Hill local government area.



OUR COMMUNITY

From luscious bushland to waterways that culminate on the foreshore of Sydney Harbour, Hunters Hill offers many different lifestyle assets.

Ranked 10th in Australia's most advantaged areas according to the Socio-Economic Indexes For Areas (SEIFA) and the Australian Bureau of Statistics (ABS), it boasts many heritage-listed homes, sandstone workers cottages and waterfront residences. Hunters Hill is home to a community that has been fostered over many generations with a rich and vibrant history.

Hunters Hill is known, not only for being Australia's oldest garden suburb, but also for its quintessential beauty, schools, open spaces and community spirit.



3,540 Families
Couple family with children 50.8%
One parent family 10.8%



5,323 Dwellings
Owned 36.9%
Purchasing 30.6 %
Renting 24.4%



Population - 13,591
Male 48.7%
Female 51.3%
Median age - 46



Land area of Hunters Hill - 5.72 square km
Population density - 2,378 persons per square km



6,461 employed
3,061 of non-working are over 60 and 3,779 are at school or studying



Diverse Community
English 29.3%
Australian 26.2%
Both parents born overseas 37.1%



75% of the Municipality declared conservation area



SHOPS ARE ALL OPEN AGAIN



Bachelor or Higher degree qualification 39.4%

OUR VALUES

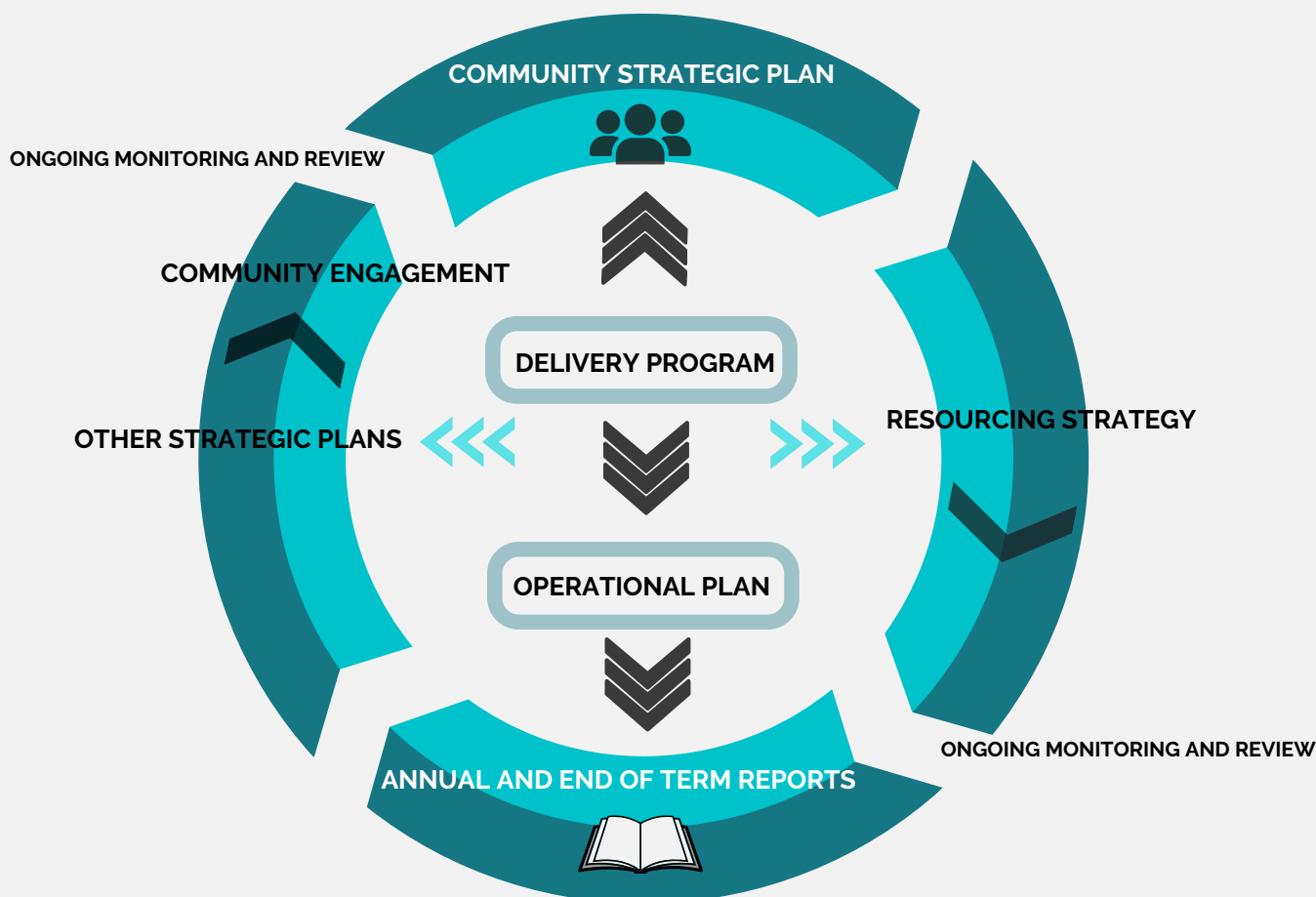
Council's values are embedded into all our processes and are based on the requirements of the Code of Conduct.

At Hunter's Hill Council, our values are at the heart of what we do and who we are.

As such, we are represented by the following core values:



INTEGRATED PLANNING AND REPORTING



The Integrated Planning and Reporting (IP&R) framework consists of a suite of documents including the Annual Report.

All councils in NSW/ operate within the IP&R framework. This is not only a requirement of the Office of Local Government, but also a requirement as set out under the Local Government Act. This framework includes social, economic, environmental and governance considerations.

One of the key inclusions of reporting against the IP&R framework is the completion of an Annual Report by 30 November 2022.

The 2021-22 Hunter's Hill Council Annual Report outlines Council's commitment to ensuring that Council meets its obligations as outlined in the Operational Plan and Budget.





SECTION TWO

REPORTING AGAINST THE LOCAL GOVERNMENT ACT REQUIREMENTS



COUNCILLOR ALLOWANCES, EXPENSES & PROFESSIONAL DEVELOPMENT



The NSW Local Government Remuneration Tribunal is responsible for categorising councils and determining the amounts of allowances to be paid to councillors and mayors in each category. There is usually a rise in the recommended allowance amount each year. However, at the 11 May 2020 Ordinary Meeting of Council it was resolved that the 2020-2021 Operational Plan and Budget (including Long-Term Financial Plan) be amended so that:

- Mayoral and Member fee allowance increases were frozen for five (5) years going forward.
- Delegate expenses were reduced to \$1,000 per Councillor per year.
- Savings were reallocated to asset renewal.

This meant that the allowance for Councillors was set at \$20,280 per year and the allowance for the Mayor was set at \$68,341 per year.

As the Local Government Elections were held in December 2021, Councillor Ross Williams held the position of Mayor up until caretaker mode on 5 November 2021, his allowance totalled \$18,429.19. The current Mayor, from 10 January 2022, Councillor Zac Miles allowance totalled \$23,422.92 for the remainder of the year.

Councillor and Mayoral expenses (including food and beverages for Council Meetings and Councillor Briefings) totalled \$2,277.84. In accordance with the Payment of Councillors Facilities and Expenses Policy, all Councillors have also been provided with an IT mobility device for this term of Council. In addition, the Mayor has been provided with a mobile phone.

COUNCILLOR ALLOWANCES, EXPENSES & PROFESSIONAL DEVELOPMENT CONTINUED...

Our Councillors undertake regular and ongoing professional development, which for 2021-22 totalled \$3,249.

Following the Local Government Elections, an Induction Program was held for all Councillors. In addition, Council outsourced its Code of Conduct training at a cost of \$2,649. All Councillors attended both the Induction Program and the Code of Conduct training.

Prior to the local government elections, Councillor Elizabeth Krasso attended Local Government NSW (LGNSW) webinar training for a cost of \$600.

OVERSEAS VISITS

Our Mayor and Councillors did not take any overseas trips during 2021-22.

SENIOR STAFF POSITIONS

Under the provisions of the Local Government Act there is only one senior staff position at Hunter's Hill Council - that of the General Manager.

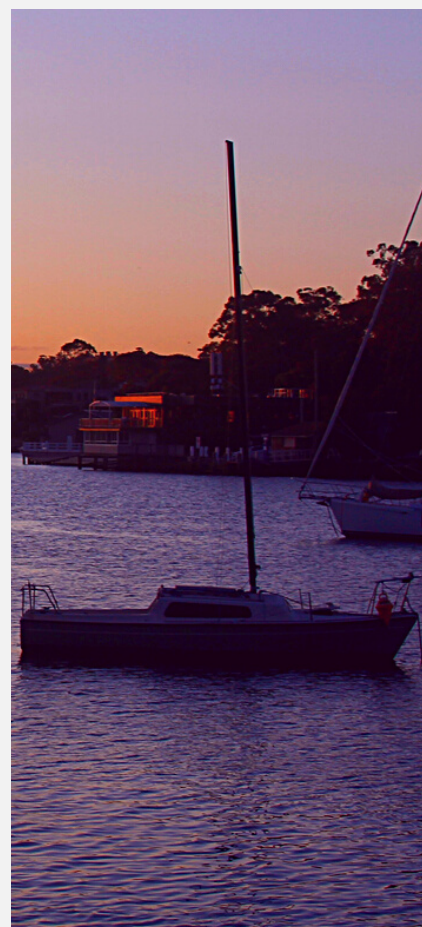
Council's Directors are permanent employees and are therefore not on contracted positions.



WRITTEN OFF RATES & CHARGES

The following rates and charges were written-off in 2021-22 compared to the previous financial year:

	2021-22	2020-21
Rate postponements written off	\$382	\$1,561
Interest waived	\$496	\$482
Pensioner rebates	\$74,840	\$77,125





GENERAL MANAGER REMUNERATION

Salary	\$ 294,481.61
Superannuation Guarantee Contribution at 10.0% (the superannuation contribution cap of \$27,500 applies).	\$ 27,500.00
Motor Vehicle Private Use Contribution taken from the pre-tax Total Remuneration Package based on a Novated Lease or a Council provided leaseback vehicle	\$ 13,018.39
ANNUAL REMUNERATION	\$ 335,000.00

OUR FINANCES

Council manages finances on behalf of our community and is committed to responsible financial management.

During 2021-22, Council managed income of **\$18.8 million** of which 70% (\$13.17 million) was collected from rates and domestic waste charges. Operating expenditure of \$19.7 million was used to provide Council services, resulting in a net operating deficit of \$910,000 for the year. When capital grants and contributions were deducted from the income, the result is a \$2.5 million deficit.

For comparison, results for the last four years are:

YEAR	OPERATING SURPLUS/ (DEFICIT) (\$'000)	OPERATING SURPLUS/ (DEFICIT) BEFORE CAPITAL INCOME (\$'000)
2021-2022	(910)	(2,491)
2020-2021	(390)	(2,219)
2019-2020	1,296	531
2018-2019	986	(495)

Council's operating result (which included the effect of depreciation and amortisation expense of \$4.4 million) was \$0.5 million higher than the financial year 2020-21. Material variations from the previous financial year included:

- rates and annual charges increased by \$0.5 million as approved in the Special Rate Variation
- user charges and fees increased by \$0.1 million
- materials and services costs increased by \$0.6 million
- depreciation and amortisation expense increased by \$0.5 million.

The net operating result before capital grants and contributions (a loss of \$2.5 million) was \$0.3 million higher than the 2020-21 financial year.



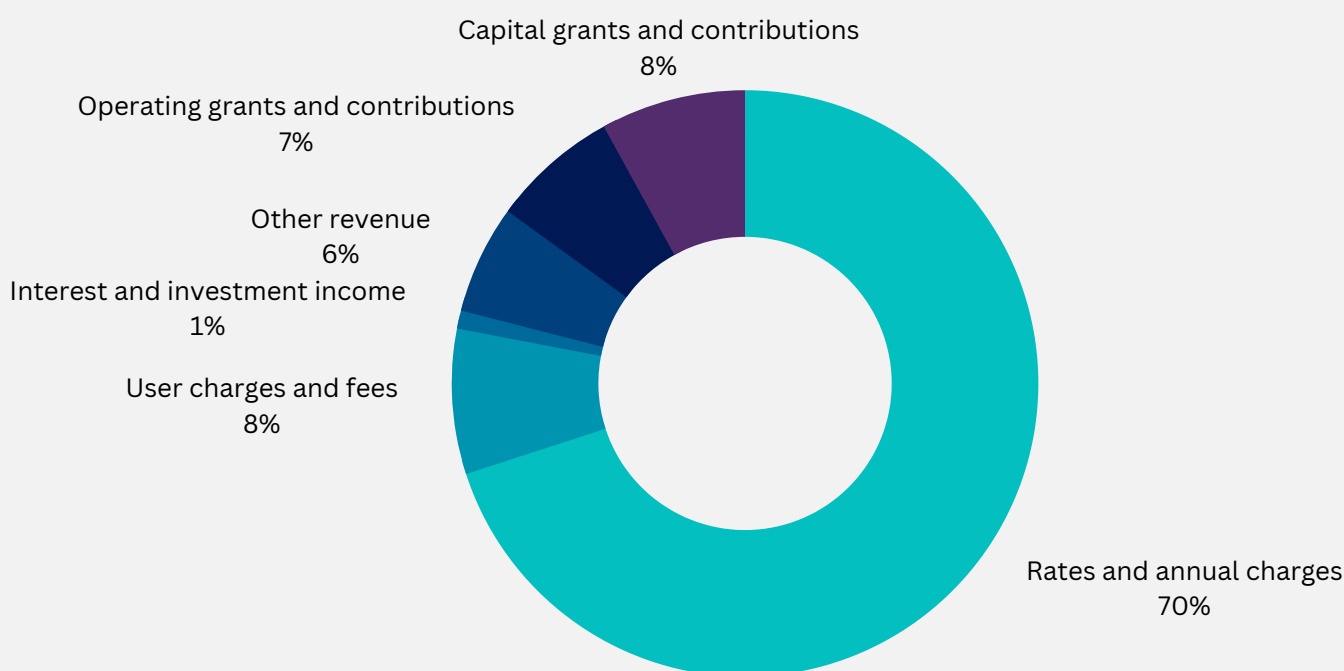
The end-of-year cash balance increased by \$2.4million to \$25 million, with \$9.4 million of this untied to any specific purpose. The balance of funds that are tied to specific purposes include external restrictions such as Developer Contributions, Specific Purpose Unexpended Grants, Domestic Waste Management and Other Special Levies. Council also has a number of internally restricted accounts which are allocated for future long-term expenditure. This is for items such as, but not limited to, Deposits, Retentions and Bonds, Insurance Provisions and Employee Leave Entitlements.

A copy of the Council's 2021-22 audited Financial Statements can be found on Council's website: www.huntershill.nsw.gov.au



INCOME AND EXPENDITURE

INCOME SOURCE	AMOUNT (\$'000)	% OF TOTAL INCOME
Rates and annual charges	13,170	70%
User charges and fees and other	1,544	8%
Other revenues	1,080	6%
Grants and contributions for operating purposes	1,271	7%
Grants and contributions for capital purposes	1,581	8%
Investment revenue	174	1%
TOTAL	18,820	100%

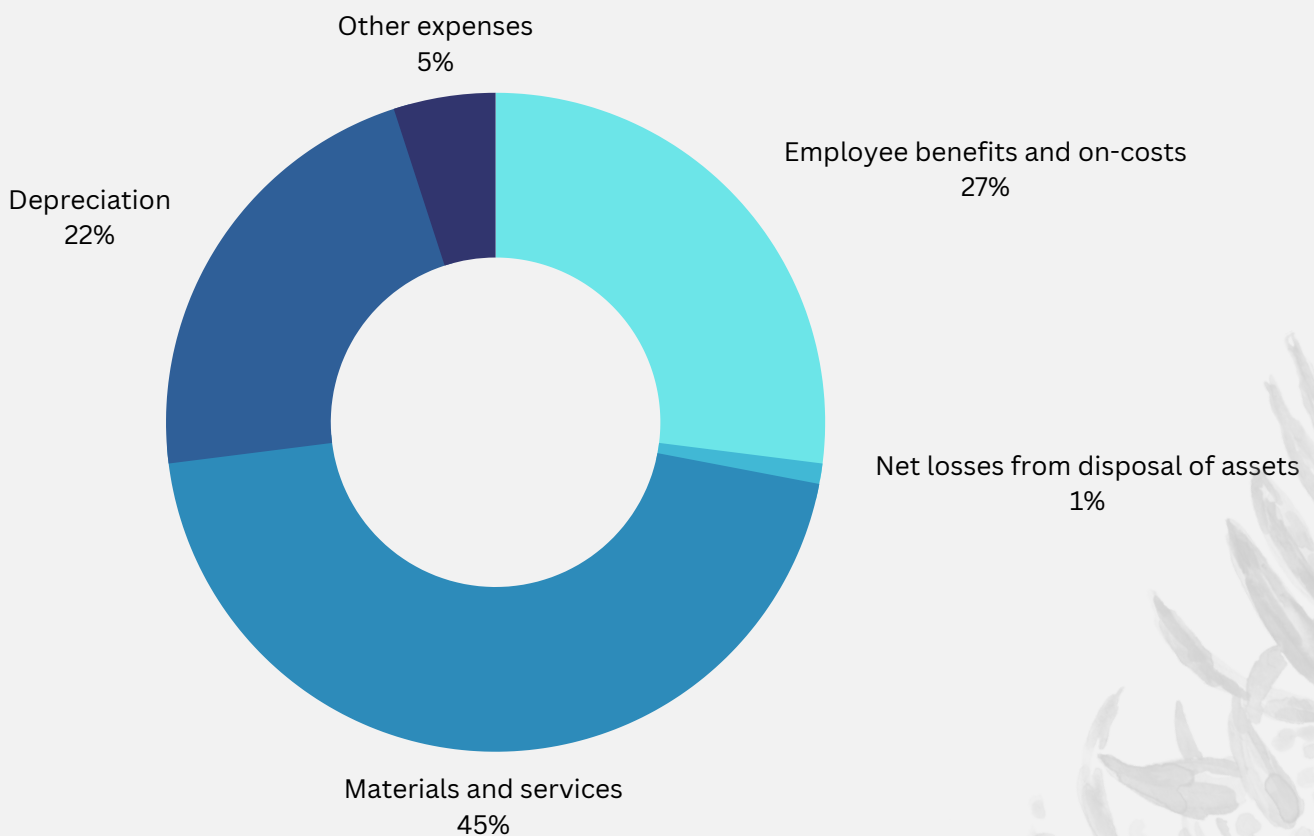




2018

INCOME AND EXPENDITURE CONTINUED...

EXPENDITURE TYPE	AMOUNT (\$'000)	% OF TOTAL EXPENDITURE
Employee costs	5,410	27%
Materials and services	8,887	45%
Depreciation, amortisation and impairment of non-financial assets	4,367	22%
Other expenses	1,019	5%
Net losses from the disposal of assets	47	1%
TOTAL	19,730	100%



FINANCIAL PERFORMANCE MEASURES

Council uses several measures to track financial and asset management performance.

Council met four of its six financial measure benchmarks, demonstrating very good cash liquidity and no debt. It has exceeded the following benchmarks set by the Office of Local Government:

- Own source operating revenue, which measures the degree Council relies on external funding sources such as grants and contributions.
- Unrestricted current ratio, which measures Council's ability to meet short-term cash obligations.
- Cash expense cover ratio measures the numbers of months Council can continue paying for its immediate expenses without additional cash inflow.
- Debt servicing cover ratio.

However, this financial year unlike in previous years, Council did not meet the benchmark of 5% for 'percentage of outstanding rates and charges'. This ratio has been impacted primarily by the economic conditions resulting from the COVID-19 pandemic.

Furthermore, Council has continued not to meet the benchmark (of greater than zero percent) for the 'operating performance ratio'. This ratio measures how well operating expenditure is contained within operating revenue earned (excluding capital grants and contributions, fair value adjustments, and reversal of revaluation decrements). This financial year, the ratio was not met primarily due to increased expenditure in material and services and increased depreciation costs.





FINANCIAL PERFORMANCE MEASURES CONTINUED...

Over the past three years, infrastructure asset performance measures have continued to improve.

The building and infrastructure renewal ratio, which measures the level of asset renewal as against building depreciation costs, reduced, as last year Council completed a major upgrade of the Town Hall Administration Centre. Council's 10-year Asset Management Plan, coupled with the recent permanent Special Variation application approved by Independent Pricing and Regulatory Tribunal (IPART), will continue to make inroads to reduce asset backlog.

The target benchmark ratio for asset maintenance has been met, with actual asset maintenance exceeding the required asset maintenance expenditure as defined in Council's Asset Management Plan, which forecasts for a 10-year period.

Conversely, while Council still has an infrastructure backlog, the 10-year Long-term Financial Plan has been updated to include scenario analysis and financial strategies to address future operating deficits and infrastructure backlogs.

FINANCIAL PERFORMANCE MEASURES CONTINUED...

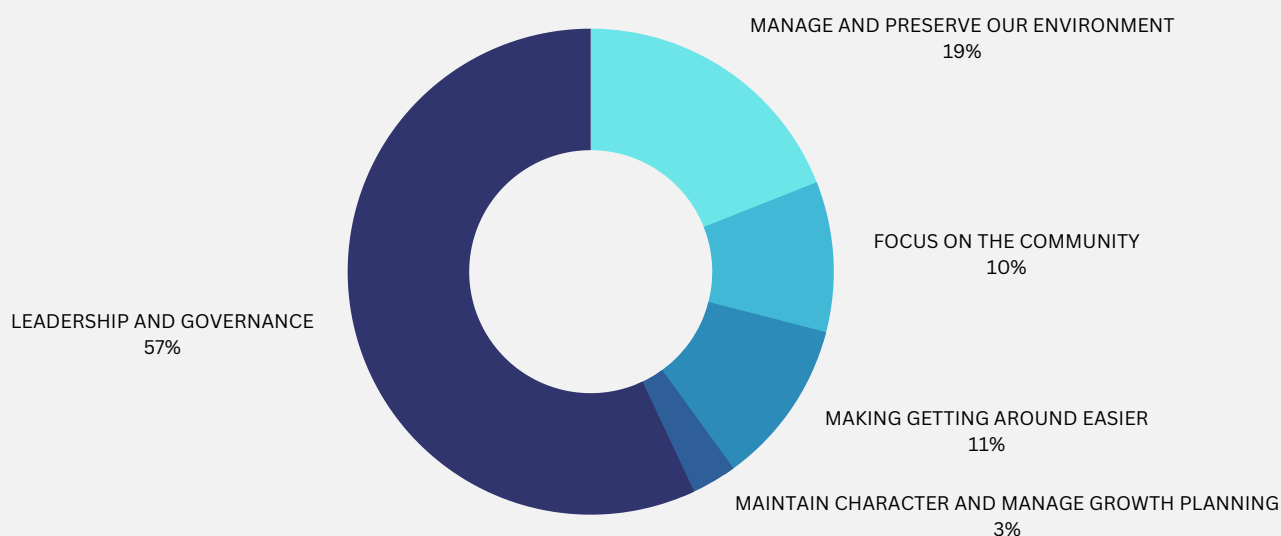
RATIOS	2021-22	2020-21	2019-20	BENCHMARK
Operating performance	-12.99%	-12.53%	3.42%	> 0.00%
Own source operating revenue	84.85%	84.23%	91.27%	> 60.00%
Unrestricted current	2.24x	3.54x	5.06x	> 1.50x
Debt service cover	0	0	0	> 2.00x
Rates, annual charges, interest and extra charges, outstanding percentage	5.92%	4.71%	3.95%	< 5.00%
Cash expense cover	18.47 months	16.63 months	17.21 months	> 3.00 months
Building and infrastructure renewals	47.61%	147.26%	59.85%	> = 100%
Infrastructure backlog	7.26%	7.9%	7.63%	< 2.00%
Asset maintenance	153.74%	121.17%	112.53%	> 100.00%
Cost to bring assets to agreed service level	2.65%	2.75%	3.25%	N/A

SERVICE RESULTS

The following table compares the actual income and operational expenditure to that of last financial year. It is summarised by the strategies and functions included in Council's Community Strategic Plan and Delivery Program.

Operational Income 2021-22

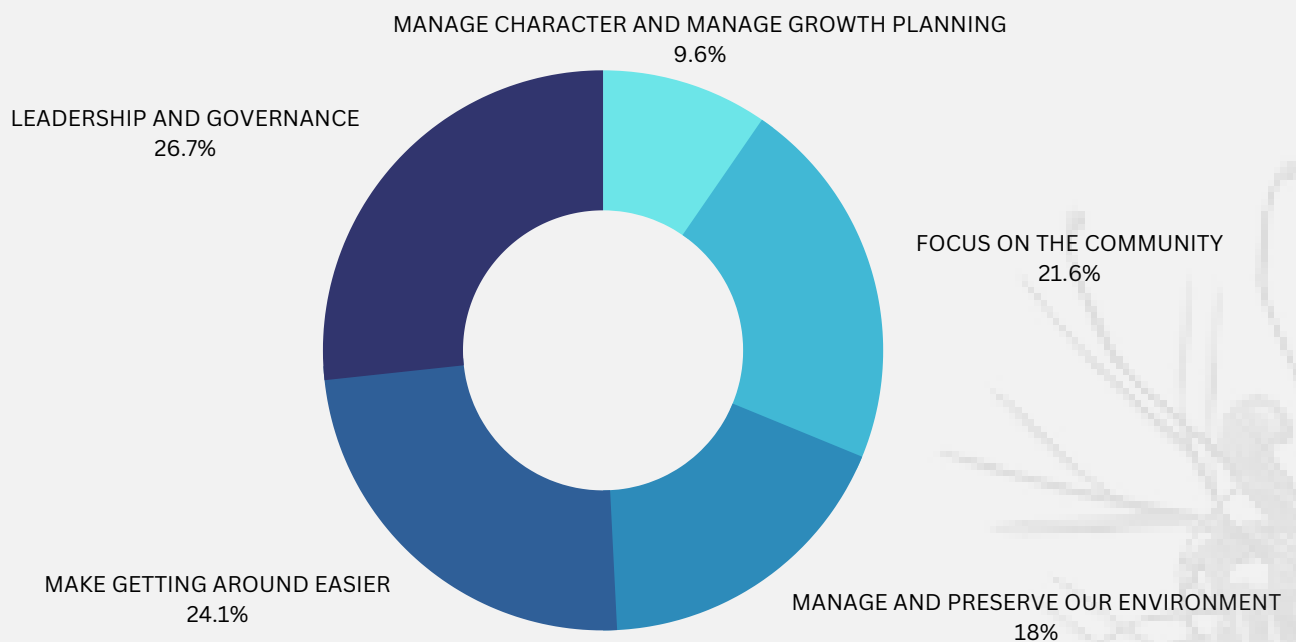
FUNCTIONS AND ACTIVITIES	ACTUAL 2021-22 (\$'000)	ACTUAL 2020-21 (\$'000)
Maintain Character and Manage Growth Planning	652	635
Focus on the Community	1,867	1,490
Mange and Preserve our Environment	3,520	3,577
Making Getting Around Easier	2,076	2,353
Leadership and Governance	10,705	10,361
TOTAL	18,820	18,416



SERVICE RESULTS CONTINUED...

Operational Expenditure 2021-22

FUNCTIONS AND ACTIVITIES	ACTUAL 2021-22 (\$'000)	ACTUAL 2020-21 (\$'000)
Maintain Character and Manage Growth Planning	1,902	1,708
Focus on the Community	4,253	3,893
Mange and Preserve our Environment	3,552	3,754
Making Getting Around Easier	4,764	4,526
Leadership and Governance	5,259	4,925
TOTAL	19,730	18,806





Tarban Creek

CAPITAL WORKS

Capital expenditure in 2021-22 totalled \$3.7 million, of which \$2,772 was for renewals of existing assets and the balance for additional new assets.

ASSET TYPE	2021-22 EXPENDITURE (\$'000)
Work in progress	39
Plant and equipment	116
Office equipment	183
Furniture and fittings	0
Buildings	307
Other structures	780
Roads	1,651
Footpaths	167
Kerb and guttering	87
Other road assets	80
Stormwater drainage	329
TOTAL	3,739

Further details of capital works expenditure can be found under **Special Levies** on the following page.

SPECIAL LEVIES

A Special Variation (SV) to rates allows councils to increase their general income above the State Government set rate peg. The rate peg limits the amount by which Councils can increase their general income. There are a range of reasons why Councils apply for SVs, such as, to address financial sustainability, funding new or enhanced community services and funding the development and/or maintenance of essential community infrastructure. Council has the following SVs:

COMMUNITY FACILITIES SPECIAL LEVY

Community Facilities	ACTUAL EXPENDITURE 2021-22
Henley fire services upgrade	\$64,260
Riverglade Reserve carpark	\$49,450
Bicycle Plan	\$60,000
Woolwich Baths change and toilets	\$37,555
Boronia Park fitness equipment	\$42,257
Boronia Park Grandstand	\$67,060
Riverglade playground	\$301,521
Bedlam Bay activation	\$27,375



SPECIAL LEVIES CONTINUED...

ENVIRONMENTAL SPECIAL LEVY

STORMWATER DRAINAGE	ACTUAL EXPENDITURE 2021-22
CCTV Drainage Program	
Park Road pipe	\$1,800
Joly Parade tp Tarban Creek pipe	\$1,800
Manning Road pipe	\$1,800
Park Road pipe	\$1,800
St Malo Avenue pipe	\$1,800
Auburn Street pipe	\$1,800
St Malo Avenue pipe	\$1,800
St Malo Avenue pipe	\$1,800
St Malo Avenue pipe	\$1,800
Manning Road pipe	\$1,800
Boronia Avenue pipe	\$1,800

SPECIAL LEVIES CONTINUED...

ENVIRONMENTAL SPECIAL LEVY CONTINUED...

	ACTUAL EXPENDITURE 2021-22
Boronia Avenue pipe	\$1,800
Karrabee Avenue pipe	\$1,800
Lloyd Avenue pipe	\$1,800
Fryar Place pipe	\$1,800
Fryar Place pipe	\$1,800
Karrabee Avenue pipe	\$1,800
Makinson Street pipe	\$1,800
Le Vesinet Drive pipe	\$1,800
Fryar Place pipe	\$1,800
Boronia Avenue pipe	\$1,800
Boronia Avenue pipe	\$1,800
Bonnefin Road/ Boronia Avenue pipe	\$1,800



SPECIAL LEVIES CONTINUED...

ENVIRONMENTAL SPECIAL LEVY CONTINUED...

	ACTUAL EXPENDITURE 2021-22
Bonnefin Road pipe	\$1,800
St Malo Avenue pipe	\$1,800
Blaxland Street pipe	\$1,800
Waruda Place pipe	\$1,800
Farnell Street pipe	\$1,800
Fryar Place pipe	\$1,148
Glenview Road	\$34,885

SPECIAL LEVIES CONTINUED...

ENVIRONMENTAL SPECIAL LEVY CONTINUED...

PARKS AND RESERVES	ACTUAL EXPENDITURE 2021-22
Enhance strands of bushland	\$33,095
Natural assets maintenance	\$52,616





OTHER INFRASTRUCTURE SPECIAL LEVY

FOOTPATHS	ACTUAL EXPENDITURE 2021-22
Avenue Road - From Joubert Street to Figtree Road. Left side	\$29,040
Blaxland Street - From Joubert Street to end of the bridge. Left side	\$10,260
Ferdinand Street - From Madeline Street to North Parade. Right side	\$10,881
Ferry Street - From Woolwich Road to Muirbank Avenue. Right side	\$16,907
Futuna Street - From Crescent Street to end of road. Left side	\$17,112
Mary Street - From start loop section to end loop section. Right side	\$5,624
Woolwich Road - From Passy Avenue to Wybalena Road. Right side	\$14,706
The Point Road - From Valentia Street to Mount Morris Street. Left side	\$15,394
KERB AND GUTTER	
Prince Edward Parade - From Tiree Avenue to Gladstone Avenue	\$37,380
Venus Street - From Mars Street to Junction Street. Left and right	\$30,740



ROAD INFRASTRUCTURE SPECIAL LEVY

	ACTUAL EXPENDITURE 2021/22
Manning Road - From Prince Edward Street to Salter Street	\$118,236
Pains Road - From right hand bend to end of road	\$28,080
Aspinall Place - From View Street to end of road	\$13,328
Margaret Street - From end of road to Alfred Street	\$34,600
Venus Street - From Mars Street to Junction Street	\$38,000
Mary Street - From Richmond Crescent to start of loop	\$54,880
Milling Street - From Augustine Street to Wallace Avenue	\$92,174
Serpentine Road - From Woolwich Road to end of road	\$22,880
Valentia Street - From The Point Road to start cul-de-sac	\$88,202

LEGAL PROCEEDINGS

Amounts incurred by Council in relation to legal proceedings:

Council's net legal expenditure for 2021-22 was **\$592,772.90**.

Case Name	Matter	Status/Outcome	\$ by case
7 Tiree Avenue	Appeal Class 1 Application Deemed refusal	Consent orders issued - Appeal upheld- Agreement between parties	\$38,783.87
2 Windeyer Avenue	Appeal Class 1 Application Deemed refusal	Pending	\$2,156.00
48 Barons Crescent	Legal Advice - Tree	Legal Advice	\$9,073.00
7 Francis Street	Appeal Class 1 Application Deemed refusal	Pending	\$26,998.92
24 Viret Street	Appeal Class 1 Application Deemed refusal	Consent orders issued - Appeal upheld - Agreement between parties	\$50,306.62
4 Collingwood Street	Appeal Class 1 Application Deemed refusal	Consent orders issued - Appeal upheld - Agreement between parties	\$28,556.88
22 Barons Crescent	Appeal Class 1 Application Deemed refusal	Appeal discontinued	\$44,676.20



LEGAL PROCEEDINGS CONTINUED...

Case Name	Matter	Status/Outcome	\$ by case
37E The Point Road	Appeal Class 1 Application Deemed refusal	Consent orders issued – Appeal upheld – Agreement between parties	\$26,633.32
17 Lloyd Avenue	Legal Advice	Legal Advice	\$4,542.00
32 Ryde Road	Class 1 Application S4.56 modification	Pending	\$9,936.00
1-3 Ryde Road	Legal Advice	Legal Advice	\$444.00
15 Centenary Avenue	Appeal Class 1 Application Actual refusal	Consent orders issued – Appeal upheld – Agreement between parties	\$50,670.21
2 Passy Avenue	Appeal Class 1 Application Actual refusal	Appeal dismissed	\$73,794.64
27 Dick Street	Appeal Class 1 Application Deemed refusal	Consent orders issued – Appeal upheld – Agreement between parties	\$20,959.50
64/64a High Street	Legal Advice	Legal Advice	\$903.50

LEGAL PROCEEDINGS CONTINUED...

Case Name	Matter	Status/Outcome	\$ by Case
27 Nelson Parade	Appeal Class 1 Application Deemed refusal	Matter complete Agreement reached	\$3,202.82
31 Woolwich Road	Appeal Class 1 Application Deemed refusal	Consent orders issued - Appeal upheld - Agreement between parties	\$4,950.00
5 Huntleys Point Road	Appeal Class 1 Application Deemed refusal	Consent orders issued - Appeal upheld - Agreement between parties	\$185.00
66 The Point Road	Appeal Class 1 Application Deemed refusal	Consent orders issued - Appeal upheld - Agreement between parties	\$61,329.63
2 Massey Street	Appeal Class 1 Application Deemed refusal	Consent orders issued - Appeal upheld - Agreement between parties	\$58,029.06
30 Park Road	Appeal Class 1 Application Actual refusal	Consent orders issued - Appeal upheld - Agreement between parties	\$3,190.00
Election signage	Legal Advice	Legal Advice	\$2,736.26

LEGAL PROCEEDINGS CONTINUED...

Case Name	Matter	Status/Outcome	\$ by case
28 Lyndhurst Crescent	Appeal Class 1 Application Deemed refusal	Consent orders issued – Appeal upheld – Agreement between parties	\$14,282.00
2 James Street	Appeal Class 1 Application Actual refusal	Consent orders issued – Appeal upheld – Agreement between parties	\$10,454.37
28 Madeline Street	Appeal Class 1 Application Deemed refusal	Consent orders issued – Appeal upheld – Agreement between parties	\$12,197.00
8 Salter Street	Appeal Class 1 Application Actual refusal	Appeal discontinued	\$556.50
General Planning Legal expenses	Legal Advice	Legal Advice	\$16,746.60
2 Viret Street	Appeal Class 1 Application Actual refusal	Consent orders issued – Appeal upheld – Agreement between parties	\$15,479.00
		Total	\$591,772.90



Woolwich Wharf

GOVERNMENT INFORMATION PUBLIC ACCESS (GIPA)

Responding to requests made under the Government Information (Public Access) Act 2009 (GIPA Act), is an essential component of transparent and accountable governance. Under the GIPA Act, we encourage the proactive public release of government information where possible. The public have an enforceable right to access government information by way of open access information, informal requests, and formal access applications. Access to information is only restricted when there is an overriding public interest consideration against disclosure, as clearly defined within the GIPA Act. Council must decide valid formal access applications made under GIPA Act within the decision period of 20 working days from receipt, except where an extension of time is provided by the GIPA Act.

Council received 3 formal access applications and no public interest disclosures for the financial year ending 30 June 2022.





CODE OF CONDUCT

Section 440 of the Local Government Act 1993 requires every council to adopt a Code of Conduct. Councillors and staff are bound by this Code of Conduct, which sets a high standard for ethical behaviour and decision-making. The code defines roles and responsibilities and outlines the steps to be followed when making and investigating allegations of breaches of the code.

All Councillors and Council staff participated in Code of Conduct training.

During 2021-22 there were no Code of Conduct complaints received.



PLANNING AGREEMENTS

There were no planning agreements in place during 2021-22.

CONTRACTS AWARDED

In 2020-21 Council awarded one (1) contracts over \$150,000:

Schedule of Rates - Provision of Civil Works Services – Mack Civil for the renewal of road and drainage at Collingwood Street valued at \$661,951 excluding GST.

PRIVATE WORKS

No private works were carried out.

JOINT VENTURES

In 2021-22 Council did not hold a controlling interest in any company, joint venture or partnership. A listing and description of significant agreements, cooperatives and partnerships are as follows:

- Civic Risk Mutual Insurance Pool
- Joint Use Agreement with Lane Cove Council for provision of library services and Depot
- Local Government NSW
- Shared Services for Internal Audit
- Shared Service with Lane Cove Council: Waste Officer, Road Safety officers and Rates Officer.



EXTERNAL BODIES, COMPANIES AND PARTNERSHIPS

Council does not have any functions delegated under Section 355. There are two types of Section 355 Committees. Firstly, a S355 Committee may manage community facilities on behalf of the Council. The committee aims to maximise the use of the facilities and is responsible for day-to-day management, including the organisation of maintenance and minor repairs. Secondly, there are S355 committees that have also been established to advise Council on community needs in specific areas, such as future enhancements or upgrades of facilities. Council has a range of Advisory Committees. These are set out below.

ADVISORY COMMITTEES

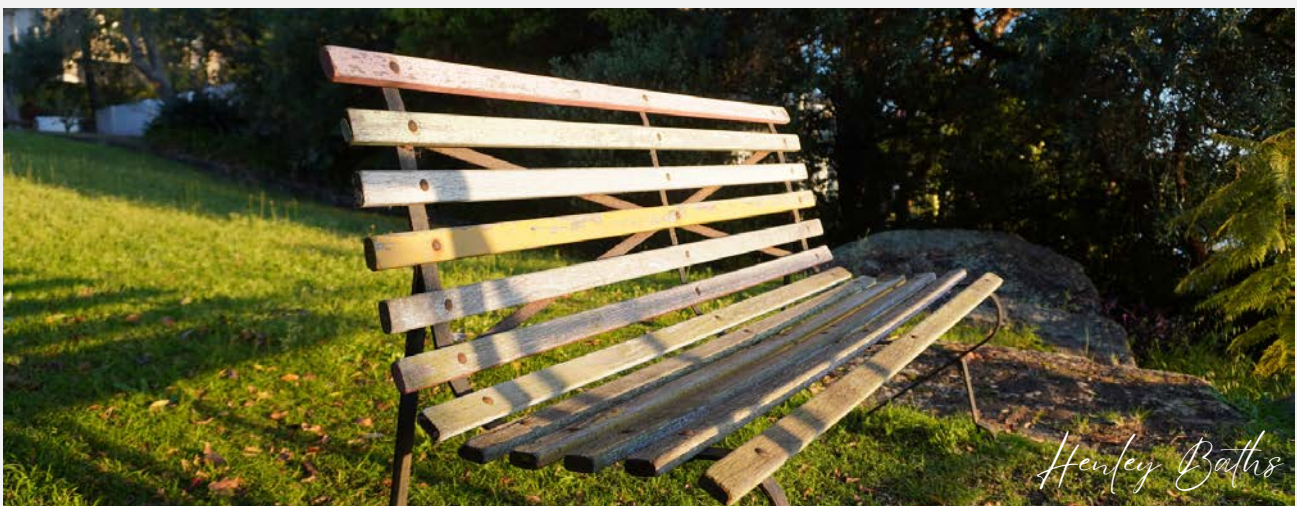
These committees meet throughout the year to gather feedback, share ideas and provide advice to Council on broad areas of interest:

- Arts Advisory Committee
- Bushland Management Advisory Committee
- Conservation Advisory Panel
- Cultural and Events Advisory Committee
- Movement and Transport Advisory Committee
- School Principals Liaison Committee
- Sport and Recreation Advisory Committee
- Sustainability Advisory Committee

EXTERNAL COMMITTEES

External Committees include the groups listed below, and comprise of industry and partnership leaders:

- Audit Risk and Improvement Committee (ARIC)
- Civic Risk Mutual
- Hunters Hill Local Area Traffic Committee
- Le Vésinet Friendship Committee
- Local Government NSW Conference
- Local Planning Panel
- Northern Sydney Regional Organisation of Councils (NSROC)
- Parramatta River Catchment Group
- Regional Planning Panel
- Sydney Harbour Foreshore Authority (SHFA)
- Sydney North Planning Panel.



Path up from Woolwich Dock to Woolwich Pier Hotel



STATE AND FEDERAL GOVERNMENT GRANTS

Hunter's Hill Council received financial assistance for FY2021-22.

Financial Assistance – General component	\$352,930
Financial Assistance – Local Roads component	\$134,039
TOTAL	\$486,969

GRANT FUNDING RECEIVED 2021-22

PROJECT TITLE	FUNDING BODY/PROGRAM	FUNDING
The Festival of Place Summer Fund - Magic on Massey	Department of Planning, Industry & Environment	\$15,000
Australia Day Community Grants Program	National Australia Day Council	\$16,000
Canopy along a shared pathway & playground in Riverglade Reserve	Local Government NSW	\$26,940
Restoration of estuarine vegetation – Buffalo Creek	Local Land Services	\$20,000
Places to Roam – Kelly's Bush to Clarkes Point Reserve walking track	Department of Planning, Industry and Environment – Crown Lands	\$70,626
Places to swim – Bedlam Bay	Department of Planning, Industry and Environment – Crown Lands	\$392,333

STATE AND FEDERAL GRANTS CONTINUED...



GRANT FUNDING RECEIVED 2021-22 CONTINUED...

PROJECT TITLE	FUNDING BODY/PROGRAM	FUNDING
Open Space Activation – Tarban Creek Reserve	Department of Planning, Industry and Environment – Crown Lands	\$198,102
Public Spaces Legacy Program – Figtree Park	Department of Planning, Industry and Environment	\$2,375,000
NSW Disaster Assistance – Collingwood Street	Transport for NSW	\$424,387
Boronia Park Sports and Community Facility	Sport Australia	\$100,000
	TOTAL	\$3,638,388

COMMUNITY GRANTS

Council assistance to community groups for 2021-22 totalled **\$12,736.28**

COMMUNITY	FUNDING
1st Hunters Hill Scout Group	\$1,500
Easy Care Gardening	\$1,336.28
Gladesville Occasional Childcare Centre	\$1,000
Hunters Hill High School P & C	\$1,500
Hunters Hill Historical Society	\$1,400
Hunters Hill Ryde Men's Shed	\$750
Joubert Singers	\$1,500
Probus Club of Hunters Hill	\$750
Streetwork Australia	\$1,500
Stryder Incorporated	\$1,500





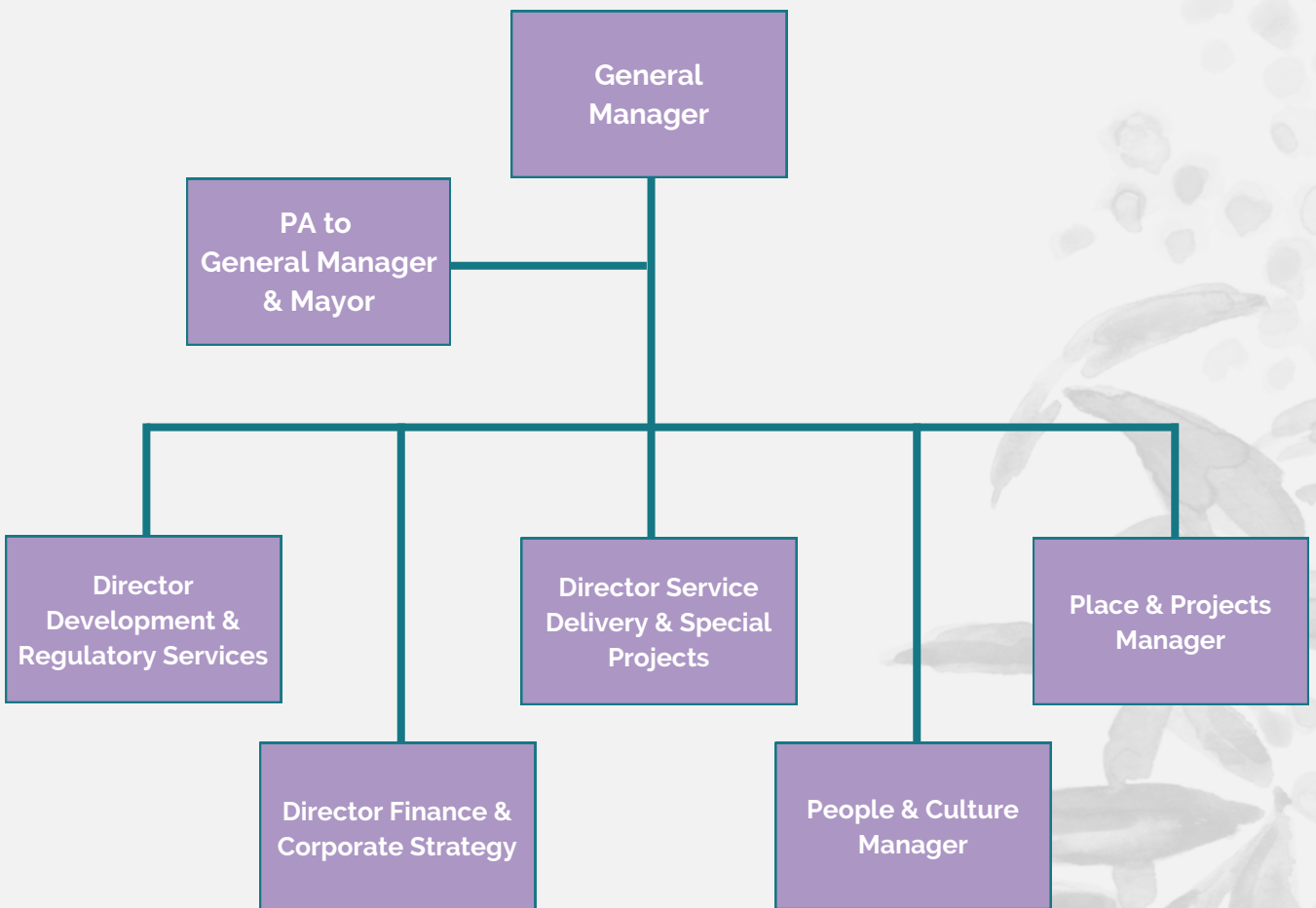
PEOPLE & CULTURE

OUR LEADERSHIP

Council is the governing body that appoints the General Manager. The General Manager of Council leads the implementation of Council's strategic objectives and ensures that Council's decisions are actioned. The General Manager's responsibilities include the effective and efficient operation of Council, employment of Council staff and management of resources.

Our workforce is led by a leadership team which consists of the General Manager and a team of directors. The team is responsible for the delivery of a range of services across our community and organisation.

The Executive Leadership Team oversees policy development, strategy and the overall management of Council. Below is the organisational structure for the period 1 July 2021 - 30 June 2022.



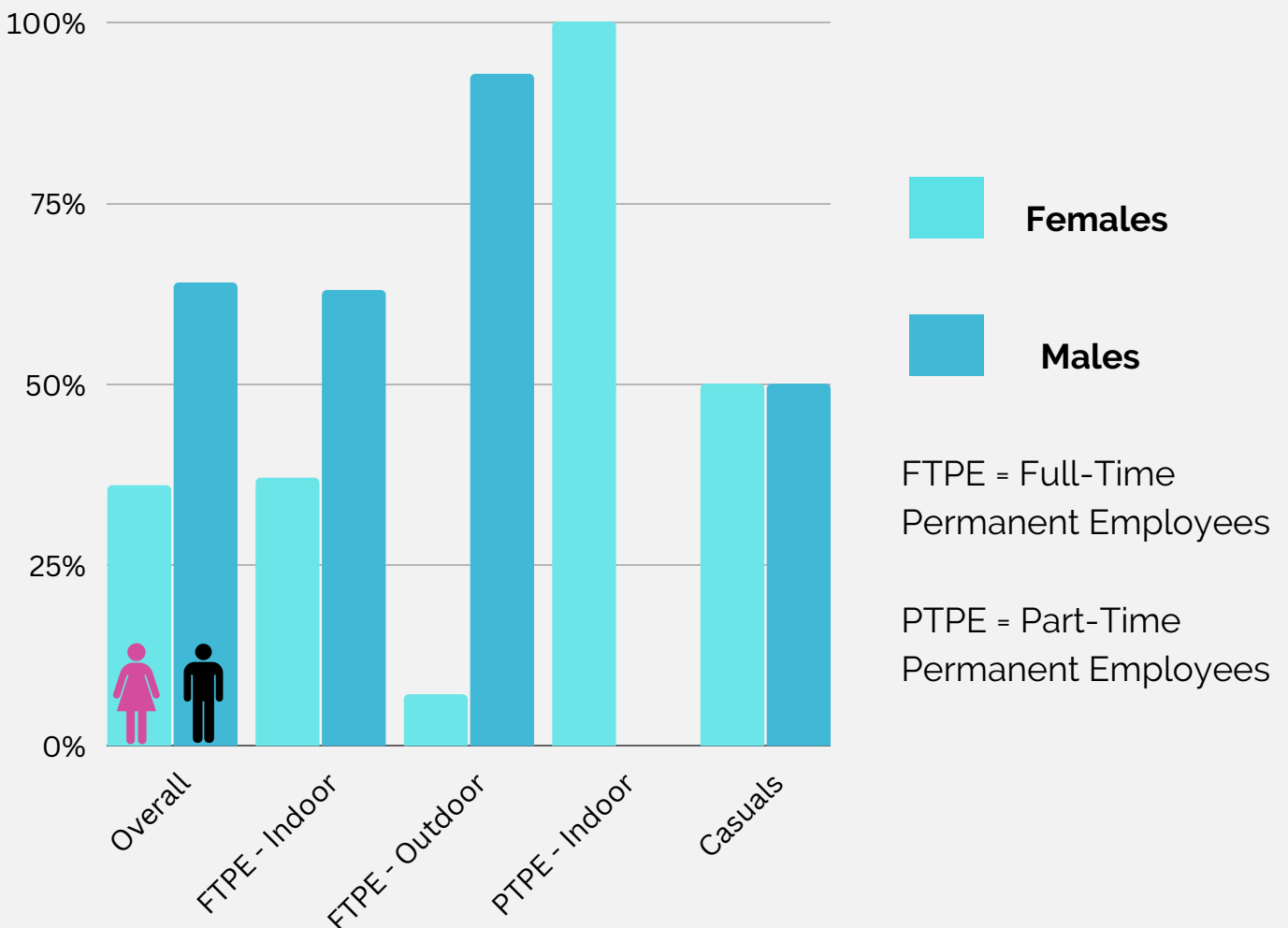
WORKFORCE DEMOGRAPHICS

Hunter's Hill Council is the smallest council in the Sydney Metropolitan area. Our workforce for the period 1 July 2021 - 30 June 2022 comprised of 52 Full Time Employees (FTE) (including permanent, part-time and casual employees).

Given Council's small size, we recognise and understand the value of our people - they are one of our most important assets. We are committed to achieving a safe and rewarding workplace that is free of unlawful harassment and discrimination.

Over the past 12 months, Hunter's Hill Council has actively sought best practice solutions to deliver services and projects to our local community. We have implemented a learning and development plan which has been targeted to enhance employee knowledge and capacity, which enables staff to undertake a number of new functions and projects. Effective collaboration with other councils and stakeholders has provided innovative solutions, leading to the delivery of more efficient and cost-effective services for the benefit of our community.

Our workforce, comprising of 54 full time employees, was as follows:



WORKFORCE DEMOGRAPHICS

CONTINUED...

Council's organisational structure consists of the positions that make up Council's permanent workforce arranged in their respective departments. These departments are:

- Development and Regulatory Services
- Service Delivery and Special Projects
- Corporate Governance
- Community Services
- Corporate Services

Council also uses temporary roles as an adjunct to permanent positions. These are additional to the organisational structure and are in place to achieve a short-term outcome, such as projects identified in the Capital Works Program and the implementation of our new Customer Services Management System.



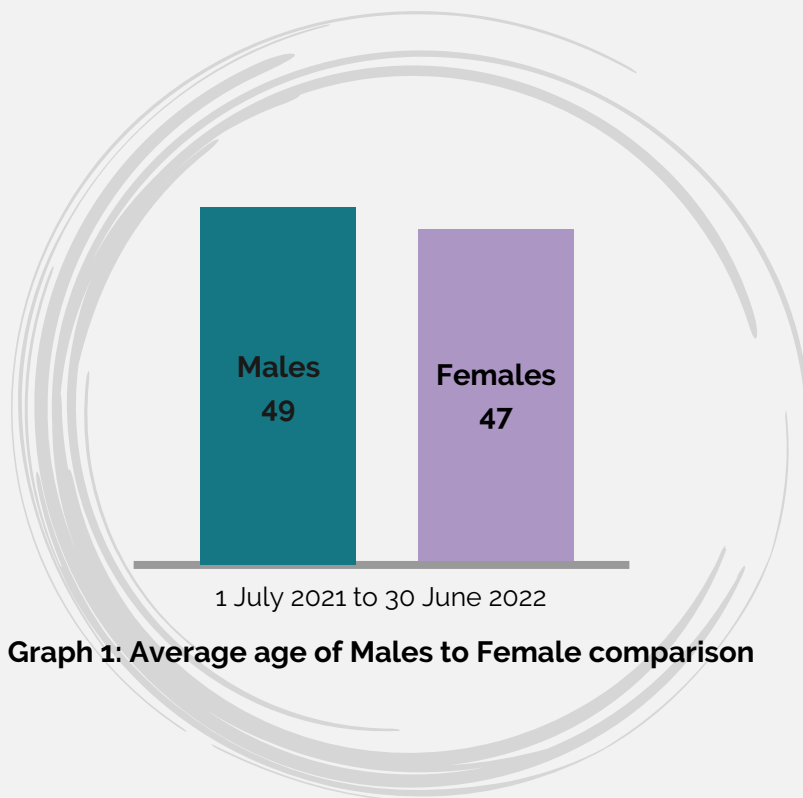
STAFF TURNOVER

For the period 1 July 2021 - 30 June 2022, staff turnover was 11.11%.

STAFF AGE

The average age of staff has reduced in the last 12 months from an average of 52 years to 48. Council continues to address the issue of diversity in the workplace through initiatives such as traineeship programs, internships, flexible working arrangements, family-friendly work practices, and learning and development programs.

For the period 1 July 2021 - 30 June 2022 the average age of Council employees was 48 years. The average age for males was 49 and the average age for females was 47. The following graph shows the age profile of staff employed in permanent roles as at 30 June 2022.



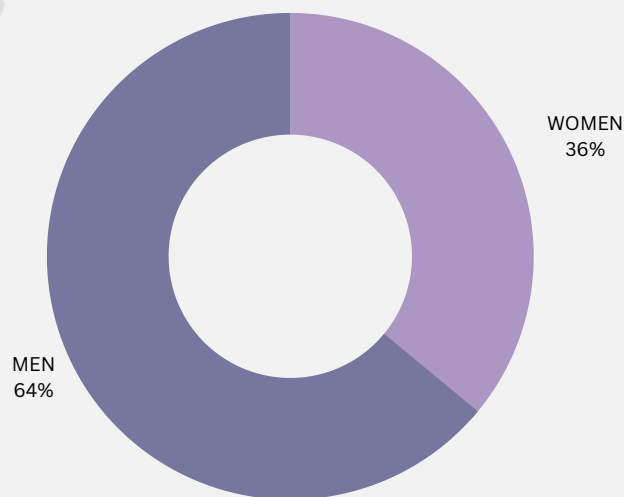
Graph 1: Average age of Males to Female comparison

STAFF GENDER AND DIVERSITY

For the period 1 July 2021 - 30 June 2023 the percentage of female employees was 36% whilst the percentage of males was 64%. Our part-time workforce was made up of 100% females, meaning that Council has been successful in appointing females in the workforce seeking a work-life balance.

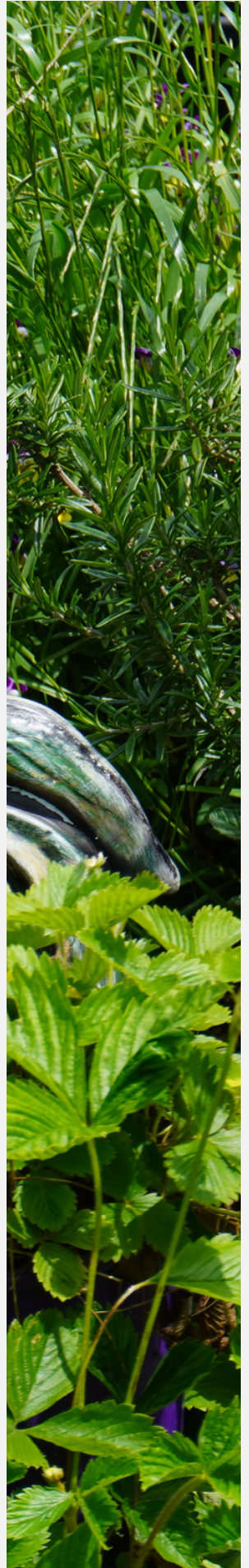
Our Senior Leadership Team was made up of 70% women.

Gender split for our Council for the period 1 July 2021 to 30 June 2022 is as per the graph below:



1 July 2021 to 30 June 2022

Graph 2: Gender split of Males to Females



DEVELOPING CAPABILITY

In a highly competitive labour market, Council has faced significant challenges in securing talent for the organisation. In the face of these challenges, Council has used our investment in learning and development as a key advantage of working at Council.

Hunter's Hill Council recognises that education and training is an ongoing commitment and our learning and development strategy seeks to build capability at all levels. Our philosophy of Communication, Collaboration and Continuous Improvement applies to the skills and knowledge of our employees and also contributes to improving the delivery of the services we provide to our community.

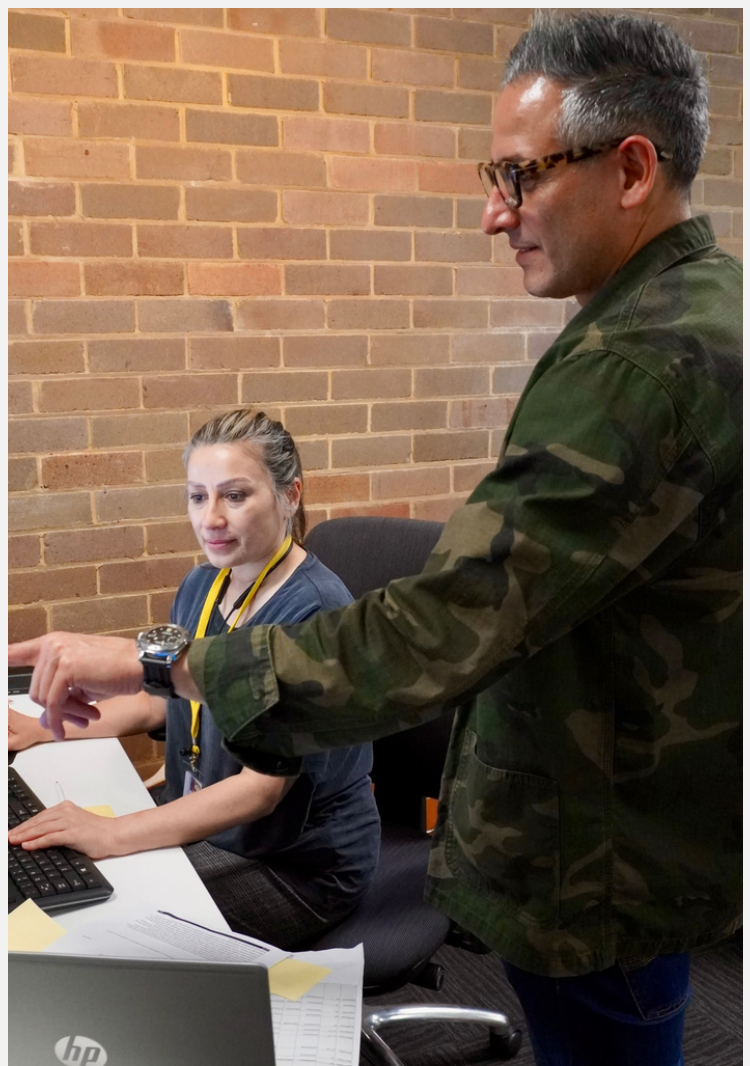
Our learning and development programs covered:

- work health and safety compliance training including relevant tickets and licences
- systems and technology training related to Council's Digital and Customer Information Strategy
- organisational and role specific capability development
- computer-based learning modules
- privacy training
- Code of Conduct training
- Equal Employment Opportunity training
- on-the-job coaching
- professional development.

EMPLOYEE RELATIONS

Hunter's Hill Council has a strong collaborative working relationship with union associations. Our Consultative Committee meets quarterly, with extraordinary meetings to ensure consistent and regular communication flow.

Council continues to opt in to the Local Government (COVID-19) Splinter Award 2021, providing security to Council staff during the pandemic period.



EQUAL EMPLOYMENT OPPORTUNITY

Hunter's Hill Council values and understands equity and diversity in the workplace and expects its employees to treat each other and members of the community with dignity and respect, regardless of characteristics, such as gender, marital status, family responsibility or family status, race, religious commitment, age or impairment.

Council has a strong commitment to Equal Employment Opportunity (EEO) and recruits and employs staff based on merit. This allows for a diverse workforce and a workplace culture where people are treated equitably. All employees are entitled to access employment, promotion, training, transfers and benefits of employment on the basis of merit. They are assessed on their skills, qualifications, abilities, prior work experience and aptitude.

Hunter's Hill Council, through the implementation of an EEO Plan, seeks to identify and eliminate all discriminatory practices both direct and indirect to maintain a workplace free of harassment. As a responsible employer, Council is committed to taking proactive measures to ensure our employees are afforded equal access to employment, promotion and learning and development opportunities within our workplace.



EEO MANAGEMENT PLAN

The goals of EEO are to:

- Ensure that prospective employees are treated equitably when applying for positions within Council.
- Facilitate the fair and equitable treatment of employees by promoting a workplace free of discrimination.
- Promote and encourage good working relationships and provide a workplace free of harassment.

Treating people fairly and equitably, and recognising that each person can contribute something valuable to Council, will assist employees in realising their full potential whilst also enhancing Council's effectiveness, efficiency and service to the community.

The Anti-Discrimination Act (1977) provides that it is illegal to discriminate on a number of grounds as outlined in Council's EEO policy. Every employee of Hunter's Hill Council has a responsibility to ensure compliance with this legislation.



KEY AREA

One

EFFECTIVE CONSULTATION

Objective:

Employees are represented in the development of the EEO Management Plan 2021-2024.

Actions completed:

- Presented the draft EEO Management Plan 2021-2024 to the Senior Leadership Team and Consultative Committee for review and feedback.
- Discussed the contents of the EEO Management Plan 2021-2024 with the Consultative Committees' constituents and reported feedback and comments to the Consultative Committee.
- Presented the final version of the EEO Management Plan 2021-2024 to the Senior Leadership Team for final comments and sign off.





EFFECTIVE CONSULTATION

Objective:

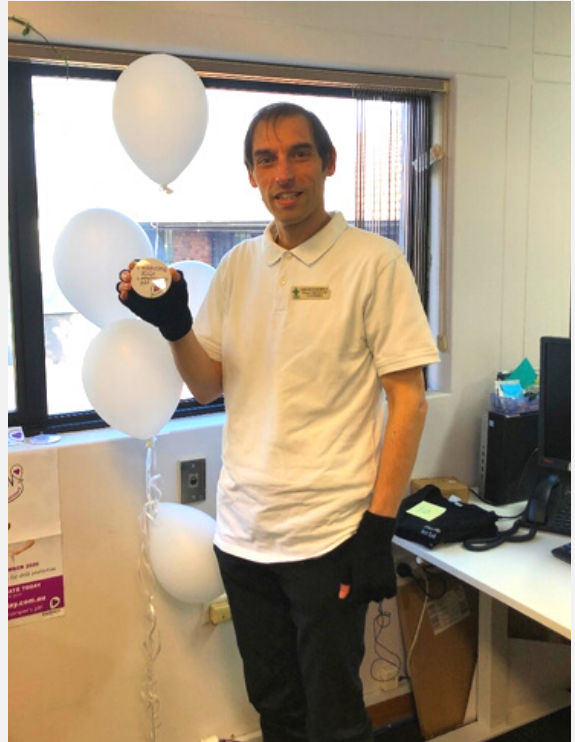
Employees are aware of EEO principles.

Actions completed:

- Conducted EEO Awareness training for all new employees, which is part of the Hunter's Hill Council Induction program.
- Arranged training for managers and supervisory staff on EEO principles and their responsibilities relating to the appropriate legislation.
- Conducted training for all non-supervisory staff on EEO principles and their responsibilities relating to the appropriate legislation.
- Communicated EEO information to all new full-time and part-time employees as part of Council's induction program.
- Promoted EEO, anti-discrimination and anti-harassment via the staff newsletter.
- Promoted prohibition of online harassment such as use of email as detailed in Council's Web Access and Email Policy.

KEY AREA

three



DATA COLLECTION

Objective:

EEO statistical data is collected and reported on.

Actions completed:

- Collated data on EEO breakdowns for inclusion in Council's Workforce Management Plan.
- Collected data on EEO principles in staff engagement survey.
- Facilitated a focus group for staff feedback.



KEY AREA

Four

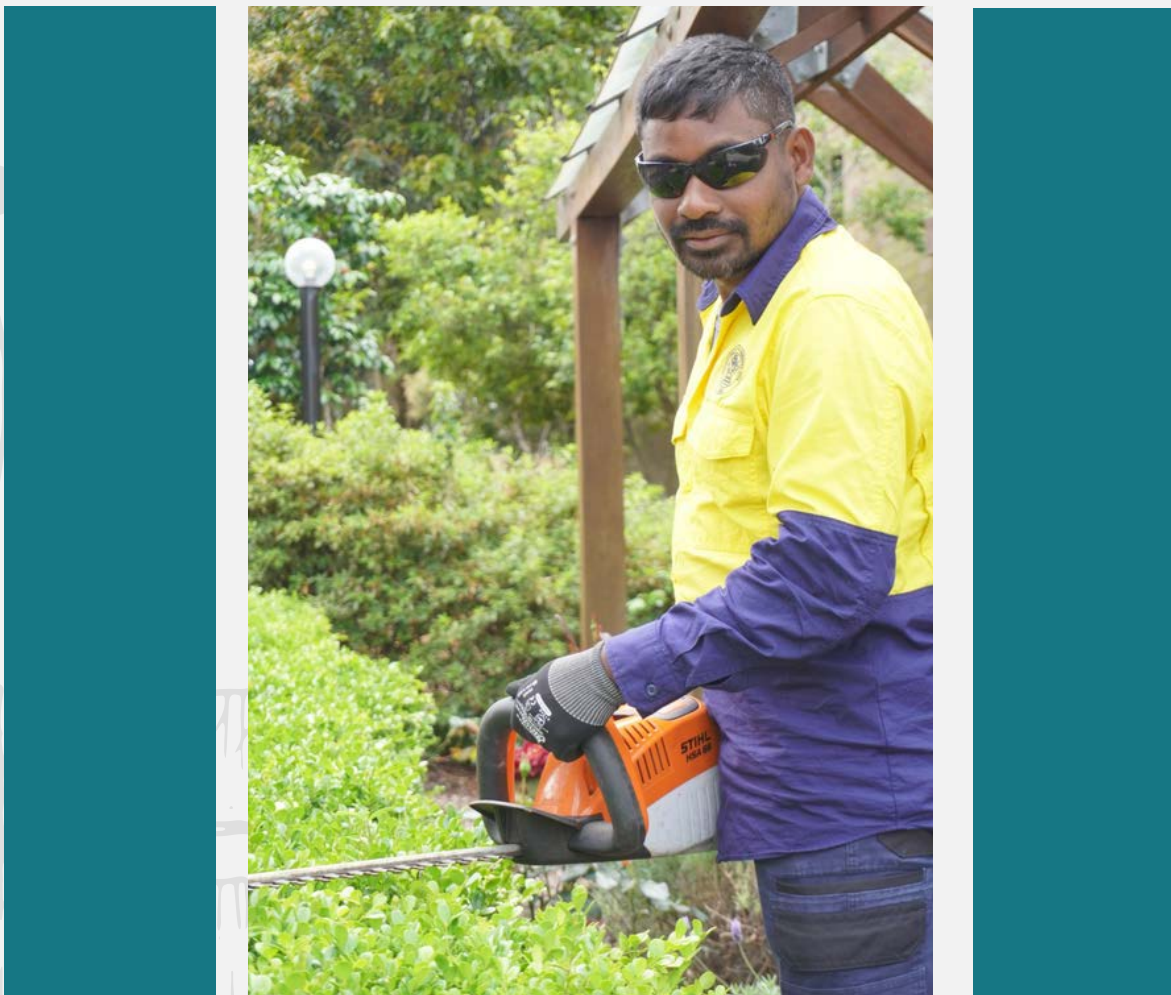
RECRUITMENT & SELECTION

Objective:

Ensure that Council's Recruitment and Selection Policy and Human Resources Manual outline procedures that conform with EEO principles.

Actions completed:

- Advertised for vacant positions accurately, reflecting the role and using of non-discriminatory language.
- Trained recruitment panel members in behavioural interviewing techniques that incorporate EEO awareness.
- Ensured interviews for management and supervisory positions included questions related to EEO responsibilities.





APPOINTMENT, PROMOTIONS & TRANSFER PROCESSES

Objective:

Ensure that all appointments, promotions and transfers are based on merit and/or position-related criteria and ensure all employees who are injured at work and unable to return to their pre-injury duties are assessed for suitable duties in accordance with their abilities.

Actions completed:

- Advertised for vacant positions accurately, reflecting the role and using non-discriminatory language.
- Ensured all appointment decisions were justified and documented on merit-based grounds.
- Monitored appointments, promotions and transfers to ensure they did not breach EEO principles.
- Ensured that if and when opportunities to act in higher grade positions were available that they were assigned.
- Checked that offers of suitable duties were based on the injured worker's abilities.

KEY AREA

six

CONDITIONS OF SERVICE

Objective:

Ensure that conditions of service comply with EEO principles.

Actions completed:

- Reviewed Council's Work and Family Policy to ensure alignment with EEO principles.
- Developed and reviewed Human Resources policies and procedures to ensure compliance with EEO principles.

KEY AREA

seven

WORKING WITH JIGSAW

As a social business, Jigsaw not only delivers commercial benefits but also social benefits through training and employment of people with disability.

As part of our personnel files scanning project, Hunter's Hill Council has helped create the following social impact:

- Created 192 hours of employment
- Invested \$7,000 into disability employment*.

*Disability Employment Services (DES) and School Leaver Employment Supports (SLES) service providers.

KEY AREA

eight

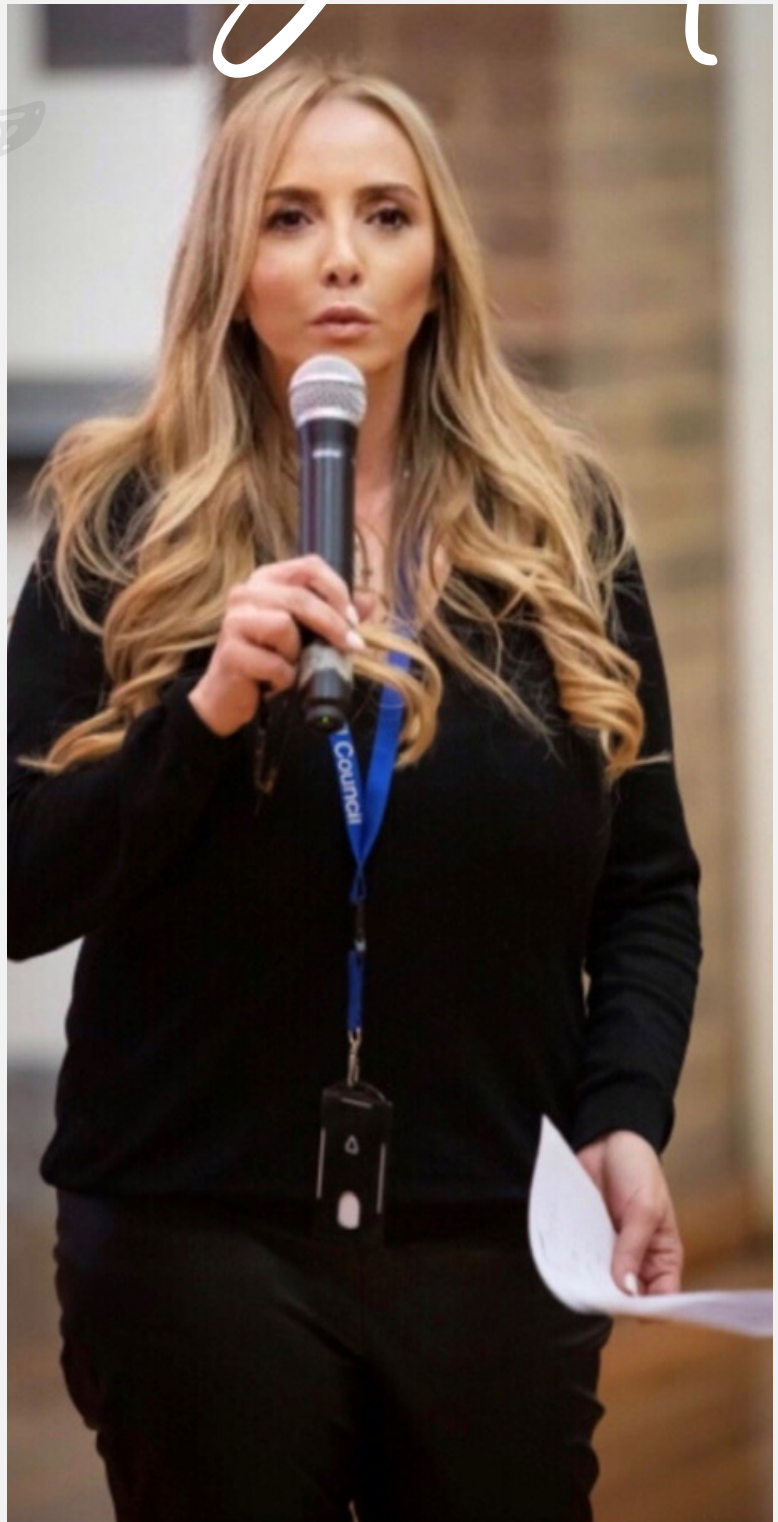
RECRUITMENT & SELECTION

Objective:

Review learning and development policies and practices to ensure they conform with EEO principles and provide all employees with learning and development opportunities.

Actions completed:

- Identified individual learning needs in annual performance appraisals.
- Developed individual learning and development plans to assist employees into their roles.
- Arranged training according to the needs of Council as specified in Council and individual Development Plans.
- Examined in-house and external training courses and materials to ensure they were not discriminatory and were consistent with EEO principles.
- Arranged training according to the needs of Council as specified in Council and individual Development Plans.
- Supported the professional development of employees when applying for Study Assistance by considering all applications on merit.



EEO TARGET GROUPS

Objectives:

- Provide opportunities for those who are members of certain EEO target groups (eg. women, Non-English Speaking Background (NESB) Aboriginal & Torres Strait Islander (ATSI), people with a disability) to improve their skills to make them more marketable for employment.
- Provide options for mature aged workers.
- Where appropriate, convert positions into traineeships or apprenticeships.
- Where appropriate, convert positions into ones suitable for people with a disability.
- Where appropriate, convert positions into part-time positions suitable for people with a disability, or women.
- Provide flexible options for mature-aged workers
- Improve understanding of the needs and capabilities of people with a disability.
- Improve understanding of the needs and capabilities of people from a NESB and those who identify as ATSI.



Actions completed:

- Identified appropriate positions for active recruitment - employment, traineeships and work experience.
- Ascertained whether positions, as they became vacant, were suitable for redesign for a person with disability.
- Ascertained whether positions, as they became available, were suitable for redesign for part-time employment.
- Offered training to Managers and staff to help new or existing staff who may have had physical, mental health or behavioural issues.



DISABILITY INCLUSION ACTION PLAN

The NSW Disability Inclusion Act (2014) requires local councils and NSW government departments to develop Disability Inclusion Action Plans (DIAPs).

The DIAP details the actions to be taken by our Council over a four-year period to build strong communities that are inclusive of people with disability and provides a public commitment to create more inclusive and accessible communities.

Key achievements in 2021-22 across the DIAP's four focus areas are outlined in this Annual Report.

DEVELOPING POSITIVE COMMUNITY ATTITUDES & BEHAVIOURS

FOCUS AREA ONE

- Included positive images of people with disability in Council material and events.
- Shared local success stories and initiatives in Council communications to highlight the contribution of people with disability.
- Provided networking opportunities for local service providers.
- Continued collaboration between Hunters Hill, Lane Cove and City of Ryde councils to sponsor and promote the annual Northern Districts Local Business Awards - Access and Inclusion Award. Hunters Hill-based community transport provider Stryder received an award for its work in providing inclusive services.
- Honoured Young Citizens of the Year as champions of inclusion through an Australia Day Awards and Citizenship Ceremony and other civic events.
- Continued to highlight inclusion as part of the criteria to access Council's Community Grants Program funding.
- Provided updates to Councillors, Council staff and community members about implementation of the DIAP and engagement and participation opportunities for development of a renewed plan.



FOCUS AREA TWO

CREATING LIVEABLE COMMUNITIES

- Opened a new inclusive playspace at Riverglade Reserve, with a design informed by the NSW Government Everyone Can Play Guideline and Universal Design and Inclusion principles.
- Held online events during COVID, making them more accessible to community members with mobility issues.
- Maintained and reviewed conditions and access of footpaths in and around village centres.



- Encouraged social connection and inclusion through promotion of a Hunters Hill Connect app, as well as networking opportunities for local service providers and organisations.
- Supported local community transport organisation through networking, promotion and grants program.
- Provided accessible parking in new public spaces such as the Livvi's Place inclusive playspace at Riverglade Reserve.
- Collaboration with NSW Government on an initiative to assist mobility impaired drivers by providing real-time data on the location of accessible parking spaces across Hunters Hill and NSW via the Park'n Pay app to improve parking experience for people with a disability.



- Endorsed concept plans for Figtree Park NSW Public Spaces Legacy Program project that feature an inclusive playspace and accessible amenities block, based on a 'Changing Places' facility design that includes an adult-sized change table and ceiling hoist.
- Provided home library service to residents unable to visit the library due to age, illness, disability or lack of mobility.

FOCUS AREA THREE

SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

- Undertook Employee Compliance E-Learning Program with staff, including Equal Employment Opportunity (EEO) and Prevention of Bullying and Harassment modules.
- Continued promotion and implementation of Council's Equal Employment Opportunity (EEO) Policy and EEO Action Plan.
- Undertook staff survey as part of consultation for a renewed DIAP, with data also feeding in to the Equal Employment Opportunities (EEO) Plan.
- Promoted our Council in job recruitment ads as an equal opportunity employer, committed to ensuring a safe, accessible and inclusive work environment.
- Applied Working from Home Policy to assist in providing flexible work arrangements for eligible employees.



IMPROVING ACCESS TO SERVICES THROUGH BETTER SYSTEMS & PROCESSES

FOCUS AREA FOUR



- Completed upgrade of Town Hall and Council administration building access, including an entry ramp, accessible toilets, accessible chamber and wheelchair-accessible compact lift.
 - Provided information on accessibility of Council facilities in venue and booking hire information.
 - Improved Council meeting accessibility using online broadcast with captioning, and opportunities for public participation via online meeting tools.
 - Undertook work on a new online community directory that included information on disability, aged and community service providers.
 - Participated in and facilitated forums, networking and events with service providers.
-
- Consulted with community members, Council staff and other key stakeholders via a range of engagement methods in preparation for a renewed DIAP.
 - Promoted opportunities for participation and access to Council services in-person, online and via phone.
 - Formed a new Movement and Transport Advisory Committee with a requirement for community representatives to include a member with suitable knowledge or expertise to represent residents with reduced mobility.
 - Committed to inclusive participation as part of an updated Community Engagement Strategy.



COMPANION ANIMALS

Council's activities during the year in relation to enforcing, and ensuring compliance with, the provisions of the Companion Animals Act 1988 (CA Act) and the Companion Animal Regulation 2018, are as follows:

- Lodgement of dogs to the pound or Council seizures of cats and dogs was nil.
- Lodgement of data about dog attacks with the Office of Local Government was nil.
- Collection of two (2) dogs by Council rangers with owners collecting their pets from Town Hall – both in March 2022.

Off-leash areas in Hunters Hill:

- **Boronia park** - Oval 3
- **Clarks Point Reserve** - All day Monday – Friday and until 9:30am Saturday & Sunday
- **Gladesville Reserve – Lower** - In sign-posted area all day Monday – Friday and until 9:30am Saturday & Sunday
- **Tarban Creek Reserve – East Side** - Gladesville Road to Manning Road – (Unrestricted)
- **Riverglade Reserve** - From east of the concrete spillway that runs between the two sediment ponds in the centre of the Reserve, to the eastern end of the Reserve i.e. at the pathway leading to Waruda Place - (unrestricted).





SECTION THREE

REPORTING AGAINST DELIVERY PROGRAM & OPERATIONAL PLAN

OUR ACHIEVEMENTS

COMMUNITY STRATEGIC PLAN THEMES



FOCUS ON THE COMMUNITY



MAINTAIN CHARACTER AND MANAGE GROWTH PLANNING



MANAGE AND PRESERVE OUR ENVIRONMENT

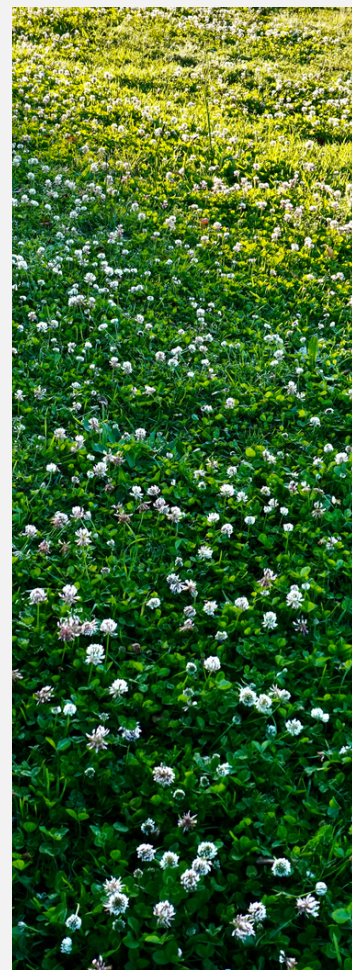


MAKE GETTING AROUND EASIER



LEADERSHIP AND GOVERNANCE

FOCUS ON THE COMMUNITY



COUNCIL ENCOURAGES A SENSE OF BELONGING AND CONNECTION TO THE LOCAL COMMUNITY

Held events that celebrated and promoted community, diversity, history and a sense of place, including:

- A mix of online and in-person events and activities were held throughout the year, including holiday celebrations and civic ceremonies.
- Local businesses, precincts and places were also promoted.
- Highlights included Carols in the Park, a Festival of Fools place activation held in Hunters Hill Village and hosting the 99th Combined Anzac Memorial Service in partnership with the Hunters Hill RSL Sub-Branch.
- Support was also provided for community-based events including Open Air Cinema, music concerts, markets and celebrations of historical milestones.



Developed and supported youth activities and services through the following:

- The Annual Youth Summit was held at Town Hall, with students from local high schools coming together and sharing ideas for how to promote environmental sustainability in the community and boost youth engagement with Council.
- Youth activities and services were also promoted through initiatives and events such as a Festival of Fools place activation and ANZAC commemorations, with young performers involved in these projects.
- Local youth representatives helped lead a Boronia Bike Track project.
- Student representatives were encouraged to participate in Sustainability Advisory Committee meetings, and ideas for youth engagement were workshopped at a School Principals Liaison Committee meeting.
- Young in Art ran as an online exhibition with participation from students at 6 schools.





**"They shall grow not old, as we that are left grow old;
Age shall not weary them, nor the years condemn.
At the going down of the sun and in the morning
We will remember them."**

From 'For the Fallen' by Laurence Binyon



ENHANCE THE HEALTH AND SENSE OF WELLBEING OF THE COMMUNITY AT ALL LIFE STAGES

Promoted and organised health and well-being campaigns and programs such as:

- The Seniors Festival event "Henley Garden Party" was held at Henley Community Green. This was a collaboration between Hunters Hill, Ryde and Lane Cove Councils as well as local seniors' providers. The event featured local performers, Seniors' health, wellbeing services, activities and social groups.
- The Walk Safely to School initiative.
- Free physiotherapy assessments with East West Physio during the Festival of Fools place activation.
- Covid safe and health information provided to the community.

Launched the intergenerational program to break down social isolation by:

- Continued discussions with community partners regarding the potential next phase of the Hunters Hill Connect app.
- Held the Henley Garden Party event in partnership with councils and community service organisations from Hunters Hill, Ryde and Lane Cove, with a theme of 'Reconnecting Communities'. Information stalls also offered information to attendees for services to assist in reducing social isolation.



SERVICES AND FACILITIES THAT ARE CHILD, YOUTH, FAMILY AND AGE FRIENDLY ARE SUPPORTED

Reviewed and implemented the DIAP by consulting with people with disabilities and key service providers:

Community, stakeholder and staff consultation was completed and work on the renewed Disability Inclusion Action Plan (DIAP) for 2022-26 progressed.



Explored opportunities for shared use of private and community-based infrastructure including:

- Bookings of facilities was promoted through Council's eBookings system, with a new public-facing online bookings system being developed.
- Use of community spaces included a licence of part of Boronia Oval for a COVID Clinic, and a licence of the Town Hall as an electoral office for the local government elections.
- A Seniors Festival event held in partnership with Hunters Hill, Lane Cove and Ryde Councils and community service organisations.
- Council liaised with owners of businesses and properties across Hunters Hill Village to utilise privately-owned spaces for a place activation to stimulate the local night-time economy.
- The YARN library and community space was used for both hire via paid bookings and as a community workspace.

Undertook the Playground Action Plan to deliver playspaces:

- Continued plans for a new inclusive playspace at Figtree Park as part of the NSW Public Spaces Legacy Program project.
- Upgrade to Weil Park playground.

Maintained public buildings and amenities by way of:

- Implementing and following maintenance programs in accordance to statutory regulations and budgets, with a focus on fire services compliance.



COUNCIL PROVIDES ACCESSIBLE SERVICES AND FACILITIES TO RESIDENTS OF ALL ABILITIES

Universal Design Principles were included in Council's plans, reports, documents and website:

Universal Design Principles were incorporated in concept designs for the Figtree Park NSW Public Spaces Legacy Program project, and accessibility features in plans for new buildings, including those planned for Figtree Park (amenities block) and Boronia Park (Sports and Community Facility).



COUNCIL PROVIDES A DIVERSE AND WELL SUPPORTED ARTS AND CULTURE PROGRAM

This was achieved by:

- Promoting Hunters Hill as a destination for history, arts and culture.
- Forming the Hunters Hill Arts Advisory Committee.
- Holding Young in Art online.
- Engaging a variety of musical and dance performers at Festival of Fools at Hunters Hill Village.



PLANS OF MANAGEMENT REFLECT COMMUNITY NEED

Figtree Park, Henley Precinct and the Crown Reserves Natural Areas and Park Plans of Management (PoM) were endorsed by Council for referral to Crown Lands for the Minister's approval prior to Council adoption. Consent has now been given for Council to adopt the Figtree Park PoM. DPE - Crown Lands are doing the final checks on the remaining 2 draft PoMs prior to giving Minister's consent. This means all Crown Land whereby Council is appointed as a Crown Land Manager (CLM) (former Reserve Trusts) under the Crown Land Management Act 2016 will have Plans of Management completed.

The Boronia Park Sports and Community Facility concept plan was approved to proceed.

Recommended weed control and bushland management actions are ongoing in Boronia Park, Riverglade Reserve as well as other reserves with draft PoMs.



COUNCIL BUILDS SOCIAL NETWORKS AND COHESION

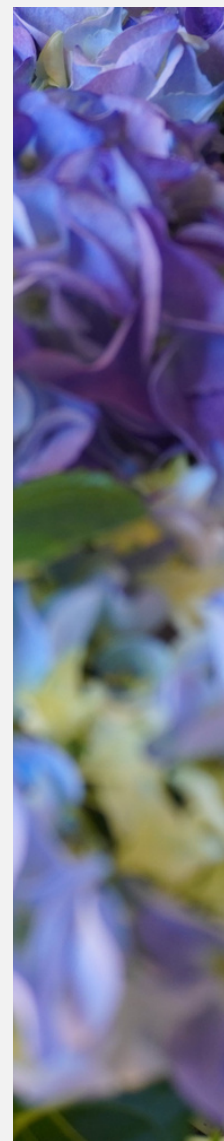
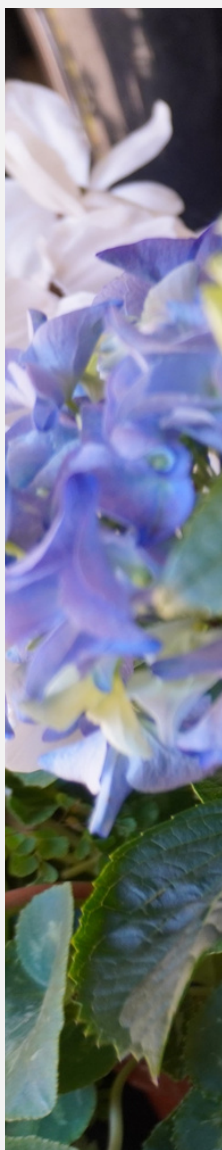
Provided annual community service grants to local organisations:

Community grants were awarded as part of the 2021-22 Community grants Program.

Facilitated meetings between School Principals and Council:

Meetings of the School Principals Liaison Committee were held via Zoom during lockdown and in-person outside of COVID.

Ongoing liaison was also conducted with school principals as need arose, for example, in relation to events, engagement and consultation opportunities, and road safety matters.





THE COMMUNITY IS INFORMED AND INVOLVED IN DECISIONS

Increased community engagement with Council's social media, website and hard copy platforms:

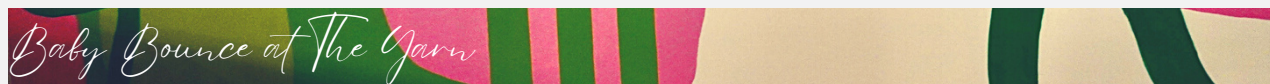
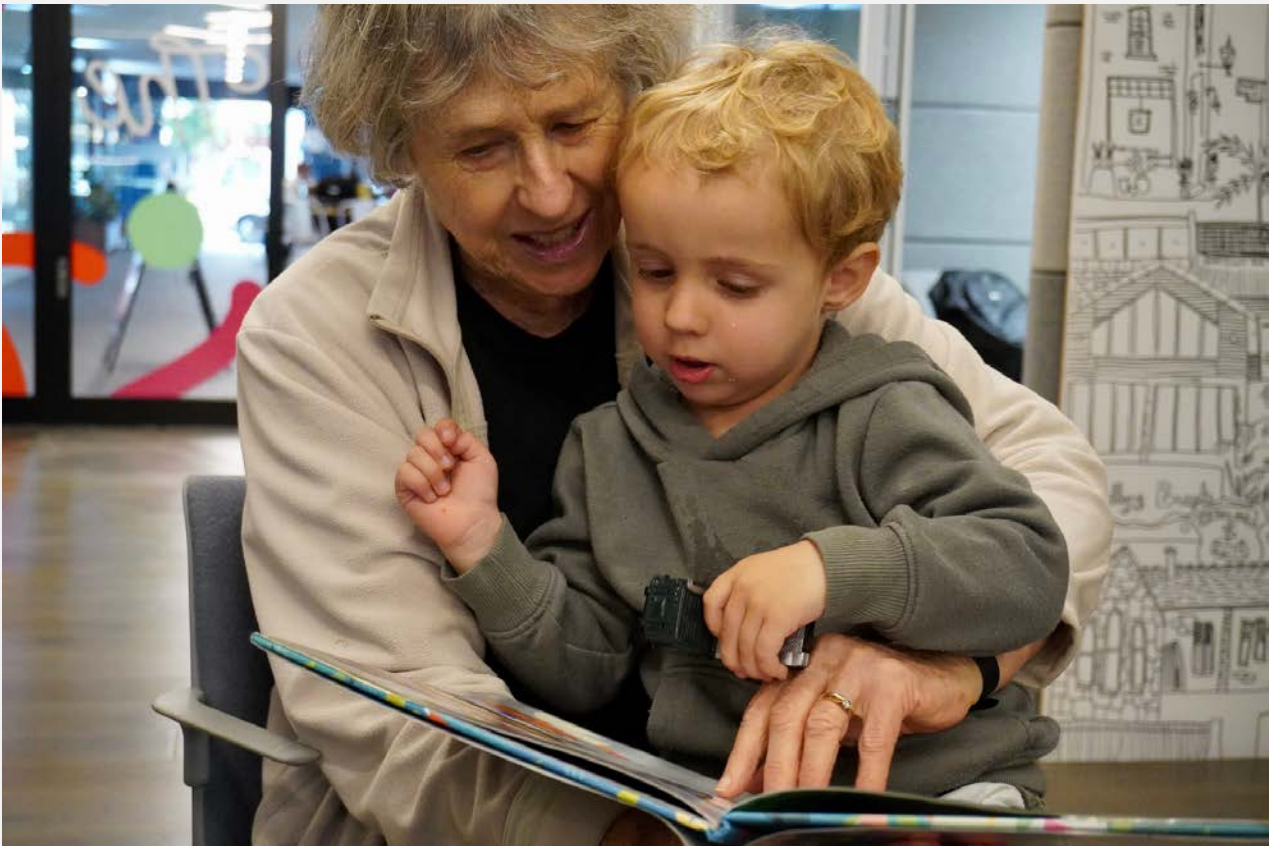
We have continued to grow and increase our engagement across our communication channels, delivering a range of information, updates and participation opportunities through social media, our website and hard copy platforms.

Highlights include:

- supporting our community with information and virtual connections through COVID
- launching the Boronia Bike Track video on social media, which recorded more than 38,000 views and more than 1000 reactions, comments and shares
- growth in website traffic around the time of our community events
- growth in numbers of website users subscribing to receive updates on key projects, including Figtree Park, the Boronia Bike Track, The Priory and the Gladesville Masterplan.



THE LIBRARY SERVICE IS WELL ORGANISED AND WELL SUPPORTED



Continued to ensure that a high quality library service was provided to residents

During lockdown we delivered a range of contactless and online library services to our community including:

- online storytime, school holiday workshops for kids, online library talks for adults, online Book competitions, digital library for borrowing eBooks, eAudiobooks, eMagazines, eComics and access to film streaming
- library home delivery and Library To Your Door
- a library eCard for new members to access services during lockdown.

Post-lockdown we re-opened The YARN library and community space with expanded opening hours and held weekly story-time, baby bounce sessions and school holiday workshops.



COUNCIL'S SOCIAL AND CULTURAL PLANS REFLECT COMMUNITY NEED

Promoted facilities and activities that enhanced cultural diversity by:

- Conducting Citizenship Ceremonies in-person on 26 January and in June as part of Refugee Week and online in September and February.
- Providing School holiday activities including the Rainbow Snake with Koori Kinnections story and craft session.
- Supporting Sydney Multicultural Services to be involved in the Henley Garden Party event to reconnect communities following COVID and offering information and support about services and activities that promote and enhance cultural diversity.



THE HUNTERS HILL LOCAL GOVERNMENT AREA IS A PLACE WHERE PEOPLE FEEL SAFE

Promoted the initiatives from the Community Safety Strategy and Action Plan:

We have promoted safety initiatives to our community, particularly in regard to severe weather events and emergency situations. Our 'report an issue' online tool, accessible via our website, also assists in actioning community safety requests. Community consultation and preparation of our new Community Plan also highlighted that activities and programs were designed to be welcoming, inclusive and promote safety, and also assist our Council in understanding some current areas of concern amongst the community such as safety, transport, social connectedness and access to recreation.





Some Stats ...



**4,972 visits to Figtree Park
online consultation
portal**



**47% increase in visits to social
media pages and profiles**



10,721 library loans



MAINTAIN CHARACTER AND MANAGE GROWTH PLANNING

MAINTAIN THE CHARACTER AND AMENITY OF HUNTERS HILL

Completed and implemented heritage conservation and non-heritage area character statements:

Heritage and non-heritage character statements have been completed. These statements will be included in the review of the Local Environmental Plan (LEP) and Development Control Plan (DCP).

Developed and implemented Heritage Inventory Sheets:

Our Heritage Advisor has completed Heritage Inventory Sheets.

Completed the review of the LEP and associated DCPs:

The LEP and DCP are currently under comprehensive review. Updates have been provided to Council on a regular basis.



Promoted the DA tracker on Council's website to encourage residents to self-manage progress of their DA's:

The DA tracker is prominently featured on our website and is highlighted in advertising and communications to our community.



Hosted an event in Heritage Week 2022:

Council focused on heritage grants rather than a Heritage Week event due to Covid restrictions.







COUNCIL HAS WELL PLANNED COMMERCIAL AREAS, VILLAGE CENTRES AND NEIGHBOURHOODS

Planned for developments that included a mix of housing, shops and commercial facilities:

The finalisation of the Gladesville Masterplan and the actions embedded in the LSPS will enable Council to plan for developments to meet community need.

Worked with City Servicing Transport partners to deliver the City Servicing Transport Corridor along Victoria Road:

No further workshops were held between Transport for NSW (TfNSW) and Council regarding the Victoria Road transport corridor. Work by TfNSW included improvements to upgrading bus services and infrastructure on Victoria Road.

TfNSW communicated with Council that consideration was being given to extending the bus lane city-bound on Gladesville Road from the pedestrian over-bridge over Victoria Road.



PUBLIC PLACES ARE VIBRANT AND ACTIVE



Maintained village centres to ensure they were clean and attractive:

All village centres were cleaned and maintained on a fortnightly basis, which included rubbish collection, trip point repairs, weed and graffiti control.

Investigated and developed a case for an increase in the fixed 1% levy in the Hunters Hill Development Contribution Plan:

The draft infrastructure contributions framework was exhibited in November 2021. The framework did not permit councils to increase the Section 7.12 fixed levies. Submissions on the Framework were made by Council and Northern Sydney Region Of Councils (NSROC) to Department of Primary Industries and Environment (DPIE) and Independent Pricing And Regulatory Tribunal (IPART).

Implemented place making initiatives for commercial, village and key sites:

Henley Community Centre was activated through a new Henley Garden Party Seniors Festival event, staged as a collaboration between our Council, City of Ryde, Lane Cove Council, Stryder, Sydney Community Services, Happy Hens Social Enterprise and Presbyterian Aged Care: North Ryde Community Aid.

A 'Festival of Fools' place activation created pop-up outdoor dining and entertainment spaces in the Hunters Hill village precinct as part of the NSW Government's Festival of Place initiative. This activation also involved consultation and collaboration with local businesses and property owners operating in the village precinct.



COUNCIL MONITORS COMPLIANCE WITH ENVIRONMENTAL CONTROLS AND STANDARDS

Provided animal management services that met legislative requirements:

All animal management, dog attacks, and barking dog complaints, were completed on time within 72 hours.

Conducted 6 monthly inspections of food premises and ensured commercial operators met health and building standards:

Inspections of food premises and commercial operators were completed.

Ensured residential swimming pools complied with the Swimming Pool Act:

Swimming pool inspections were completed and any property that was rented or sold with pool fencing was required to be inspected either by Council or a credited pool inspector. Council will continue to monitor and inspect residential swimming pools.



Some Stats ...



NUMBER OF DA'S RECEIVED
211



DUTY ENQUIRIES
295



ZONING CERTIFICATES ISSUED
503



MANAGE AND PRESERVE OUR ENVIRONMENT

A LEADER IN SUSTAINABILITY BY RESPONDING PROACTIVELY TO PRESSURE FACING OUR NATURAL ENVIRONMENT

Updated and implemented the initiatives outlined in the Sustainability Action Plan by:

- Continuing to assist students implementing sustainability projects stemming from the annual Youth Summit.
- Holding the first Sustainability Advisory Committee meeting of the new term of Council in June.

Completed the EPA textile diversion pilot as part of our circular economy initiatives by:

- Completing a textiles in kerbside waste audit report to provide data on the occurrence and composition of textiles in the general waste stream. This will help inform and prioritise future actions for textile diversion.
- Partnering with collection service Recycle Smart which resulted in 430 pick-ups comprising 974 bags weighing 2,460kg. About 27 per cent of these items were textiles (clothes) with the remainder including soft plastics, e-waste and other problem waste.
- Textiles collected via the waste wall at The YARN library and community space.



Completed the Hunters Hill Flood Study:

Stage 2 has been completed. A report to Council will be submitted to formally adopt the Flood Study.

Supported the Local Emergency Management Committee:

Ryde and Hunters Hill councils worked together to find better ways to improve the local emergency process to make it easier to evacuate residents if an emergency were to occur. Local Emergency Management Committee meetings were held quarterly.



COUNCIL VALIDATES THE BENEFITS OF SUSTAINABLE LIVING AND SUPPORTS ADVANCED APPROACHES TO RESOURCE RECOVERY

Developed, promoted and partnered with organisations to deliver waste education programs:

Council continued to partner with The Bower (household furniture rehoming service) and investigated developing new partnerships aimed at reducing household waste and increasing recycling practices. This included a partnership with waste collection service RecycleSmart for a waste education app and household pick-up recycling service.





Reduced litter and waste sent to landfill:

Council continued to work with the community to encourage best practice waste management and recycling to decrease litter and landfill rates. Planning for a Food Organics trial completed, with the project commencing in April 2022 to investigate a food organics waste stream. This was part of a NSROC initiative.

Implemented and managed contracts for domestic waste collection and processing:

The Waste Contract Coordinator continued to manage the waste collection and processing contracts for Hunter's Hill and Lane Cove councils.

Promoted sustainable grant funding opportunities for residents and small business:

We continued to work with our community in providing assistance where needed and staying aware of other possible grants that may help other projects in the community.





Henley Baths

OUR NATURAL ENVIRONMENT IS PROTECTED, AND ENHANCED FOR FUTURE GENERATIONS

Encouraged and supported active community participation in local environmental projects and events by:

- Continuing to support bushcare volunteers, corporate volunteers, local schools, Scout groups, universities and local volunteer organizations e.g ECOBEL, Habitat Network and Field of Mars Education Centre to participate in local environmental projects and events. In addition, Council adopted a Community Gardens Policy and Verge Garden Guidelines.
- Supported 80 active Bushcare volunteers working over 11 bushcare sites. Bushcare volunteers were emailed regular updates on online programs and workshops. The Bushland Management Advisory Committee discussed topics including the draft Terms of Reference, Plans of Management updates, Gladesville Reserve bike track and the draft Bushfire Risk Management Plan.
- Holding corporate landcare events at our local parks and reserves including, Boronia Park, Riverglade Reserve and Kelly's Bush. In addition, community and corporate volunteers and contractors planted thousands of native plants. Due to slow easing of COVID restrictions and wet weather, no schools or scouts participated in local environmental projects and events.

Implemented initiatives to improve the health of our waterways by:

- Working closely with the Parramatta River Catchment Group (PRCG) to improve the health of our waterways.
- Supporting the PRCG stormwater sub-committee with several projects including: a private Water Sensitive Urban Design audit, compliance and education programs such as Get the Site Right and Love Your Waterways and a Regional Litter Prevention Strategy. In addition, a workshop was held as part of a DPIE Grant - Greater Sydney Coastal Management Program - Stage 2, which addresses the impacts of urban stormwater discharge on waterways.
- Ongoing monitoring of water quality via the Riverwatch Program at the proposed Bedlam Bay swim site. The Human Health Risk Assessment which analyses water and sediment testing at the site and determines what types of site activation are possible. In addition, we were successful in applying for a DPIE "Places to Swim" Grant for infrastructure to support the opening of this proposed swim site and attended the Swim Site Activation Technical Working Group and Places to Swim Advisory Panel workshops.

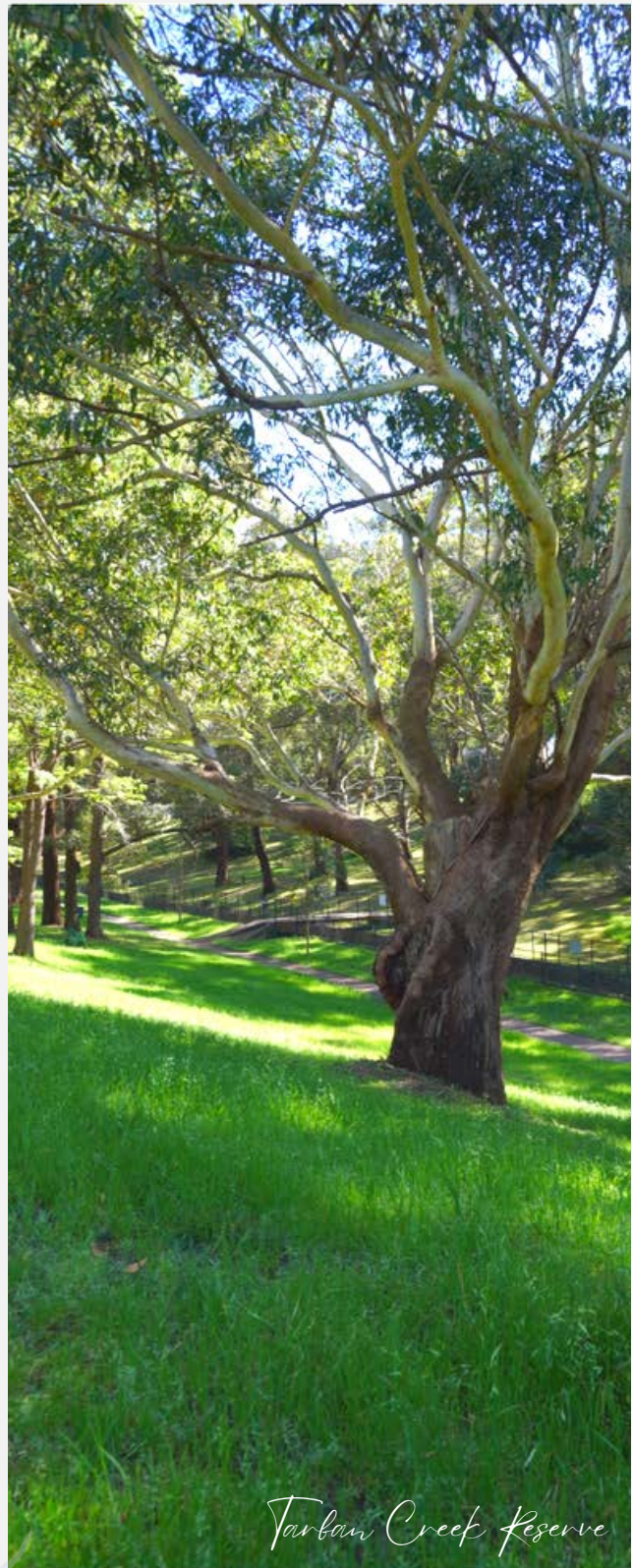


Reviewed, updated and implemented the Environmental Management Plan:

Council is no longer required to complete an Environmental Management Plan. However, Council has an active Sustainability Action Plan and Biodiversity Conservation Strategy.

Protected and conserved flora, fauna and ecological communities by:

- An ongoing bushland management program to protect and enhance flora, fauna and ecological communities including critically endangered ecological communities such as Sydney Turpentine Ironbark Forest and threatened fauna such as the Powerful Owl. In addition, our bushland reserves form part of regionally significant biodiversity corridors.
- Working closely with the Habitat Network, a local conservation organisation, and the PRCG biodiversity and education sub-committee to promote fauna habitat, biodiversity corridors and encourage the planting of native habitat in residential backyards via our website and various biodiversity grant projects.
- Undertaking bush regeneration between bush regeneration contractors and Council staff in 15 bushland reserves totaling 2,985 contract hours. In addition, we have an ongoing fox control program across these bushland reserves.





Carried out activities as outlined in the Bushfire Risk Management Plan by:

- Holding Bush Fire Risk Management Committee meetings and revising the draft Bush Fire Risk Management Plan 2022-26 and the Bushfire Prone Land Mapping.
- Scheduling the Boronia Park and Buffalo Creek Reserve hazard reduction burns listed in the Draft Plan for next financial year due to ongoing wet weather.

Maintained and improved the local tree canopy with the following plans:

- Council received the Aerial Measurement and Thermal Imagery that was conducted on the whole of the Municipality, which highlights areas that require further plantings. A priority list was completed.
- We undertook planning for a street tree audit to identify trees that may need to be removed and replaced to improve the canopy cover.

Managed and maintained parks and reserves:

Due to the wet weather conditions, maintenance of our parks and reserves was increased due to elevated growth of grass and weeds.

Updated the 2013 Recreation Plan:

The recently established Sport and Recreation Advisory Committee will provide advice on updating the 2013 Hunters Hill Sport and Recreation Plan in 2022-23.

Developed and implemented a Street Tree Planting Policy:

Policy planning is underway with a draft expected to be completed in the first half of 2022-23.





Seek environmental grant funding to support the preservation of our green spaces by:

- Continuing with a 3-year DPIE Coastal and Estuary Grant to implement priority actions in the recently prepared draft Hunters Hill Biodiversity Conservation Strategy 2021-2026. We received a Local Land Services Grant for weed control along the Great North Walk from Buffalo Creek Reserve to Boronia Park and a DPIE "Places to Roam" Grant to upgrade the Clarkes Point walking track. We completed a Local Land Services Grant for Ferdinand Street Reserve, Mornington Reserve and Woolwich Baths.
- Applying for two Crown Land grants for weed control for Gladesville Reserve and a number of small bushland reserves.

COUNCIL RECOGNISES ABORIGINAL CULTURAL CONNECTIONS AND HERITAGE

Seek funding to develop a Reconciliation Action Plan (RAP):

A steering committee has been formed to develop a Reconciliation Action Plan, which will include consideration of funding.

Some Stats ...



**80 bushcare volunteers
over 11 bushcare sites =
656 volunteer hours**



**4 bush regeneration
contractors over 15
bushland reserves =
2,985 contract hours**



**1,780 native plants planted by
volunteers and contractors**



MAKING GETTING AROUND EASIER

ASSET MANAGEMENT PLANS MEET COMMUNITY AND LEGISLATIVE GUIDELINES

Reviewed Asset Management Plans prioritised maintenance schedules and standards by:

- Targeting the repair of road potholes as part of our maintenance program.

ROADS ARE WELL MAINTAINED



Constructed and maintained accessible and safe roads:

Capital Works Program 21-22 progressed on schedule and 88% of the program was completed, which is a total of 14 out of 16 projects.

Key projects include:

- Milling Street
- George Street
- Valentia Street
- Collingwood Street



Maintained streets so they were clean and attractive by:

- Having streets cleaned by a street sweeper on a 6-8 week rotation. Stormwater pits were cleaned once per fortnight or as needed to meet service standards.
- Monitoring our contractors with a GPS system to ensure compliance, timelines and service standards are met.
- Increasing the budget for street sweeping, which will be used in peak seasons.

FOOTPATHS ARE ACCESSIBLE, SAFE AND CONNECTED

Renewed and upgraded footpaths:

A total of 10 projects were scheduled for the Capital Works Program 21-22, and all were completed.



COUNCIL HAS A NETWORK OF SAFE AND LINKED CYCLE PATHS

Implemented the Hunters Hill Bike Plan:

All signs, symbols and line markings have been completed in all routes of the Hunters Hill Bike Plan.

Developed and implemented an Active Transport Plan to improve local transport connections:

Council continued to work with Transport for NSW to improve transport connections. Active Transport Community of Practice was held in June. Items discussed included:

- Updates to the NSW Active program
- Strategic Cycleways corridor.





Ferry Road - Hunters Hill



ROAD CONGESTION AND TRAFFIC SAFETY IS IMPROVED

Worked with State transport authorities and key stakeholders to develop traffic and parking solutions at identified sites:

- Local Traffic Committee Meetings were held quarterly throughout the year with items including signage, line marking and changes to parking restrictions and work zones.
- Council agreed to take part in a 3-year trial with the State Government to implement digital solutions to capture real time parking availability for accessible parking spaces, which will be displayed in real-time on the Park'nPay APP. The State Government, Department of Customer Services, under the Smart Places acceleration program will fully fund this initiative for 3 years.

Continued to implement road safety initiatives through the shared service with Lane Cove Council by:

- Completing child car seat safety checks.
- Encouraging Primary schools to participate in Walk Safely to School Day held on Friday 20 May. Villa Maria School participated in this initiative and also entered a Prize Draw organised by NSW Health to win a breakfast hamper for students. The school was a recipient of the prize draw.
- Facilitating an online Graduated Licensing Scheme (GLS) Workshop with 24 participants registered to participate from both Hunters Hill and Lane Cove LGAs.
- Presenting 'Walking Safely' initiatives with Transport for NSW (TfNSW), with the Road Safety Officer visiting Wurley Court (Vasey Housing), Passy Avenue.





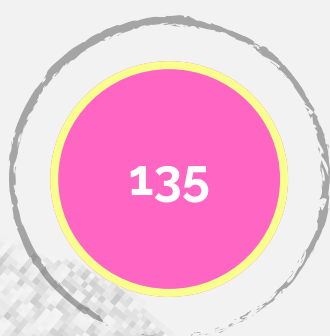
SCHOOLS ARE SUPPORTED THROUGH THE PROVISION OF SAFE DROP OFF AND PICK UP ZONES

Worked with schools to create a School Safety Committee:

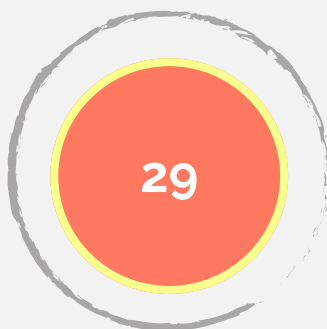
- Worked to improve traffic congestion around local schools
- Advocated for improve public transport in school zones
- The Movement and Transport Advisory Committee was formed.



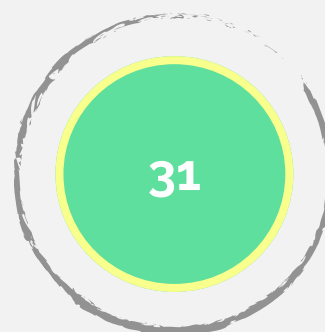
Some Stats ...



Construction related permits issued



Filming permits issued



New sign/line installations



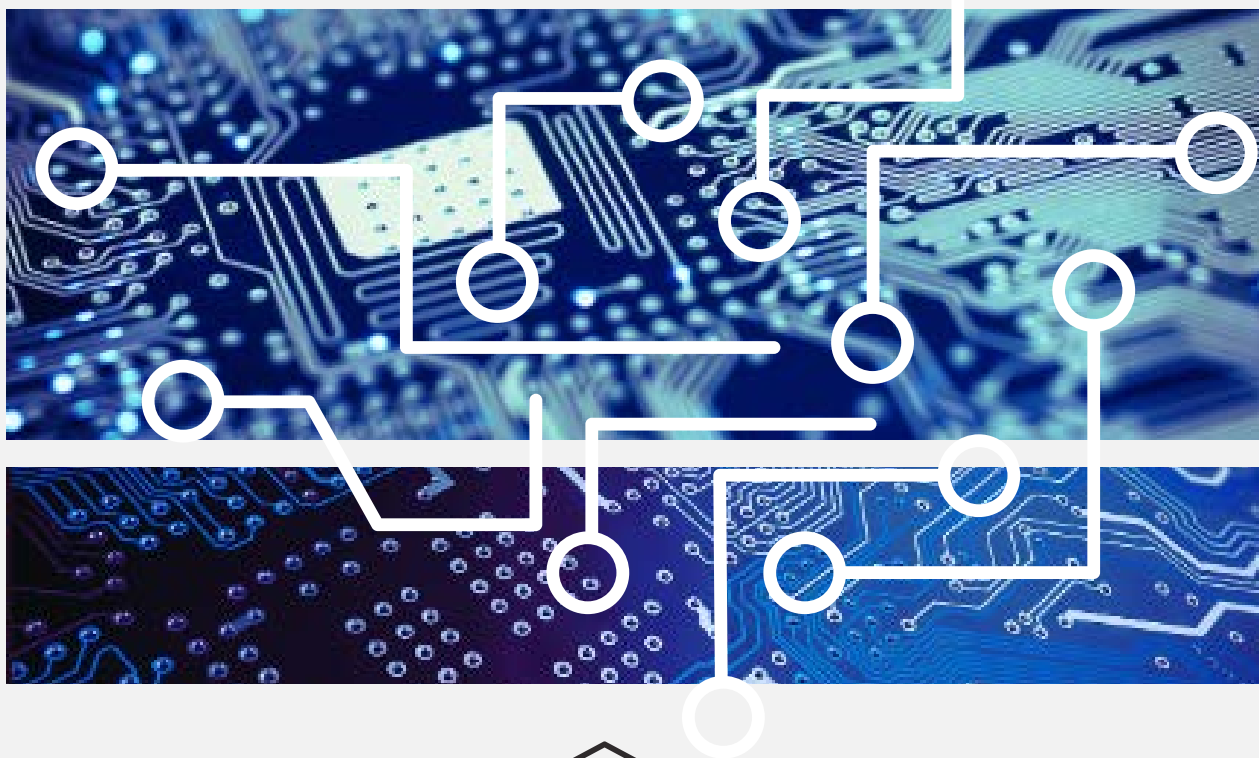
LEADERSHIP & GOVERNANCE

COUNCIL'S IT SYSTEMS ARE RESPONSIVE TO THE CHANGING NEEDS OF OUR COMMUNITY

Implemented the Digital and Customer Information Plan:

The following actions were completed:

- Enhanced functionality of our Community Halls, Parks and Sporting Fields online booking system.
- Updated Council's intranet including implementation and maintenance of our Knowledge Management System.
- Reviewed and improved email archiving and security filtering as required.
- Reviewed and improved backups and disaster recovery solutions. This included annual disaster recovery and penetration testing.
- Removed handset telephones and provided staff with internet connected devices to make and receive phone calls.
- Developed and published a knowledge base of frequently asked questions related to building and development applications on Council's website.



COUNCIL PROVIDES A SAFE WORKPLACE AND COMMUNITY FACILITY

Ensured compliance with Work Health and Safety (WHS) Policy and procedures by:

- Implementing an updated WHS policy and plan. During 2021-22, safety plans included an updated COVID Safety Plan.
- Providing staff with WHS refresher training.

COUNCIL IS RECOGNISED AND RESPECTED AS AN OPEN AND TRANSPARENT ORGANISATION

Delivered a diverse Engagement Program to enhance community awareness and participation:

- Community engagement helped shape our integrated documents, including our 10-year Plan, 4-year Delivery Program and 1-year Operational Plan.
- Drop-in sessions at the Town Hall, an online consultation portal, and formal submissions received through a public exhibition period were ways in which we encouraged participation. We also conducted an independent telephone survey of 400 residents to measure priorities and levels of satisfaction with our Council.
- A draft Community Engagement Strategy was also developed and placed on public exhibition for community feedback.
- Stakeholder engagement also began in June for a Gladesville Reserve Recreation Needs Study to gain a better understanding of facility utilisation and sport infrastructure priorities to help plan for future improvements at Gladesville Reserve.

Reported quarterly to Council and the community on the progress of the Delivery Program, Operational Plan and associated Resourcing Strategy (LTFP, DAMP, Workforce Plan and D&CIP):

We completed quarterly reviews for the Delivery Program and Operational Plan for 2021-22.

Implemented Audit Risk and Improvement Committee (ARIC) recommendations;

Eight existing recommendations have been carried forward since reported to the Audit Committee in October 2021. Completed recommendations have included Council's Investment Policy being presented and reviewed by both Council and the Committee. Two actions arising from the privacy information framework review have been completed - that included revision of the privacy management plan, training sessions for new and existing staff, including volunteer obligations.





COUNCILLORS ARE SUPPORTED WITHIN A DEMOCRATIC GOVERNANCE FRAMEWORK

Delivered Councillor Code of Conduct, Code of Meeting Practice and Local Government Act professional development:

Councillors were provided with Code of Conduct training in 2022. Post-election, Councillors were provided with a face-to-face induction program and information related to their roles and responsibilities.



THERE IS A SHARED VISION BY COUNCIL AND STAFF OF CONTINUOUS IMPROVEMENT

Developed, implemented and provided EEO for staff:

Staff have been provided with Equal Employment Opportunity (EEO) training.

Attracted, selected and retained qualified employees:

Council's Workforce Plan actions have been implemented over the past 12 months. These include:

- Activation of Council's Culture and Engagement Plan.
- Respectful Workplace Program.
- Partnership with advertising agency to improve branding to attract the right people with the right skills.
- Partnership with UTS Internship program.

Coordinated annual performance reviews and developed and implemented initiatives that support and promote staff career development:

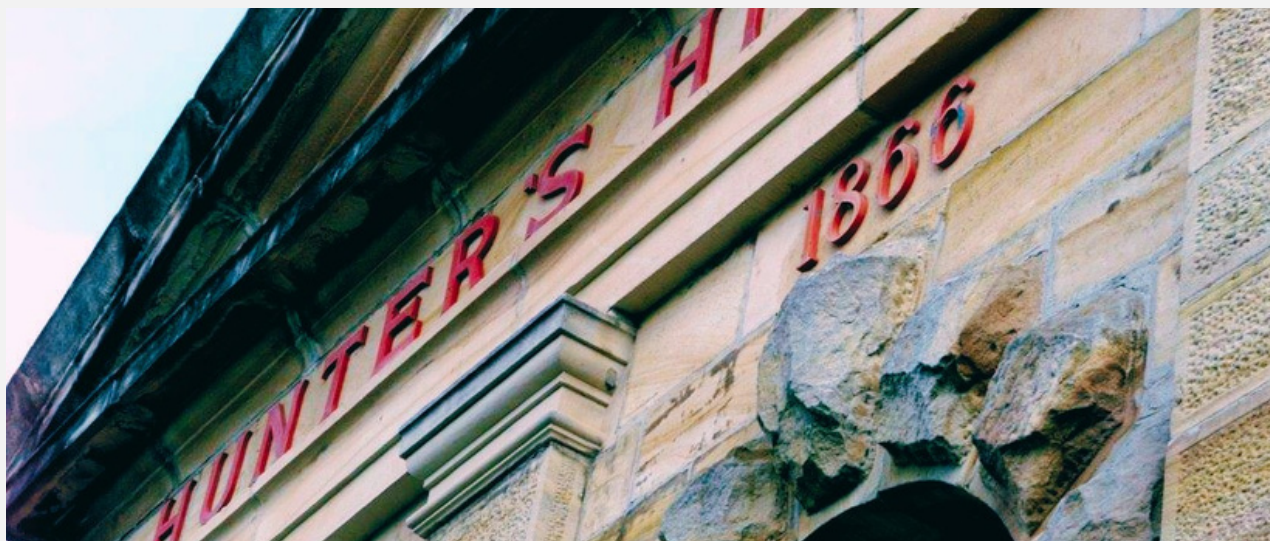
Annual workplans have been completed. Council's training plan has been implemented to target skills gaps and enhance knowledge across the organisation.



SERVICE STANDARDS ARE UP-TO-DATE AND REFLECT COMMUNITY NEED

Reviewed, developed, implemented and monitored service standards and performance indicators:

- 75% of requests were completed within the agree service standard. This is an improvement of 27% when compared with the previous year.
- Service standards will continue to be reviewed and monitored to ensure continuous improvement.



COUNCIL IS FINANCIALLY SUSTAINABLE

Provided timely financial information, advice and reports to Council, the community and staff including the Long-Term Financial Plan:

Quarterly reports were presented to Council during 2021-22. The draft FY2022-23 Budget, and an updated version of the Long-term Financial Plan were tabled at a Council Meeting and placed on public exhibition in May.

Delivered a Property Strategy that supports Council's long-term financial sustainability and community needs:

The Formal Remnants Lands Policy was adopted by Council at its May meeting.



Developed commercial opportunities that generated alternate sources of income/revenue.

Council will continue to provide updated financial advice to our Councillors to ensure that any commercial opportunities are realised where relevant and needed.

Reviewed Council's rating structure to include the option of applying for a Special Variation to Rates:

In May 2022, Council received notification that its Special Variation application had been approved. The Special Variation approval was incorporated into the FY2022-23 Budget, and an updated version of the Long-term Financial Plan.





Tarboro Bay / Gladesville Bridge

Pursue external grant and partnership opportunities to progress CSP outcomes.

We successfully partnered with local councils, social groups, special interest groups and support services including City of Ryde, Lane Cove Council, Stryder, Sydney Community Services, Happy Hens Social Enterprise and Presbyterian Aged Care: North Ryde Community Aid, the Country Women's Association and Easy Care Gardening to deliver a Henley Garden Party event to reconnect communities. We also partnered with Hunters Hill RSL Sub-Branch to jointly host the 99th Combined Anzac Memorial Service at Town Hall. Collaboration with these organisations will be ongoing and will also potentially extend towards pursuing external grant opportunities for future programs and projects.

Explore shared service opportunities with neighbouring councils.

Hunter's Hill Council currently has shared service arrangements with Lane Cove Council for its works depot; library service, road safety officers, waste management, and rates. There are no immediate plans to increase shared service arrangements with neighbouring councils during the next financial year (2022-23).

COUNCIL COLLABORATES WITH OTHER AGENCIES AND ALL LEVELS OF GOVERNMENT

Support Northern Sydney Regional Organisation of Councils initiatives and work in collaboration with partnering councils.

Council regularly meets with its neighbouring partners to advocate for improved services and programs to local communities. Council officers attend project officer group meetings for NSROC to discuss strategies for future shared programs and partnering arrangements.

Some Stats ...



**INFORMAL REQUESTS
FOR ACCESS TO
INFORMATION
188**



**NUMBER OF CALLS
RECEIVED BY
CUSTOMER SERVICES
17203**





This image was developed during an Australia Day event with an Aboriginal Elder and local children.



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