



northern
beaches
council

Community Engagement Summary - June 2018

Exhibition of Delivery Program 2018-2021 and related documents

Documents exhibited:

- Delivery Program 2018-2021, Operational Plan and Budget 2018/19
- Fees and Charges 2018/19
- Resourcing Strategy - Long Term Financial Plan, Workforce Management Plan and Asset Management Strategy

Promotion

The exhibition was open for 31 days, from 26 April to 27 May 2018. The draft IP&R documents were available at Council libraries, and Customer Service Centres and online at <https://yoursay.northernbeaches.nsw.gov.au/delivery-program>. They were also available at five Delivery Program roadshow information sessions.

The exhibition, Delivery Program roadshows and avenues for submissions were widely promoted by Council via:

- Notices in the Manly Daily on 28 April, and 5, 12, 19 and 26 May 2018 reaching an estimated 210,000 adult readers
- Information on Council's website and social media
- Direct emails to people on Council's community engagement register on 4 May (to 20,805 people) and 25 May (to 19,594 people)
- Direct emails to 1,200 participants of Stage One engagement
- Direct emails to over 500 regular hirers of Community Centres (notification of changes in fees)
- Five Delivery Program roadshows (one per Ward) where staff presented the Budget and program of works, followed by Q&A session. These were held on 7, 9, 14, 17 and 24 May.

In addition, local media also raised awareness of the opportunity to comment on the draft Delivery Program and related documents. Articles appeared in the following:

- Manly Daily - 21 and 28 April
- Peninsula Living - 30 April
- Daily Telegraph - 20 and 25 April and 16 May
- 2GB Radio - 2 and 4 May.

Community Engagement

Online a dedicated project page was established on Your Say. It included the draft documents, details of the Delivery Program roadshows, a submission form and instructions on how to make a longer submission.

Engagement figures show how many were aware and informed:

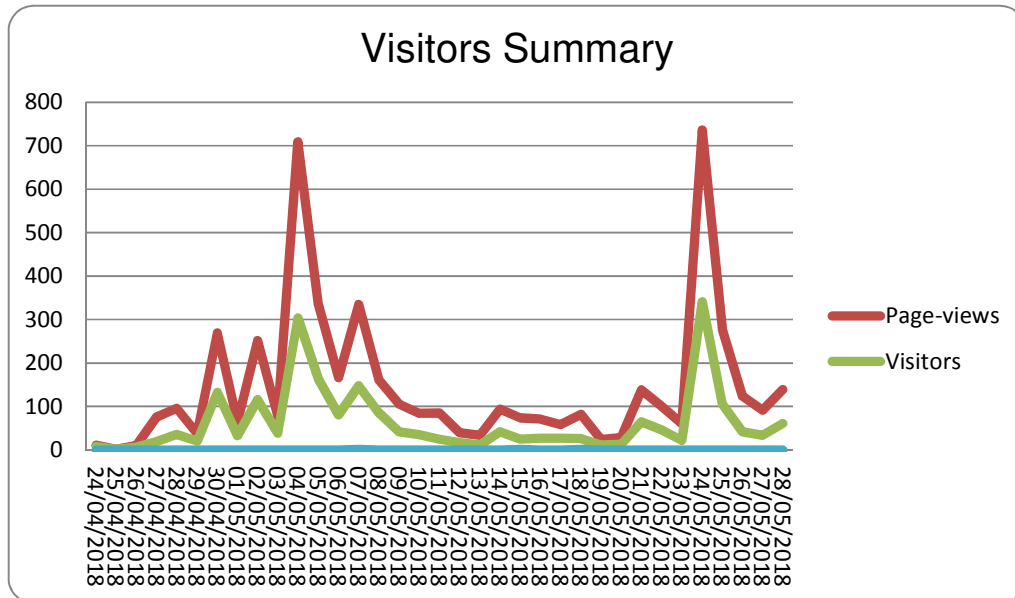
- 40 people attended the five Delivery Program roadshows - one at Belrose, four at Dee Why, 22 at Manly, eight at Newport and five at Narrabeen
- 17,003 people on Council's Community Engagement Register viewed the direct emails and 334 used the link to view the Your Say page

- 2,480 Your Say project page visits by 1,916 people
- 1,035 document downloads by 851 people, comprised of the Delivery program (618), Fees and Charges (324) and Resourcing Strategy (93).

Most of the online activity was in the first and final weeks of the exhibition. This was stimulated primarily by direct emails from Council, and notices in the Manly Daily. The greatest activity resulting from Facebook content occurred on April 28-29 and May 21-22. More activity also aligned with the start of Roadshows (7 May) and the close of exhibition (May 23-26).

This online activity does not reflect emails that were sent directly to Councillors. It would appear that very few people sending these emails visited the project page or downloaded documents.

Figure 1: Your Say project page activity



Submissions

A total of 784 submissions were received from individual community members. The submissions were received via:

- 39 online submission forms. Of these, 44% were well informed through their participation in community engagement. Eleven (11) participated in 2017 to help develop the draft Delivery Program. Six (6) attended a roadshow session in May 2018 during the exhibition
- 44 emails to Council, of which two (2) had attended a roadshow session in May 2018
- 701 emails to Councillors (supplied by Councillor Amon). Of these, 572 were identical emails of two types opposing a rate rise: “I oppose the rate rise” and “Submission on Delivery Plan and Rate Hike”. The second type also opposed a \$700,000 discretionary advertising budget

Most (67%) of these 701 emails were received prior to 26 April when the exhibition commenced.

The actual number of submissions was higher at 952 but individuals made multiple submissions (168 occasions) either in the same terms, or raising new issues. Any new issue was captured and considered.

CONSIDERATION OF SUBMISSIONS

The submissions raised 130 separate issues. A detailed list of the issues a response from Council is at the table - Submission Summary by Issue – from page 8. A high level summary below list the key issues and the number of times they were cited.

Issues	No. times
Delivery Program - IPART Rate Rise	739
Those objecting to the proposed rate rise raised the following:	
• Object to \$700,000 budgeted for discretionary advertising	209
• Merger benefits should have resulted in a rates freeze	77
• Council should reduce its spending and live within its means	41
• Concerned with their capacity to pay for the increase	21
• Concerned about excessive/wasteful spending	15
• Other sources of income should be relied on other than rates	8
Delivery Program – Other	
• Transport and Active Travel	60
• Budget	19
• Delivery Program exhibition	10
• Parks and Recreation	14
• Environment and sustainability	19
• Community, Arts and Culture	10
• Other services	13
Fees and Charges	41
Workforce Plan	8
Asset Management Strategy	5
Long Term Financial Plan	2

Delivery Program - IPART Rate Rise:

The draft Budget 2018/19 provided for a 2.3% increase in general rate revenue. A total of 739 submissions addressed the rate rise, the most received. Of the submissions on the rate rise:

- Six supported
- 33 wanted to know the justification
- 700 opposed

The bulk of the submissions opposed to the rate rise were received via Councillor Amon. Of these 572 submissions were identically worded (two types of form emails).

The proposed rate increase is to cover increasing costs that all councils experience for goods and utilities, and to ensure continuation of current Council services. It reflects the rise in costs to Council of things such as water and electricity which are required to provide services to the community. The increase of 2.3% is in line with NSW Government's Independent Pricing Tribunal (IPART) determination the rates cap which is based on the Local Government Cost Index.

A change to the proposed 2.3% rate increase is not supported. As noted earlier, the exhibition was heavily promoted by Council via Council's Community Engagement Register (reaching 20,000 people) and Manly Daily (250,000 readership) as well as other channels. This was further boosted by print and radio media running stories on the rate rise. While there is some community concern regarding the increase, it is not reflective of the broader community sentiment that Council will maintain existing services levels, continue to delivery priority community infrastructure and redirect savings into improved services and facilities. This came through strongly during the engagement to develop the Community Strategic Plan and the initial engagement in October/ November 2017 on the Delivery Program.

Further, for many residents their annual charges from Council will actually decrease due to significant savings Council has been able to make in the

waste collection contracts. The IPART rate cap increase will be \$30 a year for residents on the average rate which is \$1,399 to \$1,430. Meanwhile, the average domestic waste charges for a standard 80 litre service will decrease from \$516 to \$465. This amounts to an annual savings of \$20 for the average resident rate.

Those that objected to the rate rise raised the following:

- Object to \$700,000 budgeted for discretionary advertising – 209 (in a form email)
- Merger benefits should have resulted in a rates freeze - 77
- Council should reduce its spending and live within its means - 41
- Concerned with their capacity to pay for the increase - 21
- Concerned about excessive/wasteful spending - 15
- Other sources of income should be relied on other than rates - 8

Each of these issues is dealt with briefly below, with a comprehensive response in the table from page 8.

Council delivers 16 key services and hundreds of annual programs, activities, events and projects to the community. It is vital that all ratepayers know what is being provided, and how they and their families can engage with these services. Advertising in print, online, social, digital, radio and other channels is an effective way to reach as many people as possible. With an ever-changing digital landscape, there will be opportunities to explore more cost-effective ways of promoting these services, events and programs to our diverse community.

Council has resolved to apply efficiency savings from the creation of Northern Beaches Council to projects that directly benefit the community. The focus is on building a strong Northern Beaches rather than offsetting spending in other operational areas. To date funds have been allocated to high priority community projects for youth, arts, and environment and community grants. Council has also received \$36.1 million in grants from

the NSW government's Stronger Community Fund to kick start the delivery of projects that improve community infrastructure and services. These funds cannot be used to offset a rate rise.

The term 'rate freeze' relates to the NSW Government's commitment to freeze the existing rate pathways for amalgamated Council's until 2020. This means that ratepayers in new councils will pay no more for their rates than they would have in their pre-merger council area for four years. This commitment remains unchanged and is reflected in the IPART rate cap.

By taking up the IPART rate cap Council is living within its means while maintaining existing service levels to the community and ensuring its' financial sustainable over the longer term. By increasing rates in accordance with the IPART rate cap Council is ensuring residents are not faced with a special rate variation in the outer years of the 10 year Long Term Financial Plan to maintain existing services.

Council has a Rates and Annual Charges Hardship Policy. The policy recognises owners may at times encounter difficulty in paying rates and charges as they fall due, or adhere to a regular payment arrangement. Contact should be made with the Rates Section if ratepayers are experiencing difficulties.

Delivery Program – Other Issues and Changes

A range of issues were raised and summarised below with a comprehensive response at the table starting at page 8.

Delivery Program – Other	No. times
Transport and Active Travel	60
• Transport	(16)
• Public transport	(13)
• Roads and traffic	(13)
• Active travel	(11)
• Parking	(7)
Budget	19
Delivery Program exhibition	10
Parks and Recreation	14
Environment and sustainability	19
Community, Arts and Culture	10
Other services	13

People that completed the online submission had an opportunity to indicate whether the key priorities and projects would make a difference in improving the Northern Beaches. Of the 39 submission received online, 31 completed this section and this is shown at Figure 2.

Figure 2: Agreement that key priorities and projects would make a difference (31 respondents)

Agreement	No.	% respondents
Agree/ Strongly agree	11	35%
Neutral	15	48%
Disagree/Strongly disagree	5	16%

Statements of support were also provided in relation to programs and project summarised below:

- Transport programs (24) -. Transport Strategy, road and parking upgrades, footpaths and cycleway upgrades, the Coastal walkway and art trail and Narrabeen Lagoon aquatic boardwalk
- Environment protection and sustainability (7)
- Planning programs (12) - place planning and sustainable precincts, affordable housing Crown Lands transfer program and Aquatic Reserve Masterplan
- Foreshore planning and facilities (4) - Pittwater Waterway Review, Surf club upgrades and beach amenities
- Libraries (1).

In response to the issues raised in submissions, the following changes are proposed in summary:

- A new section - Northern Beaches Council: Building Our Future be added to the Delivery Program. This will highlight various programs underway to harmonise or improve services and deliver efficiencies, as well as how savings are being applied to meet other community priorities. It will also provide an opportunity to report Council's progress in a single place in the Annual Report.
- A table be included listing the projects and programs that will be funded from the Special Rate Improvement Program for former Pittwater Local Government Area .
- Various changes to improve the navigations and readability of the document.
- Transport priorities were raised on a number of occasions. These submissions will be considered in the development of the Northern Beaches Transport Strategy in 2018/19.

- Requests were made for improvements at Clontarf Reserve, Palm Beach landscaping plan and North Harbour Reserve and amenities. These works are incorporated into the program (no change required) and funded from operational budgets of the service.
- A number of submission (four) requested information be presented on a Ward geographic area. The capital works program 2018/19 will be provided spatially via an online map. It will be available by 1 July 2018 and show the location of various capital projects being delivered across the Northern Beaches. This facility is currently available for the 2017/18 work program.

In finalising the Delivery Program, Operational Plan and Budget, the changes at Attachment 3 of the Council Report are recommended.

Fees – Issues and Changes

Various issues were raised in relation fees. The number of times they were raised is as follows:

- Community Centres -19
- Parking - eight
- Outdoor dining - five
- Aquatic Centre - three
- Support for fee harmonisation - two
- Governor Phillip Park, Palm Beach – two
- Sporting fees - one
- Development fees - one

A comprehensive response to each issue is at the table starting from page 8, and a brief comment on some issues is made below.

The community centre fees commence as of 1 January 2019. The fees were reviewed for consistency and equity across the centres. As a result the concession rate has been merged and hirers will be eligible for this

rate provided they meet the criteria under Councils Terms & Conditions for Seniors, Disability, Youth and Community Support groups and activities. Fees are benchmarked internally and across other Councils. All community centre hirers pay fees and these are considered affordable for the community to hire the spaces. The fees go back into the costs of maintaining the centres, operational costs including utilities, cleaning and waste.

A change is supported to the Curl Curl Sports Centre fees based on a review of the level of fees for other sporting associations. Manly Warringah Netball Association is the key user of the daily fee and it is recommended that from 1 January 2019 the daily fee be set at \$50, up from \$49 per day.

The increase in parking fees is to ensure a consistent and equitable fee structure across the Northern Beaches. The day rates are increasing in order to encourage turnover.

The proposed fees for outdoor dining are based on an independent valuation assessment, which reflect movements in the local market. Most increases range from 1% to 15% depending on location.

The Manly Andrew Boy Charlton (MABC) Annual Family Pass is low; as it historically was a seasonal pass prior to the upgrade of the Centre. This will be amended in the future to better reflect the pass' value. It is intended to align the fees of the aquatic centres in the future once the services have been more fully integrated.

While the fees were on exhibition a further review was undertaken by staff. As a result changes are recommended at Attachment 5 of the Council Report and are summarised below:

- Amendments to correct errors in fees
- Amendments in description and fee amounts to reflect statutory changes
- To provide more flexibility in planning proposal fees

- Adjusting Glen Street Theatres box office fees from a financial year to a calendar year and adjusting the pricing strategy to increase audience numbers.

Resourcing Strategy – Workforce Plan

A total of eight issues were raised in three submissions. Largely the writer(s) were seeking additional information or making a statement regarding:

- Staff conditions
- Recruitment principles
- Northern Beaches remuneration framework
- Productivity improvements
- Council’s staff establishment
- Vacancy assumption
- Statistics for sick leave
- Full time equivalent for casuals

A response to each issue is in the table below. In finalising the Workforce Plan, the minor changes at Attachment 7 of the Council Report are recommended to correct a typographical error and adjust two graphs.

Resourcing Strategy – Asset Management Strategy

A total of five issues were raised in two submissions covering the:

- The inclusion of natural assets
- More detail on the capital budget with split between new and renewal is required
- Prioritisation of new assets

- Community involvement in prioritising maintenance and renewals
- Reporting

A detailed response to each issue is at the table below. Minor changes are recommended in finalising the Asset Management Strategy at Attachment 7 of the Council Report and relate to updating the asset revaluation table plus minor wording changes.

Resourcing Strategy - Long Term Financial Plan (LTFP)

One submission requested more information in regards to long term changes resulting from amalgamation:

- Details on the amalgamation savings and amalgamation costs
- Details on what productivity improvement is expected and planned for, to drive and productivity improvement culture.

A comprehensive response to these is at the table below. In finalising the Long Term Financial Plan changes at Attachment 7 of the Council Report are recommended to reflect the revisions to the budget and financial forecasts discussed in the next section.

Submissions by Issue:

Issues and Council response are outlined in the following table

• Rates and Budget	page 8
• Delivery Program Exhibition	17
• Key Services	18
• Fees and Charges	34
• Long term financial plan	41
• Asset management strategy	43
• Workforce plan	45

Submissions by Issue - Delivery Program, Operational Plan and Budget

Topic	Rates and Budget issues	No.	Response
Rates	Supportive of the rates increase in line with the IPART rate cap. One writer would support even higher rates to get more footpaths.	6	Noted
Rates	Not opposed with rates rising in line with the IPART rate cap but the reason for increase needs to be justified	33	<p>This will be used to cover cost increases to ensure that the services we currently deliver to the community are maintained. It reflects the rise in costs to Council in providing services to the community like rising water and electricity costs. Rates go towards the provision of services and improvements in infrastructure. Long term financial planning shows that Council will be financially unsustainable if rates do not keep pace with the Local Government Cost Index.</p> <p>“The Local Government Cost Index is an increase to rates so that Council can continue to provide exactly the same services at exactly the same level to the same population” - Lucy Garnier, Executive Director, Local Government & Energy Savings Scheme, IPART - Local Government Professionals Conference June 2018</p>
Rates	Objecting to the increase in rates. Rates should be frozen	700	<p>Household rates are proposed to increase, to cover increasing costs that all councils experience for goods and utilities, and to ensure continuation of current Council services. It reflects the rise in costs to Council in providing services to the community like rising water and electricity costs. The increase is 2.3% in line with NSW Government’s Independent Pricing Tribunal (IPART) determination of its rates cap which is based on the Local Government Cost Index.</p>

Topic	Rates and Budget issues	No.	Response
Rates	I also oppose the Council's discretionary advertising budget of approximately \$700,000 and those funds would better be used to assist the rate freeze or for other important projects.	209	<p>Council is expected to openly communicate and engage the community in the huge offering of community services so that the community, and importantly the ratepayers, know about the services provided for everyone. Council's advertising budget includes advertising in print, social, digital, radio and other advertising channels.</p> <p>Advertising is strategically used to inform our community about projects or policies, promote major events, recruit quality staff or provide information on changes to service delivery which impact on the community. The advertising spend is complemented by other communications such as web content, electronic direct mail, onsite signage and collateral and earned media. Each tool and channel employed provides the opportunity to reach a different and diverse audience to ensure maximum numbers of residents are informed about Council services and activities. This includes wide-ranging programs for childcare and vacation care, library activities, environmental education, art and culture, senior services and disability support programs. A multi-disciplinary approach to advertising ensures essential community services reach the maximum number of ratepayers – ensuring the community can engage with the services being offered. With an ever-changing digital landscape, there will be opportunities to explore more cost-effective ways of promoting these services, events and programs to our diverse community.</p>
Rates	The NSW Government committed to a rate freeze until 2020 for amalgamated Councils.	4	The term 'rate freeze' relates to the NSW Government commitment to freeze the existing rate pathways for amalgamated Council's until 2020. This means that ratepayers in new councils will pay no more for their rates than they would have in their pre-merger council area for four years. This commitment remains unchanged.

Topic	Rates and Budget issues	No.	Response
Rates	<p>Merger was meant to deliver Government grants, benefits and efficiencies - where are they?</p> <p>It should have resulted in rates freezing for 2-3 years.</p> <p>How is the Merger Savings Fund being used?</p>	77	<p>Northern Beaches Council received \$36.1 million from the NSW Government under their Stronger Communities Fund. The Stronger Communities Fund was established so newly amalgamated councils had funding to kick start the delivery of projects that improve community infrastructure and services. This includes funding towards completing the coastal walkway, community grant programs and mitigation of flooding on the Wakehurst Parkway. These funds cannot be used to offset a rate rise.</p> <p>The proposed rate increase reflects the rise in costs to Council in delivering existing services to the community. It ensures exist service levels can be maintained.</p> <p>Efficiency savings have been achieved by Council. These savings have been allocated to high priority community projects for youth, arts and the environment. In 2018/19 savings will support youth activities (events at the PCYC, Youth Wellbeing Hub in Avalon, and development of youth spaces), environmental programs (Curl Curl Community Nursery and single use plastics program), arts and culture programs (establishing a creative art space in Mona Vale or Avalon and creating an art trail on the Coastal Walkway) and community grant programs.</p>
Rates	Council should reduce its spending and live within its means	41	The proposed rate increase reflects the rise in costs to Council in providing existing services to the community. Taking up the IPART rate cap ensures Council can continue to deliver quality services, provide new assets such as footpaths and be financial sustainable over the longer term.

Topic	Rates and Budget issues	No.	Response
Rates (other income)	Rate rises are not justified as council has other funding such as merger savings, governments grants, developer contributions, additional rates from new dwellings, gains on disposal of assets, surpluses and increasing user fees and charges	8	<p>The rate increase of 2.3% is consistent with the Independent Pricing Tribunal (IPART) determination of the rates cap for councils in NSW. It reflects the rise in costs to Council in providing services to the community like rising water and electricity costs and ensures that the services we currently deliver to the community are maintained.</p> <p>Income received from grants, developer contributions and the Domestic Waste Management Charges cannot be used to offset the proposed rate rise. These monies can only be used for the purpose they were collected for.</p> <p>The merger has created efficiencies and resulted in savings. Council has allocated these monies to fund high priority community projects. In 2018/19 savings will support youth activities (events at the PCYC, Youth Wellbeing Hub in Avalon, development of youth spaces), environmental programs (Curl Curl Community Nursery and single use plastics program), arts and culture programs (establishing a creative art space in Mona Vale or Avalon and creating an art trail on the Coastal Walkway) and community and event grant programs.</p> <p>Fees are an important source of revenue for Council. Fees have been set in accordance with Council's Pricing Policy and where possible they have been increased.</p> <p>Council budget includes a modest surplus. The surplus ensures there are sufficient funds to respond to unforeseen and unbudgeted expenditures such as storm events. It also includes monies to repay debt in 2018/19 and interest on restricted funds (grants and developer contributions).</p>

Topic	Rates and Budget issues	No.	Response
Rates	Concern regarding ratepayers capacity to pay: financial pressures from limited income and growing cost of living	21	<p>Council has adopted a Rates and Annual Charges Hardship Policy. This policy recognises that due to exceptional circumstances, owners may at times encounter difficulty in paying rates and charges as they fall due, or adhere to a regular payment arrangement.</p> <p>Anyone experiencing difficulties in paying Rates and Annual Charges is encouraged to contact our Rates Section to discuss their individual circumstances.</p> <p>Eligible pensioners are also entitled to a rebate on rates under the Local Government Act 1993. An additional voluntary rebate is also provided to eligible pensioners. Further information is available on Council's website.</p>
Rates (costs)	If the rate rise is not approved: How will the budget be cut? Which areas will be most affected?	1	This will be a matter for Council to determine
Rates (costs)	Legacy costs: Rates have increased by 60% to pay for mistakes of the councils we were forced to amalgamate with	1	<p>The writer has identified themselves as a ratepayer of former Pittwater Council. The increase in general income in 2017/18 from rates for the former Pittwater Council properties was 1.5% (the IPART rate cap). This increase relates to general income in total and not to individual ratepayers' rates.</p> <p>Individual rates are also affected by other factors such as land valuations. Rates for 2017/18 were assessed using new land values issued by the NSW Valuer General with a date of 1 July 2016. As such, individual properties whose valuations have increased considerably more than the average experienced an increase in their rates above the percentage increase approved by IPART.</p> <p>Where individual property valuations increased by less than the average, those ratepayers experienced smaller increases or even decreases in rates in some instances.</p>

Topic	Rates and Budget issues	No.	Response
Rates (costs)	Concerned about the reported payment made to Council's former Chief Executive Officer - 38 weeks paid leave	10	Noted. Payments made to the Chief Executive Officer are in accordance with his contract of employment. Council is legally required to comply with these pre-set conditions. The Chief Executive Officer is employed under the Office of Local Government's Standard Contract for General Managers which applies to all NSW councils.
Rates (costs)	Concerned about the possible demerger of Council and wanting to ensure that if this occurs records are maintained so an account of repayment of debt and capital expenditure can be considered in the settlement of assets and liabilities.	1	Concern noted.
Budget (Merger benefits)	Requests a Report card on amalgamation, outlining progress and issues eg: <ul style="list-style-type: none"> ● Financial savings to date against amalgamation targets and claims ● Amalgamation Service improvements ● Status of capital projects the subject of Government amalgamation funding ● Status of integration objectives and work/funds outstanding eg IT Systems 	1	<p>Council is committed to transparently reporting progress on delivering service improvements and benefits of efficiencies to the community. An additional priority focus area of 'Northern Beaches Council Building Our Future' is recommended for inclusion in the Delivery Program. This will highlight various programs underway to harmonise and improve services and deliver efficiencies. It will also provide an opportunity to report in a single place in the Annual Report Council's progress.</p> <p>In relation to the delivery of projects funded from the NSW government Stronger Community Fund. These projects are included in the Delivery Program but not consolidated into one section as they support a range of initiatives including youth, arts, active travel and the environment. A report on the progress of delivering these projects and expenditure of the funds is provided quarterly to Council. Additional reporting beyond this is not considered necessary.</p>
Budget (costs)	Requesting more detail of services' operational expenditure fully costed: replace consolidated pie chart (page 68) with a table for each service area, in the form of note 2(a) in the financial accounts for the one year.	1	Consideration will be given in future periods to further enhancements to the presentation of information provided in the Delivery Program. It should be noted that Operational Expenditure - Fully Costed is provided for each service for a period of three years on pages 30 to 64 of the Draft Delivery Program 2018-2021 and this will form the basis of presentation of Note 2(a) to Council's annual financial statements in future financial years.

Topic	Rates and Budget issues	No.	Response
Budget (costs)	Environment and Sustainability: Split the budget, as stormwater income/expenditure is a major cost area for the council. The other environmental programs are considered very important by the community and should not be confused with stormwater expenditure.	1	<p>Stormwater management is an integral component of Council's environmental and sustainability activities and separating this area would not enhance the delivery of these services and provide the full context to Council's activities in this area.</p> <p>The presentation of stormwater as part of Natural Environment Services is consistent with the OLG's Code of Accounting Practice and Reporting and it would not be appropriate to depart from this presentation and limit the OLG's ability to provide meaningful comparatives between councils.</p>
Budget	<p>Suggesting changes to Income and Expenditure statements for each service:</p> <ol style="list-style-type: none"> 1. Remove rates, internal charges and overhead allocation 2. Include information on staff and on rates subsidy 3. Split new and renewal capital expenditure 4. Include net costs. Keep rates separate, and Kimbriki separate 	1	<ol style="list-style-type: none"> a) Council does not agree with the comments presented. The allocation of Rates to each of the 16 service areas identifies the level of Rates Funding provided to these Services under existing service levels and does not claim to be income earned by them. <p>Annual Charges from the Domestic Waste Management Charge is appropriated allocated to the Waste and Cleansing Service. Under the Local Government Code of Accounting Practice and Financial Reporting are to be allocated to functions and activities when they can be attributable on a reliable basis to ensure the full cost of services is disclosed. To exclude internal charges and overheads would no enable appropriate presentation of the full cost of services.</p> b) The disclosure of the number of staff (FTE) is no longer provided for in the Local Government Code of Accounting Practice and Financial Reporting and the allocation of Rates to each of the 16 Service Areas and the trends related thereto are appropriately disclosed through the Delivery Program and individual Income Statements for each of the Services. c) A complete listing of Capital projects will now be shown separating capital renewal and capital new expenditure. d) Income Statements for each of the 16 key service areas is provided on pages 30 to 64 of the Draft Delivery program 2018-2021. Kimbriki Resource Recovery Centre is separately provided on pages 47 to 48 of the Draft Delivery program 2018-2021.

Topic	Rates and Budget issues	No.	Response
Budget	Requests more detail on SRV allocation i.e. IPART 12.4% special rate variation for Pittwater at a cost of \$39M (p75). Also quoted as \$30m levy over 10 years environment infrastructure levy, approved by IPART	4	The list of projects to be funded from the Special Rate Improvement Program - former Pittwater Local Government Area was omitted from the draft. This will be included in the final Delivery Program
Budget	As the \$50 million in debt from former Manly and Pittwater has been repaid, projects in the lower socio-economic areas of Warringah should be prioritised for capital expenditure	1	<p>Capital Expenditure is prioritised based on the development of Asset Management Plans which covers both the renewal of existing assets using condition assessment as well as the identification of new asset projects in conjunction with Development Contribution Plans prepared under the Environmental Planning and Assessment Act 1979 and grants provided to assist in the delivery of these projects.</p> <p>Council also undertakes renewal works on existing assets to bring them back to their "as-new" condition. The prioritisation of work is determined based on Asset Management Plans and condition assessments. The major consideration is optimising the timing of renewal of individual assets so the cost of renewal doesn't escalate.</p>
Budget	Requesting expenditure by wards to assess if ratepayers are receiving fair expenditure versus rates paid.	3	The capital works program will be provided spatially via an online map showing the location of various capital projects being delivered across the Northern Beaches. This facility is currently available for the 2017/18 work program. A map for proposed 2018/19 projects was not available for the exhibition.
Budget	Offshore and rural residents feel they receive less from Council services and no water/ wastewater utilities: Ingleside, Scotland Island, western foreshores.	4	<p>Water and wastewater provision is a State Government responsibility. However, Council is working with the NSW government to consider Scotland Island needs, using funding through the Stronger Community Fund. Investigation of Scotland Island Wastewater feasibility is proposed for next year.</p> <p>Semi-rural and offshore areas benefit from other Council infrastructure and services such as wharves, parking, local roads and drainage, offshore waste collection and feral animal control and bushfire hazard reduction to name a few.</p>

Topic	Rates and Budget issues	No.	Response
Budget	What is \$3.963Million in intangible assets?	1	This represented the development costs associated with the proposed Alternate Waste Technology facility at the Kimbriki Resource Recovery Centre which have now been expensed following the completion of the tender for Council Waste processing and resource recovery.
Budget	Council should do zero based budgeting	1	It is not correct to say no professional Zero Based Budgeting process has been conducted; Budgets are prepared for all Services with these being built up from the respective Cost Centres and Projects within those Services. In accordance with the principals of Zero Based Budget Managers are required to provide supporting information to support all items within their Budgets including expenditure.
Budget	Kimbriki budget: remove from the summary as it is a commercial enterprise controlled by a board, not council. Show separately as country councils do with utilities. The related income and costs borne by council should be shown in a separate budget eg. lease of land to Kimbriki and other changes. These would be offset by the costs associated with the roads and the provision for remediation of the tip. The capital being borne by the council should be shown in the capital items under this budget.	1	<p>It would not be appropriate to remove Kimbriki Resource Recovery Centre as its financial information is required to be reported as part of Council's consolidated result and its financial information is separately disclosed as one of Council's key services.</p> <p>As with other services which are subject to National Competition Policy as noted on Page 78 of the Draft Delivery program 2018-2021 their financial information is appropriately included as part of Council's operations.</p>
Budget	Requesting that the income from the sale of road reserves in Palm Beach/Whale Beach be separately itemised in the financial statements at the time when they occur. Believe that the monies received need to be disclosed for transparency	1	The disclosure of sale of land where it occurs will be separately identified in Council's Quarterly Budget Review Statement.
Budget	Requests more detail on provisions: The Balance Sheet has current provisions of \$29M and non-current provisions of \$22M. (page 80)	1	<p>The current provisions are represented by provision for employee benefits such as annual leave and long service leave as well as provision for self-insurance for workers compensation.</p> <p>The non-current provisions are represented by asset remediation of the Kimbriki Resource Recovery facility and provision for self-insurance for workers compensation.</p>

Submissions by issue – Delivery Program

Topic	Delivery Program issues	No.	Response
Delivery Program exhibition			
Community engagement	Suggesting the online survey put members of the community off attending the public meetings and simplifying the survey will attract more people.	1	<p>Suggestion is noted. The roadshows were an opportunity for members of the community to hear firsthand what was in the plan and ask questions so they could make an informed submission. The facility to make a submission (survey) needs to be available for the entire exhibition period.</p> <p>The Delivery Program contains a significant volume of information on Council's plans for next financial year and beyond and it is difficult to adequately cover all of this in a survey. As a result the questions asked in the survey were of a more general nature to allow people to raise specific concerns.</p>
Community engagement	Expressing concern that only one person in a household could respond to the exhibition of the Delivery Program	1	There was no limitation on who could make a submission
Community engagement	Commending Council on the efforts to engage with the community on the Delivery Program and suggesting more promotion via community centres, libraries, or notices with rates bills.	1	The suggestion for further promotion of the exhibition is noted. An extensive awareness program was undertaken including notices in Council's column in the Manly Daily on five consecutive Saturdays, signs in libraries and customer service counters, social media posts, and email to around 20,000 people signed up to Council's Community Engagement Register.
Community engagement	Compliments council staff as very efficient, knowledgeable, helpful and friendly. Commends council for encouraging community participation in planning.	2	Noted
Delivery Program appearance	Delivery Program: Very good comprehensive plan.	1	Noted

Topic	Delivery Program issues	No.	Response
Delivery Program appearance	Requests more detail on capital programs. There is little or no itemisation of individual projects, and no breakdown of projects by suburb or by ward	2	This information will be provided spatially via an online map showing the location of various capital projects being delivered across the Northern Beaches. This facility is currently available for the 2017/18 work program. The map was not available in time for the exhibition.
Delivery Program appearance	Comments on the difficulty reading and using the document. Needs a clear overview and summary and a review of its structure with users. Also expressed concern that it is written for accountants	2	<p>Council is aware that the document needs to be easy for the community to navigate, to find information more readily. As a result of the exhibition, changes are recommended to the document to improve the readability and strengthen key messages. Council will also supplement this by providing additional information spatially via an online map of the capital works program. This will be available as of 1 July.</p> <p>Regarding how financial information is presented, further changes are proposed to the summary in the front of the Delivery Program to make it easier to read. As for other financial details, Council's documents must meet the provisions in the Local Government Act, Regulations and accounting standards.</p>
Transport and Active Travel			
Active travel	<p>The proposed budget allocation for Connecting Communities Footpaths in year 2018/19 is inadequate at only \$3.94m, considering the paucity of safe pedestrian walkways, especially North of Mona Vale. There also seems to be no budget allocation for the following 2 years.</p> <p>Need to also raise the separate budget for new footpaths. At only \$1.5M p.a. over the next 3 years, it will take 67years to clear the current \$100M backlog.</p>	3	<p>The Connecting Communities footpath and cycleways programs are delivering integrated active walking paths and cycleways that link to B-Line transport hubs and services. The programs are funded by the NSW Government via grants. The works identified as part of the footpath program will be completed in 2018/19 and no further funding is available from the NSW Government at this stage for additional works.</p> <p>Ongoing funding is also provided in the budget for the provision of new footpaths. Over the next three years funding of \$1.5 million per year has been provided for new footpaths. Council will also be developing a Walking Plan in 2018/19, which will prioritise the delivery of new footpaths across the Northern Beaches.</p>

Topic	Delivery Program issues	No.	Response
Active travel	Connecting Communities program: Environmental assessment and community consultation is required for progressive sections.	1	Environmental assessment and community engagement will occur prior to any works. The community engagement can be viewed at: yoursay.northernbeaches.nsw.gov.au/Connecting Northern Beaches
Active travel	Not enough footpaths for safety of pedestrians and prams in various areas, including access to bus stops e.g. Barrenjoey Rd between Careel Bay and Iluka Road South. Need safe walkways from Avalon to Palm Beach along Barrenjoey Road.	3	Council is in the process of developing a Walking Plan for the Northern Beaches which will provide the priority schedule for the delivery of new footpaths. This will undergo community engagement.
Active travel	Support plans for cycleways and pathways	1	Support noted
Active travel	Support a range of projects that respond to top Community priorities of transport, traffic and active travel eg. Coastal walkway with art trail, Walking Plan, Bike Plan. Health District is concerned about reducing car dependency, increasing active travel, and recommends separated cycleways (to reduce conflict with walkers), and links to more green open spaces and public meeting places.	3	Support noted
Public transport	B-line is too infrequent: are waiting >15 minutes instead of 5 minutes	1	This matter has been raised previously with State Transit Association and Transport for NSW and is being examined currently.
Public transport	Need better street lighting to walk to B-line safely at Mona Vale - a large number of residents use this walkway between Bassett and Darley along the canal but it is unlit and unsafe	1	Council supports the community in greater use of public transport and active travel, including safety along these walkways. Council will be addressing priorities during the development of the Northern Beaches Walking Plan in 2018/19.
Public transport	B-line: Community groups opposing extension of the B-Line to Newport Beach, along with Community groups north of Mona Vale. We support the B-Line terminating at Mona Vale, and a modified E88/E89/E90 service. Extended the express services beyond peak hours. B-line will result in choked streets with parking, and congestion at the required roundabout, both strongly opposed by community groups.	4	Noted. Council has resolved to support the extension of the B-line to Newport at its meeting on 2 June 2016. Transport for NSW is proposing to extend the B-Line network to Mona Vale to provide an on-demand and improved bus service for residents north of Mona Vale. Parking availability at Newport Beach will provide commuter car parking during the day and will relieve parking pressure currently experienced in Mona Vale. It is recommended that the reference to B-Line in the section on Connected Transport be amended to place greater emphasis on

Topic	Delivery Program issues	No.	Response
			improving the service and formalising the on demand local connection service currently operating at the Northern and Southern end of The Beaches.
Public transport	Supporting a rail link from Dee Why to Chatswood to resolve transport problems	3	<p>Council is in the process of developing a Transport Strategy for the Northern Beaches. This matter will be considered as part of the development of the Strategy and will undergo community engagement.</p> <p>The Strategy will be followed by supporting plans addressing public transport, road network and safety, parking, walking and cycling, and freight.</p>
Public transport	Need more pressure on State Government to solve public transport issues eg. underground metros and bypasses, pedestrian overpasses, better parking stations in Manly for the ferry, and ferry services from other locations. For buses, keep the L90 route, new routes, more frequent buses, electric buses, and timetables to improve services and connectivity - especially East-West.	4	
Parking	Improve parking management: ideas include reinstating local parking permits, allowing people to park on their verge, require developers to provide more parking. When will the Pittwater Park Parking Demand Strategy be completed and implemented?	4	
Parking	Trailer parking: too many streets cluttered with long-term parking of boat trailers or caravans, reducing parking for residents and visitors. Many sites eg. Seaview Avenue Newport.	2	
Parking	Church Point new car park – why are most users banned from the car park after 6pm? Object to off-shore residents locking up all parking spaces at night.	1	The lower level of the carpark is exclusive to Church Point Parking Permit holders from 6pm to 6am daily. This is due to the high demand of parking from the greater Church Point area and off-shore residents.
Road maintenance	Road conditions: Complaints regarding the condition of roads, kerbs and lack of footpaths eg. in Elanora Heights, Terrey Hills, Forest area and Palm/Whale Beach	10	<p>Council is consolidating its plans across all asset classes, including roads. The condition of our road infrastructure is assessed on an ongoing basis, for developing asset renewal programs such as road resurfacing.</p> <p>Council is also developing a Northern Beaches Walking Plan to</p>

Topic	Delivery Program issues	No.	Response
	especially Bynya Road, Palm Beach. One writer would like more spent on road improvements instead of surf club cafes.		determine the future priority schedule for the construction of new footpaths from 2019/20. It is expected that the document will be placed on public exhibition later this year for community comment on the plan.
Road maintenance	Roads and parking: Supports the proposals to resheet Norma Road, Whale Beach Road and Surf Road and the renewal of carparks at Careel Bay and Governor Phillip Park.	1	Support noted
Road maintenance	Road conditions: Complaints regarding the condition of roads, kerbs and lack of footpaths eg. in Elanora Heights, Terrey Hills, Forest area and Palm/Whale Beach especially Bynya Road, Palm Beach. One writer would like more spent on road improvements instead of surf club cafes.	10	<p>Council is working to consolidate its plans across all asset classes, including roads. We are assessing the condition of our road infrastructure on an ongoing basis and this information is used in developing asset renewal programs, such as, road resurfacing for example.</p> <p>Council is also developing a Northern Beaches Walking Plan to determine the future priority schedule for the construction of new footpaths from 2019/20 Financial Year. It is expected that the document will be placed on public exhibition later this year where the community can comment on the plan.</p>
Traffic	Traffic issue: Urges the widening of Kentwell Road near Warringah Golf Course, and a left turning lane into Condamine Street, to relieve traffic congestion and pedestrian safety. Restrict golfer parking further away from the intersection to enable this.	1	This will be considered as a medium term action during the development of an overall Northern Beaches Traffic model, and the actions that flow from that.
Traffic	Traffic issue Dee Why: congestion at Lismore Avenue and Fisher Road intersection. Needs a roundabout to make right turn from Lismore Avenue onto Fisher Road at any time day or night. Traffic has ramped up significantly in the last two years; with regular squealing tyres and thundering exhausts trying to get around the corner without being hit.	1	The location will be reviewed as part of a wider Dee Why traffic study which will be undertaken during 2018/19. It will look at the entire Brookvale / Dee Why strategic centre and the impact across the network.

Topic	Delivery Program issues	No.	Response
Transport	Transport planning is the biggest issue. Council should push for vital infrastructure for growing population. Concerned about congestion in areas such as Dee Why, from dense traffic and apartment developments.	4	Council is in the process of developing a Transport Strategy for the Northern Beaches. This matter will be considered as part of the development of the Strategy. Council is also working with State agencies to identify the infrastructure and service improvements required as part of a holistic approach across the whole of government.
Transport	Raise expenditure on transport and travel as it is the highest priority to 58% of the community (Council's engagement results), but only 10% of Opex in the budget.	2	<p>Moving around the Northern Beaches is the number one issue for our community. This largely relates to the capacity of the road network (congestion) and access to convenient public transport which are areas Council doesn't directly control. The proposed 2018/19 budget and projects reflect these concerns. Expenditure on transport, traffic and active travel is nearly \$34 million operationally and over \$23 million for renewing and providing new capital infrastructure.</p> <p>Council will continue to work with the NSW government on upgrades to Warringah / Mona Vale Roads and the implementation of the B-line. A Transport Strategy for the Northern Beaches is to be finalised setting the foundations for Council's advocacy and partnerships over the next 20 years with other levels of government to improve the transport network. Walking and cycling plans are to be developed to prioritising to prioritise expenditure across the region on active travel.</p>
Transport - major corridors	Need 2 lanes along Mona Vale Rd and Wakehurst Parkway, and fix the Narrabeen bridge. Wakehurst Parkway needs to be elevated and widened, to deal with floods and growing traffic. Put funds to this not studies or band aid solutions that may only last a few years with population growth.	6	<p>Council supports upgrades of state roads across the whole of the Northern Beaches, including Mona Vale Road and Wakehurst Parkway as well as other improvement projects across the Network. Council is currently working with Roads and Maritime Services on the upgrade of Mona Vale Road from two to four lanes between Terrey Hills and Mona Vale. These works are expected to commence shortly.</p> <p>Disruption of traffic flow on the Wakehurst Parkway is largely a result of flooding plus congestion at the intersection of Warringah Road. Works are currently being undertaken at the Warringah Road intersection to improve traffic movement as part of the development of the Frenchs Forest Hospital, and will improve traffic flow. The NSW government has also committed \$5 million from the Stronger Communities Fund for Wakehurst Parkway flood mitigation. Council is currently investigating the options for reducing flooding.</p>

Topic	Delivery Program issues	No.	Response
Transport - major corridors	Beaches Tunnel Link – impacts on Manly Dam Reserve need to be considered eg. effects on catchment, bushland, water quality. It will incur a cost in the environment and quality of life, including traffic, stress, air pollution etc. from attracting more traffic.	2	This project is in an early planning stage. A State Significant Infrastructure Application has been lodged by the Roads and Maritime Service with the Department of Planning and Environment. This will identify topics that must be assessed in an Environmental Impact Statement.
Transport - community bus	Oppose the funding of Hop Ski Jump bus as it only serves a limited area, is inequitable, and is deemed unnecessary with the Government's new on-demand service	1	<p>The Hop Skip Jump (HSJ) service has two key aims - to reduce traffic congestion in Manly and to improve social connections. HSJ has an established relationship with the State Transit Authority, which considers it a complimentary service to other transport providers. The Ride Plus on-demand Government service is a distinctly different:</p> <p>Suburbs served: HSJ services Manly, Balgowlah, Balgowlah Heights, Clontarf, Seaforth and Manly Vale, whereas Ride Plus is limited to Manly, Balgowlah and Balgowlah Heights.</p> <p>Routes: HSJ routes target 26 points of interest, transporting 400,000 passengers per year to beaches, sporting and social clubs, attractions, shopping centres and transport hubs. Ride Plus picks up passengers from their homes or nearby, for direct transport to one (in either the Manly Wharf Hub or the Balgowlah Hub zone).</p> <p>Community support: HSJ provides residents with easy local travel, to connect with others, be involved in activities, reduce social isolation and remain part of the community</p> <p>Days: HSJ operates 7 days/ week. Ride Plus operates Monday to Friday.</p>
Transport - RMS practices	Objects to RMS ignoring residents and bulldozing trees that were to be retained eg. Dudley Street Balgowlah. Is Council able to have more say on what they are allowed to do?	1	Noted. Council has worked closely with TfNSW and RMS regarding works to deliver the B-Line improvements and have tried to ensure tree removal is limited. Unfortunately some trees have required removal and to offset these losses, additional trees will be planted.

Topic	Delivery Program issues	No.	Response
Parks and Recreation			
Parks general	There have been no improvements since the amalgamation - services in some areas seem to have declined. Council continues to respond poorly to resident's concerns about maintenance in Council managed parks, gardens, pools and reserves.	1	A new contract for mowing services has been implemented since the formation of the Northern Beaches Council. In relation to the former Pittwater Council area, mowing services/frequencies have either remained the same or increased in high priority areas such as Apex Park, Village Park and Winnererremy Bay Park. Reserves are mown 10 times per year, with high priority areas now receiving 20 cuts per year.
Parks general	What is the planned parks and recreation website? Will it be an App? Parks need to have better signage first for way-finding eg. Pittwater Park Ferry Wharf Precinct	1	<p>The aim of this project is to improve the quality and useability of web site information about parks, beaches, sportsgrounds, rock pools and other open space areas and facilities. This will better meet the needs of residents, sporting and community groups and visitors to our area. It will also improve wet weather information and simplify the booking process. An 'app' has not been specifically included in this project.</p> <p>New park signage will be rolled out on a priority basis across the LGA progressively. A Wayfinding Plan is currently being developed for the Connecting Northern Beaches (walking and cycling) project. Wayfinding signage will be installed in line with this plan, including key destinations such as Pittwater Park.</p>
Clontarf Reserve	There is no mention of the key project for the Clontarf Area which is the preparation of the Clontarf Reserve Masterplan and restoration of the Clontarf Pool. These have been committed by Council in 2018	1	This is a Council project for 2018/19 financial year. While it is not listed in the Delivery Program, it is a key priority for the Parks and Recreation Service and is funded through an operational budget
North Harbour Reserve	Poor condition of assets at North Harbour Reserve - many problems with the current condition of park furniture, rubbish bins, stairs and trees. Council seems preoccupied with "building new things" while neglecting the backlog in maintenance.	1	Council will review and action. Staff are currently working with the resident group to address identified concerns.

Topic	Delivery Program issues	No.	Response
North Harbour Reserve	North Harbour Reserve amenities: no reference in the Budget Papers of the allocation of funds for the completion of this work, the first phase was completed in 2016.	1	These amenities are currently being renewed.
Terrigal Reserve	Terrigal Reserve, B86 Terrey Hills: needs an upgrade, as nothing had been done to it in over 20 years. It was apparently planned for 2018, but it is now delayed. When will it be done?	1	Council will start developing a new Open Space Strategy for the Northern Beaches in 2018/19, to guide the renewal and development of parks and playgrounds throughout the Northern Beaches.
Palm Beach	Palm Beach Beachfront Landscaping plan does not appear in Delivery Program, despite promised funding from Council \$300 000 and "Connecting Communities" \$200 000. Some \$400 000 was promised from NSW Government via Rob Stokes. When will these funds be used?	1	The project is fully funded, excluding the boardwalk identified in the masterplan, through the program Foreshores New and Upgrades.
Council role	Opposes Council funding actions that are State Governments responsibility e.g. policing Manly at night; children's services. Building on an oversupply of children's playgrounds - doesn't need four within walking distance of home for his grandchildren.	1	<p>Council takes a whole-of-community approach to its activities. It works closely with the Police regarding issues that are of concern to the broad community. If criminal activity is occurring in the writer's area they should contact Police at that time.</p> <p>Council plans the provision of its playgrounds from the three former councils' playground strategies, which identify the community demand for playgrounds within walking distance. During 2018/19 a new strategy will be prepared for the whole Northern Beaches to set future priorities.</p>
Sports - Tennis	Tennis needs better planning: just as team sports have good planning and funding, tennis needs better planning, especially as Council has various tennis assets.	1	It is planned to develop a forward plan for tennis and other sport and recreation facilities on Council land from 2020/21 following completion of the Open Space Strategy (including for playgrounds) and the Mountain Bike Strategy.

Topic	Delivery Program issues	No.	Response
Sportsfields	Oppose \$20m funding of synthetic sports fields as it is expensive, favours sports clubs, and limits passive use by residents. Would like to know the planned locations.	1	<p>Council's Sportsgrounds Strategy (2017) identified a current and growing shortfall in sports fields. Forecasts indicate playing numbers will continue to grow particularly in women's sport. Following extensive consultation the community supported the need for more sportsfields, with actions including the conversion of some to a synthetic surface.</p> <p>Synthetic fields allow more sport to be played than natural turf fields, as they can cope with greater hours of use and enable play in wet weather. They are also available for active and passive use by residents when not being used for sport training and competition. Locations identified for synthetic fields were Cromer Park (completed 2018) and Lionel Watts (to complete in 2018/19). Other potential locations are also being explored for a range of sports, including hockey, in line with the adopted Strategy.</p>
Dog exercise areas	Council should be providing more off-leash dog exercise areas, such as certain beaches at certain times of day. There is no mention of this in the plan.	1	<p>Council is committed to improving facilities for dog owners. At the 27 February Council meeting resolved that:</p> <ol style="list-style-type: none"> 1. Council endorse a draft Northern Beaches integrated policy for unleashed dog exercise areas and dog management, to be presented to Council for consideration by September 2018. 2. Council endorse a 4-year plan to be developed to guide the upgrade of unleashed dog exercise areas, based on the principles outlined in this report. 3. The 4-year plan include options to spread the high demand on existing unleashed dog areas through a range of strategies, such as promoting existing sites and providing additional ones. <p>The Delivery Program does not distinguish different users of parks and open spaces. However, it does propose improvements to unleashed dog areas as a part of broader works e.g. Year 1 (2018/19) includes works on the unleashed dog exercise area at Frenchs Forest Showground, as part of the \$3.8million implementation of Glen Street master plan.</p> <p>A further \$100,000 is allocated for dog park infrastructure in the 'Reserves – new and upgrades' program. Council is currently working with local dog advocacy groups on priorities for improving off leash areas.</p>

Topic	Delivery Program issues	No.	Response
Walking Pittwater APP	Urges that the "Walking Pittwater " App be re-activated as a valuable community resources, especially with extension of coastal walkway and Palm Beach walkway	1	Council will investigate 'apps' and develop ways to promote walking trails across the Northern Beaches in 2018/19 and if required seek funding for 'app' development and implementation in 2019/20.
Narrabeen Lagoon trail	Supports Narrabeen Lagoon aquatic boardwalk project.	1	Support noted.
Narrabeen Lagoon trail	Narrabeen Lagoon aquatic boardwalk: Concerned at huge cost with starting price estimate of \$1,350,000 = \$7,500/ linear metre which seems unjustified. Trail users don't expect an ultra-smooth path. Instead simply block off the "Dangerous Section" and install a crushed sandstone path detour along the shoreline, meandering between trees and rocks. Costs would be closer to \$1000/linear metre x 180m = \$180,000. Keep to the original concept of a simple trail beside the local Lagoon, enjoying the closeness to a natural shoreline landscape and wildlife, and make massive savings with a simpler project.	1	<p>Council has explored the options of doing nothing, widening the existing path and constructing a boardwalk along the shoreline, as well as the preferred option of an overwater boardwalk.</p> <p>The 'do nothing' option is unacceptable as there have multiple near collisions due to the narrow path in this section, and provides a poor experience for users. Widening the existing path requires removing all vegetation on the bank, infilling, and constructing a retaining wall in the lagoon, resulting in unacceptable environmental impact. The foreshore in this section is an Endangered Ecological Community, thus a boardwalk would have too high an environmental impact.</p> <p>The proposed alignment and path type has been identified to minimise environmental damage, and to provide a safe and suitable user experience.</p>
Environment and Sustainability			
Narrabeen Lagoon condition	Dredging of the lagoon should be considered as it is silting up very quickly.	1	<p>While some areas of the lagoon around creek deltas do accumulate sediment, research clearly shows the main body of the lagoon is not silting up. The lagoon water levels do fluctuate depending on whether the lagoon is open to the ocean, which can give the impression that it is becoming shallow, when actually the water levels are just lower.</p> <p>In relation to the entrance, it has closed due to sand being naturally pushed into the mouth, and very little rainfall being available to flush the sand out. Council continues to monitor the entrance to break it open to the ocean when levels allow, primarily to manage flood risk and water quality.</p>

Topic	Delivery Program issues	No.	Response
Warriewood Wetlands	Concerned about drop in amenity and condition of Warriewood Wetlands. It is being choked with fast growing vines strangling the native trees and shrubs. Rubbish and bottles are accumulating and there is no regular maintenance.	1	Council has been managing weeds in the wetlands for many years, reducing the extent of weed distribution, and will continue to. While the wetlands contain both native and introduced vines, the impact of vines is being assessed and addressed as appropriate. Council's bush regeneration contractors do some rubbish removal as part of their routine work, along walking tracks and reserve edges. Council addresses more substantial dumpings when they are reported to, or identified by staff.
Natural environment expenditure	What is your expenditure on managing the natural environment, and how does it compare to what has been spent in the past? Merger savings should improve management of native flora and fauna. What is budget for bush regeneration, pest species control, landscaping with native plants, promotion of volunteer bushcare, or conservation?	3	Council continues to allocate the same funding as the former Councils for management of the natural environment, including annual CPI increases since amalgamation. Council delivers ongoing services and programs to protect, preserve and manage bushland, biodiversity, catchments and coasts, as well as volunteering programs. Council reports quarterly and annually on its actions and achievements, including environmental performance measures outlined in the Delivery Program D96and Community Strategic Plan.
Crown Land transfer program	Priority areas for the Crown Land Transfer Program to protect the environment are around Manly Dam, Mermaids Pools and nearby Sydney Water land.	2	<p>Council highly values the intrinsic environmental and social benefits of these lands and will continue to represent the community in this regard and to work towards their protection in the future.</p> <p>As part of the NSW Governments amendments to the <i>Crown Land Management Act 2016</i>, all Crown Land in NSW is under review in collaboration with Land Councils and local government to ensure that land within the NSW Crown Estate is held by the most appropriate landholder. Crown lands with high environmental values are well distributed across the entire Northern Beaches.</p> <p>Regarding land by the Mermaid Pool, our position is unchanged - Council will review the zoning of the parcels, as part of a larger review of LEP anomalies. In particular, these parcels would be considered in the context of other anomaly parcels across the Northern Beaches that may have conservation significance and warrant alternative zoning.</p>
Aquatic Reserve Masterplan	Supports the development of Aquatic Reserve Masterplan (Manly Dam Reserve).	1	Support noted

Topic	Delivery Program issues	No.	Response
Aquatic Reserve Masterplan	<p>Concerned that the Aquatic Reserve Masterplan for education and recreation may compromise environmental conservation. High conservation value bushland has already been lost from the reserve due to Dept Education expansion at Manly Vale Public School. Concerned about:</p> <ul style="list-style-type: none"> • more loss if Forest High is moved • More recreation use and impacts from population growth in Frenchs Forest precinct • Regional playground is taking up too much open space and bushland, and is inconsistent with the Park's environmental values • Key stakeholders should be consulted directly on the park's future eg. Save Manly Dam Catchment Committee 	4	<p>The concerns are noted and will be considered during development of the Masterplan, which will undergo community engagement.</p>
Single use plastic bottles	<p>Single use plastic bottles: consider banning the sale of all PET bottles within the Council's area within 3 years, unless the waste industry increases its recycling and stops stockpiling. Install more water refill stations, especially in Manly.</p>	1	<p>Council has adopted, and is implementing, a Single Use Plastics Policy. More than 15 water 'fountains ' have been installed for refilling reusable water bottles. Council also has 10 temporary water fountains to supply for events held on Council land. Staff continue to work with businesses and community groups to reduce reliance on single use plastics.</p> <p>Council is also working with the State Government to deploy reverse vending machines for the Container Deposit Scheme, to increase recycling and reduce litter.</p>
Waste collection	<p>Oppose spending on bin replacement as it is a waste of funds and resources. Most are working well and should be replaced as needed.</p>	6	<p>Council's bin stock is ageing across the Northern Beaches, beyond the expected bin life of 10 years. More than two thirds are over 10 years old; many are over 20 years old.</p> <p>It costs much less to replace the bins at the start of the new waste collection contract in mid-2019, than to be charged a premium to replace and repair them over the 10 year life of the contract. Costs are escalating exponentially, so ad-hoc replacement and repair does not achieve the kind of savings Council is committed to delivering for residents.</p>

Topic	Delivery Program issues	No.	Response
Community, Arts and Culture			
Aged services	What do you do for retired people who get no pensioner discount?	2	<p>Regarding the rates charges, eligible pensioners are entitled to a rebate under the Local Government Act 1993, and Council offers a further voluntary rebate to eligible pensioners. Further information is available on Council's website: https://www.northernbeaches.nsw.gov.au/council/rates-and-council-fees/pensioner-concession-information</p> <p>The Community, Arts and Culture service has a team of Community Development Staff who provide a range of programs for all people, including catering for aged and disability issues.</p>
Aged services	The Delivery Program contains no specific measures to support seniors or people with disabilities	1	<p>While the Delivery Program does not list all the ongoing services and programs, some of the key programs are:</p> <ul style="list-style-type: none"> • Developing a Social Plan • Developing specialised plans eg. youth, aged, CALD, disability • Online disability inclusion and access information hub • Disability education and awareness • Hop Skip Jump bus service • Meals on Wheels <p>Council also provides 41 Community centres, arts and cultural facilities, as well as ongoing programs for volunteers, community safety, and community grants. Council's website has further information on what is available in seniors programs and Disability services: https://www.northernbeaches.nsw.gov.au/services</p>
New Creative Space	Requests information on the new Creative Space budget and consultants reports. It was allocated \$1m, and it seems that \$16,000 has been spent - on what?	2	<p>Expenditure to date has been on site analysis, consultation and preparation of some early concepts.</p>
Art trail Coastal Walkway	Requests information on budget for the Coastal Walk art trail - shortfall of \$100,000 in the total budget of \$2m	2	<p>The budget of \$2 million was allocated to the project in 2017, with \$100,000 allocated to 2017/18. The remaining \$1.9 million was allocated in the Delivery Program 2018-2020.</p>

Topic	Delivery Program issues	No.	Response
Art trail Coastal Walkway	Supports the provision of the coastal walking track and art track.	2	Support noted
Cultural Strategy	Need a broader cultural strategy, not just arts strategy. This should be based on sound information such as a cultural infrastructure audit or map (similar to the Avalon Beach Cultural Map), as well as external specialist advice. Why is the Council progressing a number of cultural infrastructure initiatives without data that identifies available assets and gaps in provision? Want more detail on Materials and Contracts budget 2018/19	1	The current Arts Strategy being developed includes creative and cultural initiatives, as well as a cultural infrastructure analysis. The current infrastructure projects were prioritised through a range of information and consultation sources, including 10 months of valuable deliberations by a Strategic Reference Group. Regarding Budget detail - consolidated figures on materials and contracts are provided at a service level, and managed throughout the years, in response to needs and priorities.
Other Services			
Libraries	Supports the spend on libraries and keeping them updated as a valuable comment resource	1	Noted
Strategic Planning projects	Support a range of projects that provide better planning outcomes eg. Avalon and Mona Vale Place Plans, Affordable Housing Policy, LEP, Pittwater Waterway Review	1	Support noted
Development pressures	Need to have infrastructure in place before development, and protect our bushland and open space.	1	Council continues to lobby the State Government for appropriate infrastructure to support our growing population. Local Infrastructure is funded from developer contributions, and collected at the time of development. Sufficient funds need to be collected in order to pay for the infrastructure, so there is always a delay between development and provision of local infrastructure
Development pressures	Concerned that Council will become more development-centric, supporting more high rise development across the LGA to increase the rates income	2	Council is required to meet housing targets set by the State Government. Council continues to work with the community to achieve our target using a sustainable approach to development.

Topic	Delivery Program issues	No.	Response
Sustainable precincts	Sustainable Precincts: while the building credentials may be green, the projects will impact the natural environment by making them less natural, more urban. At Ingleside this will mean the loss of bushland and rural land that protects catchments. At Frenchs Forest: "...a vibrant town centre with a variety of new housing and employment opportunities along with new transport infrastructure", makes no mention of education as part of the precinct, and its relevance to employment. It will result in the loss of natural bushland at the current and proposed sites for Forest High.	1	<p>The Ingleside Precinct has been identified for land release since the 1960s. Council is committed to pursuing sustainable outcomes, integrated into the investigations process and setting suitable goals for a new sustainable precinct. The Government supports this, and has committed to pursue biodiversity certification, to ensure no net loss of flora or fauna.</p> <p>Detailed design of the Frenchs Forest Town Centre is underway. Key design considerations are retaining the existing natural bushland; and co-locating the town centre and hospital for employment opportunities. Investigations are underway to relocate the Forest High School to Aquatic Reserve. A Masterplan of the new precinct will be reported to Council later in 2018.</p>
surf clubs	Supports upgrades to surf clubs but feels that working parties established to design these facilities shouldn't be limited to surf club stakeholders. They should include general community representatives to ensure adequate consideration and space is allocated for facilities available to the general public such as public amenities	1	Support noted. The development of new buildings on community and Crown land does not just affect the primary user. Thus the wider community is engaged in the process of design review, in line with Council's Community Engagement Framework.
Pasadena	Objects to use of scarce funds to purchase Pasadena when there is little justification. The Pasadena has been an eyesore for years but it was a great restaurant and venue, an asset to Church Point. The former Pittwater Council had the opportunity to buy it, but it was bought by another party for \$2.4 million. Now that it is revitalised, Council wants to compulsorily purchase and demolish it with a State grant. Then spend more money making a park, when there is already one at McCarrs Creek down the road. Objects to rate rise to fund these kinds of decisions.	2	There is no proposed rate rise for this acquisition. The funds for this acquisition are from a NSW Government Grant, not rate revenue or other Council funds.

Topic	Delivery Program issues	No.	Response
Public amenities	Compliments the quality of the works to public amenities at Warriewood beach compared to Dee Why beach public amenities	1	Support noted
Foreshore works	Supports a range of projects in Pittwater ward that improve foreshore and other facilities eg. Palm Beach Pavilion, Whale Beach amenities, Crown Lands Transfer Programme.	1	Support noted
Pop up cafes	Disagree with Council spending \$155,000 on Pop up cafes and other commercial activity, as these can undermine established businesses. This is not council's role.	1	<p>Noted. Council properties are used for a range of civic, community and commercial purposes. Facilitating appropriate commercial activities on Council land benefits the community as it stimulates local economic activity, activates spaces and contributes to a range of outcomes in the Community Strategic Plan. It also provides Council with additional revenue which can be used to improve services and facilities.</p> <p>This capital project has been removed from the final Delivery Program, as each commercial activity will be proposed on its merits using a business case. Should capital funds be required, this will be noted within the business case at the time of seeking approval.</p>
Currawong Cottages	Currawong Cottages: What provision is being made for guest parking? Can a parking fee be incorporated with the accommodation charge, with cars allocated to Woorak Reserve overflow area?	1	This has not been done in the past but will be reviewed for future feasibility

Submissions by Issue - Fees and Charges

Topic	Fees and Charges issues	No.	Response
Fees	Supports harmonisation of fees, as well as the prices at which fees have been set	2	Noted. Most fees have now been harmonised in the Fees and Charges for 2018/19
Parking fees	<p>Expressing concern in relation to the Church Point annual fees for parking vehicles and boats at the wharves for offshore residents. Claims that locals have not had to pay for parking before, and unhappy that they have largely funded the carpark, but Council gets the fees.</p> <p>Objects to the increase in residents annual pass from \$316 to \$500/year in September 2018. It is not warranted as construction cost has been kept to modest levels. The projected higher fee was approved by the former Pittwater Council based on anticipated project costs, and anticipated income from the carspaces.</p>	2	<p>Parking fees have been payable in the Church Point Reserve Pay and Display Carpark for many years, during which any Church Point Parking Permit Holders have been exempt from these fees.</p> <p>The new carpark also entailed other road and associated works under the Church Point Plan of Management developed by the former Pittwater Council, following extensive community engagement. The carpark fees are based on those calculated and supported by Pittwater Council at its meeting on 7 December 2015. With the carpark and associated works requiring a large loan, the fees for the first year of operation were calculated to offset loan repayments, manage demand, and minimise any ongoing subsidy from Council and ratepayers. The fees are then proposed to be indexed in line with inflation.</p> <p>As the fee is in accordance with the business case for this project a change is not supported.</p>
Parking fees	Parking fees Pittwater Park: with fees being capped at \$35-\$40 max per day, this will not encourage turnover of spaces for equitable sharing. Recommend the hourly rate continue with no cap. Refer to the Bitzios Parking Study 2017 on Pittwater Park.	1	The increase in fees is to have a consistent and equitable fee structure across the Northern Beaches, and keep in line with other Councils. The day rates are increasing in order to encourage turnover. The customers paying are also those who are not residents or rate payers, and therefore they are contributing to the maintenance of these areas.
Parking fees	Visitors should pay higher parking fees near the Beaches to encourage use of public transport.	1	The suggested increase in fees is to having a consistent fee structure across the Northern Beaches. This is also to keep it in line with other Councils. The day rates are increasing in order to encourage turnover. The customers paying are also those who are not residents or rate payers and therefore they are contributing to the maintenance of these areas.

Topic	Fees and Charges issues	No.	Response
Parking fees	<p>Manly CBD parking stations fees: unhappy that as an annual pass holder was not notified much earlier about proposed increase in fees. Strongly opposes 40% increase in fees as it penalises those who need their car to run their business and provide local jobs.</p> <p>Need to also make public transport more attractive and affordable for those that don't need their car in Manly.</p>	2	<p>The reason behind the notification provided by Parking Operations was to advise of the change in technology and processes from 1 July 2018 for pre-paid parking in Manly. This required customers to complete new forms to return to Parking Operations. Within the notification there was a courtesy line in relation to the change in fees that were on exhibition.</p> <p>This information had been available to the public for some weeks prior to this notification being sent by Parking Operations. Fees and charges were calculated for consistent and equitable pre-paid parking at all Manly carparks, with a financial incentive for customers to pay annually.</p>
Parking fees	<p>Manly CBD parking stations fees: objects to over 21% increase in charges for Whistler St Carpark. Becoming unaffordable for Manly's key government workers, and many other workers who need to bring their car, work all hours, thus cannot use public transport.</p>	2	<p>Fees were calculated for consistent and equitable pre-paid parking at all Manly carparks, with a financial incentive for customers to pay annually. Weekends are when the car parks are busiest and often full, thus a higher fee (including pre-paid fees) assist in managing this demand</p>
Sporting fees	<p>Oppose any increase in sporting fees and charges</p>	1	<p>The Seasonal Sportsground User Fees for Junior and Senior Players have been increased by CPI. These fees have not changed since a single equalised fee was introduced for the summer sports season 2016/17. Income from these fees partially offset costs of provision and maintenance of sportsgrounds.</p>
Development fees	<p>Most fees and charges are reasonable. Developers should pay higher fees to contribute to infrastructure.</p>	1	<p>DA fees are set by legislation to cover the cost of assessment. Developer contributions are capped by the State Government to \$20,000 per dwelling or lot, unless special exemption is given, as in the case of Warriewood Valley which is \$60,000. Council is currently undertaking a review of developer contributions, to develop an approach for the future.</p>

Topic	Fees and Charges issues	No.	Response
Governor Phillip Park – event fees	Why have Governor Phillip Park special event fees been cancelled? They are nil for 2018/19, but this year they ranged from \$628 (for 0-50 people) up to \$2,365 (for 200+ people).	1	<p>As part of the harmonisation of fees of the three former Councils, certain site-specific parks fees have been replaced with fees that apply across the Northern Beaches, based on the type of activity. This provides more equitable fees. The Special Events - Governor Phillip Park fees from 2017/18 have been deleted.</p> <p>The selection of the appropriate fee occurs when Council's assesses each booking application, and will depend on the nature of the activity eg. local or major events, weddings, filming, commercial use, circus etc.</p>
Governor Phillip Park – Filming fees	Fees for filming, Governor Philip Park: Does Home and Away pay a daily rate for each day that it films? Is the application fee on a daily basis? Is there a charge for Council Supervision? Where are these fees accounted for in the budget?	1	<p>Home and Away does pay a daily rate for each day that it films. The application fee is charged per application (filming application fee plus application processing fee is charged for each application). Applications are usually received weekly during the filming periods.</p> <p>There is usually no requirement for Council staff to attend filming activities on site, including for Home and Away. There are however fees for Council services if required eg. Council lifeguards can be engaged to ensure beach safety. Fees for filming activities, including Home and Away, are accounted for in the operational budget: Parks and Recreation, Venue Bookings, Fees Filming Permits</p>
Outdoor dining fees	Seeking clarification of the proposed licence fee for community land for 2018/19, in particular outdoor dining. Concerned that a 20% increase could challenge the viability of retail businesses	1	<p>The proposed fees for outdoor dining are based on an independent valuation assessment, which reflect movements in the local market. As a result the increase in the proposed annual fee varies across Council's area. Where existing fees are well below market value, it is proposed to gradually phase increases over two to five years, until fair market value is achieved. This is consistent with past practices. Most increases range from 1% to 15% from last year, depending on location. The fees are proposed to apply from 1 July.</p>
Outdoor dining fees	Outdoor dining fees: objects to increase in fees over the last 3 years by around \$120/m2 at Palm Beach (66%) and \$160/m2 at Whale Beach (160%) as it does not nurture business. Inequity with free parking on Crown Land that does not contribute to economy or vibrancy, but outdoor dining is under threat from these price hikes.	4	<p>The proposed fees for outdoor dining are based on an independent valuation assessment, which reflect movements in the local market. As a result the increase in the proposed annual fee varies across Council's area. Where existing fees are well below market value, it is proposed to gradually phase increases over two to five years, until fair market value is achieved. This is consistent with past practices. Most increases range from 1% to 15% from last year, depending on location. The fees are proposed to apply from 1 July.</p>

Topic	Fees and Charges issues	No.	Response
Aquatic Centre fees	<p>Warringah Aquatic Centre fees for annual family passes: Annual passes are too costly, not realistic or affordable at \$1995/ year for a family of 4. Manly is only \$995. Need options for spectators so that the parents / carers of regular swimmers get discount entry, such as a monthly spectator pass.</p> <p>Masters squad at Manly pool is \$15 whilst the similar Swim Fit at Warringah is \$21.60. Objects to the inequity. With a family of children in the Warringah and Big Blue squads, and parent(s) in Manly Masters training plus Swim Fit at Warringah, this costs well over \$2000/ year in pool fees.</p> <p>Need one simple solution family option for both pools with access to classes just like a gym membership.</p>	3	<p>The Manly Andrew Boy Charlton (MABC) Annual Family Pass is low; as it historically was a seasonal pass prior to the upgrade of the centre. This will be amended in the future to better reflect the pass' value.</p> <p>The Warringah Aquatic Centre Annual Family Pass was introduced when external squads were put in place, to accommodate those families who visit the Centre more than four times per week for swimming and/or spectating. The fee is based on two Adult memberships and one child membership. A family is classified as a maximum two adults and three children.</p> <p>The WAC also has stored value entry passes and child monthly passes, which are more economical if swimming less than four times per week. WAC SwimFit is an Adult fitness squad. The fee is the same as all classes eg. Aqua, Yoga etc. A 10-visit pass is available that offers a 10% discount or a six or 12 month membership, which becomes more economical with more visits.</p> <p>It is intended to align the fees in the future once the services have been more fully integrated.</p>
Community centre fees	<p>The fee for Manly citizen's halls is too high, as a teacher of yoga classes. Would like to see it reduced, so they could reduce class fee, attract more attendees and provide more classes.</p>	1	<p>Community Centre fees have been reviewed and the fees for the former Manly Community Centres have been reduced in the draft Fees and Charges. If approved by Council in June the new fees will commence from 1 January 2019.</p>
Community centre fees	<p>Community centre Non-profit fee: Permaculture Northern Beaches supports the proposed new rate commencing in January 2019 for the use Nelson Heather centre for our public meetings and workshop</p>	1	<p>Support noted</p>

Topic	Fees and Charges issues	No.	Response
Community centre fees	Opposes increase in charges to use Terrey Hills Community Centre for a not-for-profit seniors activity of Computer Pals. Costs of using the building have increased 10-fold in the last 10 years, and seniors cannot afford the >\$4500 per year it costs for the group to use the facilities. On what grounds are these charges calculated? The issue relates to Terrey Hills, Narrabeen and Forestville Computer Pals.	1	<p>All community centre fees have been reviewed. Following adoption by Council in June 2018, they will commence on 1 January 2019. The concession rate has been merged and will include those hirers who meet the criteria under Councils Terms and Conditions for Seniors, Disability, Youth and Community Support groups and activities. The fees go back into the costs of maintaining the centres, operational costs including utilities, cleaning and waste.</p> <p>The fees charged to the Computer Pals groups are benchmarked to other seniors groups and organisations that have exclusive use of a Community Centre. Other similar Seniors groups pay \$10.50/ hour, without exclusive use of space. All community centre hirers pay fees and these are considered affordable for the community to hire the spaces. Currently the weekly rate for Belrose Terrey Hills Computer Pals is \$82. Spread over 7 days of exclusive use this amounts to \$11.70/ day.</p> <p>From 1 January the proposed rate will be \$85/ week for the Terrey Hills Computer Pals, same as for the Forestville Computer Pals Club. Being a larger club Narrabeen Computer Pals will pay \$115/ week, same as the Railway Modellers, who have exclusive use of a hall at Collaroy Plateau.</p>
Community centre fees	Community centre fees are too expensive, especially for not-for-profit community groups, and will discourage their use.	1	<p>All community centre fees have been reviewed. Following adoption by Council in June 2018, they will commence on 1 January 2019. The concession rate has been merged and will include those hirers who meet the criteria under Councils Terms and Conditions for Seniors, Disability, Youth and Community Support groups and activities.</p> <p>Fees are benchmarked internally and across other councils, and are considered fair and affordable to hire. All community centre hirers pay fees and these are considered affordable for the community to hire the spaces. The fees go back into the costs of maintaining the centres, operational costs including utilities, cleaning and waste.</p>

Topic	Fees and Charges issues	No.	Response
Community centre fees	<p>Seniors/Disability/ Non Profit fee:</p> <p>Objecting to the proposed fee increase from 1 January 2019 for the Nelson Heather Centre, Warriewood (Angophora/Banksia Room). The fee for Seniors/Disability/ Non Profit is proposed to increase from \$10.35 to \$22.75 per hour (increase of 120.3%) while the increase for other users is modest in comparison. The social impact of the proposed decision would be dire because the exercise and health maintenance programs [including stroke recovery, Parkinson's disease multiple sclerosis and Lungs in Action run by Ingrid van Baren-Davey] would be put at risk. These services are not otherwise available or have long wait lists. The burden of these proposed increases will adversely affect those that are most vulnerable in the community, it is counter to Council's values, and will undermine health benefits for seniors in an ageing population. Some submissions consider it to be discrimination in comparison to other proposed fees for the centre.</p>	8	<p>All community centre fees have been reviewed. Following adoption by Council in June 2018, they will commence on 1 January 2019. The concession rate has been merged and will include those hirers who meet the criteria under Councils Terms and Conditions for Seniors, Disability, Youth and Community Support groups and activities.</p> <p>The 'Seniors Disability Non-Profit Rate' at Nelson Heather Centre for instance, is currently \$10.35 per hour. The 'Concession Rate' will cover all eligible groups, including Seniors/ Disability and other non-profit groups who have limited or no capacity to raise funds - will be \$10.50 from 1 January 2019, in effect the Concession rate increase for these eligible groups is 15 cents per hour.</p> <p>Community Centre hirers fee categories are assessed on the actual hirer, that is if they charge a fee for a private business they are considered profit/Hire fee category. If they are a group that contributes a coin donation towards hire fees they may be non-profit or concession, depending on the group's capacity to raise funds towards hire fees.</p>
Community centre fees	<p>Seniors/Disability fee vs Concession fee:</p> <p>It appears from the Draft Fees and Charges that the Seniors/Disability rate will not apply in 2019. Will those organisations currently using this rate then be charged at the Concession rate? If this is the case, then those organisations will be charged extra, while the current Concession bodies will have their rates almost halved. This appears to be the case for both the Nelson Heather Centre, which we use for an adult disability activity and the Ted Blackwood Hall which we use for a seniors activity.</p>	1	

Topic	Fees and Charges issues	No.	Response
Community centre fees	Concern regarding new community centre hire fees for exhibitions and studio: Council is supposed to be fomenting the arts. Concern at the 32% increase, well above inflation, imposing a significant cost for most artists.	1	<p>When reviewing the fees Council looked into how they compared to similar venues in the region, both Council run and private, and found that fees were substantially less compared to the pricing for similar spaces. Only fees were adjusted which were well below that of similar spaces or markets.</p> <p>Start-up fees at the Creative Space were set well below market standard, to encourage an initial interest in the program. The Creative Space has now outgrown its need to reduce its rates far below any other Council run or private gallery to attract hirers. Even with the increase of 32% for a solo exhibition it is still the most affordable cost for a space of its size we found in our research, and also makes it more equitable with other Council facility hirers for other demographics and programs.</p>
Community centre fees	Fee increase Curl Curl Sports Centre: Object to the increase in fees. Council should be actively encouraging children's sport such as netball, instead of hindering it with high fees. Voluntary sports bodies should not have to fund 71% increase to hire the upstairs room to run the sports season (Currently \$49/day, to rise to \$8.40/hr = \$84 per day) plus new storage fees for Umpires' cupboards. Want to extend netball competition and keep costs low for families. Request to reinstate the daily concessional fee.	5	<p>All community centre fees have been reviewed. Following adoption by Council in June 2018, they will commence on 1 January 2019. The fee review objectives included consistency, equity and there were too many fees with varying rates at numerous centres. Daily rates at community centres were considered inconsistent and the majority of centres hourly rates have been removed.</p> <p>However, on further consideration, and based on a review of the level of fees for other sporting associations, it is recommended that the daily fee be reinstated for this facility only as the key user of the daily fee is the Manly Warringah Netball Association. It is recommended that the daily fee for Curl Curl Sports Centre from 1 January 2019 be \$50, a small increase from the 2018 fee of \$49 per day.</p>

Submissions by Issue – Long Term Financial Plan

Topic	Long Term Financial Plan issues	No.	Executive Manager's Response
Merger comparison	<p>There is little or no comparative data of actual expenditure of the former councils, it is important to show the plans are tracking compared to the amalgamation proposal.</p> <p>With a profit shortfall compared with the amalgamation proposal of \$7.2 million in the first year and \$55 million over the five years, Council should provide the basis for the shortfall and how it may be addressed.</p> <p>The Council should also detail the amalgamation savings and costs over the period from its creation to 21/22, compared to the proposal. This should include the full cost of IT changes and service and wage equalisation.</p>	1	<p>The financial analysis reported in March 2016 was based on the Surplus from Continuing Operations of \$20.6m for the three former Councils at a point in time including Capital Grants and Contributions. The Surplus from Continuing Operations of Northern Beaches Council for 2016/17 was \$48.9m and is forecast at \$71.0m for 2017/18 which is higher by \$28.3m and \$50.4m respectively.</p> <p>Over the five years it is anticipated based on the Delivery Program and results to date that the Surplus from Continuing Operations will total \$186.5m which is \$83.5m higher than the baseline which represents an average increase of \$16.7m over this period. This is significant than that provided in that financial analysis.</p> <p>Caution must be used in assessing these results as it includes Capital Grants and Contributions which vary markedly year on year particularly as a result of grants associated with amalgamation. It is also necessary to look at changes to income related to the introduction of the Northern Beaches Parking Sticker (\$2m) and reduction in domestic waste management charges from the anticipated level of \$4.9m which largely account for the decrease in Council's anticipated Surplus.</p> <p>Council will report savings as they occur in the Quarterly Budget Review process as well as any additional costs associated with amalgamation. Note that the principal savings will occur after May 2019.</p>

Topic	Long Term Financial Plan issues	No.	Executive Manager's Response
Merger savings	<p>The only mention of productivity that is in the long term plan of a 0.2% labour productivity to offset an award adjustment of the same amount. As well as this there is a \$2.5 million employee cost saving for three years and \$ 0.25 million savings in materials and contracts. These seem to flow from amalgamation and appear to be in each year.</p> <p>These seem short of the amalgamation savings of about \$10 cumulative million in the same years.</p> <p>The building of a productivity culture into the council operations will only occur if there is a measure of changes built into the budgets.</p>	1	<p>The Long Term Financial Plan outlines productivity/underlying savings factored into Council finances on page LTFP 15. The projected savings are from workforce efficiencies and reduced salary expenditure as well as reduced cost of materials and contracts. The savings are expected to be available from 2019/20.</p> <p>The savings have been set at a realistic level to ensure Council can achieve these savings without impacting on service delivery. They also reflect the legislative protections for employees which are for a three year period commencing from the Proclamation of the Northern Beaches Council.</p> <p>Beyond this it is not appropriate to set targets which require discrete measures of each saving. With additional costs associated with population increases as well as the addition of significant new assets which incur depreciation and operating expenses including maintenance, it is necessary for Council to take account of this on an overall basis, such that it can continue to maintain a Surplus in each year of its Long Term Financial Plan.</p>

Submissions by Issue - Asset Management Strategy

Topic	Asset Management Strategy issues	No.	Response
Asset Strategy	<p>Natural assets:</p> <p>There needs to be a section on the management of the natural assets before this plan is approved. Environment is mentioned only in the objectives, but only on environmental impact of built assets. The strategy talks of four assets portfolio roads, stormwater, buildings and parks. It seems to ignore the natural assets, e.g. the bush and the beaches. These are the assets that the community value the most according to the surveys so they should be included.</p>	1	<p>The Asset Strategy for councils is typically associated with built assets, due to its links to the Long-Term Financial Plan and statutory reporting requirements.</p> <p>Council is however developing an Environment Strategy for the entire region, which will include an overview of all natural assets to be managed.</p>
Asset Strategy	<p>Renewal of current assets:</p> <p>There was a previous council policy that funds would be used for the renewal of current assets at the current level of quality or better before any funds are spent on new assets. There should be a detailed capital budget, split between renewal and new expenditure. Obviously some new expenditure will be covered by government grants.</p>	1	<p>Council aims to fund renewal to a minimum of a 1 to 1 ratio to depreciation expense in line with Government guidelines. Council's proposed expenditure on new and renewal projects is outlined in the Delivery Program.</p> <p>The Strategy will ensure that Council provides community assets that are value for money through enhanced practices, sustainability and environmental protection. These actions would extend to both renewal and new projects and programs.</p> <p>A list of capital projects over three years split between new and renewal expenditure is proposed to be added to the Delivery Program</p>
Asset Strategy	<p>Prioritising new assets:</p> <p>There appears to be nothing in this plan that details the process for the prioritising of new assets. A process for deciding on the expenditure of S94 funds and surpluses on new capital should be included.</p>	1	<p>Under the Asset Management Strategy, Council will develop a framework over three years to prioritise all asset renewal and new capital works. This framework will be included in future Asset Management Plans, to outline how Council has set priorities for the related asset class.</p>

Topic	Asset Management Strategy issues	No.	Response
Asset Strategy	Involve the community much more in process of identifying priorities for asset maintenance and renewal	1	<p>Council has a customer request system in place to receive feedback and requests from the community, some of which identify assets needing attention. These requests help Council plan its maintenance and renewal programs, to ensure assets are meeting community needs.</p> <p>For large-scale works, there is broad community engagement in the planning stages. Under the draft Strategy, the community will also be engaged on the levels of service regarding our maintenance of our assets in coming years.</p>
Asset Strategy	<p>Concerns regarding asset management and reporting:</p> <ul style="list-style-type: none"> - Need for more transparency and information about the asset maintenance budget - Performance: There are no metrics or KPIs in the draft Strategy. - Reporting in Annual Report Schedule 7: Include performance measures, based on Office of Local Government guidelines for estimating and reporting e.g. Infrastructure Backlog Ratios and other benchmarks, gap between required and actual maintenance <p>This would assure the community that Council's assets are being properly maintained and renewed</p>	1	<p>Asset maintenance activities are provided in Council's annually Operation Plan, and in Asset Management Plans.</p> <p>The draft Asset Management Strategy does yet include performance measures, as these will be developed with the community, after Community and Technical Levels of Service have been established. The draft Strategy also includes periodic community surveys and engagement for ongoing feedback on our asset management.</p> <p>Council's financial reports are consistent with the guidelines of the Office of Local Government. The Strategy will further enhance our asset information in new framework for asset condition, expenditure and performance.</p>

Submissions by Issue – Workforce Plan

Topic	Workforce Plan issues	No.	Response
Staff conditions of employment	What benefits do the staff receive over and above their salary and 35hr week. Cars that are made available to all staff and on what terms. I have looked through your website and cannot find anywhere where the public are made aware of how our money is spent.	1	Staff Terms and Conditions of Employment are in accordance with the Local Government (State) Award 2017
Workforce Plan	Encourage employment of people with real world commercial experience, kept fresh through natural attrition and hiring outside talent. A General Manager who has run a large corporate business can make more positive changes and a real contribution.	1	Noted
Workforce Plan	The number of employees 1,788 made up of 1,253 permanent headcount with a full time equivalent of 1,134 plus 535 casuals with no full time equivalent of the 535 casuals. Can you give details of the FTE of the casuals which I accept will be approximate? Are the 1,253 positions or just number of people at one time?	1	The casual workforce equates to approximately 50 FTE
Workforce Plan	I note that the LTFP has an assumption of 6.5% vacancy rate through the whole year. This is about 75 people at any one time or over 100 if casuals are included. So are the establishment permanent positions really over 1,300?	1	Council has established in excess of 1,300 positions. Councils workforce is made up of full time, part time, casual and seasonal employees and current vacancies which fluctuate throughout the year

Topic	Workforce Plan issues	No.	Response
Workforce Plan	The employee costs assume the 6.5% vacancy at all times. It is not clear if the services must be provided with this level of shortfall in numbers or if the strategy is that the numbers required is increased to assume that there always be vacancies or if the staff just have to cover as best they can with vacancies?	1	Council assumes it will always have a level of vacant positions due to turnover and the requirement for seasonal workers for e.g. lifeguards
Workforce Plan	There is no comment in the plan on level of sick pay. What are the current levels as a % of total permanent hours? Is this level acceptable and is there an objective in this area?	1	Sick Leave is provided in accordance with the Local Government (State) Award 2017. Council is currently consolidating the three former Councils HR information systems to enable meaningful metrics including planned and unplanned leave.
Workforce Plan	Re the Item Design a Northern Beaches Remuneration Framework focussing on “total reward” enhancing our employee proposition: What increased cost has been included in the plan to cover this? Can you confirm if none has been included then the new framework will have no additional cost?	1	There is no anticipated net additional cost.
Workforce Plan	There is no reference to productivity improvement in this workforce plan or about building a productivity improvement culture. Can you confirm if this is the case and why?	1	Council is still undertaking a number of initiatives to amalgamate the three former Councils. Productivity savings of 0.2% are incorporated in Council’s annual budget and continual improvement if a focus for all Council managers and staff. Further improvements will occur over the long term.