

State of the Bay 2011



What's in this report?

State of the Bay is our annual update on how well the city is achieving the vision set out in *FuturesPlan20*, our community strategic plan. For the first time, our annual update is comprised of two documents: the *State of the Bay* snapshot (this document) and *State of the Bay: Legislative Report*. The two documents work together to present a complete picture of our operating and financial results for the 2010-11 year.

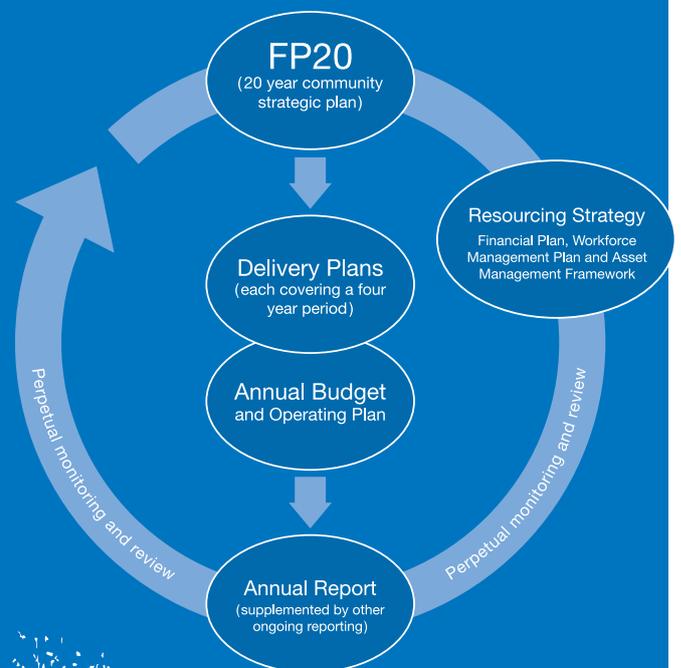
In this document we have provided a snapshot of progress on the 2010-13 Delivery Plan and the items in our 2010-11 Operational Plan, while the detailed information formally required under the Local Government (General) Regulation 2005 is found in the Legislative Report. To read the *State of the Bay: Legislative Report* please visit Council's website or any of Council's offices or libraries.

Measuring our progress

In order to measure progress towards the vision outlined in *FuturesPlan20*, Council has nominated a number of indicators for each theme. Each indicator is measured through data collected by Council or other government agencies and the indicators were chosen as a way of tracking the cumulative impact of all strategies outlined in our Delivery Plan. The indicators do not assume that Council is the sole influence affecting the relevant statistic however, we believe they provide a useful analysis to consider whether our plans are having the impact we want. Data on these indicators are included in the pages that follow.

How does our city plan and report?

FuturesPlan20 is our community strategic plan. It was developed in 2008 through significant consultation with community members, partners and stakeholders. It describes our vision for our city and the directions that we will take to promote a strong and healthy community. *FuturesPlan20* is built around seven theme areas supported by broad directions that will guide our City for the next 20 years. Together these seven themes determine the priorities for our City and the services and projects we deliver. *State of the Bay* presents an annual report to the community on these services and projects and reports a number of key aspects of relevant NSW legislation.



A word from the Mayor



It is my pleasure to present the 2011 State of the Bay Report.

This report provides a snapshot of the 2010-11 year for Council and the City of Canada Bay. It is an important summary of some of the key initiatives undertaken by Council over the twelve month period as we set out

to implement *FuturesPlan20*, our community strategic plan. State of the Bay is presented in two parts: this document and *State of the Bay: Legislative Report*. The two documents work together to present a complete picture of our operating and financial results for the 2010-11 year and meet our formal annual reporting requirements.

Most importantly, State of the Bay is a demonstration of our intention to ensure that residents are fully apprised of Council's work: where we have been successful and also the areas where we have not yet achieved all that we want to. 2010-11 marked ten years since

the City of Canada Bay was created following the amalgamation of Drummoyne and Concord councils. Reflecting on those ten years shows a period of growth, challenge and achievement along the way. We are the fastest growing local government area in Sydney, and it's important that during this major growth phase in the City that we don't lose our sense of community or our vision for the future.

It has been a productive year for the City of Canada Bay, and it is worth remembering that when we developed *FuturesPlan20*, we committed to work together to create a Canada Bay that is engaged, green, healthy, liveable, moving, prosperous; and vibrant. With that in mind, I encourage you to read this State of the Bay report, and to think about what you can do to contribute to this vision over 2011-12.

Let's make 2012 another exciting year for the City of Canada Bay.

A handwritten signature in white ink that reads "Angelo Tsirekas". The signature is fluid and cursive, with a long horizontal line extending from the top of the 'A'.

Mayor Angelo Tsirekas
City of Canada Bay





Our resources

Each year, Council is required to report to the community on its financial performance and position for the year.

Our financial reports contain information about Council's income, expenditure, operating budgets, the condition of Council assets and infrastructure, and notes about the financial management of the organisation. For the 2010-11 financial year, Council's independent auditor PriceWaterhouseCoopers determined the City of Canada Bay to be in a solid financial position,

and that overall Council was financially strong. The result continues the trend of the last three years of a strengthening financial position for the City of Canada Bay. Over this time, Council has increased working capital, paid down debt, not taken any new borrowings and is steadily building cash reserves for future year expenditure commitments. A summary of Council's financial reports is contained in the following table. Further detailed information on our audited financial reports is available in our *State of the Bay: Legislative Report*.

City of Canada Bay	2011	2010
	(\$'000)	(\$'000)
Income Statement		
Total Income from Continuing Operations	73,766	75,664
Total Expenses from Continuing Operations	61,163	58,963
Operating Result from Continuing Operations	12,603	16,701
Net Operating Result for Year	12,603	16,701
Net Operating Result before Grants and Contributions provided for Capital Purposes	427	-816
Balance Sheet		
Total Current Assets	33,344	21,969
Total Current Liabilities	19,675	18,620
Total Non-Current Assets	3,434,382	1,960,781
Total Non-Current Liabilities	1,560	2,303
Total Equity	3,446,491	1,961,827
Other financial information		
Current Ratio	1.69:1	1.18:1
Unrestricted Current Ratio	2.00:1	1.63:1
Debt Service Ratio (%)	1.40%	1.60%
Rate Coverage Ratio (%)	53.20%	49.70%
Rates & Annual Charges Outstanding Ratio (%)	2.20%	2.40%
Building & Infrastructure Renewals Ratio (%)	65.30%	55.40%

An Engaged City

An engaged city is a vision for how local government operates in the City of Canada Bay. This means community engagement and the development of an effective two way flow of information between Council and the community; local decision making which is transparent and works in the interest of the community considering its many and diverse stakeholders; and effective internal processes and controls within Council.

Two-way flow

- Our communication, consultation and engagement mechanisms continued to expand with the delivery of four unique e-zines focused on Council news, local events, doing business in the local area and sustainable living.
- We developed a youth-focused blog which provided an opportunity for young residents to learn more about programs and projects happening in the City of Canada Bay.
- We worked hard to strengthen communication between Council and local sporting and recreation groups and conducted our annual winter and summer sporting forums.

Transparent

- We continued with our efforts to engage with and provide for our diverse community through implementation of our Community Harmony Strategy. For example we delivered a 123 Magic Parenting Courses for Korean Families, ran a weekly (during term time) Homework Club for families from culturally diverse backgrounds, and even used the English language classes held at Drummoyne Community Centre and Concord Community Centre to gather community input into future Library services.
- Our FuturesPlan20 Community Panel was relaunched and while membership has not yet reached the target number of 300, it has grown steadily and panel members have been involved in a number of consultations.

Effective internal processes

- Our Customer Service counters and Call Centre continue to provide quality service for our customers. Over 80% of calls received by the Call Centre are handled within 20 seconds, with an average handling time of 1 minute and 53 seconds.
- Administration of street and parking permits, development applications, construction certificates, animal registrations and facility and program bookings has continued to reach high standards. In the last quarter alone we processed over 3,000 application permits, 457 animal registrations, 633 Section 149 certificates and 451 Section 603 certificates.
- Our ongoing financial management was a critical area of focus with a review of savings, efficiency gains and revenue raising opportunities built into the annual budget reviews. Our 2011-12 Operating Plan and Budget was adopted on 7 June 2011.

Indicators

One of the key indicators identified to measure an engaged city is the proportion of our population engaged in a community activity. A useful way of tracking this is through participation in local community events, and in 2010-11, results were strong, with an estimated 55,000 people attending Ferragosto alone (August 2010).



A Green City

A green city is a vision for the future of our natural environment and for environmental sustainability in the City of Canada Bay. This vision recognises our responsibility as a community to protect the environment and to preserve it for future generations. A green city is both a challenge and a priority for us as an urban area. Establishing a balance between the natural and built environment is critical to the success of this vision.

Leadership

- We ran the annual Sustainability Award program with 80 nominations received (an increase of 48% since 2007) and feedback from award ceremony attendees overwhelmingly positive.
- We manage a city wide Green Business program to support and encourage local businesses to become more environmentally sustainable. As part of the program we ran the Green Business is Smart Business forum, promoted a range of training opportunities and developed a dynamic online resource for business called the Green Business Toolkit.
- Our waste, recycling and garden organics collection and disposal contractor (Cleanaway) continued to meet all contractual obligations.

Protection

- Our focus on identifying and protecting areas of existing vegetation; fauna habitats and riparian zones continued both within Council and with volunteer community groups. Our bushcare activities continued across the city including Yaralla, Brett Park, Sisters and Half Moon Bay, Lovedale Place and Queen Elizabeth Park.
- We delivered a sustainable business program in partnership with Leichhardt Council and Sydney Water. This granted funded collaboration supported small and medium sized businesses to reduce their water consumption. Eighteen local businesses participated with average water savings delivered at double the rate required by Sydney Water.

Sustainability

We delivered a number of environmentally sustainable projects throughout the city in the past year as part of our *Sustaining Our Environment* program, funded under the NSW Government's Waste and Sustainability Improvement Payment (WaSIP). Achievements in 2010-11 included:

- We prepared our *Water Management and Energy Efficiency Plan* and will begin to implement these plans towards the end of 2011. It builds on our Water and Energy Savings Action Plan which were adopted in 2008.
- In the last year, we reduced energy consumption by 188 tonnes of carbon (Co2) emissions. The aim is to continue to reduce our energy and water consumption through scoped projects which were identified by recent audits.
- We developed a *Climate Change Adaptation Plan*, which makes recommendations to mitigate the effects of climate change. The next step is to develop an implementation plan, which will include a comprehensive project schedule that will form the fundamental framework within which actions will be implemented.
- We completed all water leak monitoring audits and identified key leak areas. We are currently updating our water meter asset registers and have reviewed GIS layers to ensure that replaced water meters are updated with accurate information. Over the next year, we will focus on repairing leaks and measuring the amount of water savings achieved.
- Our Sustainable City Committee commenced a plastic bag reduction project. The committee worked closely with Council staff to write an implementation plan which includes developing a resource kit and information package for business, and designing community and business engagement strategies to encourage a reduction in plastic bag usage across the city.
- Our *Treading Lightly* program of free community workshops continued. These hands-on workshops provide the community with the knowledge, skills and practical resources to reduce their impact on our planet.
- We adopted a Sustainable Procurement policy and joined the *Sustainable Choice* program. As part of this project, Council trained over 90 staff and formed a sustainable procurement team which meets regularly to further the development and implementation of this project.



- This year we collected 13,620kg of electronic waste through an annual collection day. Over 380 residents attended the collection with an average weight of waste recycled per participant of 35.2kg.
- We provided free environmental education to 430 students from St Marks and St Mary's primary schools. The sessions increased environmental awareness of sustainability and water efficiency and helped to further develop council-school relationships within the area.
- We successfully worked with Domremy College to ban the sale of plastic bottles from 1 July 2011 in the school canteen. This project funded the installation of two water refill stations with environmental messaging and 1,000 branded reusable bottles which have been provided to all students at the college. The students developed a blog, you tube clip and wikispace to support this project.
- We developed and submitted a **Fleet Emission Reduction Strategy** and joined the NSW State Government Fleetwise program. As a Fleetwise member, we now use an online tracking system to monitor our fleet greenhouse gas emissions.
- We are also moving towards sustainable event management and have adopted a Sustainable Event Management policy and developed a draft Sustainable Event Management guideline and online tool to assist staff with implementing the policy.

Indicators

Tracking progress towards a green city is possible through monitoring greenhouse gas emissions, use of traditional electricity supply compared to alternative renewable sources and use of potable water consumption per capita.

Analysis of greenhouse gas emissions in our local government area shows emissions per capita of 2.27 tonnes of CO₂ (based on household energy consumption only). In comparison to baseline data from 1994-95, this shows an overall decrease in GHG emissions of 8.05% per capita.

Analysis of electricity supply shows that in 2010-11, the total amount of solar energy generated and returned to the grid equated to 728,699 kWh (households only). The total amount of electricity consumed in the LGA equated to 196,517,425 kWh. Taken as a percentage, this shows that around 0.4% percent of energy was generated and returned into the grid an alternative source. This measurement has been calculated using the information presented by AusGrid as no other dataset showing the full range of possible renewable sources is currently available.

Analysis of potable water consumption in our area shows that a total of 7 053 185 kL of potable water was used in 2010-11, or 92 kL per capita. In comparison to baseline data from 1994-95, this shows overall decrease in potable water consumption by 23%.



A Healthy City

Our vision for a healthy city is one in which people thrive through healthy activity, leisure pursuits and connection to a healthy physical environment. In a healthy city residents enjoy good health, can access a range of high-quality community and health services, and enjoy their City because it is safe, accessible and well-connected.

Healthy activity

- 2010-11 saw the official opening of the newly upgraded Drummoyne Oval Precinct. This multi-million dollar project included construction of a new community facility and the renovation and extension of the existing club house. We're delighted that the Department of Regional Australia, Regional Development and Local Government has committed a further \$1.75 million for new floodlights at the Oval this financial year, a project which will ultimately deliver television quality lighting to the facility, allowing international broadcast of sporting matches played at the ground.
- As part of our Positive Ageing Strategy we were pleased to present Ageing Matters seminar series, with all events staged completely booked out.
- Our focus on providing quality playgrounds in the local area continued with extensive community engagement on Alexandra Reserve. The upgrade of the play space at the Reserve is being designed and developed by Council with artist Graham Chalcraft as a public art and play project.
- Our program of recreation facility upgrades, expansions and renewals continued in 2010-11 with a new amenities building and café/kiosk at Nield Park completed.
- We were also pleased to secure funding of \$175,000 through the Sharing Sydney Harbour Access Program to widen an area of the hugely popular Bay Run between Thompson and South Streets, Drummoyne. The project will be a continuation of the development of the Bay Run,

which has provided locals and visitors better access to the harbour foreshore, while turning inaccessible areas and single walking tracks into a combine walkway and cycleway.

High quality services

- The Wellbank Centre, which continues to operate at 100% capacity, had a strong focus on healthy meals and nutrition in 2010-11. The Centre's vegetable garden produced herbs and fresh fruit and vegetables used at the Centre on a day to day basis. The Centre's menu is carefully designed to reflect the individual needs of children including children with special dietary requirements and the Centre's cookbook is being updated for republication.
- Recognising the growing community in Rhodes, we continued our preparatory work on development of a new community centre for the Rhodes community.
- We proudly and successfully operated the Five Dock Leisure Centre in 2010-11. This multi-purpose facility specialising in indoor sports and gymnastics with a state of the art health club attracted 98,218 visits in the fourth quarter of the year, bringing the cumulative total for the year to 304,472 visits, well above the target of 275,000.
- Another major award for Council in 2010-11 was our recognition by Choice Australia for our 'scores on doors' restaurant hygiene program. Our Food Star Safety Program won the prestigious 2011 CHOICE Award for Best Restaurant Hygiene Rating Scheme, beating ten other contenders, including Brisbane City Council and the NSW Food Authority for the top gong.



Well-connected

- We delivered a series of programs and projects aimed at promote community well being. This included a packed calendar of educational opportunities focused on good parenting, staging of the annual Wellness Week and delivery of a series of Public Health Forums (in collaboration with Concord Hospital) covering topics as diverse as preventing falls and stroke.
- We also focused on developing community health, safety and wellbeing programs with emerging culturally and linguistically diverse communities. We provided funding to the Drummoyne Community Centre to deliver English classes and tours of the area for new residents. We presented a Transition to School Session and supported development of the regional Transition to School Booklet which was translated into a range of languages. We fostered a partnership between Concord and Drummoyne Meals on Wheels to supply culturally appropriate meals to clients, and also worked with Ashfield Infants Home on a partnership program to deliver the Stepping Out Development and Art Program and Exhibition and Family Law and Dispute Resolution sessions.
- Working in partnership with the NSW Police (Burwood Local Area Command [LAC]), we focused on implementing recommendations from our Crime Prevention Plan. This included running a number of community safety audits as well as community safety programs. Safety Audits for Five Dock, Cabarita Park and Kokoda Park were completed and a campaign to remind people how to avoid being robbed was undertaken.
- Our Law Enforcement Officers have also commenced use of a newly purchased CCTV camera as part of our efforts to reduce anti-social behaviour in the city. In particular, we are working with Burwood LAC to use this great resource to target graffiti and vandalism.



Indicators

Tracking progress towards a healthy city is possible in a number of ways, including through maintaining or reducing levels of crime against the person or personal property. NSW Bureau of Crime Statistics and Research shows that between 2006 and 2010, recorded criminal incidents of Malicious damage to property decreased (524 in 2006 to 497 in 2010), while recorded criminal incidents of steal from motor vehicles increased (458 in 2006 to 498 in 2010). Recorded criminal incidents of assault (non-domestic violence related) and recorded criminal incidents of assault (domestic violence related) both remained static (150 and 100 respectively in 2006 and 150 and 152 in 2010 respectively).

A Liveable City

The vision for the City of Canada Bay to be a liveable city relates to the built environment within our urban area.

Elements of the built environment include residential buildings, town centres, commercial, industrial buildings as well as the spaces between buildings. These spaces include streets, private gardens, public open space and foreshore areas. Combined, these elements contribute to the character and liveability of the City. Built heritage is another important part of a liveable city. It provides communities with a sense of identity, pride and history and makes an important contribution to the character and amenity of residential neighbourhoods and town centres.

Character

- A major achievement in 2010-11 was the completion of the amended Master Plan for the Rhodes Peninsula. The heavily contaminated former industrial zone has been undergoing remediation for redevelopment since 1997 and to put the importance of this redevelopment in context, the Rhodes Peninsula is anticipated to accommodate much of our City's growth over the next 30 years. The new planning controls achieve a range of benefits to residents with facilities for the community including a \$13 million two storey multi functional community centre, additional open space with a public square, a bicycle parking station, an upgrade of cycle ways and pedestrian pathways with access to the Meadowbank Bridge, a new amenities block at the northern end of the Peninsula and a range of road improvements. Council also won plaudits from the Planning Institute of Australia for our work on this project, with a commendation in the Australia Award for Urban Design.
- We reviewed our Pedestrian Access and Mobility Plan to ensure accessibility to public spaces for all residents. We were able to complete work at 26 locations where both single and multiple pedestrian access ramps were installed.
- Recognising the importance of neighbourhood shopping areas to local residents, we also made steady progress on a program of place making studies used to inform town and neighbourhood precinct developments. In 2010-11 Drummoyne was the geographic focus for the program and saw the Drummoyne Village Shopping Centre Action Plan adopted by Council on 19 April 2011.

Heritage

- We have enhanced the local studies collection in Council's libraries by working with heritage and historical societies. Over the year, we added 236 images were added to the Canada Bay Connections database and the Five Dock Public School Jubilee book from 1936 was digitised. We also held three Heritage Week events as well as a special Yaralla exhibition in partnership with the City of Canada Bay Museum.
- We were also able to enhance heritage walking guides for the area through a partnership with the Walking Volunteers program which saw local walking guides reformatted and made available on the website. Over 600 web visits to these documents were achieved during the year. We have also been successful in gaining funding through the State Library of NSW to format the walks and other library information for smart phones. Work on this project will commence in 2011-12.

Indicators

One of the key indicators identified to measure a liveable city is the growth in number of dwellings within the city, which can be used to indicate the diversity of housing available to residents. The indicator we identified in our current Delivery Plan was whether at least 1,200 new dwellings would be constructed by 2013. This number has already been achieved, as 2010-11 saw construction of 1,400 new dwellings. The bulk of these were located in the high growth areas of Breakfast Point and Rhodes.



A Moving City

The vision for a moving city is for well functioning transport and roads in the City. Transport plays a major role in keeping our community physically connected to work, leisure and services. Transport also facilitates the movement of goods and services in, out of and around the City. A moving city means physical community connectivity and access, as well as supporting business and commercial needs through effective transport logistics.

Connectivity

- Our 2010-11 Road Resurfacing Program included a prioritised list of 12 individual street locations to be undertaken. All road re-sheeting work was completed equating to 38,700m² of new road surfacing, while the unseasonal cold weather in May meant pavement rejuvenations had to be deferred to October 2011.
- To support walking as a means of transport, we completed an audit of pedestrian crossings within City to ensure compliance with relevant standards. The audit has been used to develop a five year program of upgrades.
- To support cycling as a means of transport, we completed work on a new section of bicycle path at Taplin Park as well as a section of shared pathway at Queen Elizabeth Park.
- Working closely with the RTA and local Police, our 2010-11 road safety program included a busy schedule of events, promotions and collaborations.
- Recognising that private vehicle use does not suit all local residents, we have an ongoing focus on encouraging car share operators to move into Council's commercial centres. In 2010-11 discussion with car share companies and developers failed to achieve substantial results. Car share companies have indicated that markets in our area are not suitable for car share schemes at this stage.
- We also developed transport access guides for Council's libraries and main administrative centre. In 2010-11 we completed a guide for Five Dock Library and started work on a guide for Concord Library.
- We reviewed our Resident Parking Policy and have now introduced two year permits (replacing annual permits). This should prove more efficient for residents and for administrative purposes. We will review implementation of this over the next year.

- In 2010-11 we were also able to expand one of our much loved transport services, the BayRider bus service. Transport is provided to Concord Library, Concord Hospital, Rhodes Shopping Centre, Five Dock Shopping Centre and Burwood medical appointments on an alternating timetable. To help us deliver this level of community provision in a cost-effective way, we work closely with the Drummoyne Community Centre, who coordinate the service on our behalf.

Advocacy

- We continue to operate the local Traffic Committee. Comprised of representatives of Council, NSW Police, RTA, State Transit Authority, Access Committee, Bay Bug and the State Member of Parliament, the Committee met ten times over the year to provide input on matters affecting local traffic conditions.
- We have continued to act as a catalyst for improvements to roads in our area for which we are not responsible. A special area of focus in 2010-11 was the functioning of the Victoria Road and Lyons Road intersection and we were pleased that RTA agreed to modify operation of traffic lights on Bayswater Street Lyons Road intersection to improve congestion in Lyons Road.

Indicators

One of the indicators we have identified to measure progress towards a moving city is the extent to which use of single passenger private motor vehicle transport to and from work reduces. Transport data from the 2006 census data has been compiled and shows for example that of the 282,000 trips taken in our local government area each week day (on average) 15% are for commuting, 7% are work related business, 8% are for education/child care and 38% are for shopping or social/recreation. When a report on the most recent census is released in 2012, we will be able to compare these key statistics to see whether any change has been recorded.



A Prosperous City

Our vision for creating a prosperous city relies on successful local economic development. The development of a prosperous city requires Council and community investment to create economic wealth so that the whole community can enjoy a better quality of life. Successful economic development is dependant upon creating an effective environment for investment through strategic land use planning and investment in business support programs. Increasing economic capital will also be influenced by the educational, social, and cultural advantages our community experiences.

Economic development

- In 2010-11, our focus for achieving prosperity in the City was to work with local businesspeople to help them create opportunities for sustainable local employment. We looked for and found ways to provide training, promotional support, networking and corporate recognition for local businesses, all with minimal funding allocations and clever partnership and sponsorship arrangements.
- In July, we spearheaded the second Inner West Small Business Expo in partnership with other councils in the region. Over two hundred business people attended the event, with overwhelmingly positive feedback received.
- We operated a small business book club, which hosted authors as diverse as Jon Dee, founder of both Do Something! and Planet Ark; to Stephen Kozicki, author of The Creative Negotiator.
- Working in a formal and innovative partnership with TAFE NSW Sydney Institute, we launched the Emerging Business Program which will deliver Certificate IV in Small Business Management training to local business people from the comfortable surrounds of Concord Library.

Business support

- We also made sure we supported our local businesses to become more sustainable, hosting a feature event, Green Business is Smart Business, and facilitating access to a range of training opportunities as part of a dynamic online resource for business called the Green Business Toolkit.

- We were pleased to sponsor two local business award programs, the Inner West Local Business Awards and the Inner West Business Achiever Awards.
- We provided a steady flow of relevant and timely information to local business people, publishing ten targeted e-newsletters, which saw an increase of 26% in subscriber levels throughout the year (from 963 to 1,220).
- On the promotional front, we ran a series of themed campaigns designed to help local businesses tap into local and regional markets. Wellness Week was hosted from 3-13 September 2010, with 56 local businesses participating.
- Eat Out Every Week is a highly successful campaign that now supports and promotes the local food businesses recently accredited in Council's Food Safety Star Rating Project.
- And in 2010-11, we added a new campaign to the portfolio, Money Month. This program is aimed at supporting residents to become more financially sustainable.
- Grant funding of \$250,000 was secured from RTA to implement elements of the Drummoyne Public Realm Concept Master Plan which is currently in development.
- As part of median strip landscaping on Majors Bay Road, we also completed section two of planting to improve the amenity of the popular shopping precinct.

Indicators

Tracking progress towards a prosperous city is possible through monitoring the number of new jobs created in the city, and the number of businesses registered to operate in the city.

The number of jobs created in the city will be available for analysis with the release of new census data, however unemployment statistics for the area show a reduction in unemployment from June 2010 to June 2011 (from 7.3% down to 6%).

Current statistics from the Australia Business Register show we have 5,246 businesses with an active GST status operating in the city.



A Vibrant City

The vision for a vibrant city captures the energy, cultural diversity and potential for creative community connection. A vibrant city is a place in which there are strong community relationships and cohesion; a celebration of diversity and lifelong learning; and good social support. People in a vibrant city enjoy a range of formal and informal cultural and social opportunities; are actively involved in the life of their City and feel a strong sense of pride in where they live.

Connection

- Over the course of 2010-11 our libraries geared up to implement an exciting new self service system which allows patrons to self-check out items and manage loans using the latest in self service technology (RFID). We decided to adopt this technology to manage the large increase in loans since 2004. In the 2003-4 financial year, Canada Bay libraries lent 386,433 items which increased to a staggering 543,293 in 2008-9, with only a small increase in staff.
- Smartphone users in the City also have access now to enhanced online library services thanks to funding we received through from a Library Development Grant through the State Library of NSW.

Celebration

- Celebrities from sports and media banded together for a smashing game of cricket on Sunday, 19 December to raise funds for Lucas Gardens School at the Battle of the Smashers charity game. A close match was fought seeing the Mayor's XI just edging out the THUMP All Stars XI by a handful of runs in a great game of Twenty20 cricket. Importantly the day raised around \$25,000 for the school.

Support

- Over the year we also kicked off a new project focused on making sure we partner with our young residents in a way that best suits them. Following the success of the regional Youth in Action Summit (YAS) held in April 2010, we launched a new initiative, a youth committee called Project Y. This committee gives young

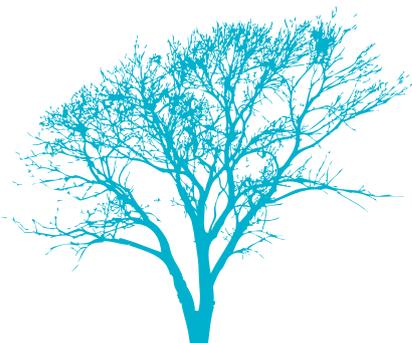
people the chance to work together and help us develop youth events and programs.

- We also embarked on a fantastic project to bring older and younger generations together in partnership. Funded through the NSW Government's Positive Ageing program, our Intergenerational Men's Project saw a group of over 55 year old men mentor local students as they worked together to construct sustainable transport options using carpentry and other building skills.



Indicators

Tracking progress towards a vibrant city is possible through monitoring the percentage of residents that have easy access to and participate in a range of events, services, programs and facilities that support a diverse community experience. Two of the ways we measure this indicator is through membership numbers at libraries and the number of cafes, bars, clubs, cultural venues and recreational facilities registered to operate within the city. At the end of 2010-11, Council's Library membership was a very healthy 41,515. That included 2,317 young adult members and 5,390 junior members. And current statistics from the Australia Business Register show we have 425 hospitality businesses with an active GST status operating in the city.



Councillors

NSW local government elections are held every four years, with the next election to be held in September 2012. The City of Canada Bay has nine elected Councillors, including a Mayor elected by popular vote every four years.

In addition to the Mayor Angelo Tsirekas, these are your elected Councillors.



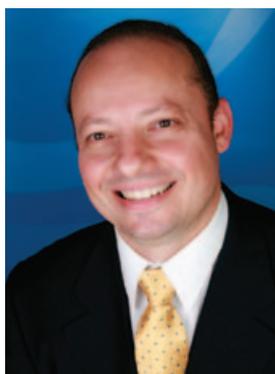
Angelo Tsirekas
Mayor



Cr Jeanette O'Hara
Deputy Mayor



Cr Mirjana Cestar



Cr Tony Fasanella



Cr Neil Kenzler



Cr Helen McCaffrey



Cr Michael Megna



Cr Marian O'Connell



Cr Pauline Tyrrell

Helpful contact details

Canada Bay Civic Centre

1a Marlborough Street, Drummoyne

Open Mon-Fri 8.30am-4.30pm

Ph 9911 6555 Fax 9911 6550

Email council@canadabay.nsw.gov.au

www.canadabay.nsw.gov.au

Waste Hotline: 1300 551 659

Available 8am-5pm, Mon-Fri

Information about collections, missed services, damaged, stolen, additional bins and commercial services.

Wet Weather Hotline: 9911 6375

Information about the impact of wet weather on Council's parks and sporting fields.

Five Dock Library: 9911 6310

Level 1, 4-12 Garfield St, Five Dock

Concord Library: 9911 6210

Cnr Wellbank and Flavelle Sts, Concord

Opening hours vary. Contact your local library for more information.

City of Canada Bay Museum: 9744 8528

1 Bent Street, Concord

Open 10am-4pm, Wed and Sat



Feedback form

FuturesPlan20 is a 20 year vision developed with our local community members, stakeholders and industry experts interested in having a say about the City's future. While it provides the framework for the operation and expenditure of Council, it can only be achieved through cooperation and collaboration.

Your feedback, ideas and questions about how we can work together in 2012 is important, so please take a moment to provide your comments on the form below. You can return it to Council by mail at

Locked Bag 1470
Drummoyne 1470

by fax to 9911 6550

by email to council@canadabay.nsw.gov.au

or in person at either of Council's libraries or our Customer Service Centre at 1A Marlborough St, Drummoyne.



In 2012, I would like to see Council focus its activities and expenditure on

Please outline how you selected your top priorities

What areas of cooperation and collaboration would you like to see Council pursue in 2012?

How would you like to be involved in contributing to FuturesPlan20?

Other comments....



