

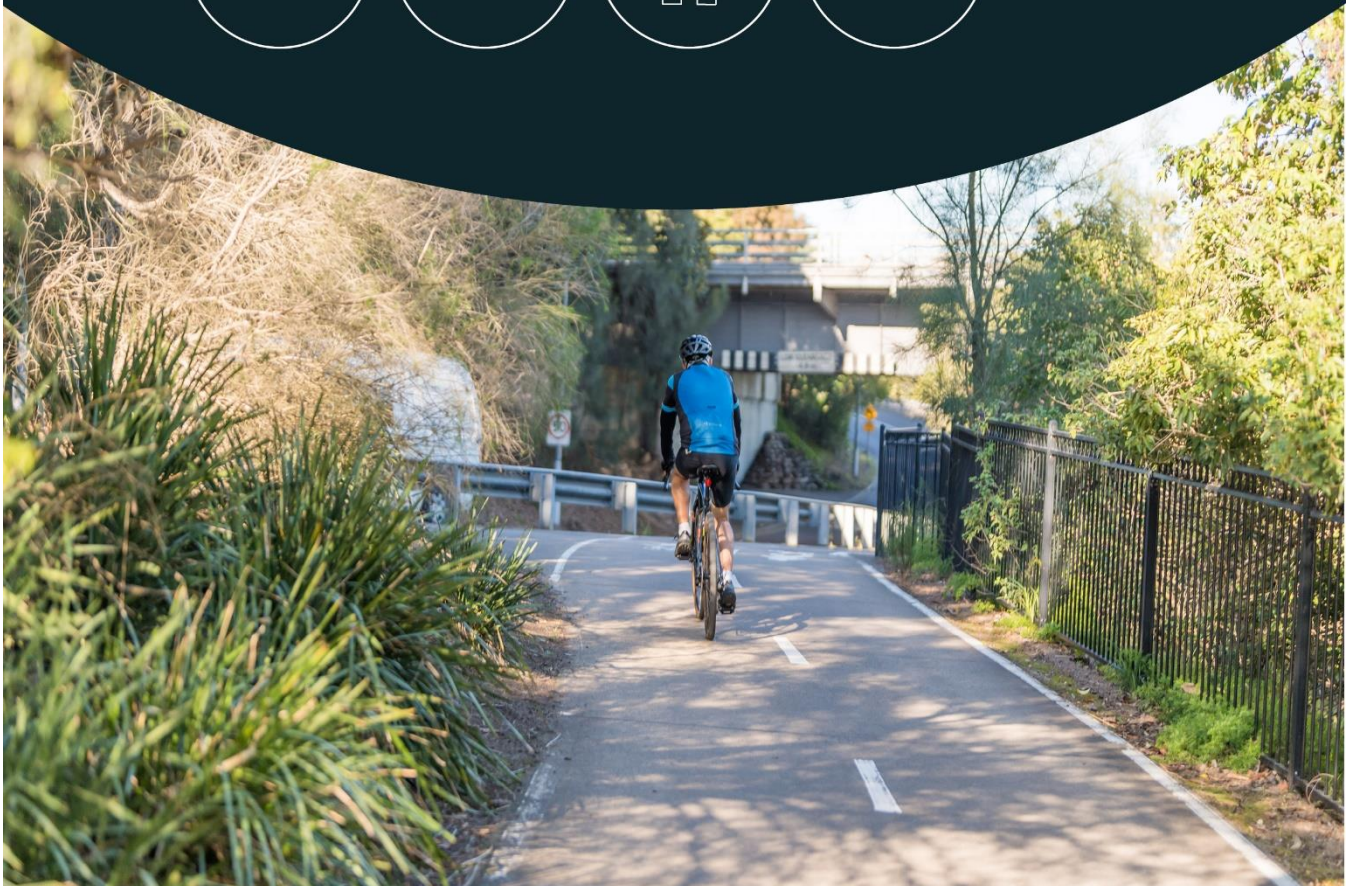


Lifestyle and opportunity
at your doorstep

2024/2025

OPERATIONAL PLAN

PROGRESS REPORT OCTOBER – DECEMBER 2024



We are pleased to present the City of Ryde's Second Quarter Progress Report for 2024-2025.

This report provides a progress update focusing on the operational performance of the City of Ryde during the October to December quarter of the 2024-25 Financial Year and documenting our performance in delivering both our 2024-2025 One-Year Operational Plan and 2022-2026 Four-Year Delivery Program.

It reflects the Council's commitment to the social, economic, environmental, and governance principles that are important to our community. It provides an overview of the services, programs, projects, and benefits that the Council invests in and delivers to our community.

The City of Ryde is a part of the Northern Region of Sydney, Greater Sydney, and New South Wales. Establishing and maintaining strong relationships with government agencies, neighbouring councils, businesses, community groups, and key stakeholders to plan and shape the City's future has continued to be a key focus for the Council during this period.

Readership

This report is intended to provide important information to a broad and diverse range of stakeholders including City of Ryde residents and ratepayers, local businesses, non-government organisations, our partners, visitors, and government departments and agencies.

Accessing this report

This report is available on the City of Ryde website at

<https://www.ryde.nsw.gov.au/Council/Plans-and-Publications/Four-Year-Delivery-Program>

Language assistance

We are committed to providing accessible services to people within our community and customers from culturally and linguistically diverse backgrounds. If you have difficulty understanding this Progress Report, please call the Translating and Interpreting Service on 131 450. We also have some staff trained as Language Aides to assist you in languages other than English.

Further information about this report

Telephone

Call the Customer Service Centre on 9952 8222.

Acknowledgement of Country

The City of Ryde would like to acknowledge the Traditional Custodians of this land, the Wallumedegal (or Wattamattagal) clan of the Darug nation.

The City of Ryde would also like to pay respect to Elders past, present, and emerging, and extend that respect to other Aboriginal and Torres Strait Islander people.

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A Message from our Chief Executive Officer

I am pleased to present the second quarterly progress update for the City of Ryde's 2024-25 Operational Plan, being the third year of Council's 2022-2026 Four Year Delivery Program.

It was another busy and productive period, beginning with the official swearing in of City of Ryde's first popularly elected Mayor Trenton Brown and the 12 Councillors who form the elected body for this new Council term. At an Extraordinary Council Meeting on 15 October 2024, Cllr Sophie Lara-Watson was elected Deputy Mayor for a 12-month term, and I congratulate her on the appointment.

This new Council body has already made significant progress on two of the issues most critical to our fast-growing community - the establishment of a much-needed Ryde Civic Centre and the protection of vital open space at the TG Millner Fields site in Marsfield.

At the 10 December 2024 Ordinary Council Meeting, Council identified 150-156 Blaxland Road, Ryde as the optimal site for a potential town hall and any additional cultural and community facilities. Council also resolved to engage a suitably qualified company for an Expression of Interest campaign to test the market potential for a long-term leasehold of the adjacent 1 Devlin Street site, which currently features the infamous 'hole in the ground'.

At the same meeting, Council also made an important decision on the TG Millner Fields site, which has been the subject of a passionate and ongoing community campaign against a proposed housing development on what should be essential public open space for current and future residents of Ryde.

Without any support from either the Federal or State government, Council reassessed its priorities around critical infrastructure for open space and identified the additional funding required for the compulsory purchase of the TG Millner site.

On that basis, Council resolved to recommence the acquisition process for this key 6.2ha site of quality open space, which must be protected from developers' bulldozers.

As part of Council's focus on critical infrastructure, we have also commenced preliminary planning for a number of other crucial projects, being: Christie Park; Stages 3 and 4, Ryde Aquatic Leisure Centre (RALC) multi-deck car park and tennis courts, ELS Hall expansion – courts and car parking, implementation of further key aspects of the Putney Park Masterplan, Ryde Park Masterplan, Field of Mars Masterplan, Brush Farm Park – Irrigation and Netball Courts, and Shrimpton's Creek Corridor Masterplan.

Council's advocacy for 'striking the right balance' of housing, key infrastructure, and open space, and creating new opportunities with the State Government over its rezoning plans for our Macquarie Park Innovation District (MPID) continued. However, we were blindsided by the release of further details on the Transport Oriented Development proposal on 25 November 2024 which stated the NSW Government will prioritise the delivery of 11,271 new Build-to-Rent homes within this key innovation and enterprise precinct at the expense of 33,813 new jobs.

Council will continue to advocate to strike the right balance between the provision of critical housing, jobs, infrastructure, and services. The state Government's emphasis on Build-to-Rent housing in key employment zones like the MPID is a major concern. Build-to-Rent is a premium product that won't be accessible to many of the front-line workers needing to live closer to their employment in schools and hospitals across the City of Ryde and broader North Sydney region. We will continue our efforts to seek dialogue with the government regarding this type of housing, which has the potential to decimate employment in our globally significant MPID.

On a more positive note, this quarter also saw City of Ryde delivering on the many events and services that are so loved by our dynamic, diverse, and harmonious community. Our famous Granny Smith Festival drew an estimated 80,000 people to the heart of Eastwood on 19 October 2024 and our Youth Creative Competition, Spring Garden Competition, and Diwali Festival of Light Competition were all terrific success stories.

In November, we reaffirmed our commitment to ending violence against women as part of our accreditation as a White Ribbon Australia workplace and in December we launched Empower Ryde, a groundbreaking community initiative designed to foster greater engagement and collaboration among people with disability who live, work, or study in the City of Ryde area.

I commend the efforts of our Council and staff in continuing the delivery of the key projects, programs and services that make a positive difference to the lives of the people in our community.

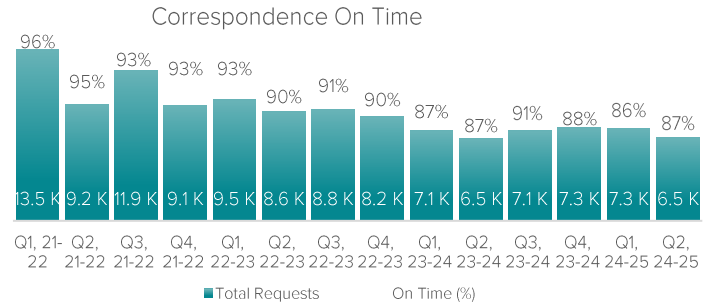
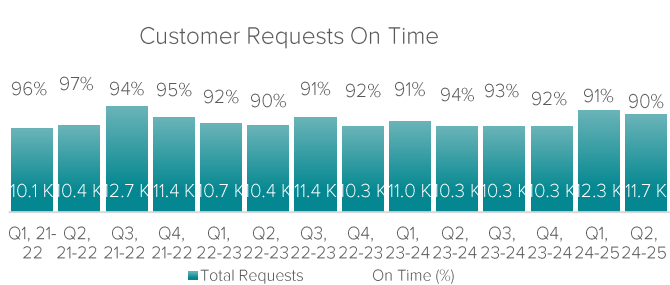


Wayne Rylands
Chief Executive Officer

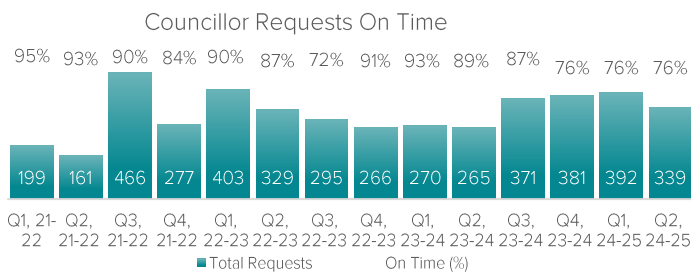


Corporate Snapshot – Key Indicators

Council's commitment to service excellence and responsiveness to the community is reflected within the following key indicators. These trends offer insights into the operational volumes but also underscore our focus on maintaining and elevating service quality for the community. Understanding these trends and insights is vital for strategic planning and continuous improvement in service delivery.

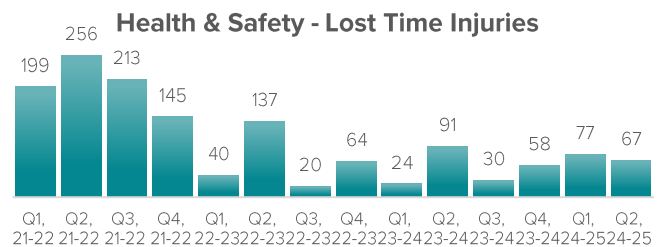


Council has achieved a 90% on-time response rate for customer requests during the current quarter, showing consistent performance. This is supported by an 87% on-time correspondence rate, reflecting Council's commitment to enhancing service responsiveness and efficiency. It demonstrates our adaptability and dedication to meeting the community's expectations promptly and effectively.



Council offers strong support to its Councillors in fulfilling their civic responsibilities. It has set a key performance indicator to respond to Councillors' requests within 5 days of receipt and has consistently met this timeline.

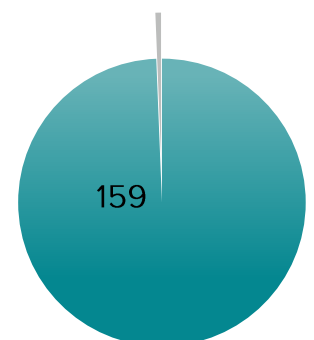
Council's proactive approach to health and safety in recent years has proven effective, leading to a more stable trend in lost time days. This reinforces the Council's commitment to continuously enhancing health, safety, and injury management practices, while also improving the well-being of its staff and the community.



Council is pleased to report progress this quarter on 158 out of 159 projects and activities, all of which are on track. In response to evolving community needs and constraints, Council has adjusted its priorities to address any challenges identified with the projects. Council remains committed to ensuring the successful completion and delivery of these projects and activities as planned.

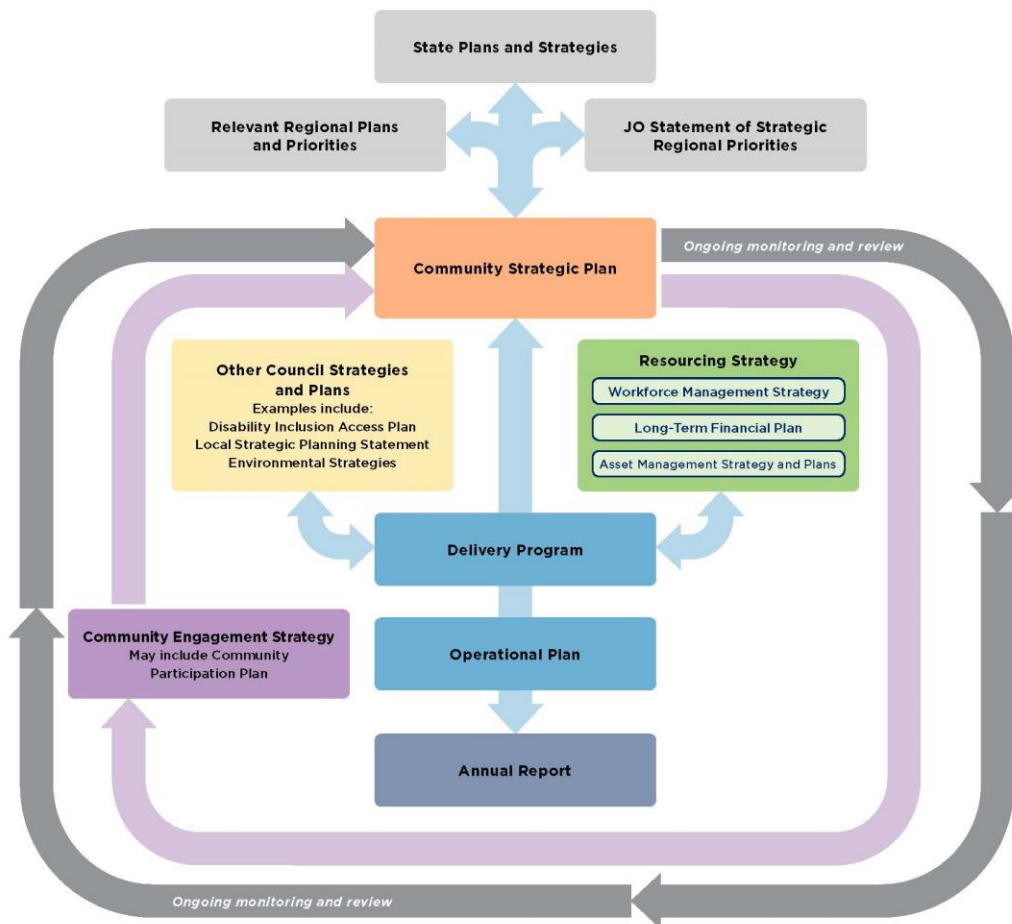
Council Project Statuses

- Not Started
- In Progress
- Delayed
- Cancelled
- Deferred
- Completed



Integrated Planning and Reporting Framework.

Legislation states that we must assess and regularly report on our progress towards implementing the actions in our Four-Year Delivery Program and One-Year Operational Plan. We use the Integrated Planning and Reporting Framework introduced by the Office of Local Government on 1 October 2009.



The 2022-2026 Four-Year Delivery Program details the principal activities that will be undertaken by the Council to perform its functions and deliver on key community priorities as outlined in the Community Strategic Plan.

The Delivery Program provides an outline of how the full range of Council functions and operations will deliver the services expected by the community, as well as the many legislative responsibilities and regulatory functions that the Council is required to implement.

The Operational Plan is a one-year extract from the four years of the Delivery Program and Council term. It identifies the activities, capital works, actions, and projects the Council plans to deliver based on priorities and outcomes identified in the Delivery Program over each financial year. Each of the services and activities is delivered by Council departments, with one or more departments responsible for the delivery of services and activities in any program.

The following table provides an overview of the 16 programs that make up the City of Ryde’s Delivery Program.

Council's Delivery Program and Operational Plan

Contribution to Outcome	Delivery Program	Description
Our Vibrant and Liveable City	City Development	Creating a vibrant and liveable City environment that balances development, land use, amenity, and sustainable growth.
	Community Safety and Amenity	Ensuring high standards of public health, safety and amenity are maintained across the City of Ryde.
Our Active and Healthy City	City Sport and Recreation	Providing community sporting and recreation facilities, parks, and open spaces so residents of all ages can access leisure, lifestyle and recreation opportunities that enhance and maintain their connections with the community.
	Library	Providing high quality, contemporary library services and accessible public spaces so residents have opportunities to participate and engage with others in lifelong learning, recreation, and cultural opportunities.
Our Natural and Sustainable City	Resilience and Sustainability	Protecting and enhancing our natural areas and ecosystems, and improving the overall environmental performance of the City's built environment, managing risk and building resilience as we adapt and grow through changing climate.
	Catchments and Waterways	Improving the health of the City's waterways and foreshore areas and managing the City's stormwater networks to reduce flooding and risk of inundation for private properties.
	Waste and Recycling	Providing comprehensive and convenient waste disposal and resource recovery services for residents and businesses.
Our Smart and Innovative City	City Economy	Supporting an economically diverse and resilient City economy that is globally competitive.
Our Connected and Accessible City	Traffic and Transport	Building a sustainable, safe, convenient and accessible transport system for the City by improving mobility, connectivity, and access for all types of transport.
	Roads	Maintaining the City's extensive network of local and regional road assets to ensure that they remain safe and are in serviceable condition and meet community expectations.
	Paths and Cycleways	Building the City's network of paths and cycleways to increase the walkability of our suburbs, improve conditions for cyclists and connect residents with activity centres and public transport connections.
Our Diverse and Inclusive City	Community Inclusion and Wellbeing	Working to increase social and community wellbeing and empowering people to fully participate in community life.
	Community Connectedness and Engagement	Supporting residents to become connected, engaged and informed and have opportunities to celebrate our culture, build their connections within the community and contribute to decisions that affect the City.
Our Open and Progressive City	Strategic Property Management	Developing and managing Council's portfolio of 320 properties and buildings to maximise their return on investment for the community.
	Service Delivery Support	Providing a broad range of key support Council functions that underpin delivery across all of the programs.
	Governance and Corporate Services	Providing specialist and corporate services to enable the effective governance and operation of the Council organisation.

Reading the following Progress Report

The following pages provide a summary of the progress the Council is achieving in the delivery of the 2024-2025 Operational Plan. A scale of progress, updates, status, and commentary are provided for each of the ongoing activities and functions that align with the priorities and outcomes identified in the 2022-2026 Delivery Program and as being delivered by Council departments.

The 'business as usual' functions in a program that is delivered by Council departments.

The ongoing 'business as usual' activities, which are to be delivered for the year.

Projects (including capital works) to be delivered for the activity for the year.

Commentary about service delivery and the community benefits delivered.

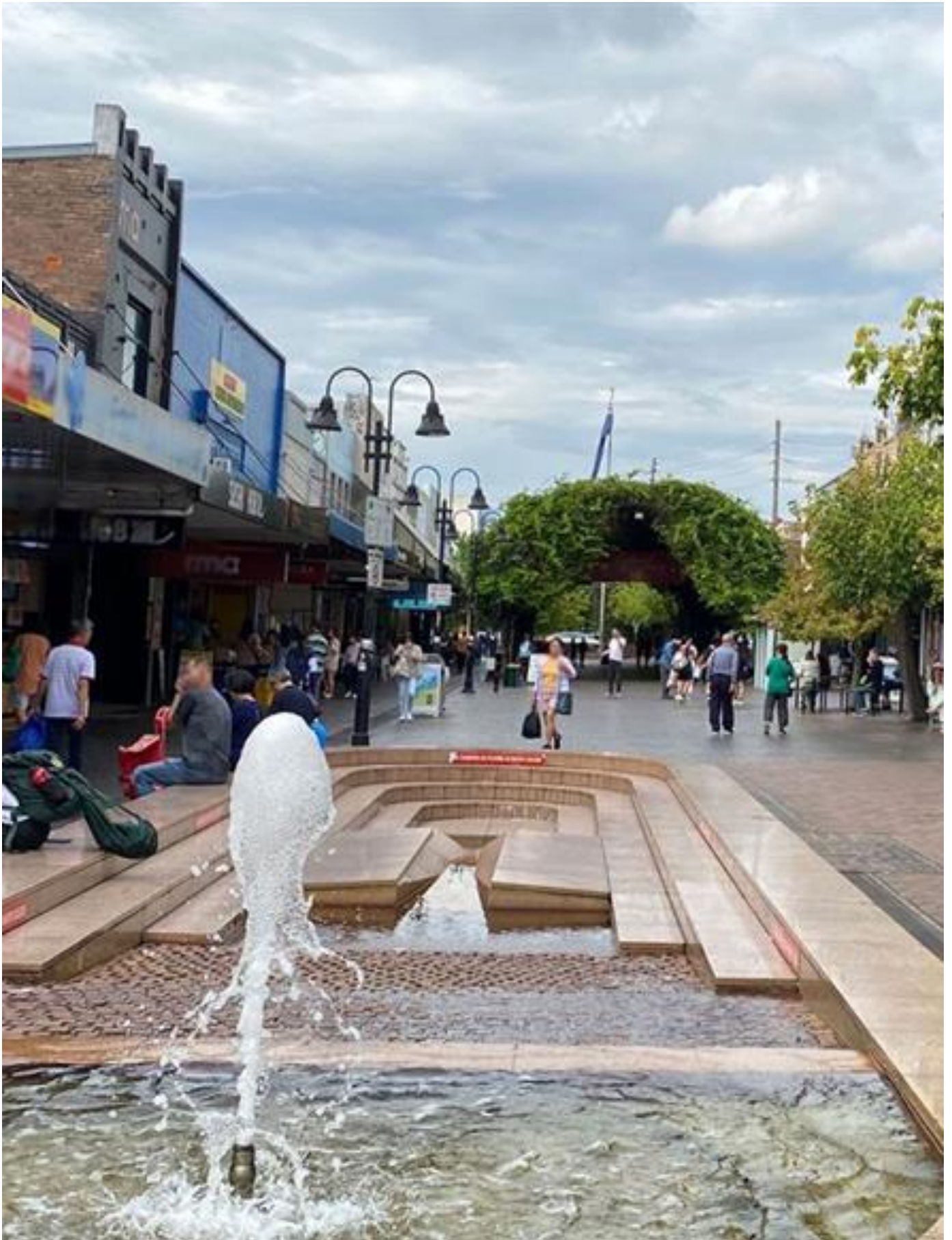
Local Transport Infrastructure		Development, improvement and maintenance of the city's roads and related infrastructure assets including roads, bridges and retaining walls, car parks, and parking hardware. This includes: technical delivery of road based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developer constructed assets.
Activity, project and capital portfolios	Status	Service delivery
Road Repairs and Maintenance	Delivery as planned	
Heavy Patching	Delivery as planned	9 out of 11 sites are completed including Bridge Rd, Waterloo Rd, Ryedale Rd, Melba Dr, Jopling St, Forsyth St, Glenayr Ave, Bidge Rd and Gardener Ave. Additional funding has been secured for delivery of additional sites for which the scope is being determined.
Road Resurfacing Renewal	Delivery as planned	Works for 7 of 31 locations are complete, 3 are in progress, 8 have resurfacing complete and are pending line marking and 13 are in design phase.
Road Kerb Renewal	Delivery as planned	1 of 11 projects is complete (West Pde), 5 projects are under construction and 5 projects are pending commencement.
Kerb and Gutter Renewal	Completed	11 out of 11 sites completed including Church St, Yarwood St, Hall St, Eden St, Eltham St, Rodney St, Hunts Ave, Lavarack St and Waring St, Lakeside Rd and Quarry Rd.
Road operations and maintenance	Delivery as planned	Road repairs and maintenance are responded to based upon reported pavement failures. Initial prompt repairs are implemented with scheduled follow-up for permanent repair.

Status of planned actions and delivery.

What the ratings mean?

Delivery as planned	Delivery of the planned services and project scope for the year is progressing as expected.
Action required	Progress has been delayed or levels of service delivery are unlikely to be achieved. Action may be required to rectify.
Covid Impacted	The level of service provided has been impacted by Covid restrictions or changing patterns of customer behaviours resulting from past Covid restrictions.
At risk	Project is at significant risk of not progressing to completion.
Completed	The annual planned scope for the project or service activities has been delivered and completed.
Deferred	The planned scope and delivery for the project has been deferred until the next financial year.
No delivery planned	No service delivery has been scheduled for the current reporting period.
Not started	Delivery of the project has not commenced. The project may be in the preliminary planning stages.
Cancelled	This project has been cancelled. No further work will be delivered for this project.

Our Vibrant and Liveable City



City Development Program

Enhancing our strategic land use planning and development framework to manage growth and development in a way that recognises and takes into account the aspirations of the residents of the City and achieves a balance of development, land use, amenity, and sustainable growth. The primary focus of this program is undertaking the Council's legislative statutory responsibility within the state's land use planning framework.

Strategic Direction

Council's service delivery for this program is guided by:

- Planning Ryde Local Strategic Planning Statement 2020
- Ryde Local Environmental Plan 2014
- City of Ryde Local Housing Strategy 2020
- Ryde Development Control Plan 2014
- Environmental Planning and Assessment Act (1979)
- Environmental Planning and Assessment Regulation (2021)
- State Environmental Planning Policies
- Section 7.11 and 7.12 Contribution Plans
- Affordable Housing Policy

Assessing Effectiveness

Community perceptions and sentiment

Amount and types of housing delivered (medium density as a proportion of total housing)

Contributing to creating

Our Vibrant and Liveable City

The City of Ryde will be a liveable, prosperous, and connected City, with diverse and vibrant centres and neighbourhoods that reflect and serve our residents and businesses. Our places will contribute to enhancing the health, well-being, and resilience of our future community.

This program is a major contributor to ensuring development occurs in ways that balance the housing needs and expectations of the community and occur in ways that positively contribute to the natural, cultural, and visual character of the City, grows the identity of our centres as they service the needs of their local neighbourhoods, and ensuring that the provision of new and upgraded infrastructure continues to match the pace of development as the City grows and develops.

City Strategic Planning		
<i>Development and update of the Local Strategic Land Use Planning framework and the regulatory work of planning within the State Planning framework. Including collaborating with the State Government and undertaking advocacy to facilitate good development outcomes within the City.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Land Use Planning	Delivery as planned	Update to the Ryde LEP and Planning Certificates following the finalisation of the Macquarie Park Stage 1 and 2 rezoning.
Advocacy and Advice on Changes and Updates to the State Planning Framework	Delivery as planned	Stage 1 and 2 Macquarie Park rezonings were finalised in November 2024. City Architect and the wider City Shaping team continue to advocate for improved urban design and community outcomes for the precinct.
Development Assessment Services		
<i>Assessment of development applications, including applications for alterations and additions to dwellings, new dwellings and dual occupancies, waterfront dwellings, multi-dwelling developments, and subdivisions, and providing personalised pre-lodgement advice on planning, building, and engineering aspects of development applications.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Assessment of Applications	Delivery as planned	A total of 83 applications were received, and 98 applications were determined within the second quarter of the financial year. The total development value of approved development applications for the second quarter is approximately \$300.41M. The number of development applications received and determined is slightly fewer than previous quarters. There are several reasons for this including interest rates, anticipated legislative changes and more development being approved through private certification and through State Government by way of State Significant Development (SSD) pathway.
Development Advisory Service	Delivery as planned	A total of 3,182 calls and enquiries regarding planning and development matters were received in Quarter 2 of FY2024/25 financial year. 277 front counter face to face (duty planner enquiries) were attended to. In addition, nine (9) pre-lodgement reviews and three (3) Urban Design Reviews were conducted. As noted earlier, there is a continued increase in the number of requests for review of SSD applications Council submissions to DPHI with respect to State Significant Development Applications (SSD) which council assesses and makes submission to the Department of Planning. In Quarter 2 a total of 5 SSD related submissions were made to DPHI. A total of 739 Post Consent Certificates were registered through the Planning Portal compared to 608 in Quarter 1.

Community Safety and Amenity Program

Ensuring high standards of public health, safety, and amenity are maintained across the City of Ryde. This includes investigating, assessing, and determining development to ensure standards are maintained and compliance with building, health, and environmental regulations to maintain high standards of public health and safety across the City of Ryde.

Council also helps to maintain standards and liveability across our urban environment through working with the community and enforcement of State and Local Government Acts and Regulations including road, parking and footpath enforcement, and animal management in the public domain.

Strategic Direction

Council's service delivery for this program is guided by:

Local Government Act (1993) and associated Regulations
Environmental Planning and Assessment Act (1979) and associated Regulations

Relevant State Environment Planning Policies

Relevant NSW Food, Health and Building, and Fire Certification related Legislation listed in the City of Ryde Compliance Policy (under development)

Companion Animals Act 1998 and associated Regulations

Protection of the Environment Operations Act 1997 and associated Regulations

Relevant Road and Transport Legislation and associated Regulations

Public Spaces (Unattended Property) Act 2021

State Environment Planning Policy (Industry and Employment) 2021

Assessing Effectiveness

Compliance rates

Contributing to creating

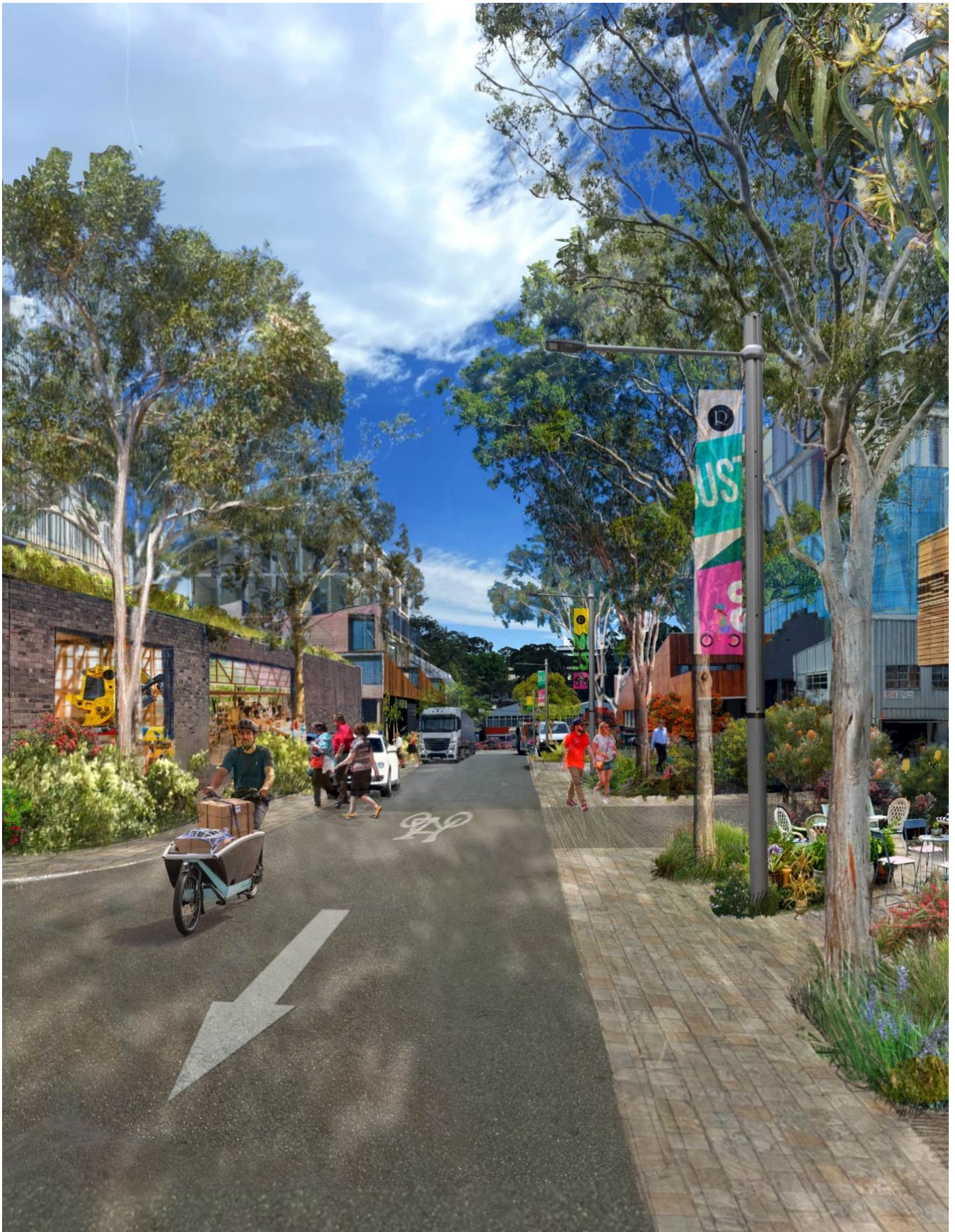
Our Vibrant and Liveable City

The City of Ryde will be a liveable, prosperous, and connected City, with diverse and vibrant centres and neighbourhoods that reflect and serve our residents and businesses. Our places will contribute to enhancing the health, well-being, and resilience of our future community.

This program is a major contributor to maintaining community standards and liveability across our urban environment, amenities within our local centres and key locations, and maintaining high standards protecting the health and safety of our community across the City.

Building Certification and Safety <i>Providing complex service delivery and management programs in the specialist areas of building compliance and approvals, certification processes, and compliance services to ensure compliance with building legislation and industry standards.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Building Certification	Delivery as planned	93 Pre-commencement inspections have been completed in Quarter 2. Therefore 93/400 equals approximately 23% of the required inspections have been completed in Quarter 2. Over 90% of all building related applications (including Construction Certificates, Occupation Certificates, Complying Development Certificates, Building Information Certificates & Hoarding applications) are being processed within agreed timeframes in Quarter 2.
Building Compliance	Delivery as planned	Over 90% of complaint investigations and identified unauthorised development investigations are being initially investigated and then actioned in accordance with Council's requirements.
Environmental Health and Safety <i>Providing complex service delivery and management programs in the specialist areas of environmental health protection and public health protection.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Environmental Health	Delivery as planned	The Environmental Health Team are on target to satisfactorily complete their annual health monitoring programs (hair, beauty and skin penetration premises, mortuaries, legal brothels, public pools, cooling towers) to maintain public health standards in Quarter 2. The Environmental Health Team have successfully delivered as planned over 90% of their public health monitoring program workload in Quarter 2, and consequently are on-track to satisfactorily complete their Corporate KPIs in the FY024/25.
Ranger Services <i>Education, compliance, and enforcement services to help maintain community amenities and safety.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Parking Enforcement	Delivery as planned	A total of 551 complaints have been investigated between 1 October 2024 and 31 December 2024. Consequently, the Parking Enforcement is on-track to satisfactorily investigate and respond to more than 1,700 customer requests in the FY2024/25.
Ranger Compliance	Delivery as planned	A total of 842 complaints have been investigated between 1 October 2024 and 31 December 2024. The Ranger Compliance Team is on-track to satisfactorily investigate and respond to more than 2,300 customer requests in the FY2024/25.

Our Active and Healthy City



City Sport and Recreation Program

The Council manages all the City's community sporting and recreation facilities, parks, and open spaces so that residents of all ages can access leisure, lifestyle, and recreation opportunities that enhance and maintain their connections with the community.

Strategic Direction

Council's service delivery for this program is guided by:

- Sport & Recreation Strategy (2016)
- Integrated Open Space Plan (2012)
- Children's Play Implementation Plan (2019)
- Sports Field Action Plan (2023)

The City of Ryde has an extensive suite of Masterplans and Plans of Management covering the operations and future development and use of the City's parks, sporting facilities and open spaces.

Generic Plan of Management – Parks, General Community Use - Adopted November 2020

Generic Plan of Management – Sportsgrounds - Adopted November 2020 (PDF, 7MB)

website: <https://www.ryde.nsw.gov.au/Council/Plans-and-Publications/Parks-and-Open-Space>

Assessing Effectiveness

- Perceptions and sentiment from the local community
- Customer demand – participants in organised sport on Council's active open space areas
- Benchmarked costs of service provision

Contributing to creating

Our Active and Healthy City

The City of Ryde is an active and healthy community, with diverse recreational spaces and opportunities for people of all ages, abilities, and backgrounds. People can easily gather in public spaces or at community events that bring residents together, helping everyone to feel part of the Ryde community.

This program is a major contributor to this outcome by providing everyone in the community with fair and equitable access to sporting and recreation facilities and opportunities to participate in recreational activities and events. This is done in ways that match the community's changing sporting, learning, and recreation needs.

City Parks and Open Spaces		
<i>Planning for and managing the City's extensive network of parks, reserves, and other open spaces (parks, amenity buildings, and facilities including playgrounds, community buildings, dog recreation areas, toilets, canteens, band stands, and others)</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Parks Planning	Delivery as planned	Project - Brush Farm Park Master Plan Stage 2 consultation has been completed. Feedback currently under review and a report is scheduled to come back to Council by early 2025.
Parks – Plans and Strategies (Base Budget)	Delivery as planned	Projects - Updates to the Integrated Open Space Plan, document is in draft stage with a Councillor workshop to review anticipated for early 2025. The City of Ryde Development Control Plan - Tree Preservation has been Publicly Exhibited with a report to come back to Council early in 2025 on the outcomes. Current Year Projects - Watercraft Strategy, Eastwood Park Master Plan, Children's Play Plan 5-year review and Synthetic Surface Renewal Strategy have commenced with project scoping completed. These projects were delayed so that resources could be re-directed to work on implementation of Council resolutions including installation of Korean War Memorial and investigating opportunities for the location of a Wildlife Rescue Facility. Park Master Plans - Work has commenced on the Master Plans for Putney Park and Pidding Park with background analysis completed and surveys underway. Master Plan for Eastwood Park is on hold and to be delivered in line with the Eastwood Town Centre Plan.
Parks – Plans and Strategies (Non-Capital Projects)	Delivery as planned	As above
Parks – Project Design. Meadowbank Park Masterplan Delivery AIF.	Delivery as planned	This project is to convert existing netball courts into additional playing fields as well as the construction of a new amenities block. Currently finalising the concept design and development of cost estimates. Current delays are associated with the need to meet the requirements of the Crown Lands Management Act to obtain Native Title certification..
Parks Operations	Delivery as planned	Council has 89 watercraft storage facilities. 6,361 bookings were undertaken in Quarter 2 for the use of Council's Parks and sporting facilities, these consisted of 5,658 sportsground bookings and 703 park bookings. This is 3 percent increase compared to the same period last year and is attributed to improved weather conditions. 1,406 registered participants/attendees in Active in Ryde programs.
Parks Maintenance	Delivery as planned	Council is exploring ways to enhance its sportsgrounds in the future through managing usage and undertaking projects to extend the season such as hybrid turf and the trial different turf types. Council completed the Request For Quotation for the delivery of the condition audit of its natural turf fields. Contractor was engaged and the condition audit will be completed in Quarter 3. Council met with winter users on 2 occasions to deliver improved services. Regular user group meetings will be continued to be implemented throughout the remainder of FY2024/25.
Passive Parks Renewal and Upgrades	Delivery as planned	
Playground Upgrade and Renewal	Delivery as planned	There are a total of 5 projects to be delivered at Pioneer, Putney, Byron, Braemar and Adventure Parks. Putney and Pioneer Park are design only projects, whilst the remaining 3 projects are design and construction. These projects are anticipated to be completed by the end of FY2024/25.
Passive Parks Renewal	Delivery as planned	Blenheim Park – Masterplan delivery Design is nearing completion for 100% Detailed Design for Civil and Architectural design. Further site testing of contaminated ground. Site remediation action plan still progressing.
Passive Parks Expansion	Delivery as planned	This Cluster contains two projects being the delivery of Wilga Park shared user path and installation of flag poles at Memorial Park. The memorial Park Flag Poles were delivered in Quarter 2. However, due to budget constraints the Wilga Park shared user path will require a reduced scope for ensure its delivery by end of Quarter 4 FY2024/25.

City Sporting and Recreation Facilities		
<i>Managing, maintaining, and operating the City's sportsgrounds and active recreation facilities like skate parks, bike tracks, multisport basketball courts, etc. Facilitating and delivering community sports and recreation programs in the Council's open spaces and facilities. Delivering a targeted grants program supporting community-based sports and recreation organisations.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Programs and Customer liaison	Delivery as planned	<p>The Active in Ryde programme has continued to be popular in Quarter 2 of FY2024/25 with increased numbers of participants compared to the same period in 2023/24. This is likely to be attributed to increased delivery of programs following feedback received by participants.</p> <p>Active in Ryde had a total of 5,233 participants over October - December 2024. This included:</p> <ul style="list-style-type: none"> • 952 participants in Active programs (Active for all, Active Kids, Active Youth) • 3,492 participants in Seniors programs (Heart Move it, Lift for Life, Aqua, Yoga and Line Dancing) • 82 participants attended the Spring Garden Competition Gala Evening • 508 entries for the seed growing competition (as part of Spring Garden) <p>Council also partnered with Macquarie University to deliver the first Parkrun in the City of Ryde. Since the first event over 450 runners have partaken each week (total 3,600 since inception).</p> <p>Council delivered an array of new programs such as Picnic in Parks, Park after dark (as part of World Space Week), Neon Garden (as part of the Spring Garden Competition), and a comprehensive Riverwalk Program all designed to promote and activate Council's Parks & Open Space Areas.</p>
Maintaining Sporting and Recreation Facilities	Delivery as planned	<p>Council's cleaning and maintenance services are provided in value-for-money and commercially competitive manner, ensuring the facilities are fully functional and maintained at the required standard for user groups and the community.</p>
Sporting Facility Renewal and Upgrades	Delivery as planned	
Sports ground assessment and maintenance.	Delivery as planned	<ul style="list-style-type: none"> • Sports grounds and surrounds auditing being undertaken including consultation with sporting user groups. • Reviewing service level frequencies and opportunities for business improvement
Sportsfield Renewal and Upgrade	Delivery as planned	<p>This cluster contains one project being Meadowbank field 3. Anticipated to be completed by Quarter 3 FY2024/25.</p>
Sportsfield Amenities Renewal and Upgrade	Delivery as planned	<p>3 projects (Waterloo Park Amenities, Ryde Park Amenities, and Parks Amenities Buildings - compliance works) are listed for FY2024/25 and are on track to be complete by Quarter 4 FY2024/25.</p>

Ryde Aquatic Leisure Centre (RALC)

Management and operation of the Ryde Aquatic Leisure Centre (RALC) (including pools, water features, an array of indoor sports and facility hire, activities and events, and recreational and sporting programs including a significant Learn to Swim program) and other sporting facilities in the Olympic Park precinct.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
RALC Programs and Services	Delivery as planned	Diverse range of activities available in the Centre with 179,744 attendees in Quarter 2. Learn to Swim lessons were conducted with good attendance. The Centre generated an operating expense recovery of 118% for Quarter 2.
RALC Operations and Maintenance	Delivery as planned	Ongoing maintenance activities undertaken throughout Quarter 2 including, but not limited to rectification to the fire protection system, replacement of expansion joints and ongoing programmed maintenance activities. The Centre continues to meet its 100% compliance obligations in relation to pool water quality.
Ryde Aquatic Leisure Centre (RALC) Asset Renewal	Delivery as planned	Throughout Quarter 2, the following asset renewal activities were undertaken: <ul style="list-style-type: none"> • Renewal of the pool cleaner • Painting of the Centre's main pool seating area and other essential areas • Renewal of essential pipe work in the leisure pool balance tank • Cleaning and renewal painting of structural beams of the Centre

Library Program

Supporting our residents to lead healthy, active, and independent lives through the provision of high quality, contemporary library services, and accessible public spaces providing opportunities to participate and engage with others in lifelong learning, recreation, and cultural opportunities.

Strategic Direction

Council's service delivery for this program is guided by:

- Great Libraries, Great Communities – Ryde Library Strategic Plan 2019-2024
- NSW Library Act 1939
- Halls and Facilities Strategy 2020-2041
- Creativity Strategy 2019-2024

Assessing Effectiveness

- Library utilisation
- Customer satisfaction

Contributing to creating

Our Active and Healthy City

The City of Ryde is an active and healthy community, with diverse recreational spaces and opportunities for people of all ages, abilities, and backgrounds. People can easily gather in public spaces or at community events that bring residents together, helping everyone to feel part of the Ryde community.

This program is a major contributor to this outcome by providing everyone within the community with fair and equitable access and opportunities to participate in active learning and recreational activities and events. This is done in ways that match the community's changing learning and recreation needs.

Library Services and Programs <i>Day-to-day operations of five library locations, ensuring that our community has access to the full range of library services in comfortable and attractive library facilities and delivering targeted services, programs, and events to the community in several key areas. These include children's and youth services, literacy programs, home library services, community information, services to the multicultural community, local studies, and family history. Also includes marketing of library services and programs and engagement with the community.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Library Services	Delivery as planned	The Library Service has provided welcoming spaces for the community with 354,948 visits to date. A Quiet Pod was installed in Ryde Library and an upgrade to the study area has provided improved and valued spaces for the community particularly during the HSC period.
Library Programs and Events	Delivery as planned	There were 9,915 attendees to 436 programs and activities including 5,388 attendees to the early literacy programs during the quarter.
Community Engagement and Marketing	Delivery as planned	<p>October - December key programming included the Granny Smith Festival, Social Inclusion Week, the Seed Library Anniversary and the launch of the Ryde History Hub</p> <p>The Ryde History Hub launched on October 11 as a repository of over 3,300 records including information about Maria Ann "Granny" Smith, the Granny Smith Festival and council records for every local election since 1870. Since launch, the site has had 4,740 views and 376 new users.</p> <p>Outreach at the Granny Smith Festival resulted in 78 new memberships and 35 social media follows.</p> <p>77 social media posts + 4 EDMs + 41 outreach events in addition to ongoing programs = 122 marketing engagements</p> <p>Over 61,000 views on Instagram and nearly 1,500 interactions.</p>
Library Assets and Resources <i>Development, improvement, and maintenance of the Council's extensive set of library technology, collections, facilities, and other assets to a standard ensuring that the Council's library services continue to provide high quality, contemporary library services, and accessible public spaces for our community with opportunities to participate and engage with others in lifelong learning, and recreation and cultural opportunities. Includes supply of new library materials, library technologies, and continued provision of attractive, welcoming library spaces and places.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Collection Development	Delivery as planned	Collection loans are strong with 218,403 loans in the Quarter. 45,542 loans from the online library.
Library Technology and Digital Services	Delivery as planned	32,038 Wi-Fi Logins and 7,955 hours of PC usage in the Libraries for the quarter
Digital Enhancement for Libraries	Delivery as planned	The Digital Enhancement project is in progress and will be delivered as part of the West Ryde Library upgrade.
Operating and Maintaining Library Buildings	Delivery as planned	Library maintenance has been undertaken to ensure the libraries are welcoming spaces for the community.
Library Facility Renewals and Upgrades	Delivery as planned	Request for Quotation's in train for West Ryde Library Furniture and Shelving and Contracted Works - for January 2025 after to June 2025. Gladesville Library project due to be completed January.
Community Buildings Renewals – Libraries Improvements.	Delivery as planned	On track.
Community Buildings Expansion – Libraries	Delivery as planned	Request For Quotation completed for design and DA for Eastwood Library refurbishment, Ryde Library Project is complete.

Our Natural and Sustainable City



Resilience and Sustainability Program

Monitoring and management of the City of Ryde's natural and urban environment to protect and enhance natural areas including our bushlands, waterways, and eco systems, and improve the overall environmental performance of our built environment. Building resilience to climate change as we adapt, grow, and managing our risk through climate change.

Strategic Direction

Council's service delivery for this program is guided by:

- Ryde Resilience Plan 2030
- Ryde Biodiversity Plan (2016)
- (Hunters Hill, Lane Cove, Parramatta, Ryde) Bushfire Risk Management Plan (2021)
- Parramatta River Masterplan; 'Duba, Budu, Barra' (2018)
- Climate Risk and Resilience Assessment Report (2020)
- Sustainable Transport Strategy (2022)
- City of Ryde Net Zero Emissions Pathway (2022)

Assessing Effectiveness

- Progress towards achieving adopted targets of the City of Ryde Net Zero Emissions Pathway (2022)
- Resilience ready residents and businesses
- Improvements and enhancements to protect natural areas

Contributing to creating

Our Natural and Sustainable City

The City of Ryde will be a resilient community that is prepared to thrive in a changing future. Our places and spaces and our dependent and vulnerable ecosystems will be managed and protected so they continue to provide social, cultural, economic, environmental, and health benefits for the whole community.

This program makes a major contribution to protecting and improving the condition of the City's natural areas and parklands including reducing our collective ecological footprint in ways that contribute to the liveability of the community and strengthening the health of our natural corridors. This program also helps to build the City's resilience to climate related risk from extreme weather patterns, bushfires and flooding and working to reduce the impact of acute shocks and chronic stresses on our built environment and natural areas.

Resilience Planning

Leading efforts to build organisational and community capacity to reduce City-wide impacts of climate change and shock and stress events in partnership with the business and community sectors. A major priority for the Council is to be a responsible corporate leader in ecologically sustainable development, in managing climate change risk, adaptation, and resilience measures.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Resilience Planning and Development	Delivery as planned	<p>Commencement of a new environmental performance monitoring dashboard for Council assets. Existing asset and utility data has been transitioned to the new dashboard to enable reporting on emissions and consumption. Staff training has been undertaken in preparation for the new monitoring dashboard.</p> <ul style="list-style-type: none"> • A heat pump was installed at the West Ryde Community Centre under Council's 'Green Revolving Fund' resulting in the removal of a previous gas appliance. • Council has commenced trials of sustainable concrete and sustainable cement. • A partnership has commenced with the Department of Climate Change Energy and Water on a low embodied emissions concrete program for civil works in local government. • Sustainable clauses developed for inclusion in Council lease agreements for long-term tenants and seasonal hirers. • Solar Circular criteria updated for solar installation and maintenance requirements for tenants.

Resilience Programs and Services

Delivery of corporate and community environmental education programs, resilience-based initiatives, providing community sustainability audit programs, and delivering climate change mitigation and adaptation projects building community resilience to impacts of climate change, reducing City emissions and resource consumption

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Sustainability and Resilience Education	Delivery as planned	<p>Resilience:</p> <ul style="list-style-type: none"> • Heat Smart City Plan launch & Greater Sydney Heat Symposium - UNSW • NSW Reconstruction Authority session to inform the development of the Ryde-Hunters Hill Local Emergency Management Committee, Pre-Event Recovery Plan • Preparation of 2024 UHI community survey, promotion + launch • HWSA: 1 x library workshop session delivered for home sustainability, promotion campaign, HWSA prize drawn. 36 Audits completed. • SWAP: New EOI sent out. • Business information: ASRS information on climate risk reporting • REEN: 3 Teachers attended the T4 meeting.
Tree Management	Delivery as planned	<p>This quarter Council received 499 Public Tree Requests, 411 Private Tree Requests, 92 Private Tree Permits (TMA: 89, REV 2:) and 10 DA Referrals.</p>
Implementation of Street Tree Asset Master Plan	Delivery as planned	<p>Quarter 2 saw the first two rounds of community engagement in the form of letter notifications about the tree planting programme.</p> <p>Council also engaged a contractor to undertake the pre-grow and planting of the trees. It is anticipated that Council will commence planting on the 1 April 2025.</p>
Street Tree Planting Program	Delivery as planned	<p>Replacement street tree planting list has been completed. This program completed the planting of 120 Street Tree across the LGA.</p> <p>This quarter has also seen the start of the 2024/25 Street Tree Planting Program, with the Request For Quotation for Pre-Grow issued and accepted for 800 trees to be planted throughout Eastwood, Marsfield and East Ryde (as an overflow area).</p> <p>Initial community consultation letters were issued 18 November 2024 with the next stage of community consultation letters to be issued 29 January 2024.</p>

Natural Area Management

Protecting and restoring the City's natural areas and biodiversity, conducting asset management activities reducing fire risk, weed, and pest management, and environmental monitoring and reporting and partnering with businesses and our community who volunteer to help care for and restore the City's natural bushland areas, catchments, and sensitive ecosystems.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Bush Management and Regeneration	Delivery as planned	<p>Day to day contract management of the 50 sites within 10 contract areas has been undertaken by natural areas staff. Currently in the 3rd year of a 4-year tender. Site visits identified a small number of performance issues which are being dealt with. Work at Putney Park was suspended in December while issues regarding a resident were addressed. A meeting has setup with Procurement to plan for 2026-2030 tender.</p> <p>There is still consistent participation by volunteer groups with Council facilitating 982 hours of work, which is on track to meet the annual target of 4,000 hrs. There have been 24 enquires from prospective volunteers this quarter.</p>
Natural Areas and Catchments Monitoring	Delivery as planned	<p>There has been 8 natural area and catchment audits completed in the first quarter. Sites were inspected to identify any issues relating to park maintenance, bush regeneration, stormwater management, weeds etc. and 25 work orders were raised in response.</p> <p>Streamwatch data was provided to Sydney Water for inclusion in their final report which is due February 2025. Bulk upload of Streamwatch data from January 2023 to August 2024 was achieved in collaboration with Greater Sydney Landcare. This data is now available for access by the community on the Greater Sydney Landcare portal and the data is held within the Atlas of Living Australia. Reports providing an analysis of our Streamwatch results are being prepared. Greater Sydney Landcare plan to showcase City of Ryde's Participation in Streamwatch. Collaboration with the Ryde Hunters Hill Flora and Fauna Preservation enabled a new Streamwatch site along Buffalo Creek.</p>

Catchments and Waterways Program

Managing and maintaining the City's water catchments, foreshore infrastructure, and stormwater drainage networks to improve the health of the City's waterways and prevent erosion, improve existing flooding problems at sites throughout the City, cater for significant flooding events, and reduce the risk of inundation of private properties located in the upstream catchments.

Strategic Direction

Council's service delivery for this program is guided by:

Floodplain Risk Management Studies and Plans:

- Eastwood and Terry's Creek Catchments (2008)
- Macquarie Park Catchments (2010)
- Parramatta River Ryde Sub Catchments (2015)
- Buffalo and Kitty's Creek Catchments (2014)

Parramatta River Masterplan; 'Duba, Budu, Barra' (2018)

Parramatta River Estuary Coastal Zone Management Plan (2012)

Lane Cove River Estuary Coastal Zone Management Plan (2012)

Ryde Resilience Plan 2030

Assessing Effectiveness

Asset condition

Flooding instances within the City of Ryde LGA

Contributing to creating

Our Natural and Sustainable City

The City of Ryde will be a resilient community that is prepared to thrive in a changing future. Our places and spaces and our dependent and vulnerable ecosystems will be managed and protected so they continue to provide social, cultural, economic, environmental, and health benefits for the whole community.

This program is a major contributor to this outcome by helping to protect and improve the condition and health of the City's catchments, foreshore areas, and waterways and building the City's resilience to climate-related risks arising from extreme weather patterns and flooding.

Catchments and Stormwater Management		
<i>Manage and maintain the City's water catchments, stormwater drainage networks, infrastructure, and natural waterways to support cleaner, healthier waterways, and manage stormwater, flooding, and runoff and reduce risks to property owners, the environment, and the community.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Catchments and Coastal Management Planning	Delivery as planned	<ul style="list-style-type: none"> Construction of the Putney Swim site completed. Preparation for the Putney Beach Launch event + site webpage launched. Safe swimming campaign commenced on social media and website pages updated Water quality monitoring ongoing - Putney and Spring (creeks monitoring)
Maintaining Stormwater Assets	Delivery as planned	The Maintenance of Stormwater Assets involves regular street sweeping activities, GPT servicing, and storm-water pit auditing and repairs. 19 pits have been reconstructed during Quarter 2.
Stormwater Renewal and Upgrades	Delivery as planned	
Stormwater Asset Replacement Renewal	Delivery as planned	<p>Total of 12 projects, of which: 3 projects (Melba Drive, Pipelining Treatments and Constitution Road/Belmore Street) are carryover from FY2023/24, of which two (Melba Drive and Pipelining Treatment) have been completed. The 1 remaining project is anticipated to be completed in Quarter 3 of FY2024/25.</p> <p>9 projects (Pit/Pipe small reconstructions, Pit Replacement, Pipelining Treatments combined, High Street, Goodwin Street, Westminster Road, Wicks Road, 201 Ryde Road, West Parade) listed for the FY2024/25.</p> <p>6 projects completed in Quarter 2 (High Street, Goodwin Street, Westminster Road, Wicks Road, 201 Ryde Road, West Parade).</p>
Stormwater Improvement Works Renewal	Delivery as planned	<p>This cluster comprises of the CCTV Investigations project, which is currently in progress.</p> <p>2 new projects (6 Colvin Crescent & Doig Avenue) listed for delivery in FY2024/25. Colvin Crescent has been completed in Quarter 2.</p> <p>Doig Avenue is anticipated to start construction in Quarter 4 of FY2024/25 and be complete Quarter 1 FY2025/26.</p>
Stormwater Asset Replacement Expansion	Delivery as planned	Project is currently in investigation phase. The draft flood study being undertaken by Council impacts this project and as such further investigations are required prior to proceeding.
Foreshores and Seawalls		
<i>Development, remediation, improvement, and maintenance of the LGA's foreshore infrastructure and assets (including wharves, jetties, boat ramps, and seawalls) to ensure that they remain safe, are sustainable in the long term, and provide a satisfactory level of service for the community</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Maintaining Foreshore Assets	Delivery as planned	Seawalls that predominantly line the Parramatta River are inspected annually. No repairs were conducted during Quarter 2 in accordance with existing plans.
Foreshore Infrastructure Renewal	Delivery as planned	<p>Annual auditing of foreshore infrastructure provides valuable feedback for future maintenance or renewal.</p> <p>No repairs were conducted during Quarter 2 in accordance with existing plans.</p>

Waste and Recycling Program

Providing comprehensive and convenient domestic and commercial waste disposal and resource recovery services for the City.

Strategic Direction

Council's service delivery for this program is guided by:
Draft Waste Management Strategy (2019)
EPA 20 year Waste and Sustainable Materials (WASM)
Northern Sydney Region of Councils Waste Strategy

Assessing Effectiveness

Domestic waste diverted from landfill
Recycling rates in target groups
% net profit Porters Creek EcoMRF

Contributing to creating

Our Natural and Sustainable City

The City of Ryde will be a resilient community that is prepared to thrive in a changing future. Our places and spaces and our dependent and vulnerable ecosystems will be managed and protected so they continue to provide social, cultural, economic, environmental, and health benefits for the whole community.

This program is a major contributor to reducing the City's environmental footprint and impact on our natural systems by managing the efficient delivery of the City's essential waste services and leading change to better manage our waste streams and ensure resource recovery is a high priority for a sustainable 'Smarter, Cleaner and Greener' future.

Waste Services

Delivery of comprehensive domestic essential waste services for the City including expansion of services to provide more convenient waste disposal options for the community and educational programs to increase waste diversion and ensure resource recovery is a high priority across our community. Delivering targeted programs for priority areas including managing the waste generated from high-rise developments and reducing the incidence of littering and illegal dumping. Delivery of waste collection, disposal, and resource recovery services for businesses on a commercial basis.

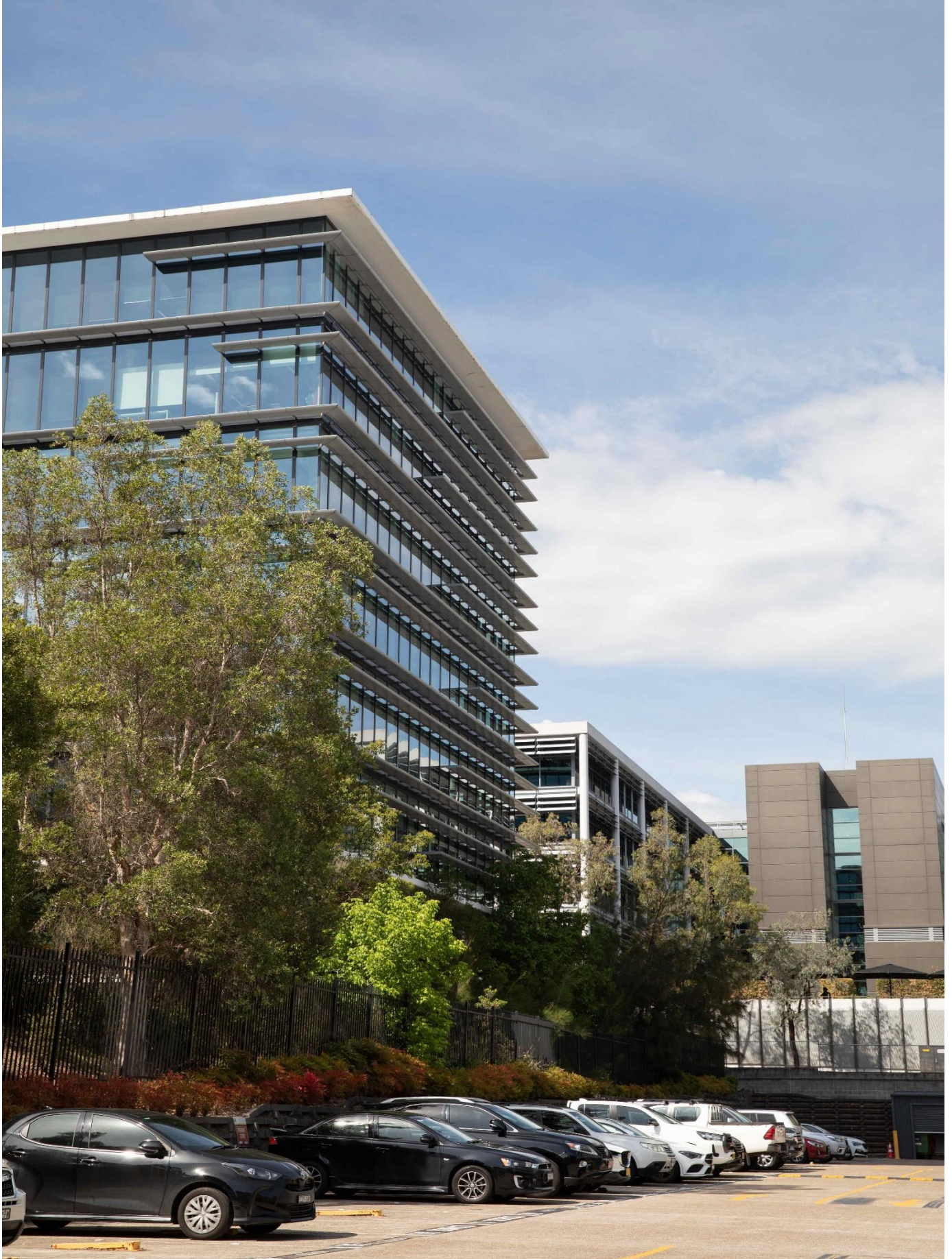
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Household Waste Collection	Delivery as planned	Council completed weekly collection services for approximately 56,443 households. There were 967 missed services during the quarter. Council also conducted 25,222 clean-up collections between October and December 2024.
Community Waste Collection Programs	Delivery as planned	A household Chemical Cleanout was held on Sunday 15 December, 2024. statistics from the event have not yet been provided by the EPA.
Implementing additional Community Recycling Collection Services.	Delivery as planned	The trial to collect and recycle/process problem waste in apartment buildings is currently servicing 828 units. A fourth location in an apartment complex has also been confirmed with installation scheduled for Quarter 3.
Commercial Waste Collections Service	Delivery as planned	Over 2,000 services completed for commercial clients.
Community Waste Education	Delivery as planned	
Waste Wise Ryde – Towards Zero Waste	Delivery as planned	A drafted a request for quotation is under development to facilitate community focus groups. The findings from the focus group will be used to tailor and improve waste communication methods.
Schools Waste Education Program	Delivery as planned	In Quarter 2 the City of Ryde's Edible Gardens project was finalist for KABNSW Award. The edible garden at West Ryde Public School has been built and all workshops have now been conducted, an additional edible garden will be built at Smalls Road Public School. Train the Trainer workshops completed with St George's Preschool, Little Zaks and North Ryde Community Preschool staff.
Re-useable Health Products.	Delivery as planned	Two workshops were conducted on the 14 and 26 November 2024, with a total of 23 attendants.
Bin Bay Upgrade Program	Delivery as planned	Following the successful trial of 360L bins at 6 locations, further locations are being explored to improve bin bays at mid-rise apartment blocks. 22 bulky waste rooms were audited out of 64 in high rise apartments, in preparation for the new collection contract. The data collected from the audits will inform education strategies and pricing models.
Food Organics Recycling Business Waste Trial	Delivery as planned	

Materials Recycling and Recovery

Regional construction materials recycling and Community Recycling Centre. The Porters ECoMRF (Environmental Construction Materials Recycling Facility) offers recycling of construction materials (including aggregate and soils) on a commercial basis to regional councils and private sector customers to promote the reuse of materials and reduce material to landfill and disposal costs to the Council. The facility is being expanded to accommodate a Community Recycling Centre onsite and other revenue generating opportunities are being investigated.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Porters ECoMRF	Delivery as planned	
Porters Creek Precinct	Delivery as planned	Leachate infrastructure works commenced in Q1, expected to conclude in Q3.
Construction Materials Recycling	Delivery as planned	Service delivery is in progress

Our Smart and Innovative City



City Economy Program

Strategic development of town and neighbourhood centres, neighbourhood activation, and place-making to ensure that they continue to be vibrant and productive places within our City.

Providing economic development activities for the City and direct support to small and medium-sized businesses (SMEs) and the local economy

Strategic Direction

Council's service delivery for this program is guided by:
City of Ryde 2024-2028 Economic Development Strategy
City of Ryde 2024-2028 Night-Time Economy Strategy
City of Ryde Economic Development Action Plan 2024/25

Assessing Effectiveness

Perceptions and sentiment from the local business community.

Contributing to creating

Our Smart and Innovative City

The City of Ryde provides an environment that encourages new investment, thriving local businesses, local jobs, and opportunity. Our local community and businesses flourish in a resilient economy that fosters innovation, progression, and economic growth.

This program is a major contributor to this outcome by ensuring the City provides a well-designed and planned environment to encourage innovation, new investment, business opportunities, economic growth, and local jobs and working to revitalise town centres and commercial areas so they become sustainable, mixed centres providing expanded opportunities for business and an increased diversity of shops, cafes, and restaurants serving their local community.

Business Capacity Building <i>Delivering a program of support services, events, and other activities that assist local businesses of all sizes to develop their skills, tools, and other resources needed for business success, and promoting the City of Ryde and Macquarie Park as a place to do business to attract employment opportunities and services to the City.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Investment Attraction and Retention	Delivery as planned	<p>City Economy continued to host investment tours for new companies looking to invest in the Macquarie Park Innovation District (MPID). This has included supporting a company investing \$100m into their facility in MPID to engage with the NSW Government on planning matters and advocacy for investment in sovereign capabilities (manufacturing in the life sciences sector). City Economy has also hosted international companies, based in Shanghai, who are attracted to MPID's semiconductor ecosystem (off the back of Council's MoU with the Hsinchu Science Park and Macquarie University's new silicon labs).</p> <p>City Economy are also revising Council's marketing material for MPID, including prospectus documents and an investment pitch deck that will be used to improve efficiency in the planning of investment tours.</p>
Advancements in Technology	Delivery as planned	<p>The NSW Government has yet to deliver its Innovation Blueprint. Following a Council resolution in November 2024, the Mayor wrote to the Minister for Innovation, the Hon. Anoulack Chanthivong MP, requesting an update on the Blueprints status. This correspondence includes advocacy for the Macquarie Park Innovation District to be recognised in the Blueprint given the role the Blueprint has in guiding investment into new and existing industries across NSW.</p>
Institutional Collaboration	Delivery as planned	<p>City Economy furthered institutional collaboration with key stakeholders across the City of Ryde during the December Quarter. This includes establishing working relationships with NextSense (formally known as the Royal Institute for the Deaf and Blind), to support them in their fundraising and to increase opportunities for young people in the City of Ryde and surrounding region to leverage the new preschool and primary school in the Macquarie Park Innovation District. City Economy have also supported NextSense in connecting with Schools Infrastructure NSW to explore opportunities to improve high-school learning outcomes for children with hearing difficulties or blindness.</p> <p>In a follow up to the new Economic Development Strategy, City Economy also engaged with local high school principals to explore how Council could improve employment opportunities for high school students and school leavers. A formal meeting is scheduled for February 2025.</p> <p>City Economy has also strengthened relations with other Councils across Sydney. Teams across Council are improving how they share information, lessons learned, and provide peer support on a range of economic development matters. This work will enhance regionally significant economic development activities, such as regional tourism and advocacy for investment into the St Marys to Tallawong Metro connection (approximately 32% of workers in the Macquarie Park Innovation District live in Western Sydney).</p>
Economic Development Policies and Strategies	Delivery as planned	<p>City Economy continue to implement the Economic Development Action Plan for 2024-25. Staff are also working on a new Local Economic Development Framework - a series of small internal business improvement projects that will improve how Council services and works with local businesses (this work leverages a Small Business support guideline development by the Small Business Commissioner in 2024).</p>
Small and Family Business Support	Delivery as planned	<p>City Economy have continued to meet with the Presidents of each of the City's local chambers of commerce. These meetings have led to greater collaboration between the Chambers alongside a better understanding of the roles and responsibilities of the Chambers in creating value for their members.</p> <p>In late November-early December, City Economy embarked on an intensive series of site visits to West Ryde, Gladesville, and Eastwood. City Economy staff engaged directed with over 1,100 local businesses, working with translators to assist in the engagement with local Korean and Chinese businesses. In addition to engaging with local businesses, staff worked with operational teams across Council to lodge service requests to ensure these centres looked their best for the upcoming Christmas shopping period.</p>

Precinct Renewal and Activation

Planning and overseeing the delivery of a rolling program of Town and Neighbourhood Centre upgrades, including liaison with local communities to ensure they are designed in a manner that meets expectations and needs and working with local businesses and the community to deliver public realm improvements, promoting the City's neighbourhoods and town centres, activities and improvements to encourage the renewal of aging buildings and improve the liveability of the area, and help to ensure the centres attract businesses to provide services and employment to the surrounding community.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Infrastructure Development – Town Centres and Neighbourhood centres

Delivery as planned

In collaboration with City Property and City Shaping, infrastructure needs are being considered for Eastwood, West Ryde, Meadowbank, and Gladesville town centres, to meet the future needs of the community.

Infrastructure Development – Macquarie Park Innovation District

Delivery as planned

Following the release of the final MPID TOD rezoning, Council is working on the preparation and exhibition of a draft 7.12 contributions plan to align with infrastructure demand for the rezoned district.

Alongside the revised 7.12 contributions plan Council will continue to work with various stakeholder groups to develop a framework for ongoing infrastructure renewal, maintenance, and upgrade requirement for the existing MPID area,

Town Centre Cleaning and Maintenance

Delivery as planned

Cleaning of Town Centres is being performed in accordance with defined Cleaning Schedules which have been formulated based on site conditions and the approved budget. This work is conducted by two crews, and each Town Centre is attended to either daily or every second day, depending upon usage and pedestrian traffic. A review of current cleaning levels is being reviewed in response to requests for an increase in frequency of certain locations.

Town Centre Revitalisation

Delivery as planned

Operations involvement is limited to the provision of advice of material selection to reduce maintenance requirements. In the meantime, new techniques are researched to source equipment that can be utilised for improved maintenance outcomes. One such example includes acquisition of orbital scrubbing heads that also utilise steam to remove ingrained grime and stains.

Our Connected and Accessible City



Traffic and Transport Program

A sustainable, safe, convenient, and accessible transport system for the City of Ryde. Managing and providing specialist advice on traffic management, transport planning and development matters, road safety, car parking, and options to improve mobility, connectivity, and access to our suburbs, centres, open spaces, and places. Advocating for improved transport infrastructure and services with the State Government.

Strategic Direction

Council's service delivery for this program is guided by:

City of Ryde Integrated Transport Strategy 2041
Bicycle Strategy and Action Plan 2022-2030
Sustainable Transport Strategy 2022-2032

Assessing Effectiveness

Community perceptions and sentiment
Road Safety outcomes

Contributing to creating

Our Connected and Accessible City

Building a networked transport system that makes it easier and more convenient to move across our City and access our suburbs, centres, open spaces, and places with reduced dependence on car-based travel.

This program is a major contributor to improving connectivity across our City and improving accessibility to our residential areas, centres, open spaces, schools, and Macquarie University by prioritising major transport infrastructure and services that will reduce public transport travel times, focus on walking and cycling being the most convenient option for short trips to activity centres and key destinations, and sustainably accommodate future travel demand.

Transport Network Planning

Providing long-term transport planning to improve mobility and connectivity across our City and improve accessibility to our suburbs, centres, open spaces, and places. This includes providing specialist advice on major development proposals, road safety policy and directions, advocating with the NSW Government on behalf of the community for improved transport solutions for the City of Ryde, and working with State Government transport agencies to deliver major transport infrastructure.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Transport Planning and Advocacy	Delivery as planned	Ongoing work to contribute to masterplanning works in MPID, West Ryde - Meadowbank and Brush Farm Park have continued. Concept work was further progressed to deliver an enhanced public domain and transport network at Railway Road, Meadowbank. Following an EOI to support Electric Vehicle Charge Point Operators to deliver kerbside EV charging infrastructure in Ryde through the State Government's Kerbside Charging grants program, shortlisted applicants were selected and work in underway to finalise the design and delivery of the infrastructure. Conversations have been held with Transport for NSW regarding the design of the Parramatta to Sydney Foreshore Link active transport project, as well as participation in the Place-based Ryde Transport Plan project undertaken by Transport for NSW.
Integrated Transport Strategy (ITS) Implementation	Delivery as planned	Ongoing work to deliver ITS items through current work pipeline, particularly in the Meadowbank precinct through internal collaboration with the 1-20 Railway Road VPA to deliver Faraday Lane connection and other works underway in this precinct.
Integrated Transport Strategy Refresh	Delivery as planned	Integrated Transport Strategy Refresh: plan to deliver the ITS at the end of the financial year confirmed. Work is continuing to develop the draft ITS ahead of engagement with Council and the community.

Transport Network Management

Managing the City's transport, traffic, and car parking network and implementing sustainable transport options including transport and development matters such as providing access permits for the road network; operation, maintaining and upgrading existing parking and traffic facilities, including signage and line marking changes, installation of pedestrian crossing facilities and optimising the use of on- and off-street parking to provide access to our town centres and places of interest.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Transport Operations	Delivery as planned	37 development proposals were assessed in Quarter 2 of FY2024/25 with respect to its traffic and transport implications. Significant developments assessed included a new animal research facility at Macquarie University, rezoning of the Woolworths site in Macquarie Park and a mixed-use development at Meadowbank. Council also worked with the State Government to facilitate progress on major transport projects such as the new bridge across Parramatta River, which forms part of Stage 2 Parramatta Light Rail project and the new bus interchange in Macquarie Park. 210 road activity permits were reviewed and processed during Quarter 2 of FY2024/25. This entailed thorough examination of traffic guidance schemes to assist builders with implementing appropriate temporary traffic management measures on the public road network to minimise safety risks to the public during construction works.
Transport Operations – Infrastructure Services	Delivery as planned	Crucial statistics for completed works include: Longitudinal Lines - 6,488m; Road Islands (painted) - 248m ² ; STOP Lines - 122m; GIVE WAY Lines 102m; 69 SIGNS replaced/installed.
Maintaining Transport Infrastructure	Delivery as planned	Operations involvement includes ongoing street sweeping, auditing of storm-water pits for cleaning and GPT servicing. In Quarter 2.

Transport Programs and Services

Delivery of community-based education and behaviour change programs targeting road safety and community skills, increased uptake of non-car-based modes of travel and contributing to city-wide reductions of community emissions and congestion issues. Operating a free community bus service to support members of the community with limited mobility or access to transport, connecting them to key centres within the City.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Community and Road Safety Programs

Delivery as planned

Key projects/initiatives carried out under Council's Local Government Road Safety Program include:

- Child Car Seat Checking Day.
- Senior Low-Risk Driving workshop.
- Police/Council road safety engagement event.

Council reviewed traffic and parking conditions around Denistone East Public School, Truscott Public School and Meadowbank Public School.

Sustainable Transport Programs

Delivery as planned

- Implementation of council's EV Transition strategy commenced with RFID cards and charging options explored.
- Shop Ryder on track.

Local Transport Infrastructure

Development, improvement, and maintenance of the City's roads and related infrastructure assets including roads, bridges and retaining walls, car parks, and parking hardware. This includes technical delivery of road-based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developer-constructed assets.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

New and Upgraded Traffic Facilities

Delivery as planned

Traffic Facilities Renewal

Delivery as planned

Secured builder to deliver the upgrade works at the intersection of Charles Street and Parry Street, Putney, following an extensive Request For Quotation process in line with Council's procurement guidelines.

Traffic Facilities Expansion

Delivery as planned

A total of 24 traffic, parking, and road safety improvements were endorsed by the Local Ryde Traffic Committee (RTC) in July, September, and October 2024. Due to Council elections, the July, September, and October 2024 RTC items was presented and approved by Council at its ordinary meeting on 26 November 2024. 16 of the 24 approved measures have been implemented. The remaining initiatives will be delivered in 2025.

Council also have completed the detailed design for five (5) traffic projects, funded under the 2024/25 Australian Government Black Spot program. These projects provide a combined value of \$1.4 million. The investigations undertaken for proposals presented to the RTC play a critical role in securing these grants.

Road Safety Upgrades and Improvement

Delivery as planned

Undertook minor road safety improvements and investigations.

Car Park Renewal.

Delivery as planned

Maintenance includes parking bay markings, bollard replacements and installations, and general sweeping activities.

Traffic Facilities Expansion.

Delivery as planned

A total of 24 traffic, parking, and road safety improvements were endorsed by the Local Ryde Traffic Committee (RTC) in July, September and October 2024. Due to Council elections, the July, September and October 2024 RTC items was presented and approved by Council at its ordinary meeting on 26 November 2024. 16 of the 24 approved measures have been implemented. The remaining initiatives will be delivered in 2025.

Council also have completed the detailed design for five (5) traffic projects, funded under the 2024/25 Australian Government Black Spot program. These projects provide a combined value of \$1.4 million. The investigations undertaken for proposals presented to the RTC play a critical role in securing these grants.

Roads Program

Maintenance and renewal of the City's local and regional road network (roads, bridges and retaining walls, car parks, and parking hardware) to ensure that they meet community expectations and remain safe and in serviceable condition over the long term.

Strategic Direction

Council's service delivery for this program is guided by:

Strategic Asset Management Plan (2020)
Development Control Plan (2014)

Assessing Effectiveness

Asset condition

Contributing to creating

Our Connected and Accessible City

Building a networked transport system that makes it easier and more convenient to move across our City and access our suburbs, centres, open spaces, and places with reduced dependence on car-based travel.

This program makes a major contribution to improving safety and customer experience on our roads, and accessibility to our residential areas and centres by managing and maintaining the City's substantial portfolio of local and regional road-based assets so that they remain safe and continue to meet the community's expectations into the foreseeable future.

Local Transport Infrastructure <i>Development, improvement, and maintenance of the City's roads and related infrastructure assets including roads, bridges and retaining walls, car parks, and parking hardware. This includes technical delivery of road-based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developer-constructed assets.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Road Renewals and Upgrades	Delivery as planned	
Infrastructure Services	Delivery as planned	<p>Constitution road Infrastructure upgrade (IBF Grant) - Assisting with the construction of retaining wall along major sub arterial road to improve stability of embankment damaged in past extreme storm event. Detailed Design phase in progress.</p> <p>Future Design - Civil Infrastructure Assets.</p> <p>Review and investigation of projects for the FY 2025/26 are underway.</p> <p>Investigation works have commenced on Victoria Lane and the survey for Conrad St is being finalised with investigation work set to commence.</p> <p>Pavement Testing and Design.</p> <p>This project involves the Road Asset Condition Assessment Project for Roads, Footpaths, K&G, traffic facilities and on road carparks. Project data has been validated by staff and adjustments are being made for the final output.</p>
Road Resurfacing Renewal	Delivery as planned	<p>This cluster contains 23 projects of which 1 project (Lancaster Avenue) is a carryover from FY2023/24. This project was completed in Quarter 1 FY2024/25.</p> <p>There are 22 new projects scheduled to be delivered during this financial year, 14 projects were completed in Quarter 2 of FY2024/25.</p> <p>The remaining 8 projects are scheduled to be completed in Quarter 3 FY2024/25.</p>
Road Kerb Renewal	Delivery as planned	<p>This cluster contains 5 Projects of which 3 are carryovers from FY2023/24 (Pavement testing and design, Cressy Road (Higginbotham Road - Holly Avenue) & Cressy Road (Holly Avenue - Buffalo Road)). These works were all completed in Quarter 2 of FY2024/25.</p> <p>There are 2 new projects (Cambridge Street & Culloden Road). Culloden Road has been completed in Q2 of FY24/25.</p> <p>Cambridge Street is scheduled to be completed in Quarter 3 of FY2024/25.</p>
Kerb and Gutter Renewal	Completed	<p>This project involves the renewal of kerb and gutter at six locations, addressing conditions 4 and 5. The locations are as follows:</p> <ul style="list-style-type: none"> • Tennyson Road (Champion Rd to End), Tennyson Point • West Parade (opposite Eastwood Station), Eastwood • Dyson Street (Pellisier Rd to Cul-de-Sac South), Putney • Star Street (Fonti St to Cul-de-Sac South), Eastwood • Cutler Parade (Edmondson St to Chauvel St), North Ryde • Ryedale Road (Second Ave to Fourth Ave), Eastwood <p>Work under this cluster were completed in Quarter 2 FY2024/25.</p>
Road Operations and Maintenance	Delivery as planned	76 pothole requests were completed from 1 October to 30 December. These potholes are completed within the specified KPI of 2 working days.
Bridge Renewals and Upgrades	Delivery as planned	Maintenance works were conducted within Barton Reserve which included crucial maintenance of waterways that were affecting the bridge pylons of a historical bridge.
Bridge Rehabilitation Works	Delivery as planned	Maintenance works were conducted within Barton Reserve which included crucial maintenance of waterways that were affecting the bridge pylons of a historical bridge.

Paths and Cycleways Program

Developing, managing, and maintaining the City's network of footpaths, paths, and cycleways to increase the walkability of our suburbs, improve conditions for cyclists, and connect residents with activity centres and public transport connections.

Strategic Direction

Council's service delivery for this program is guided by:

Strategic Asset Management Plan (2020)

Development Control Plan (2014)

Assessing Effectiveness

Asset condition

Contributing to creating

Our Connected and Accessible City

Building a networked transport system that makes it easier and more convenient to move across our City and access our suburbs, centres, open spaces, and places with reduced dependence on car-based travel.

This program is a major contributor to improving connectivity across our City and improving accessibility to our residential areas, centres, open spaces, schools, and Macquarie University and sustainably accommodate future travel demand by prioritising infrastructure and services that will encourage walking and cycling, fewer car based trips, and making walking and cycling the most convenient option for short trips to activity centres and key destinations

Active Transport Infrastructure <i>Developing, managing, and maintaining the City's network of footpaths and cycleways supporting safe and convenient mobility and connections throughout the City of Ryde and ensuring that they remain safe and sustainable in the long term and provide a satisfactory level of service for the community.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Construction and Maintenance – Paths and Cycleways	Delivery as planned	Repairs and Maintenance conducted as per requests. In addition, Trialling of a concrete grinding technique has been completed to assess the financial and technical benefits. The trial has been used to target areas of high pedestrian traffic for assessment purposes. The financial benefits have been quantified and are under review, and if approved, additional packages for trip grinding will be scheduled for implementation.
Footpaths and Nature Strips Renewals and Upgrades	Delivery as planned	
Footpath Construction Renewals	Delivery as planned	This cluster contains 2 project (footpath defects 4 & 5 & Denman Street/Brush Road Staircase). Footpath Defects 4 & 5 contains 7 nominated sites which are scheduled to be complete by Quarter 4 of FY2024/25. Denman Street/Brush Road Staircase is currently in design and investigation phase with construction works scheduled be undertaken in a future financial year.
Footpath Construction Expansion / Upgrades	Delivery as planned	3 Projects (Olive Street, Vimiera Road and Wicks Road) listed for FY2024/25. <ul style="list-style-type: none"> • Vimiera Road was completed in Quarter 2 FY2024/25. • Wicks Road is scheduled to be completed by end of Quarter 3 FY2024/25. • Olive Street is currently in design phase with planned completion by end of Quarter 4 FY2024/25. Olive Street is currently in design phase with planned completion by end of Quarter 3 of FY 2024/25.
Cycleways Renewals and Upgrades	Delivery as planned	Resolved key constraints to facilitate continuation of the detailed design of a new regional cycle route comprising on and off-road cycling facilities connecting Macquarie Park and West Ryde.
Cycleways Construction Expansion	Delivery as planned	Issue for Construction drawings for the new regional cycle route between Macquarie Park and West Ryde was completed in Quarter 2 of FY2024/25. Construction is expected to commence in 2025.

Our Diverse and Inclusive City



Community Inclusion and Wellbeing Program

Working with organisations and the broader community to increase social and community well-being and empower people to fully participate in community life.

Strategic Direction

Council's service delivery for this program is guided by:
Social and Cultural Infrastructure Framework 2020-2041
Halls and Facilities Strategy 2020-2041
Social Plan 2019-2024
Creativity Strategy 2019-2024
Disability Inclusion Action Plan 2022-2026
Reconciliation Action Plan

Assessing Effectiveness

Participation in events
Utilisation of Council facilities

Contributing to creating

Our Diverse and Inclusive City

The City of Ryde is a community where we are connected to one another, proud of our diversity, and willing to help each other out so everyone can reach their full potential. Creativity and inclusiveness are part of everyday life and are central to how we share our stories, connect with each other, and celebrate our community. Our rich social, cultural, historical, and creative tapestry provides an enduring legacy for future generations.

This program is a major contributor to helping to build the City's social and cultural infrastructure and an active and capable community and creative sector and creating a network of accessible and inclusive public spaces and places for people to come together, participate, connect, be creative, learn together and from each other.

Community Development *Partnering with organisations and individuals to generate solutions that support stronger and more connected communities to enhance community wellbeing. This is achieved using a range of projects, events, and collaborative partnerships. Supporting the arts and cultural development through events, projects, capacity-building programs, and sector development. Providing a community grants program to support local not-for-profit organisations, and community groups to implement projects that contribute to community wellbeing and help build a vibrant community.*

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Social and Cultural Policies and strategies	Delivery as planned	Drafting of Social Strategy 2025-2030 and Creativity Strategy 2025-2030 is currently underway. The final Strategies are planned to be presented to Council for adoption in June 2025.
Collaboration	Delivery as planned	Ongoing collaboration with internal and external stakeholders is delivered for social and cultural planning and drafting the relevant documents on an ongoing basis.
Social and Cultural Research and Analysis	Delivery as planned	Ongoing research and analysis are delivered for social and cultural planning on an ongoing basis. A demographic analysis has been developed to be incorporated in the Social Plan. A research and analysis on City of Ryde creative industry sectors has been developed to be incorporated in the Creativity Strategy.
Arts and Cultural Development	Delivery as planned	Over 300 community members attended a variety of activities supporting the arts and creative development programs that were conducted, this included 2 Rhythms of Ryde live music activations, Artist In Residence Community Workshop, Youth Performing Arts Program and the Youth Creative Competition Awards night.
Delivery of initiatives contributing to the objectives of the City of Ryde's Creative Strategy	Delivery as planned	Funds will support implementation of a range of initiatives identified in the Live Music Plan aimed at promoting live music in the City of Ryde including greater access to performance venues and rehearsal spaces, and enhanced presentation, promotion, and networking opportunities.
Community Development	Delivery as planned	Over 1,300 community members attended a range of community development activities and events focused on social inclusion, employment and health and wellbeing. Key activities in Quarter 2 included the Youth Zone at Granny Smith Festival, Diwali Festival of lights competition, Employment Pathways Expo, Diversity Talks and 16 Days of Activism campaign. A 'Healthy You Healthy Ryde' forum and the Youth Mental Health Forum were held during Quarter 2 for Mental Health Month and the Ryde Shine Ability talent competition was held in December which celebrated the diverse talents of People with Disability.
Delivery of initiatives contributing to the objectives of the City of Ryde Social Plan 2019-2024.	Delivery as planned	The 'Healthy You Healthy Ryde' forum and the Youth Mental Health Forum were in October for Mental Health Month and the Ryde Shine Ability competition, held in December is a talent competition for people with disability. The event also celebrated International Day of People with Disability. Two Accessibility Audits were completed and a series of workshops and survey were delivered for Council staff during November. This formed part of Council's White Ribbon Accreditation and 16 Days of Activism campaign.

Direct Community Services *Providing direct services to the community. Currently, the Council's program of direct community services is limited to supporting eligible people 65 years of age and over to remain living in their own homes through the Council's Home Modifications and Maintenance Service.*

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Community Grants Program	Delivery as planned	Thirty eligible grant applications were received and assessed in grant round 2. Twenty-seven grant applications were endorsed by Council with the total amount of funding being \$161,361.

Community Facilities

The Council is a key provider of quality and affordable community spaces and office accommodation in the City of Ryde, providing a range of public facilities for access by the community to deliver activities, events, and programs. This includes providing halls and meeting rooms for community activities and events and accommodation for not-for-profit organisations that deliver a range of services to the community.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Community Facilities

Delivery as planned

The for-hire community facilities continue to be well utilised with 2,186 bookings in Quarter 2. The overall capacity of the community facilities is 83%. Over 76,000 community members visited the community facilities in Quarter 2 to participate in a range of programs and activities aimed at social inclusion, arts, cultural events and activities.

Building Operations and Maintenance

Delivery as planned

Planned maintenance activities are being conducted to meet operational and service delivery requirements.

Community Buildings Renewals and Upgrades

Community Buildings Renewal

Delivery as planned

North Ryde School of Arts refurbishment in progress and works have commenced on the upgrade of the Kitchen. Drainage works at KU Eastwood are currently in progress.

Heritage Buildings Renewal

Heritage Buildings Renewal

Delivery as planned

This cluster comprises of the one project for the internal rectification works at The Parsonage, Ryde. Preliminary works at the facility commenced in December 2024 with physical works commencing January 2025.

Community Connectedness and Engagement Program

Supporting residents across the City of Ryde to become connected, engaged, and informed and have opportunities to celebrate our culture, build their connections within the community, and contribute to decisions that affect the City.

Strategic Direction

Council's service delivery for this program is guided by:
Community Engagement Strategy

Assessing Effectiveness

Participation in events

Contributing to creating

Our Diverse and Inclusive City

The City of Ryde is a community where we are connected to one another, proud of our diversity, and willing to help each other out so everyone can reach their full potential. Creativity and inclusiveness are part of everyday life and are central to how we share our stories, connect with each other, and celebrate our community. Our rich social, cultural, historical, and creative tapestry provides an enduring legacy for future generations.

This program is a major contributor to this outcome by creating inclusive events that celebrate our culture and strengthen our community connections, and ensuring the community is fully informed and engaged in decisions and council and government initiatives impacting the community.

Events <i>Create and deliver inclusive events, supported by a rich range of social networks, community groups, and partnerships, that provide opportunities for participation, celebrate our culture, and strengthen community connections. Building capacity for community groups to deliver events.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Community Events	Delivery as planned	<p>Delivered a successful Granny Smith Festival with over 80,000 people attending the flagship event in Eastwood.</p> <p>Delivered New Years Eve Fireworks with a record crowd.</p> <p>Planning for the Australia Day Celebration event to be delivered in January and the Lunar New Year Festival to be delivered in February. Two major events of focus for Quarter 2.</p>
Civic Events	Delivery as planned	<p>Delivered two Citizenship Ceremonies in November welcoming 200 New Citizens to Ryde.</p> <p>Delivered the Remembrance Day Service to over 300 people.</p> <p>Planning the Australia Day Citizenship Ceremony and March citizenship for Quarter 2.</p> <p>ANZAC Day service planning has commenced.</p>
Community Engagement <i>Engaging with the community and ensuring all stakeholders are informed and can contribute to the Council's decision-making process.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Community Engagement	Delivery as planned	<p>Council's Community Engagement Strategy was received and noted by Council. Project-based advice and support for engagement activities was provided for 23 organisational projects during the quarter with nine projects closing during the period, after receiving a total over 1,200 responses. More than 1,250 people also attended nine engagement events during the quarter, with five events related to Ryde to 2035: Community Strategic Plan.</p>
Market Research	Delivery as planned	<p>In addition, project-based advice and support for research activities was provided for 13 organisational projects during the quarter. Outcome reports were provided for the community engagement activities for Denistone Sports Club Site and Brush Farm and Lambert Park Masterplan. Council received 182 responses to four different surveys during the quarter.</p>
Marketing and Communications <i>Informing and engaging with the community and stakeholders about Council services and initiatives through a wide range of communication channels, including face-to-face, telephone, Council's website, email, and social media.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Communications, Branding, and Design	Delivery as planned	<p>Corporate Guidelines were maintained and reviewed for release in the coming period. Enhancements continued following the successful corporate Infonet upgrade. Support was provided to the development of the Community Strategic Plan (CSP).</p> <p>Communications through traditional and digital channels to the community during the quarter covered the full range of information, including incoming Councillors following the local government elections, magazine and newspaper publications, content and columns, media such as metro missing links and MPID rezoning, road safety, circular economy, city economy, resilience, library content, events, parks and open spaces, community services and IP&R.</p> <p>Key internal staff communications campaigns included the Tambla payroll system, Christmas party updates and weekly e-newsletters along with the continual review and updating of Infonet and website content.</p>
Website and Social Media	Delivery as planned	<p>Council's website recorded nearly 1.5 million visits, with Granny Smith Festival, RALC, Pre-Booked Household CleanUp Collection, Sportsground Status, Library and Meadowbank New Years Eve Fireworks Display among top viewed pages.</p> <p>Increased follower growth was recorded both for Facebook, with 221 new followers, and Instagram, which acquired 376, while Facebook post reach increased to 92,989.</p>

Our Open and Progressive City



Strategic Property Management Program

Developing and managing the Council's portfolio of properties and buildings, including commercial, residential, community, and operational properties, Council-owned land as well as land owned by the NSW Government which is managed by the Council on behalf of the NSW Government.

Strategic Direction

Council's service delivery for this program is guided by:

- City Wide Property Strategy 2016
- Long Term Financial Plan
- Property Investment Policy (being prepared)
- Affordable Housing Policy

Assessing Effectiveness

Delivery of planned benefit from portfolio

Contributing to creating

Our Open and Progressive City

This program is central to Council operations in the City of Ryde, managing and maintaining the Council's extensive portfolio of corporate, commercial, residential, community, and operational properties, and Council-owned and State Government to ensure maximum long-term value and return for ratepayers.

Property Strategy and Planning <i>Leadership and strategic management of the Council's property portfolio, to maximise its efficiency, commercial outcomes, the overall portfolio performance, and its contributions to the Council's operating income and general financial position.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Property Portfolio Planning	Delivery as planned	City Property have been preparing, for a scheduled 2025 review of the Property Policy and Strategy, to ensure all strategic property planning, recommendations and investment strategies align with Council policies and long-term strategic plan.
Property Services <i>Developing, managing, and maintaining the Council's portfolio of corporate, commercial, and civic properties to ensure maximum long-term value and return for ratepayers.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Property Management	Delivery as planned	Effective and active Lease and Licence management continues across all portfolios; tenant obligations are being met; arrears are managed within set limits; new leases/licences for other internal teams are progressed to execution.
Building Operations and Maintenance	Delivery as planned	Building maintenance activities across the portfolio are being undertaken to ensure fitness for purpose.
Council Buildings Renewals and Upgrades	Delivery as planned	Tenders were called in this quarter for major refurbishment works to a number of Council facilities, with delivery to occur in the next quarter. Additionally, project scoping and preliminary works/investigations were undertaken in this quarter for future project delivery.
Commercial Buildings Renewal	Delivery as planned	Tenders were called in this quarter for major refurbishment works to a number of Council facilities, with delivery to occur in the next quarter.
Operational Buildings Renewals	Delivery as planned	Projects scoped out and preliminary activities undertaken for delivery in next quarter.

Service Delivery Support Program

Providing a broad range of key support functions that underpin delivery across all programs.

Strategic Direction

Providing a broad range of key support functions that underpin delivery across all programs.

Assessing Effectiveness

Efficient delivery of work within programs

Contributing to creating

Our Open and Progressive City

This program is central to Council operations in the City of Ryde and supports the efficient delivery of services by the Council for the community.

Customer Services		
<i>Providing high-quality customer services and managing day-to-day relationships and interactions between the City of Ryde and our customers. Customer service plays an important strategic role within the Council by promoting improved engagement with our community and responsiveness to their needs.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Customer Service (Call Centre and Counter)	Delivery as planned	Responding to 11,554 counter enquiries and 15,518 phone calls supporting community transactions with Council.
Operational Delivery		
<i>Managing delivery of cleaning, landscaping, maintenance, and construction services supporting delivery of Council's operational services and capital projects.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Operations Support	Delivery as planned	Operations Support comprises of Administrative and Technical support provided by the Construction Engineer and Administrative Support staff member to all Sections within the Operations Department. Technical support in the form of development of a Construction Program for Civil Projects and Restorations has assisted in delivering these key Activities. In addition, Admin Support in the form of financial reporting, processing of invoices, SLA reporting, and Emergency Management Support. In Quarter 2, a significant program of Restorations work in the Macquarie Park Precinct was implemented. This required project management of the various sites, and total work amounting to \$1.156M was implemented.
Procurement Services		
<i>Supporting the Council operations by managing tenders and contracts and purchasing goods and services to the value of more than \$80 million from more than 1,500 suppliers annually.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Tenders and Contracts Management	Delivery as planned	Our procurement team support operational staff to understand the policies and procedures around RFQ's and RFT's as well as other aspects within good procurement governance.
Procurement and Stores	Delivery as planned	The procurement team continues to deliver ongoing training and endeavours to ensure a timely release or requisitions to enable the operational sections of council to meet supplier and residents expectations.
Plant and Fleet		
<i>Providing fleet management services for the Council's Operations team and fleet users across the Council. This includes maximising the utility of the Council's plant and fleet assets, responsibility for managing the Council's mechanical assets, as well as the fabrication workshop and external plant hire. A major priority for the Council is maximising the return on the investment of its fleet assets.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Fleet Management	Delivery as planned	Fleet Management manages the City of Ryde's fleet of vehicles. This includes the procurement and disposal of assets and coordinating the scheduled servicing in accordance with the manufacturer's specifications. In addition, Fleet Management is primarily responsible for the implementation of the EV Fleet which is scheduled for completion by 2035. This will result in replacing our fleet of Internal Combustion Engine (ICE) powered vehicles with EVs. While Fleet Operations review the Motor Vehicle Policy to accommodate EVs and investigating various EV charging options, the new staff vehicle option list has updated with hybrid vehicles replacing ICE vehicles, a first step towards achieving net zero by 2035.
Plant and Fleet Purchases	Delivery as planned	Purchase in progress. Purchases at 42% of FY2024/25 Budget. Sales are at 60% of FY2024/25 Budget.
Fabrication Workshop	Delivery as planned	Fabrication Workshop produces bespoke items as requested and provides ongoing maintenance to existing features and fixtures. Maintenance includes vandalised gates and fences, damaged play equipment, and ongoing repairs to Council equipment due to general wear & tear and minor accidents. During Quarter 2, Ryde Aquatic Leisure Centre and Jetties along the Parramatta River required maintenance work.

Legal Services

Provision of legal services to support the Council operations including representing the City of Ryde in legal matters, providing input into the development of contracts and other legal instruments, and advising on all legal matters pertaining to the law, and Council's compliance with legislation.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Legal Services

Delivery as planned

Legal advice was provided to business units within the Council relating to Planning, Enforcement, Property, and Commercial matters.

Governance and Corporate Services Program

Providing specialist capabilities and skills, and corporate functions to enable the effective governance and operation of the Council organisation.

Strategic Direction

Council's service delivery for this program is guided by key elements of council's Resourcing Strategy and other key Acts and government guidelines covering governance and service requirements for councils in NSW:

Long Term Financial Plan

Strategic Asset Management Plan 2020

Workforce Management Plan

IT Strategy

Assessing Effectiveness

Meeting key organisational delivery measures

Contributing to creating

Our Open and Progressive City

This program is central to the governance and functioning of the Council organisation, ensuring the efficient and effective operation of Council and council services, and maximising long-term value and return for ratepayers.

Civic Services

Providing administrative support for the Mayor and the elected council to ensure the efficient operation of the City's Civic functions. Includes coordination and administration of Council meetings and workshops, operation of the Councillor's help desk, distribution of information to Councillors, facilitation of Councillor induction processes, and assisting with the conduct of Council elections.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Civic Support Services

Delivery as planned

There were 3 Ordinary Council meetings, 2 Extraordinary Council meetings and 5 Councillor workshops held in Quarter 2 (October, November and December 2024). Publication of Council meeting minutes is within 2 days. There were 339 Councillor requests responded to in Quarter 2 (October, November and December 2024). The average days taken to respond to these requests was 4 days, which is within the set service standard of 5 days or less.

Council Election. Councillor Induction.

Delivery as planned

With respect to the Ordinary Local Government Elections held on Saturday 14 September 2024, numerous pre-and post-election tasks were actioned, such as but not limited to the following:

Pre

- Uploading "save the date" banners and posters on Council's webpage.
- Renewing non-residential roll electors
- Timetabling key milestones such as meeting schedules, caretaker periods, State of Our City Reporting Requirements, onboarding/offboarding

Post

Under section 232(1)(g) of the Act, all Mayors and Councillors have a responsibility to make all reasonable efforts to acquire and maintain the skills necessary to perform their roles.

- Implementing an extensive Councillor Onboarding Induction Program including presentations by all team leads introducing their teams and communicating their team's purpose, goals, projects and challenges. Training by an external consultant (Kath Roach of Sinc Solutions) on various Governance related topics and a specific strategic planning workshop on Council's Community Strategic Plan and Delivery Program. Dates of the Induction were:
 - 08, 12, 17, 24, 26 and 29 October 2024 – Internal Staff Presentations
 - 02 November 2024 – External Consultant
 - 23 November 2024 - Councillor Bus Tour of Ryde LGA
- As part of the Councillor Onboarding Induction Program, all Councillors undertook the Essential Cyber Security Awareness live online training for NSW Local Government Councillors (offered by Cyber Security NSW).
- An extensive list of Professional Development Program (seminars, conferences, training courses) opportunities has been forwarded to all Councillors, and Council will work directly with all Councillors to support their learning and professional development.

Business Strategy and Innovation <i>Providing specialised corporate strategy, planning, and business transformation for the Council, including Integrated Planning and Reporting implementing the Council's Continuous Improvement framework including process management and business innovation, and project governance across the Council.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Business Strategy and Innovation	Delivery as planned	<p>The department has led and/or supported other departments across the Council in reviewing current services, customer delivery and experience, customer request workflows, existing business processes, and legislative reporting requirements, to improve and drive business transparency, efficiency, and effectiveness.</p> <p>Supported the solution design and delivery of recommendations for a refresh of the 735A Certificate application processes, a new performance dashboard for tracking State Significant Developments (SSDs), and the implementation support of the changed financial system (TechOne) as a service, and a cloud-based application.</p>
Corporate Planning and Reporting	Delivery as planned	<p>The department has provided full disclosure on key aspects of the Council's core services, delivered annual and quarterly reporting, addressed legislative and regulatory requirements as required by the Local Government's Integrated Planning and Reporting (IP&R) framework, and provided transparency in its commitments to the NSW Government, the Council, and the Community.</p> <p>The key statutory reporting outputs produced, delivered, and endorsed in Quarter 2 include the:</p> <ul style="list-style-type: none"> • Annual Report FY2023-2024 'Unlocking our City's Potential'. • State of Our City Report FY2021-2024 covering the last Council term • Quarterly 1 Progress Report FY2024-2025 covering the period of July to September 2024 • Community Engagement Strategy 2024 with the Communications and Engagement Department <p>Also, we welcomed the new Council in October 2024 and provided Councillors with invaluable 'Induction Training' over two workshops relating to the NSW Local Government's Integrated Planning and Reporting (IP&R) framework and Council's statutory obligations and legislative and regulatory requirements for the new Council term.</p>
Review of Community Strategic Plan	Delivery as planned	<p>Commenced the plan to review and refresh the entire suite of IP&R reports; the Community Strategic Plan, the Community Engagement Strategy, the Four-Year Delivery Program, the One-Year Operational Plan, and the Resourcing Strategy, required following the Local Government election in September 2024 by the NSW Office of Local Government (OLG).</p> <p>We have communicated, interacted, engaged, and connected with the Community to 'Have Your Say on the future of the City of Ryde - Ryde to 2035', specifically as it relates to our collective vision, aspirational outcomes, and strategic priorities to ensure that the City of Ryde remains a vibrant place to live, work, and play.</p> <p>We have deployed a wide range of research and engagement methods with the diverse Community to seek their valuable feedback (1,650+ people reached and responded with constructive feedback). For example, feedback received from independent phone and online surveys, pop-up events like the Granny Smith Festival, Macquarie University, Ryde Small Business Month – Talks over Toast, Ryde Wharf Markets, West Ryde Station, Citizenship Ceremony, Mayor for a Day with Local Primary Schools, and at the Councillors' Induction and Priorities Workshops.</p>
Enterprise Project Management Office	Delivery as planned	<p>The department has led and/or supported other departments across the Council in making incremental improvements toward uplifting organisation awareness, engagement, capabilities, alignment, and collaboration across project management and governance. This improvement is being achieved through more frequent, targeted, and greater visibility and reporting of projects, the coaching, and training of staff on the 'Project Management' framework, and continuously reviewing processes, systems, and data to enhance project management, governance, and reporting.</p>

Governance, Audit, and Risk

Providing specialist services to ensure Council operations are covered by robust and comprehensive corporate governance, risk management, insurance, and audit frameworks supporting effective organisational operations, compliance with legislative requirements, and ethical decision-making and behaviour, and help the organisation manage significant risk exposures, including effectively work health and safety risks, injury management, return to work and injury claims management.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Governance Support

Delivery as planned

Current Governance Projects:

- Implementation of a new organisational Delegations of Authority and Legislative Compliance Register (RelianSys).
Upon having full access to the software, the BA&G team have undertaken a data cleanse & bulk upload of Council staff details (name, position title, email, position number and access level) into the new system.
Furthermore, in conjunction with Council's information technology team and the provider, all staff have been coded for single sign on capabilities into RelianSys. A review of all Council staff financial delegations was undertaken with the Acting CFO prior to his departure to ensure each delegation is fit for purpose and aligned with Council's finance system - Tech One.
 - Extensive review of Council's Corporate Document Register.
 - Development of a Council Policy Framework, all new templates have now been drafted that sit within the Policy Framework (Council Policy, ELT Policy, Procedure and Guideline)
 - Development of Council's Draft Unsolicited Proposal Policy is prepared for internal consultation.
 - Review of the following Policies has been actioned in preparation for consideration by Council in March:
 - Councillor & Staff Interaction Policy;
 - Statement of Business Ethics;
 - Councillor Expenses & Facilities Policy;
 - Code of Meeting Practice;
 - Procedures for the Administration of the Code of Conduct;
 - Code of Conduct; and
 - Gift & Benefits Policy;
- The following corporate documents have been endorsed/adopted:
- Pecuniary Interest Returns
 - Charter – ARIC
 - PID Policy
 - Councillor Discretionary Funds Policy
 - Interface and day to day oversight of the CEO by the Mayor including Mayor's Roles and Responsibilities Policy
 - Sponsorship Policy
 - Data Breach Policy
 - Media Policy
 - Social Media Policy
 - COVIDSafe Workplace

Complaints Management

Delivery as planned

The current referral of the draft Complaint Management Policy and Procedures is currently on hold and is now proposed for the end of the financial year to ensure that any organisational changes are incorporated in the final draft.

The draft Complaint Management Guidelines and associated documents that were created are being modified in response to staff feedback to ensure the final document is inclusive and provides a consistent approach to complaint investigations.

Provided training and guidance on creating written correspondence to residents to ensure a comprehensive response is provided.

Regular communication with the Senior Coordinator Customer Service providing quality assurance feedback on the reports lodged by Customer Service staff by reviewing Council's Call Recording files relating to the lodgement of complaints.

Internal Audit	Delivery as planned	Developed a four-year strategic audit plan and approved by ARIC in Feb 2024. Developed a FY24/25 Annual Internal Audit Plan and approved by ARIC. Implementation of annual internal audit program was commenced after the Principle Internal Auditor role was filled in late November 2024. Indicative Objective, scope, timeframe, resource was determined after engaging with key stakeholders. Planning stage of Swimming Pool review, Contract Management Review and Payroll Review commenced. Process to monitor internal audit recommendations are developed with audit issue title, audit recommendation, ownership, management update and completion date. Internal Audit Issue Monitoring System Capability Criteria was developed. An internal audit system is being explored to enhance monitor internal audit recommendations. A self-assessment of Internal Audit Functions enhancement was conducted by PIA. Gaps were analysed, discussed and initial prioritisation was discussed with CAE.
Risk and Insurance	Delivery as planned	Progress on refresh of Council's Enterprise Risk Management Framework was reported to the November ARIC meeting. New operational risk assessment undertaken for Putney Beach Swim site.
Health, Safety, and Injury Management	Delivery as planned	Ongoing operational activity for the quarter included 10 field inspections of Operations teams to ensure safe work practices are in place. Training for people leaders in Managing mental health in the Workplace to complement our ongoing focus on Employee Health and Wellbeing. Conducted training for Project Teams in developing Construction safety management plans and managing Contractor Safety. Finalising of StateCover Mutual 2024 WHS Self Audit.
<p>Asset Management</p> <p><i>Long-term planning, management, and reporting for the Council's \$1.7 billion asset portfolio ensures that the Council remains financially sustainable into the future and can maintain the City's assets to provide an acceptable service level for the community. This includes supporting decision-making around long-term planning such as the renewal and upgrade of assets within the LGA, maintaining the Council's asset framework, management system, and business processes in consultation with the various asset custodians.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Asset Planning	Delivery as planned	Corporate asset system has been updated with new asset data collected in the FY2024/25. Draft asset plans and strategic asset documentation are being completed for adoption by Council this financial year. Council's Long Term Financial Plan will be drafted in collaboration with the Financial Accounting team, to allow for planning of replacement, renewal, upgrade, maintenance and operating costs for Councils asset portfolio, including some of the major projects planned for over the next 10 years.
Investigations and review of CCTV information	Delivery as planned	Request For Quotation for the project is currently under assessment, with contract to be awarded by the end of January 2025. Works are planned to commence in March/April 2025, with an additional task for inspection of high-risk stormwater assets part of the project.
Renewal of Buildings Renewal of Stormwater Renewal of Other Road Assets	Delivery as planned	All asset renewal planning is progressing as per the Asset Plans and LTFP documentation.

Financial Management <i>Providing a comprehensive range of financial services to the Council and supporting the City of Ryde's longer-term financial sustainability. Services include facilitating the payment for goods and services, the collection of revenue and investment of funds, ensuring the Council's financial statutory responsibilities are met, accounting for transactions, compliance with accounting standards, regulations, and laws, the management of good internal controls and stewardship for guiding Council's financial sustainability.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Financial Accounting	Delivery as planned	
Council's reserves generate over 0.85% returns over benchmark (Bloomberg rate)	Delivery as planned	Council continues to invest available surplus funds with the best available Term Deposits interest rates and has been able to achieve 0.49% above the benchmark figure. After a few years of higher than average interest rates, the market is awaiting on CPI and overall economic data which the RBA uses as an input into its interest rate policy. This, in turn, impacts the benchmark rate.
Management Accounting	Delivery as planned	Work is underway for the Council's Draft Budget FY2025/26, Fees and Charges FY2025/26 and Council's Capital Works Program. In addition, the Council has completed its Quarter 2 Budget Review which will be presented in February Council Ordinary meeting.
Revenue and Systems	Delivery as planned	Council issued the annual rates notices and reminders as per agreed timeframe. Council will be working towards achieving the minimum benchmark of 5% outstanding rates and charges by financial year end.

Information Technology Management <i>Providing information, communication, and technology (ICT) services supporting Council operations, managing data, and information flow through the organisation, and ensuring records are stored, maintained, and archived as required by government legislation. The ICT portfolio has more than 100 applications and 1000 end-user devices (PCs, tablets, notebooks, and mobile devices) as well as networks based on over 100 servers in active use. Providing specialised records management services that support Council operations, manage data and information flow through the organisation, and ensure records are stored, maintained, and archived as required by government legislation.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Technology Platforms	Delivery as planned	<ul style="list-style-type: none"> Managed Security Services (SOC) Request for Quotation: Contract formalised, and implementation kicked off, Public Wi-Fi Service transition: Commissioning of 6 sites completed ahead of planned target, Deployment of new End User Computing devices (Windows 11 laptops) kicked off as part of lifecycle management, Technical delivery of TechnologyOne (ERP system) transition to Cloud project completed. Technical delivery of ePlanning portal project phase 2 delivered, providing additional bi-directional functionality with ERP and record management systems. Replacement of two large format printers at Top Ryde and North Ryde offices commenced as part of lifecycle management. Established the cloud-native technical environment to support the replacement and build of 50 public computers in Libraries with improved management and security.
IT Strategy and Governance	Delivery as planned	<ul style="list-style-type: none"> ARIC received a Cyber Security update at its November 2024 meeting. Council's overall Cyber Hygiene status was reported as HEALTHY, and further improvement activities are planned to ensure ongoing compliance with the Essential8 framework.
ICT Strategy Implementation	Delivery as planned	This is a source of funding for ICT and digital projects. Funding is allocated to approved projects, which will be reported separately.
IT Platform and Application Enhancements	Delivery as planned	<ul style="list-style-type: none"> TechnologyOne SaaS transition project go-live completed as planned in November 2024. The ICT Procurement Roadmap continues to provide a plan for procurement activities for 88 IT goods & services. Links (RALC booking software) replacement: tender evaluation will be completed by the end of February 2025. Community Engagement software (Social PinPoint) replacement: quotation evaluation will be completed by the end of February 2025.

Information and Records Management	Delivery as planned	<p>Work commenced on the recommendations outlined in the improvement plan to enhance key aspects of the corporate recordkeeping system to ensure the system continues to meet recordkeeping compliance requirements and changing user needs.</p> <p>Physical information assets continue to be assessed with files no longer required being sentenced, and those requiring continued retention reserved for digitisation. The Information Governance Policy and Framework was reviewed and updated and is ready for consultation during February 2025.</p>
Land Information and Mapping	Delivery as planned	<p>Tender for Council's spatial software was evaluated, and a recommendation made. The recommended solution is being considered for approval, with the proposed implementation in Quarter 4 FY2024/25.</p>

People Management		
<i>Providing generalist human resource services for the Council, including workforce planning, equal employment opportunity and diversity management, remuneration, recognition and rewards management, payroll services, employees, industrial relations, change management, capability development, leadership development, and ongoing workforce training and development.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Workplace Strategy and Employee Relations	Delivery as planned	<p>In this quarter 18 jobs were published, and 24 offers were made. Of these offers, 14 were for jobs posted before the previous period. We have one workplace reform pending approval.</p> <p>In December 2024, the Council resolved to initiate an organisational structure review. This decision was announced to the wider business and union following a meeting with the Consultative Committee on 18 December 2024. All employees were subsequently notified of the proposal, and the proposed organisational structure chart was shared after the Consultative Committee meeting.</p>
Payroll Services	Delivery as planned	
Organisational Development and Capability	Delivery as planned	

Major Projects		
<i>Providing best-value investment in community infrastructure as a means of delivering optimum social, environmental, and economic outcomes for the community of Ryde by:</i>		
<i>Planning and delivering major infrastructure projects to established time, cost, and quality targets.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Major Projects	Delivery as planned	<p>The proposed Framework was endorsed by the Audit & Risk Improvement Committee at its meeting of July 15, 2024. The Framework is now being progressively implemented through the major infrastructure projects that are currently underway.</p>

CONTACT

Many of the City's services, activities, functions, and projects are listed in this report, but if you need further assistance or information, simply contact us via one of the following easy ways.

Website

www.ryde.nsw.gov.au

Telephone

Call (+61 2) 9952 8222
between 8.00am and 5.30pm,
Monday to Friday

Post

Write to us at:
City of Ryde
Locked Bag 2069
North Ryde NSW 1670

Email

Send us an email at
Cityofryde@ryde.nsw.gov.au

Mayor and Councillors

Contact details for the Mayor and Councillors are available on www.ryde.nsw.gov.au or contact the Customer Service Centre on (+61 2) 9952 8222.

In Person

You can visit our Customer Service Centre located at 1 Pope Street, Ryde, NSW 2112 or any of our five libraries (www.ryde.nsw.gov.au/Library/Visit-Us).

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TRANSLATION INFORMATION

English

If you do not understand this document, please come to 1 Pope Street, Ryde (within Top Ryde Shopping Centre), to discuss it with Council staff, who will arrange an interpreter service. Or you may ring the Translating and Interpreting Service on 131 450 to ask an interpreter to contact you. Council's phone number is 9952 8222. Council office hours are 8.00 am to 5.00 pm, Monday to Friday.

Arabic

إذا لم تفهم محتوى هذه الرسالة، يرجى الحضور إلى Ryde +1 Pope Street (في Top Ryde Shopping Centre)، لمناقشتها مع موظفي المجلس الذين سوف يرتبون للاستعانة بمتكلم شفهي. أو قد يمكنك الاتصال بخدمة الترجمة التحريرية والشفوية على الرقم 131 450 لتتطلب من المترجم الاتصال بك. رقم هاتف المجلس هو 9952 8222. ساعات عمل المجلس هي 8:00 صباحاً حتى 5:00 مساءً، من الاثنين إلى الجمعة.

Armenian

Եթե դուք չեք հասկանում սույն նամակի բովանդակությունը, խնդրում ենք այցելել 1 Pope Street, Ryde (որը գտնվում է Top Ryde Shopping Centre-ի մեջ), Ryde, քննարկելու այն բաղադրանքները, որոնք անհրաժեշտ են, ուղիղ ձեզ համար կապահովեն թարգմանչական ծառայություն: Կամ կարող եք զանգահարել թարգմանչական ծառայություն 131 450 հեռախոսահամարով և խնդրել, որ թարգմանիչը ձեզ զանգահարի: Խորհրդի հեռախոսահամարն է 9952 8222: Խորհրդի աշխատանքային ժամերն են՝ առավոտյան ժամը 8:00-ից մինչև երեկոյան ժամը 5:00, երկուշաբթիից մինչև ուրբաթ:

Chinese

如果你不明白这封信的内容，敬请前往1 Pope Street, Ryde (位于Top Ryde Shopping Centre内)，向市政府工作人员咨询，他们会为您安排口译服务。此外，您也可以拨打131 450联络翻译和口译服务，要求口译员与您联系。市政府电话号码为9952 8222。市政府办公时间为周一至周五上午8:00至下午5:00。

Farsi

لطفاً اگر نمی توانید مترجمت این نامه را ترک کنید، به نشانی Ryde +1 Pope Street (در Top Ryde Shopping Centre) مراجعه کنید تا با استفاده از یک مترجم در این باره با یکی از کارکنان شورای شهر گفتگو کنید. یا اینکه می توانید با خدمات ترجمه کتبی و شفاهی به شماره 131 450 تماس بگیرید و بخواهید که به یک مترجم ارتباط داده شوید. شماره تماس شورای شهر 9952 8222 و ساعات کاری آن از 8:00 صبح تا 5:00 بعد از ظهر روزهای دوشنبه تا جمعه است.

Italian

al Top Ryde Shopping Centre), Ryde, per discutere con il personale del Comune che organizzerà un servizio di interpretariato. Potete anche contattare il Servizio di Traduzione e Interpretariato al 131 450 per chiedere a un interprete di contattarvi. Il numero di telefono del Comune è il 9952 8222. Gli orari di ufficio del Comune sono dalle 8.00 alle 17 dal lunedì al venerdì.

Korean

이 서신을 이해할 수 없을 경우, 1 Pope Street, Ryde (Top Ryde Shopping Centre 내)에 오셔서 통역사 서비스를 주선할 시의회 직원과 논의하십시오. 혹은 통번역서비스에 131 450으로 전화하셔서 통역사가 여러분에게 연락하도록 요청하십시오. 시의회 전화번호는 9952 8222입니다. 시의회 사무실 업무시간은 월요일에서 금요일, 오전 8시 00분에서 오후 5시까지입니다.